

Pandemic Response Plan for COVID-19

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Effective immediately and until further notice, the following pandemic response plan must be implemented across all Oregon Supported Living Program (OSLP) locations (group homes and the main office) in response to the COVID-19 pandemic (COVID-19).

Admissions

OSLP Agrees that it is best for everyone involved that we not accept new admissions to any residential setting where a person or caregiver has suspected or confirmed case of COVID-19

24-Hour Residential Programs

OSLP has established within each program, an Emergency Preparedness Binder that takes into consideration the individual needs of the people we support in emergencies, and addresses events such as a pandemic (e.g. immediate and continued access to medical treatment, continued access to medical supplies and equipment, relocation options, behavior support needs and anticipated emergencies). OSLP's plan identifies 2 secondary locations should we need to relocate and no other option is available (see attached). OSLP has initiated weekly phone meetings with local Lane Co. partners to review options for emergent needs like relocation and isolation sites, and have agreed to assist each in the event we need to relocate, and identify viable isolation sites.

Supported Living Programs

OSLP has an established Emergency Preparedness Plan which works in tandem with established person-specific Safety Plans, and takes into consideration the needs of the individuals and addresses events such as a pandemic (e.g. immediate and continued access to medical treatment, continued access to medical supplies and equipment, relocation options, behavior support needs and anticipated emergencies). OSLP's plan identifies 2 secondary locations identified should we need to relocate and no other option is available.(see attached)

Official Pandemic Communication Procedures

As COVID-19 evolves and clear lines of communication become even more essential for the protection of everyone involved with the agency, the following communication procedures are enacted.

Establishing Official Communication Channels

To ensure rapid and reliable communication, this plan and all future agency directives related to COVID-19 will be communicated through the following official communication channels (OCC).

- Emails and S-Comms sent by the Executive Director, or forwarded on her behalf;
- Splash Screen messages on Therap;
- Direct phone calls from management as needed or requested and;
- COVID-19 Binder which includes; Essential Personnel Screening Protocol and Screening Log, memos from OSLP and ODDS, Sanitation Guidelines, and Resources.

- Coordinate and share communications and resources with partner agencies for the greater need.
- In the event of a suspected or confirmed case of COVID-19, the Executive Director or designee will appoint a specific person to coordinate communication with federal, state and local health officials.
- HIPAA regulations will be followed and communications to people we support, guardians, and their ISP teams will be timely and shared as soon as information is available, and as soon as possible following the diagnosis.
- The Executive Director designee will notify the ODDS Emergency Management Specialist in the event of known exposure, outbreak or closure related to COVID-19 at: ODDS.INFO@dhsoha.state.or.us This notification will be immediate upon designation.
- Keeping Informed of the Response

OSLP has a duty to keep everyone involved and informed as COVID-19 progresses. In addition, everyone involved has a duty to keep themselves informed of this plan and any future agency directives related to COVID-19.

The following actions and expectations are now in effect.

1. **Posted Notices:** Notices will be posted outside the front door of each location to inform any visitors of the requirements of this plan. Daily checks of the provided COVID 19 Communication Binder for updates and new procedures, protocols or communications.
2. **Keeping Informed as Employees:** All staff should monitor Official Communication Channels to stay informed of the agency's response as well as future agency directives related to COVID-19 and take actions as directed through official communication channels.
3. **Keeping Informed as Family and Friends:** Family and friends are encouraged to stay informed by remaining in contact and coordinate alternate plans with the Program Manager as needed.

Communicating Barriers to this Plan

This plan relies on everyone involved to communicate when barriers arise, including resistance to implementing any part of this plan and future directives, inadequate supply of personal protective equipment or other essentials, or unforeseen situations that may elevate risk of exposure.

Barriers to this plan must be reported promptly and directly to the Program Manager (or their designee), and:

- Immediately be addressed with the Manager/Program Director for guidance if the Manager is not available.
- Develop an action plan with the team to promptly implement alternate solution(s).

Avoiding the Risks of Misinformation

The risk of misinformation leading to fear and irrational action is increased during a pandemic, and irrational action increases the potential for exposure. It is essential for us all that everyone involved with OSLP remain calm, stay focused on the available facts, and enact this plan to the fullest. To help avoid misinformation, use the following guidance:

- Speculation about COVID-19 at any OSLP location is strongly discouraged, especially in the presence of the people we support.

- Stick to official announcements from OSLP, as well as state and local governments.
- Communicate directly with supervisors, and avoid spreading rumors, conspiracies, or gossip about COVID-19.
- Reference this plan as questions arise. If a situation is not addressed by this plan or any future agency directives, follow the procedure for communicating barriers (above).

Immediate Precautions

During the COVID-19 pandemic, reasonable precautions are essential for the protection of everyone involved with OSLP. In support of this, the following precautionary measures are required at all OSLP locations or residences of the people we support.

Enhanced Sanitation Measures

These sanitization measures are required to reduce the likelihood of transmission within each OSLP location. (Please notify your supervisor prior to running out).

Sanitizing solutions include: disinfecting wipes, disinfecting spray (Lysol, Hydrogen Peroxide Clorox, etc.), or home-made bleach solution (5 tablespoons bleach per gallon of water or 4 teaspoons bleach per quart of water).

Follow the Centers for Disease Control guidelines on how to properly sanitize. Sanitizing expectations include:

1. Sanitize all high-touch surfaces at least once at the beginning of each shift, including but not limited to:
 - a. Door knobs,
 - b. Light switches,
 - c. Remote controls,
 - d. All cell phones and landline phones,
 - e. Touchscreens/keyboards and other desk surfaces, and
 - f. All bathroom and kitchen surfaces.
2. Sanitize all adaptive equipment and devices after every use and upon return from the community, including but not limited to:
 - a. Wheelchairs,
 - b. Walkers, and
 - c. Any other equipment or devices taken into the community.
3. Wash hands with soap and water for at least 20 seconds after:
 - a. Coughing or sneezing,
 - b. Before and after handling food or potentially infectious material,
 - c. After providing personal care for yourself or others,
 - d. When returning from the community.

Note: Alcohol-based hand sanitizer can be used if hand-washing is not possible.

4. Additional precautions include putting the toilet lid down when flushing as the virus can be passed through fecal matter.

Distribution of PPE and Sanitizing Supplies

The main office maintains a secure and centralized supply of PPE and sanitizing supplies. All locations are expected to communicate through the Program Manager to obtain additional supplies as needed. If Managers need assistance locating additional supplies please contact their Program Director. We commit stock up on extra PPE and sanitation supplies as they become available.

Each location is expected to have the following PPE and sanitizing supplies as available:

- Facemasks and gloves
- Protective eyewear
- Disinfecting supplies (wipes, clean cloth rags, sprays, bleach solution, etc.)

Agency Protective Measures

These measures are required to reduce the likelihood of transmission between OSLP locations and prepare for potential quarantine of one or more OSLP locations.

1. All staff meetings and trainings are cancelled or held remotely unless absolutely necessary.
2. Offer other essential meetings in a virtual format, via internet or phone, whenever possible.
3. Cancel all non-essential meetings and trainings at the administrative office. Essential trainings will be organized by the Agency's QA Coordinator and held in a virtual format, via internet or phone whenever possible. Essential trainings include:
 - a. Mandatory Abuse Reporting,
 - b. Bloodborne Pathogens, and
 - c. CPR/First Aid.

Note: Abbreviated on-site training may be substituted for a training class at the discretion of the QA Department.

4. Perform non-essential program support and administrative duties from home whenever possible.
5. Implement the **Quarantine Procedures** if anyone at a group home within the last 14 days may have been exposed.
6. Implement **Isolation Procedures** if a person we support at a group home has signs or symptoms of COVID-19.

Supported Living Programs

Written safety supports developed as required by the ISP team that adequately reflect risks, including risks related to the outbreak or pandemic of an infectious disease including COVID-19.

OSLP staff are working with ISP teams to update Safety Plans for risks related to outbreak or pandemic of an infectious disease including COVID-19. Currently, our Emergency Preparedness plan is trained and followed to limit exposure to infectious disease.

Plan for ensuring adequate staffing to meet the life-sustaining and safety needs of individuals.

In the event that a staffing shortage occurs OSLP will

- Set a regular triage meeting to address program shortages,
- Refer to On-Call binder which entails a list of staff and their designated programs
- Utilize the Training Management system in Therap to identify staff who are currently trained to a person's ISP for coverage support,
- Utilize the Training Management system in Therap to identify staff who have historical experience working with a person and seek out all possible options for coverage;
- Prioritize support based on essential and non-essential services.
- Utilize best practices for preventing infectious disease; utilize a system for identifying, reporting, monitoring, and treating symptoms of infectious disease;
- Follow a procedure for responding to isolation and quarantine based on the guidance and direction of the CDC and Lane County Public Health Department.

Training and support

We train employees and people we support annually on all Emergency Preparedness Plans, Blood Borne Pathogens, and increased cleaning and sanitation procedures, how to properly don/utilize all PPE, and how to properly use equipment. In light of COVID 19 symptoms/diagnosis we will follow all recommendations and plans as directed by medical professionals.

- People served in the SLP services are in contact with staff regularly and will be consistently updated on measures they should take personally as advised by local advisories and ODDS/DHS requirements.
- Documentation that staff are trained on standard precautions, infection control, and hand washing is documented, kept on file and continuously reiterated.
- All employee completed trainings are recorded in Therap Training Management. All OSLP staff will receive training, updates and reminders as the COVID-19 Pandemic has evolved.
- Every program will be provided with a COVID 19 training binder which includes; Essential Personnel Screening Protocol and Screening Log, Memos from OSLP and ODDS, Sanitation guidelines, and Resources

Actions and Policies will remain in place that ensure both people we support and staff remain home when they are sick. This is covered in The OSLP Employee Manual, and has been constantly reinforced due to recent events.

- Staff are reporting people who show signs of illness in Therap as is the ordinary practice and notifying management of symptoms that are present.
- Verify that emergency contact information is current for each individual using services.
- All records of personal information for the person we support has been verified and updated.

- Policies and procedures related to maintaining adequate food supplies and meal planning, preparation, service, and storage will be followed per standard operational protocol will assist people in purchasing enough supplies for two weeks minimum.
- Staff assist with shopping, meal planning and storage of food based on each individual's need (See page 8... Staff Attendance and Shortages).
- Increased cleaning/sanitizing is in place at all programs owned and operated by OSLP. Support for cleaning/sanitizing is being strongly encouraged for people residing in their own homes, and we will support individuals to purchase extra supplies

Plan for maintaining sufficient medical, sanitation, and food supplies.

- We are utilizing online shopping where available, stocking up on supplies and staples as they are available, and meeting daily via conference call to share information.
- Staff from another program or office staff will be back up shoppers in there is a need to deliver supplies to a quarantined person.
- People in the SLP Program will be supported in obtaining food boxes or other community food resources, if needed.

Employment and Day Support Activities

Community Protective Measures

These measures are required to reduce the likelihood of transmission from outside OSLP.

1. Screen Essential persons prior to entry, and document on the COVID-19 Assessment Protocol Form (see attachment 1) and Screening Log for Essential Persons (see attachment 2)
2. People we support who access the community independently must be screened at each visit and Isolation Procedures implemented if signs or symptoms are observed.
3. Reschedule all non-essential healthcare appointments for the people we support to dates at least 4 weeks from the date this plan is effective.

Day Support Activity (DSA) Protective Measures

1. Suspend large-group community activities (groups of 10 or more), occurring in community such as the following but not limited to:
 - a. Church,
 - b. Cinemas,
 - c. Dining-in at restaurants,
 - d. Bowling,
 - e. Arcade,
 - f. Swimming,
 - g. Public transit
 - h. Community classes, etc.

2. Refrain from use of public transit. Utilize agency vehicles for transportation needs and sanitize upon return.
3. Limit community activities to 1-1 open-air places where a distance of at least 6 feet can be maintained between yourself/person(s) supported and others.
4. Use hand sanitizer when in the community.
 - Administrative and program staff will develop individualized plans for people who face challenges as a result of this plan or follow current BSP guidelines.
 - Each person's ISP will be followed to the best of OSLP's ability during COVID-19.

Employment Protective Measures

1. Inform people of the current community guidelines of no more than 10 people in an environment and follow recommendations for social distancing of 6 feet.
2. Recommendation will be given that they strongly consider refraining from work if their employer remains open.
3. Assist those who are eligible for unemployment to apply for potential benefits.
4. Refrain from use of public transit. Utilize agency vehicles for transportation needs and sanitize upon return.
 - Administrative and program staff will develop individualized plans for people who face challenges as a result of this plan or follow current BSP guidelines..
 - Each person's ISP will be followed to the best of OSLP's ability during COVID-19.

Supporting the People We Serve to Remain Exposure Free

During COVID-19, the people we support may experience increased challenges, behaviorally and emotionally. To help minimize these challenges, the following is recommended:

- Staff will make available a COVID-19 Fact Sheet from the CDC around potential exposure when going into the community and/or work.
- Staff will promote staying calm and offering distraction and redirection at home, including but not limited to:
 - Fun activities, such as crafting and other hobbies;
 - Movies, games, and music;
 - Cooking;
 - Gardening;
 - Meditation;
 - Physical activity, such as walks;
 - Phone calls and virtual meetings with friends and family;
 - At home spa and salon treatments; and
 - Drives that don't involve leaving the vehicle.
- Administrative and program staff will develop individualized plans for people who face challenges as a result of this plan.
- Each person's ISP/BSP/NCP guidelines will be followed to the best of OSLP's ability during COVID-19.

- OSLP employs a full time Behavior Support Professional who will continue to be available as a resource for supported individuals and staff alike. Behavior Professionals are considered Essential Personnel and will have access to OSLO sites as all other Essential Personnel do health screen permitting.

Staff Attendance and Shortages

All staff are expected to attend scheduled work shifts, unless they suspect that they have been exposed to COVID-19. Given the risk of harm to the people we support and staff If suspected, staff shall follow the procedure for suspected exposure of staff or visitors as outlined below.

OSLP will remain in contact with other local agencies to provide adequate staffing through sharing available staff if possible. OSLP will ensure that each program is staffed appropriately at all times by any means necessary and available. Specific plans to address staffing needs and updates will be announced via Official Communication Channels.

In the event of a staffing shortage OSLP has established;

- A weely triage meeting with all directors and managers to address program shortages;
- A Training Management system in Therap to identify staff who are currently trained to the ISP
- A Training Management system in Therap system to identify staff who has historical experience with working with a person that may be a resource for coverage;
- An On-Call binder which entails a list of staff and their designated programs.
- Support will be prioritized on essential and non-essential services.

- OSLP will utilize the Staffing Support Availability process as outlined by ODDS to locate other area viable staff.

- OSLP continues to actively recruit DSP's and communicates to all area Directors job availability for staff that may have been let go.

Additional Staff Compensation

Contingent on the availability of emergency funding, additional compensation may be offered to staff affected by COVID-19.

Visits from Family, Friends, and Others

During COVID-19, in-person visits from family and friends of the people we support should be virtual visits via phone or video chat.

In-person visits from all non-essential individuals is prohibited.

Visits from essential personnel or other officials may continue but should be limited to the minimum necessary. All visitors must pass agency screening protocol prior to admittance.

Essential people include:

- Residential staff and prospective staff seeking employment;
- Alternate caregivers, employees and volunteers who provide care;
- Emergency Personnel;
- Child and Adult Protective Services;
- Long Term Care Ombudsman and Deputies (not volunteers);
- Licensing staff for urgent health and safety concerns only;
- Service Coordinators
- Office of Training, Investigations, and Safety (OTIS) staff or delegates;
- Outside medical and behavioral health personnel; and
- Vendors for critical supplies

Signs or Symptoms to Watch For

Signs or symptoms that a person may be infected with COVID-19 illness include one or more of the following symptoms not related to a pre-existing diagnosis or condition.

- Cough (usually dry)
- Fever
- Shortness of breath
- Sore throat
- Loss of sense of smell

Suspected Exposure of Staff or Visitor

Given the risk of harm to the people we support and our staff, OSLP is requiring all essential persons to follow these procedures.

Staff: If you, or someone you have had contact with, in the last 14 days, experiences an onset of signs or symptoms:

1. If at work, don facemask and gloves immediately,
Note: if PPE is not available, distance yourself from others by at least 6 feet if possible.
2. Call your supervisor to make arrangements to be absent from or leave work.
3. Contact your primary care physician for further instructions.
4. Do not return to OSLP location until 72 hours symptom free or,
5. Two weeks if you have been positively diagnosed or directed by your doctor to quarantine. You must be cleared in writing by a healthcare provider prior to your return.
NOTE: Doctor's notes can be provided via email or fax.

Recent Visitors: If you, or someone you have had contact with, experiences an onset of signs or symptoms and you visited an OSLP location with the last 14 days:

1. Notify the program manager (or HR if visited the main office) so they can initiate Quarantine Procedures.

2. Do not visit any OSLP location until cleared by your healthcare provider.

Current Essential Persons: If someone other than a person we support is showing signs or symptoms while at an OSLP location:

1. Have the person don a facemask and gloves (as available),
2. Keep yourself and others at a distance of at least 6 feet,
3. Ask them to leave the location as soon as it is safe to do so,
4. Sanitize all high-touch surfaces, and
5. Notify the Program Manager and implement the Quarantine Procedures.

Quarantine Procedures

If exposure to COVID-19 is suspected at an OSLP group home, quarantine is essential for the protection of everyone involved. In that event, the following actions will be taken and remain in effect for two weeks or until COVID-19 is ruled out by a healthcare provider. Quarantine means separating and restricting the movement of people who may have been exposed to a contagious illness but do not have symptoms.

1. Continue Enhance Sanitation Procedures.
2. Notify ED or Program Director (PD) immediately..
3. If signs and symptoms of COVID-19 are observed, begin Isolation Procedures.
4. If necessary, other residents may need to be relocated to a safe site according to each site's specific DHS Summary of Emergency Plan.

Isolation Procedures

If anyone is showing signs or symptoms, isolation is essential for the protection of everyone involved. In that event, the following actions will be taken and remain in effect for two weeks or until COVID-19 is ruled out by a healthcare provider.

Isolation of a person we support showing signs or symptoms

If a person we support shows signs or symptoms of COVID-19, take the following actions to isolate the person and prevent exposure of others.

1. Designate an isolation area, which can be their bedroom or another enclosed space, and:
 - a. Keep the person in the isolation area;
 - b. If possible, identify a restroom that can be used only by the person or sanitize the bathroom after each use
 - c. Ask the person to wear a facemask;
 - d. Don PPE before entering and sanitize immediately after exiting the isolation area;
 - e. Provide all meals to the person in the isolation area;
 - f. Provide all supports, such as med. administration, to the person in the isolation area;
 - g. Keep doorways into the isolation area closed as much as possible;
 - h. Keep other people we support at least 6 feet away from the person; and
 - i. Sanitize all high-touch surfaces after each use.

2. If possible, use only one designated vehicle for essential transportation. If not possible, any vehicle used by a person we support must be sanitized immediately after use.
3. Contact the person's primary physician and follow any instructions given by the CDC or DDS offices.