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# UCP Heartland Procedures and Protocols for COVID-19

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At UCP Heartland, it is our priority to keep our clients, employees and their families healthy and safe, especially in the midst of the COVID-19 pandemic. As such, we will abide by governmental guidelines when possible as we strive to balance public health concerns with the needs of resuming program and administrative/office environment. This document provides detailed protocols for UCP Heartland programs, services and facilities in order to keep all of our clients, families and employees safe to every extent possible. This plan, which pulls from Centers for Disease Control and Prevention (CDC), guidance from local and state officials, and Occupational Safety and Health Administration (OSHA) suggestions, highlights the responsibilities of managers and employees, and outlines the steps UCP Heartland is taking to address COVID-19.

While the organization will implement various protocols to ensure your safety, it's up to all of us to execute on these protocols daily. By providing this communication, we hope to clearly communicate our plans moving forward, highlight workplace protocols in place to protect your safety and establish a level of comfort for all of our clients, families, and employees as we work together through this pandemic. It is important to understand that these protocols are used as a reference and guidance. This pandemic can cause immediate changes and will be adapted as necessary. If you have any questions, please reach out to your supervisor for questions.

On March 8, 2021, the CDC issued new guidance including recommendations for how and when a fully vaccinated individual can visit with other people who are fully vaccinated and with other people who are not vaccinated. This guidance represents a first step toward returning to everyday activities in our communities.

UCP Heartland has been able to vaccinate both staff and clients, however, 100% of these individuals have not received the vaccination. Therefore, UCP Heartland is going to take the approach of continuing to follow protocols outlined in this document until further guidance comes out from CDC.

All facility HVAC systems have self-cleaning Ionization systems (product GPS-FC48-AC) installed to help reduce airborne virus through better indoor air.

## Administration/Office Environment

### Employee Protocol

Upon arrival at work, employees must wear a face covering and UCP Heartland must conduct health checks (e.g., temperature and symptom screening) of employees when they show up to the office. All employees will enter through the main entrance doors at each location, take their temperature and honestly answer a series of screening questions. Employees with a temperature of 100°F (37.7°C) or above, or who answer yes to any of the screening questions should not enter the facility. If an employee has no symptoms and no fever, he/she will proceed and follow the SETWorks employee health screen documentation process when he/she gets to their work station/office. Employees who develop any symptoms of respiratory illness while at work will immediately be sent home. Employees with symptoms should contact their healthcare provider for additional guidance.

UCP Heartland leadership and Human Resources will continue to address each case individually due to the wide range of symptoms associated with COVID-19. The organization will follow CDC and local health official guidelines in making decisions. If a person is sick, UCP Heartland asks employees to notify their supervisor immediately and do not come to work. Human Resources will guide the employee through this process.

If an employee is diagnosed with COVID-19, UCP Heartland will work with local health agencies to ensure all employees and clients who can be identified as having had close contact while the employee was infectious are contacted. While awaiting formal investigation, UCP Heartland will compile a list of employees, customers, or other people known to be in close contact with the person diagnosed with COVID-19. Employees identified as having close contact will be immediately sent home or told not to come into work until the investigation has been conducted. **It is important to note, individuals who have been in close contact with someone who has COVID-19 are not required to quarantine if they have been fully vaccinated against the disease and show no symptoms.** Human Resources will guide employees through this process if necessary.

### Other protocols to follow while on duty

Employees who enter the workspace should place all personal items in their designated work area (cubicle or office) to prevent contamination. Personal items such as outerwear should be stored their designated work area (cubicle or office). UCP

Heartland will provide sanitizing wipes throughout the facility to wipe down personal items (cell phones, laptops, etc.). If an employee touches a cell phone or other personal items during work, they should stop and wash their hands. Reusable bottles/cups should stay in the personal

items area. UCP Heartland is suggesting single use cups that can be thrown away.

Directors and Vice Presidents are empowered to make the decision for their teams to stagger schedules and provide remote work access if appropriate in order to reduce the amount of traffic within the office environment. For St. Louis Community Service North location it is imperative UCP Heartland stay within the 50% occupancy guideline set forth by the County therefore administrative staff who can work remotely should do so in coordination with their supervisor.

All employees working in the office will be required to wear a face covering upon entering the building. The face covering can be removed when you are in your designated work area, but must be put on if you leave your designated work area. Employees sharing an office space with others are required to wear a face covering.

Staff will be able to access break rooms and common areas, but must practice social distancing. A face covering must be worn in these particular areas. There will be limited seating in these spaces, so it is recommended that if an employee brings their lunch, he/she eats in their designated work areas. Food should be prepared and ready to eat, other than if something needs to be warmed up in a microwave. No dishes will be allowed to be put in the sink or countertop.

Until further notice, office employees should not go to program areas unless there is an emergency or assistance is needed from program staff. If there is a need for this to happen, a face covering must be worn and hands must be washed or sanitized prior to entering and exiting the program area. There are times where a new client, family, staff or other community stakeholders might want or need to get a tour of the facility. This can happen as long as proper protocols and wearing of PPE is done properly in the facility.

Visitors will be allowed to enter the facility. All visitors have to wear face mask or shield and go through temperature screening when entering. It is recommended to limit the number of visitors and if you can interact with outside entities and other stakeholders via virtual mediums, that is the preferred method.

There are designated smoking areas. Social distancing will need to be practiced.

It is recommended to minimize meetings and do meetings via telephone or using a virtual medium. If this is necessary, face-to-face meetings can happen with no more than 10 employees in an area and social distancing must be able to take place. Face coverings are required for a face-to-face meetings.. If there is a need for in person training, there should be no more than 10 people in a training group and social distancing rules should be followed.

## **Cleaning and Sanitizing Protocols**

UCP Heartland will have ongoing professional cleaning during the evening on a daily basis.

UCP Heartland will have a dedicated team member/s to oversee heightened sanitization efforts throughout the work day.

The dedicated team member/s will be responsible for cleaning and disinfecting frequently touched surfaces (for example, door handles, workstations, and restrooms) and shared objects between use.

If an employee or client unfortunately tests positive for COVID-19, UCP Heartland may close off all areas recently used by that employee or client and will not reuse until after cleaning and disinfection takes place.

Practicing good hygiene is essential to prevent the spread of COVID-19. Do your part by practicing good hygiene at work and at home:

- Regularly wash your hands for at least 20 seconds throughout the day with warm water and soap, specifically before eating.
- Cover coughs and sneezes.
- Avoid touching your eyes, nose and mouth.

To help employees remain healthy, UCP Heartland has hand sanitizer and disinfecting wipes available throughout the office. We have limited amounts of these supplies and will continue to restock as we are able. It is suggested that employees wash their hands more frequently than normal.

## **Adult Day Services and other Facility-Based Programming**

Due to the nature of close contact in services UCP Heartland provides, an abundance of caution should be exercised to mitigate or prevent exposure to illnesses spread by respiratory transmission (including COVID-19). Persons who are more vulnerable or at-risk for said illnesses as identified by the Centers for Disease Control and Prevention (CDC) — including those who are considered in the older adult population or those who have severe underlying medical conditions — should take extra precaution from using close contact Adult Day Services, specifically if they have not been fully vaccinated. With this being said, UCP Heartland program leadership will assess, speak to families and determine the feasibility of individual client participation. Where applicable, parents, legal guardians and/or clients will be presented with a shared risk document detailing actions UCP Heartland will take to attempt to mitigate the risk of contagion as contained in this document, and asked through their signature to acknowledge that no intervention is foolproof. Ultimately, the choice to resume services lies with the client and their family. The health and safety of the both client and staff should be the most important factor in determining the participation of clients. UCP Heartland will continue to evaluate and take direction from local health officials that will include of serving additional clients in order to keep people healthy and safe.

### **Direct Service Employee Protocol**

Upon arrival at work, employees MUST have a face covering at all times, and UCP Heartland will conduct health checks (e.g., temperature and symptom screening) of employees at the start of each shift. All employees will enter through the designated entrance doors, take their temperature and go through the SETWorks orks screening process. As a reminder, all staff need to log into SETWorks, log their temperature, answer the medical screening questions and sign with their pin to submit the form. The Child Development Center staff have their own documentation protocol when reporting to work.

Employees with a temperature of 100°F (37.7°C) or above, or who answer yes to any of the screening questions SHOULD NOT enter the facility. Employees who develop any symptoms of respiratory illness while at work will immediately be sent home. Employees with symptoms should contact their healthcare provider for additional guidance.

UCP Heartland leadership and Human Resources will continue to address each case individually due to the wide range of symptoms associated with COVID-19. The organization will follow CDC and local health official guidelines in making decisions. If a person is sick, UCP Heartland asks employees to notify supervisor immediately and do not come to work. Human Resources will guide the employee through this process.

If an employee is diagnosed with COVID-19, UCP Heartland will work with local health agencies to ensure all employees and clients who can be identified as having had close contact while the employee was infectious are contacted. While awaiting formal investigation, UCP Heartland will compile a list of employees, customers, or other people known to be in close contact with the person diagnosed with COVID-19. Employees identified as having close contact will be immediately sent home or told not to come into work until the investigation has been conducted. **It is important to note, individuals who have been in close contact with someone who has COVID-19 are not required to quarantine if they have been fully vaccinated against the disease and show no symptoms.** Human Resources will guide employees through this process if necessary.

### **Other protocols to follow while on duty**

Employees who enter the workspace should place all personal items in designated areas to prevent contamination. Personal items such as outerwear should be stored designated area. UCP Heartland will provide sanitizing wipes throughout the facility to wipe down personal items (cell phones, laptops, etc.). If an employee touches a cell phone or other personal items during work, they should stop and wash their hands. Reusable bottles/cups should stay in the personal items area. During this time, UCP Heartland is suggesting single use cups that can be thrown away.

During drop off and pick-up, it is recommended but may not always be feasible to have employees meet the transportation outside of the building in a designated area.

Client screening (ie temperature and symptom screening) will be performed by Nurse or staff prior to the parent or transportation providers departure. Clients will be offered the option of wearing masks or face shields. It is highly suggested for individuals that can tolerate it.

Client screening (ie temperature and symptom screening) will be performed 2 times a day at minimum but can be more frequently if the program staff feel the need is warranted. Educational sessions will be built into the curriculums daily to emphasize the importance of social distancing, provide factual information, teach appropriate handwashing and help persons served adjust to new ways of doing business.

If a client gets ill throughout the day or shows any COVID-19 symptoms, he/she should be immediately removed from the group and isolated until transportation has arrived.

UCP Heartland should do everything in their power to separate groups from each other and have no more than 10 people in certain clusters. There will be situations where more than 10 people are together but in these cases it should be limited and social distancing should be maintained as much as possible. Enrollment preference will be given to clients who attend Monday through Friday and who reside in their natural homes as social contacts are minimal. Also, clients that have been fully vaccinated are encouraged to attend programming. Services will be provided to those residing in community residential arrangements through other providers when all team members agree. UCP Heartland program staff will work in partnership with those providers assessing the risk and the feasibility of being served in the Adult Day Services program. It is important to obtain all the necessary information from the provider in order to make a determination to join in programming. The St. Louis Community Service North location has a 50% building occupancy limit.

The groups will practice social distancing including maintaining 6 feet apart when feasible.

The groups will for the most part will remain separated and employees and clients should attempt stay with their group through the duration of service delivery.

UCP Heartland will provide the necessary PPE (ie masks, gloves and gowns if necessary) to working staff and clients. UCP Heartland strongly encourages clients to wear masks or face shields if it can be tolerated even if they are fully vaccinated.

Visitors will be allowed to enter the program and service area of the facility (such as case managers, regulatory entity personnel, transportation, medical, therapists, facility vendors, and at times stakeholders wanting a tour, etc.) All visitors will be required to enter through the main entrance and be screened prior to entering the service area and will be encouraged to maintain social distancing and will be required to wear a mask or face shield.

Community outings can take place. It is recommended that outdoor experiences be utilized the most, however, indoor activities can take place as long as health protocols are in place at the outing location and the protocols can be followed by the individuals or group that is participating. It is encouraged to utilize Community Integration activities in the daily plans so more clients can participate and there are lower numbers in one place.

When agency vehicles are used they are to be sanitized before boarding the vehicle and upon return.

Employees must wash hands or use hand sanitizer between interaction with clients. UCP Heartland staff will also encourage clients to frequently wash hands/use hand sanitizer throughout the service day. Wheelchair trays will be sanitized before use, before and after meals, and at departure. If meticulous and frequent handwashing is not feasible or appropriate, employees will be provided and should wear gloves. Employees will change gloves when changing tasks or as frequent as possible. UCP Heartland will have hand sanitizer readily available to both clients and staff. Best practice will be for employees to use the touchless hand sanitizing solutions.

When supporting clients with hygienic needs, staff will sanitize toilets or changing tables prior to using them. Staff will wash their hands and client's hands before beginning and will wear gloves through the hygienic supports. Once the hygienic supports are completed, staff will support the client with washing their hands, cleaning the area and will wash their hands again.

UCP Heartland staff and clients can engage in food preparation but continuing to follow safe and sanitizing protocols in the cooking area. Clients bringing lunch to program are encouraged to bring foods that can be placed on a spoon or fork (no chips, raw vegetables or similar), if they rely on others for meals due to limited hand use. Lunch can be served cold or heated in a microwave, but otherwise needs to be ready to eat.

All employees who don't have offices or workspaces in program areas should limit their visits to these areas.

## **Cleaning and Sanitizing Protocols**

UCP Heartland will have ongoing professional cleaning during the evening on a daily basis.

UCP Heartland will have a dedicated team member/s to oversee heightened sanitization efforts throughout the service delivery timeframe.

The dedicated team member/s will be responsible for cleaning and disinfecting frequently touched surfaces (for example, door handles, workstations, and restrooms) at a minimum twice daily and shared objects between use. Should a client place a piece of program equipment in their mouths, it will be placed in a bucket marked dirty and not returned to the floor until sanitized.

If an employee or client unfortunately tests positive for COVID-19, UCP Heartland may close off all areas recently used by that employee or client and will not reuse until after cleaning and disinfection takes place. It may be decided to close the entire facility for a period of time.

## **Community Employment/ISLA**

### **Direct Service Employee Protocol**

Prior to starting shift, employees MUST have a face covering on at all times and conduct health checks (e.g., temperature and symptom screening). As a reminder, all Employment and ISLA staff need to log into SETWorks, log their temperature, answer the medical screening questions and sign with their pin to submit the form.

Employees with a temperature of 100°F (37.7°C) or above, or who answer yes to any of the screening questions SHOULD NOT enter work with a client or go to an ISLA living arrangement and will **immediately** report this to their supervisor and/or the after-hours number. If direct service can't be delayed, the employee will be relieved of duty as soon as possible. Employees who develop any symptoms of respiratory illness while at work will immediately need to go home, report to their supervisor and relief staff will come and assist if needed. Employees with symptoms should contact their healthcare provider for additional guidance.

UCP Heartland leadership and Human Resources will continue to address each case individually due to the wide range of symptoms associated with COVID-19. The organization will follow CDC and local health official guidelines in making decisions. If a person is sick, UCP Heartland asks employees to notify supervisor immediately and do not come to work. Human Resources will guide the employee through this process.

If an employee is diagnosed with COVID-19, UCP Heartland will work with local health agencies to ensure all employees and clients who can be identified as having had close contact while the employee was infectious are contacted. While awaiting formal investigation, UCP Heartland will compile a list of employees, customers, or other people known to be in close contact with the person diagnosed with COVID-19. Employees identified as having close contact will be immediately sent home or told not to come into work until the investigation has been conducted. **It is important to note, individuals who have been in close contact with someone who has COVID-19 are not required to quarantine if they have been fully vaccinated against the disease and show no symptoms.** Human Resources will guide employees through this process if necessary.

All ISLA direct care staff are to take the temperature of the client they are supporting immediately upon arrival. It is suggested to periodically take the temperature of the client throughout the time the care staff are working with the client.

Both Employment and ISLA staff can transport clients in their car if such service is needed, but due to the health and safety of the client and the staff, the client will sit in the back seat of the vehicle to maintain 6 feet apart. If both parties are fully vaccinated, the client can sit in the front seat of the vehicle.

It is also highly recommended the client wear a face covering at all times if the client can tolerate it from a health standpoint.

Employment staff will follow all business COVID-19 safety protocols when supporting clients in their community jobs.

Employees must wash hands or use hand sanitizer between interaction with clients. UCP Heartland staff will also encourage clients to frequently wash hands/use hand sanitizer throughout the service.

If an employee or client unfortunately tests positive for COVID-19, the staff will contact supervisor and Human Resources, contact tracing, quarantine and isolation protocols will be followed. **It is important to note, individuals who have been in close contact with someone who has COVID-19 are not required to quarantine if they have been fully vaccinated against the disease and show no symptoms.**

## Child Development Center

### **Mandates**

UCP Heartland Child Development Center room capacities might be lower at times, but the building can be at full capacity during programming. The facility will take every precaution to work with staff and children to maintain social distancing when feasible.

As much as possible, teachers assigned to other rooms, will not enter neighboring rooms

CDC, OSHA and or local health department recommendations regarding health, safety and childcare operations have been reviewed and are incorporated.

### **Personnel**

Personnel wellness testing is required. All personnel are required to report for temperature check and screening against COVID-19 symptoms. Temperatures will be taken at the time of arrival. Anyone with a temperature of 100.4, as recommended by the CDC will not be admitted. Any child or employee sent home with fever, is required to remain home until fever free for 24 hours.

Additional staff members will be required for cleaning and disinfecting facilities including the playground in between groups of children. Commonly touched areas will be sanitized with 1/3 cup of bleach per gallon of water or another germicidal agent. Disinfect door handles, light switches, and faucets every 2 hours Playground equipment will be sanitized with a garden sprayer with bleach/water solution as above. Encourage proper handwashing with all children. All cleaning materials should be kept secure and out of reach of children.

Cleaning products should not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.

Personnel will maintain appropriate social distancing. Children will be encouraged to do so as well. When possible, teachers will subdivide groups of children into separate work areas at least 6 feet apart and re-evaluate the current configuration within classrooms.

If a staff member has a confirmed positive test, the county health department will be immediately informed and contract tracing will begin. The health department will provide communication to personnel and families effected, quarantine procedure and testing requirements prior to returning to work. **It is important to note, individuals who have been in close contact with someone who has COVID-19 are not required to quarantine if they have been fully vaccinated against the disease and show no symptoms.**

If there is a confirmed positive case, the CDC may temporarily close for a period of time until contact tracing in completed and appropriate environmental cleaning and sanitizing has taken place.

### **Facilities**

Changes to exit/entrance control and or parking lot policies and procedures (e.g. wellness testing, distancing).

#### Drop off:

An assigned staff member will be assigned to conduct wellness checks for each child upon arrival. Well child checks will be conducted at the vehicle in the parking lot. Any child with a temperature above 100.4 will be asked to return home. Assigned staff members will wear appropriate PPE when screening children.

- Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.
- Conduct temperature screening (follow steps below)
- Perform hand hygiene
- Wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol.
- Put on disposable gloves and a disposable face mask
- Check the child's temperature. Enlist parent support to maximize social distancing.
- If performing a contact **temperature check on multiple individuals**, ensure that you use a **clean pair of gloves for each child** and that the **thermometer has been thoroughly cleaned** in between each check.
- If you use disposable or non-contact (temporal) thermometers and you did not have physical contact with the child, you do not need to change gloves before the next check.
- If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

#### Pick-up:

Parents will use the door buzzer to announce their arrival to pick up their child. Staff will use walkie-talkies to notify teachers of parent's arrival. Each child will be escorted to their parent who will await arrival outside the building.

Establishment of an isolation area for sick or symptomatic children.

Parent will be contacted immediately and asked to pick up promptly. Until feasible, any sick or symptomatic child will stay with the in-charge person in Administrative office. The person in charge will wear appropriate PPE, (mask, and gloves) as appropriate to the child's age and situation until the child is picked up. Surfaces touched by the child will be disinfected promptly.

#### **Supplies**

Additional safety equipment needed and available. UCP will deliver N95 masks, disposable masks, gowns and restock glove supply.

Additional safety supplies needed and available

- Thermometers
- Hand Sanitizer
- Lysol Wipes
- Germicide or Bleach
- Garden Sprayer

Additional signage to encourage any new safety policies (e.g. social distancing, entrance/exit control).

Staff-wide communications system.

#### **Safety Monitoring**

Wellness checks (temperature) will be taken for all personnel and children following nap.

Toys that cannot be cleaned and sanitized should not be used.

Toys that children have placed in their mouths or that are otherwise contaminated by body secretions or excretions should be set aside until they are cleaned by hand by a person wearing gloves. Clean with water and detergent, rinse, sanitize with an EPA-registered disinfectant, rinse again, and air-dry. You may also clean in a mechanical dishwasher. Be mindful of items more likely to be placed in a child's mouth, like play food, dishes, and utensils.

Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be [laundered](#) before being used by another child.

Do not share toys with other groups of infants or toddlers, unless they are washed and sanitized before being moved from one group to the other.

Set aside toys that need to be cleaned. Place in a dish pan with soapy water or put in a separate container marked for “soiled toys.” Keep dish pan and water out of reach from children to prevent risk. Washing with soapy water is the ideal method for cleaning. Try to have enough toys so that the toys can be rotated through cleanings.

Disinfect all toys at nap and the end of the days. All toys that cannot be disinfected will not be used.

Children’s books, like other paper-based materials such as mail or envelopes, are not considered a high risk for transmission and do not need additional cleaning or disinfection procedures.

### **Clean and Disinfect Bedding**

Use bedding (sheets, pillows and blankets) that can be washed. We will keep each child’s bedding separate by a plastic barrier. Cots are labeled for each child and will only be used by that child. Bedding that touches a child’s skin should be cleaned weekly. Children do not share bedding.

### **Diapering**

When diapering a child, [wash your hands](#) and wash the child’s hands before you begin, and wear gloves. Follow safe diaper changing procedures. Procedures should be posted in all diaper changing areas.

### **Public Relations**

Communication plan to reach parents and families. Provide notification of potential bleach spots on clothing due to sanitation of indoor and outdoor equipment.

Advanced notice to key partners, stake holders, funders, governmental officials including NAYCE, and health department officials.

Any decision about temporary closures of childcare programs or cancellation of related events should be made in coordination with UCP Heartland’s President/CEO, federal, state, and local educational officials as well as state and local health officials.

## **Residential and Oaktree Respite Services**

### **Direct Service Employee Protocol**

Upon arrival at work, employees MUST have a face covering at all times, and UCP Heartland will conduct health checks (e.g., temperature and symptom screening) of employees at the start of each shift. Upon the start of shift, all staff will take their own temperature and go through the SETWorks screening process. As a reminder, all staff need to log into SETWorks, log their temperature, answer the medical screening questions and sign with their pin to submit the form.

Employees with a temperature of 100°F (37.7°C) or above, or who answer yes to any of the screening questions SHOULD NOT enter the facility and will **immediately** report this to their supervisor and/or the after-hours number. The employee will be relieved of duty as soon as possible. Employees who develop any symptoms of respiratory illness while at work will immediately be sent home and relief staff will come to home. Employees with symptoms should contact their healthcare provider for additional guidance.

UCP Heartland leadership and Human Resources will continue to address each case individually due to the wide range of symptoms associated with COVID-19. The organization will follow CDC and local health official guidelines in making decisions. If a person is sick, UCP Heartland asks employees to notify supervisor immediately and do not come to work. Human Resources will guide the employee through this process.

If an employee is diagnosed with COVID-19, UCP Heartland will work with local health agencies to ensure all employees and clients who can be identified as having had close contact while the employee was infectious are contacted. While awaiting formal investigation, UCP Heartland will compile a list of employees, customers, or other people known to be in close contact with the person diagnosed with COVID-19. Employees identified as having close contact will be immediately sent home or told not to come into work until the investigation has been conducted. **It is important to note, individuals who have been in close contact with someone who has COVID-19 are not required to quarantine if they have been fully vaccinated against the disease and show no symptoms.** Human Resources will guide employees through this process if necessary.

## Personal and Client Hygiene

Practice good hand-washing throughout all shifts.

Upon entry to the home ALL staff and clients must wash and/or sanitize their hands.

Guests and visitors will be assessed by UCP Heartland personnel to determine if it is safe for the visitor to enter the home. If there is a need for a visitor, staff need to request parents/guardians or visitor to follow protocol when entering the home – wash hands and take temperature. All visitors will need to follow social distancing guidelines and are required to wear a face mask and/or face shield.

When supporting clients with hygienic needs, staff will sanitize toilets or changing tables prior to using them. Staff will wash their hands and client's hands before beginning and will wear gloves through the hygienic supports. Once the hygienic supports are completed, staff will support the client with washing their hands, cleaning the area and will wash their hands again.

## Sanitize the environment

Inside the home - sanitize all surfaces, interior/exterior doorknobs, light switches, faucet handles, tabletops, chairs, arm rests, etc. multiple times per shift

Van - sanitize van at the end of each use (door knobs, steering wheels and any other surfaces)

Surface Pro - wipe the keyboard and pen with Clorox wipes (squeeze out excess liquid prior to using)

## Monitor and Report

Staff will take client's temperature at each shift change and record in SETWorks under Health-Vitals. Report any temperature or medical concerns to your supervisor and/or the after-hours number immediately. Below is a tutorial of how to report in SETWorks.

The screenshot displays the SETWorks Vitals interface. On the left is a navigation menu with options like Consumer Details, Health - Vitals, and Blood Pressure. The main area shows a table of vitals with columns for Date / Time, Blood Pressure, Temperature, Pulse, and Respiratory Rate. A 'Vital' modal form is open, allowing users to input data for a specific date and time. The form includes fields for Blood Pressure (mmHg), Temperature (F), Pulse (BPM), Respiratory Rate (Brpm), Weight (lb), Blood Sugar (mg/dl), and Oxygen (mmHg). Buttons for 'Update' and 'Cancel' are visible at the top of the modal.

Date / Time	Blood Pressure	Temperature	Pulse	Respiratory Rate
3/15/2020 12:12 PM				
3/3/2020 3:26 PM	120 / 80 BP (mmHg)			
3/3/2020 3:25 PM	129 / 80 BP (mmHg)			
2/17/2020 10:46 AM	120 / 80 BP (mmHg)			

## Client Obtaining A Fever

Staff will isolate client in a separate bedroom. If feasible a separate bathroom should be used for the client in isolation.

Staff will immediately call on-call phone and/or supervisor to report fever.

Supervisor and/or nurse will contact physician for guidance and directions.

Staff working with a client in isolation should wear at a minimum a face mask, PPE gown, and disposable gloves. Goggles/face shield, protective cover and shoe covers can also be worn and will be available.

***If the Resident is showing signs and symptoms of COVID-19, and is in respiratory distress, staff is to call 911 immediately***

## **Client Tests positive for COVID-19**

If the client does not need to be hospitalized, the client will be placed in isolation at their residence.

Isolation must be continued until the client meets the criteria for discontinuation of isolation.

Discontinuation of Isolation: client demonstrates at least 72 hours have passed since resolution of fever without the use of fever reducing medications and improvement in respiratory symptoms (cough, shortness of breath) and at least 10 days has passed since symptoms first appeared or must be fever free for 72 hours without fever reducing medication, have improvement in respiratory symptoms.

Staff working in an isolation/quarantine home should wear a face mask, gloves, goggles/face shield, protective cover and shoe covers, if available. If there is a PPE shortage, please contact supervisor immediately.

If possible, designate a separate bathroom for residents with COVID-19 symptoms or a confirmed positive test.

UCP Heartland will do everything possible to minimize the number of staff members who have face-to-face interactions with residents who have suspected or confirmed COVID-19.

## **Other Protocols**

Staff should not come to work if you are feeling ill – please call in advance if possible so management has time to get your shift filled

Report to your supervisor **immediately** if you or your household become exposed to the virus.

Continue to check your SET-Works emails for further communications and direction.

# COVID-19 Employee Screening Instructions

**This form should be filled out by every employee that will be in office or providing face to face services to UCPH clients daily at the beginning of each shift until further notice.**

**Step 1:** To complete your COVID-19 Staff screening, log into your SETWorks account. Go to the main dropdown box on the right-side of the screen and select **PRIORITY FORM**

The screenshot displays the SETWorks application interface. At the top, there is a navigation bar with links for Home, Activity Records, Consumers, Employees, Reports, No New Messages, and Tasks. The user is identified as Grainger, Judy. Below the navigation bar, there are sections for Messages and Tasks, both indicating no new items. A calendar view is shown for the week of 6/8/2020 to 6/14/2020. On the right side, a 'Select:' dropdown menu is open, listing various options. A red arrow points to the 'Priority Form' option under the 'Forms' category.

Activity Type	Total: Oh (Billable: Oh Non-Billable: Oh/Oh) Appointment: Oh Miles: 0.00
ALL	

	Mon, 8	Tue, 9	Wed, 10	Thu, 11	Fri, 12	Sat, 13
8:00 am						
8:30 am						
9:00 am						
9:30 am						
10:00 am						
10:30 am						
11:00 am						
11:30 am						
12:00 pm						
12:30 pm						
1:00 pm						
1:30 pm						

- Activity Records
- Appointment
- Appointment Auth
- Billable Individual
- Billable Group Appointment
- Billable Group
- Non Billable Staff Only
- Non Billable with Consumer
- Consumer at Work
- Review
- Review & Sign (Activity Records)
- Review & Sign (Forms)
- Review & Sign (Tasks)
- Attendance
- Consumer Attendance
- New Profiles
- Consumer
- Employer
- Secure Messages
- Compose Message
- Forms
- Priority Form
- Reports & Maps
- Emergency Report
- Incident Report
- Billing
- Manage Barcodes & Submit Billing
- Manage Invoices

**Step 2:** Using the dropdown box, select **2020 COVID-19 Screening (UCPH)** and select yourself as the user.

The screenshot shows the top portion of a web form titled "Priority Form". At the top right, there are three buttons: "SAVE AND SIGN", "SAVE", and "CLOSE". Below these, there are two dropdown menus. The first dropdown is labeled "Form" and has "2020 COVID-19 Screening (UCPH)" selected. A red arrow points to this dropdown. The second dropdown is labeled "User" and has "Grainger, Judy" selected. Below these dropdowns, there are two input fields: "Date" with the value "6/11/2020" and a calendar icon, and "Description" with the placeholder text "type here...". At the bottom of this section, the title "Employee Screening Form for COVID-19" is displayed.

**Step 3:** Answer all questions honestly. Follow instructions on form if you answer yes to any of the questions.

The screenshot shows the main content area of the "Priority Form". At the top right, the same "SAVE AND SIGN", "SAVE", and "CLOSE" buttons are present. Below the header, there is a paragraph of instructions: "Anyone reporting or exhibiting symptoms MAY be ill with COVID-19 and should not report to work. Please be honest when answering screening questions. We all have a responsibility to each other and to the individuals we serve to be honest and to stay home when ill." The form is divided into two sections: "Recent Fever History" and "Exposure History". Under "Recent Fever History", there is a "Current Temp" field with the value "98.6", a question "Have you had any fever in the last 24 hours?" with a "No" dropdown, and another question "Have you used any fever relieving medications (Tylenol or Ibuprofen) in the last 24 hours?" with a "No" dropdown. Under "Exposure History", there is a definition of close contact, followed by two questions: "Have you had close contact with any individual who tested positive for COVID-19?" and "Have you had close contact with any individual with fever who is being tested for COVID-19?", both with "No" dropdowns.

**Step 4:** Click **SAVE AND SIGN**, enter your **PIN** and click **SUBMIT**

The screenshot shows the form with a modal dialog box overlaid. The modal is titled "Validate your pin" and contains the text "Please enter your pin:" followed by a text input field and a "SUBMIT" button. The background form is dimmed. The "SAVE AND SIGN" button is visible in the top right corner of the form header. The form content, including the "Employee Screening Form for COVID-19" title and the "Recent Fever History" section, is partially visible behind the modal.