



# MEMORANDUM

To: Persons Supported, Staff, Family, and Community Partners

From: Terry Hurley, Vice President on behalf of the Clinical Leadership Team

cc: Arthur Ginsberg, President

Date: July 24, 2020

Re: CRI's Path Forward for Residential and Community 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 on-site program visits, encourage a return to day support, work, or meaningful day activities, and participation in community activities. However, our goal is to do this slowly, and to ultimately ensure a safe path forward, our processes and procedures have been revamped in response to our "new normal."

## Our Plan:

CRI's Senior Leadership reviewed and evaluated the recommendations and guidance from the Centers for Disease Control (CDC), state and local government, and our Medical and Nursing Directors to ensure that our path forward is prudent and best practice.

CRI still plans to open our center and community based services on August 3, 2020 at 25% capacity. We may increase capacity in mid to late August after evaluating our risk and processes, ensuring we are doing all we can for the health and safety of all persons supported and staff. We continue to strongly encourage virtual visitation in all our residential programs. All other types of visits need to be scheduled.

Here is what we have done to prepare our programs for a safe path forward:

- a. 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 oxygen devices.
  - i. PPE is available in each program site and in each program vehicle.
- b. The programs and all vehicles have been aggressively cleaned and sanitized, and new daily cleaning protocols have been developed.
- c. All staff have been trained on new guidelines for services, cleaning, and symptom monitoring. They have also been trained on how to correctly don gowns, masks, gloves, and face shields.
- d. We developed a response plan if an individual and/or employee tests positive for COVID-19 in our programs or after attending a day program. The plan addresses the assessment of the exposure and if necessary, how the program be sanitized and timeframes for quarantine and COVID-19 management.
- e. Select staff have been identified to work in the programs to promote continuity and reduce risk of exposure.
- f. All meetings continue to occur virtually.
- g. Most community-based activities have been suspended. The programs will maximize time in parks and other outdoor venues whenever possible.
- h. All individuals and staff are closely monitored for symptoms of COVID-19, including regular temperature and oxygen level checks.
- i. All staff wear masks in the programs, and social distancing is encouraged. Please understand there are exceptions to this and if you have any questions please ask a manager.

## Program Visits:

- a. We welcomed on-site, outdoor visits with families, guardians, and special friends on Monday, July 13, 2020. This process has been successful and we've received positive feedback from all involved about this opportunity.
  - i. All visits **must be scheduled and approved** ahead of time with the program manager. Please be supportive that not every request may not be accommodated as we work to manage the needs of everyone and may be limited in duration.
  - ii. Specific areas have been identified for these visits for comfort and privacy.
  - iii. All visits must be scheduled ahead of time with the program staff.
  - iv. Prior to coming on-site, visitors will be screened by identified program staff for signs and symptoms of COVID-19.
  - v. Upon arrival, staff will take visitors' temperatures and document name, date and temperature on the attached form. ***\*Those with temperatures over 100.4 degrees will not be allowed to participate in a visit and will be encouraged to seek medical attention.***
  - vi. Staff will confirm, prior to any visit, that residents and staff are presently asymptomatic.
  - vii. All visitors will sanitize hands upon arrival, and wear a mask and adhere to **social distancing rules** (including hugging) for the duration of the visits.
  - viii. Program visits are subject to change based on current home environment.

## Home Visits:

- a. Home visits are not supported at this time. Any concerns must be discussed with Senior Leadership.

## Returning to Day Support Services, Work, or Meaningful Day Activities:

- a. Prior to any return to services, CRi will require a virtual IDT for each individual and their team to carefully plan for the specific needs of the individual supported. This process has begun and teams are making careful, coordinating plans to support the best scenario for each individual.
  - i. It is strongly recommended that other providers share their plans to mitigate risks of exposure to COVID-19, plans for re-opening, and emergency plans should exposure occur.
- b. CRi is encouraging those individuals who are willing and able, with or without support, to cooperate with wearing a mask, and adhering to physical distancing and hand washing rules to consider returning to previous daytime activities. *In the meantime, we encourage families and residential providers to support the learning of these needed skills with individuals not yet ready to return to previous routines.*

- c. We will continue to assess the overall program operations as it relates to all individual's health and safety.

#### When Services Start:

- a. All individuals will be screened daily for signs and symptoms of COVID-19 prior to attending their day program or other meaningful day activities and immediately upon return home.
  - i. If temperatures are above 100.4 degrees or oxygen levels below 90%, activities will not occur, and medical attention sought.
- b. If an individual has become symptomatic, we commit to picking them up from their program immediately to mitigate exposure to others in the program. The individual will then be quarantined at home until further medical direction is obtained.

#### Community Activities:

- a. Individuals will have the opportunity to return to community activities based on availability and adherence to government guidelines. Any concerns regarding returning to community activities should be discussed with the team during the virtual IDT for planning purposes.
- b. Transportation during community activities will be provided by CRI whenever possible. We are strongly discouraging the use of public transportation at this time. Capacity in the vehicles will be limited to ensure space for physical distancing. More details on transportation will be forthcoming.
- c. There will be limited indoor community outings offered and those locations will be vetted to ensure they are following CDC guidelines. Programs 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 our programs be exposed or test positive for COVID-19 individuals, 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 our programs be notified if any other day program participant or member of their household is at risk of having been exposed to the virus or has tested positive.
- c. 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 (ie 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.