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# MEMORANDUM

To: Newbrook and NICS Participants, Staff, Family, and Community Partners

From: Julie Allen, Senior Clinical Director on behalf of the Clinical Leadership Team

cc: Terry Hurley, VP; Arthur Ginsberg, President

Date: July 24, 2020

Re: Newbrook Day and NICS Programs– Return to Services: Update

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This updated memorandum further outlines CRI’s plan should there be a rise in the spread of COVID-19.

During this pandemic, CRI’s top priority has been to ensure the health and safety of the individuals we support and the staff who support them. Given the re-opening guidance for Virginia from Governor Northam, we are excited to carefully and cautiously begin our day support and community based services again. To ensure a safe re-open, our processes and procedures have been revamped in response to our “new normal.”

## Our Plan:

CRi still plans to open our center and community based services on a limited basis Monday August 3, 2020 up to 25% capacity in both our Chantilly and Sterling locations. We may increase our supports to 40% capacity in late--August after evaluating our risk and processes, ensuring we are doing all we can for the health and safety of all participants and staff.

Here is what we have done to prepare the centers and our staff for a safe re-opening:

- a. The physical space in the programs have been clearly marked to encourage physical distancing and support small groups (5 or fewer people). Seating and tables have been arranged in such a way that ensures 6-feet for physical distancing.
  - i. Groups have been identified with specific staff assigned to work in specific spaces, based on the needs of the participants.

- ii. A new program schedule has been created to best support people moving through the program safely and to ensure physical distancing, including the cafés, stairways, and egress areas.
- iii. A quarantine area has been identified in each program to immediately separate a symptomatic person from the general milieu.
- iv. Signage has been created and posted throughout the program to reinforce physical distancing, one-way traffic areas, washing hands, and wearing masks.
- v. Personal Protective Equipment (PPE) and other supplies have been purchased, including touchless thermometers, disposable masks, gloves, soap, bleach, disposable dishes, hand sanitizer, gowns, face shields, and O2 devices.
  - 1. PPE is available in each program site and in each program vehicle.
- vi. The programs and all vehicles have been aggressively cleaned and sanitized, and new daily cleaning protocols have been developed.
- vii. All staff will be trained on new guidelines for services, cleaning, and symptom monitoring prior to open. They will also be trained on how to correctly don gowns, masks, gloves, and face shields.
- viii. We developed a response plan if an individual and/or employee tests positive for COVID-19 after attending or working at the day program. The plan addresses the assessment of the exposure and if necessary, how the program be sanitized and timeframes for re-admittance, temporary closures, and a re-opening.
- ix. Select staff have been identified to work in the programs to promote continuity and reduce risk of exposure.
- x. All meetings and tours will continue virtually only.
- xi. Most community-based activities will be suspended. The program will maximize time in parks and other outdoor venues whenever possible, promoting exercise and volunteering opportunities.

**Returning to Services:**

- a. In August, we are welcoming back those participants who are willing and able, with support, to cooperate with wearing a mask, and adhering to physical distancing and hand washing rules.
  - i. In the meantime, we encourage families and residential providers to support the learning of these needed skills.
  - ii. For those individuals not yet ready to return, we will offer virtual day support services. More information will be forthcoming in mid-August.
- b. The Newbrook Team will host a virtual IDT meeting for each participant prior to beginning services again. We'll ask that all involved parties join, including the participant, guardian, residential team, and support coordinator.

- i. During the IDT, the Newbrook staff will complete a screening and assessment for COVID-19, and review the new procedures for attending services and staying home if sick or symptomatic.
  - ii. The team will also have the opportunity to collaborate on any participant-specific interventions or needed supports.
- c. Group homes and caregivers are asked to provide transportation during our initial re-opening phase – approximately 30 days. Logisticare will not to be introduced until they have provided their plan for preventing exposure of COVID -19.

**When Services Start:**

- a. All staff and participants will be screened daily for signs and symptoms of COVID-19 prior to entering the program.
  - i. Staff will have their temperature and oxygen levels taken prior to beginning their shift. Anyone with an elevated temperature above 100.4 degrees or an oxygen reading below 90% will not be allowed in the program and asked to seek medical attention.
  - ii. A new drop-off and pick-up protocol has been developed:
    - 1. Upon arrival to the programs, we ask that all participants and supporters remain in your vehicle and a Newbrook staff will come to you, ask you or your caregiver screening questions about symptoms, take your temperature and your oxygen levels. If everything is within normal limits, you will be escorted to the restroom to wash your hands, ensure you are wearing a mask, and then into your assigned area in the program or assigned vehicle. If you are found to be symptomatic, you will not be allowed in the program or receive services in the community.
    - 2. The same procedure will occur at the end of the day. Once transportation arrives, please call the program. Then the participant's temperature and oxygen levels will be checked, hands washed, and then escorted to their transportation.
  - iii. Staff and participants will have their temperatures and oxygen levels taken three times during the day: upon arrival, midday, and prior to departure. If any person is found to be symptomatic, they will be asked to leave the program, and follow the protocol for returning.
  - iv. Participants and staff will wear masks when in program and out of the program while in the community. The only exception will be in outside locations, such as parks, where physical distancing can be accomplished.
- b. If a participant has become symptomatic, we ask that the caregiver or residential provider commit to picking them up from the program immediately to mitigate exposure to others in the program.

#### Community Based Services (NICS):

- a. For those individuals enrolled in community engagement or community coaching, they will have the opportunity to receive day support in the center should they choose. This must be discussed with the team during the virtual IDT for planning purposes.
- b. Transportation during community engagement and coaching will be provided by CRi. The program has temporarily suspended use of public transportation. Capacity in the vehicles will be limited to ensure space for physical distancing.
- c. There will be minimal indoor community outings offered and those locations will be vetted to ensure they are following CDC guidelines. The program will maximize time in parks and other outdoor venues promoting exercise and volunteering opportunities.

#### Response to COVID-19 Exposure or Positive Test:

- a. CRi is committed to transparency and preventing the spread of COVID-19. Should anyone in the program be exposed or a staff or participant test positive for COVID-19 after having been in the program, participants, staff, families, and community partners will be immediately notified.
- b. To this end, we ask our partners to commit to the same level of transparency, in that the programs be notified if any participant or member of their household is at risk of or has been exposed to the virus or has tested positive.
- c. Full contact tracing will be conducted, and those identified as potentially at risk will be notified.
- d. CRi's Nursing Department, under the direction of our Medical Director, has developed protocols guiding us to appropriate procedures for returning to the program after being exposed or testing positive. This includes pre-determined symptom free periods and/or a negative COVID-19 test. Specific protocols will be reviewed during the virtual IDTs.

#### Guidance in the Event of a Rise in Infections

As CRi begins to implement the Clinical Reintegration Action Plan and despite our best efforts to focus on the health and safety of the individuals and our dedicated staff, this section will address the necessary steps to take if there is a rise in the spread of COVID-19.

- Safer at Home: Phase Three began on July 1<sup>st</sup>, 2020. If the Governor signs an Executive Order pulling back to Phase Two, CRi will immediately comply with the order and the restrictions outlined in that order. If any of the counties where CRi operates programs should issue a directive placing restrictions on businesses or human service providers that are more restrictive than the Governor's order, we will immediately comply with those restrictions.

- Residential Programs- If a person residing in a CRi home displays COVID-19 symptoms (i.e. temperature or oxygen levels), the home will immediately restrict participation in community activities and restrict all visitors. The staff at the home will monitor all persons who reside in the home for ten days. The person with symptoms Primary Care Physician will be contacted for further direction.
  - If a person in the home tests positive for COVID-19, all community activities will be placed on hold and the restrictions will be implemented for ten days. The local county health department will be contacted.
  - If any staff member in the home tests positive, the same restrictions will be put into place. Staff will follow the protocols that are in place for exposure to the virus and contact the Human Resources Department immediately.
- Day Programs- If a person attending a CRi day program displays COVID-19 symptoms (i.e. temperature or oxygen levels), the person and anyone the person had contact with will immediately be sent home. All persons sent home will be monitored for ten days. The person with symptoms Primary Care Physician will be contacted for further direction.
- CRi's Director of Nursing should be contacted at the onset of symptoms. The DON will provide guidance and direction as needed. The DON may consult with CRi's Medical Director.

We hope these changes and guidelines give you comfort in knowing the re-opening of the programs safely is our priority.