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UCP Heartland Procedures and Protocols for COVID-19

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.

The CDC continues to issue 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. In February 2022. **The CDC issued guidance on limiting the restriction of mask wearing based on high, medium, or low risk. If the county you live or work is in the medium or low category, the CDC does not recommend universal mask wearing indoors. Their recommendation is to consult your health professional if you should wear a mask or not. UCP Heartland will utilize the CDC tool to monitor the counties we provide services and determine what level we fall under. If the level is medium or low UCP Heartland will have a mask optional policy. This means people will have a choice to wear one or not. If a parent/guardian request an employee who works directly with their loved one to wear a mask, UCP Heartland will grant this request. There are other scenarios in the protocols that also ask employees to wear a mask (I.E. working with someone that has been diagnosed with a positive COVID-19 case).**

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

Resource: <https://www.cdc.gov/coronavirus/2019-ncov/whats-new-all.html>

Administration/Office Environment

Employee Protocol

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 to ensure all employees and clients who can be identified as having had close contact while the employee was infectious are contacted. 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. For people who are unvaccinated or are more than six months out from their second mRNA vaccine dose (or more than 2 months after the J&J vaccine) and not yet boosted that have been exposed to COVID-19, an employee should quarantine for 5 days followed by strict mask use for an additional 5 days. **Alternatively, if a 5-day quarantine is not feasible**, it is imperative that an exposed employee wear a mask at all times when around others for 10 days after exposure. Individuals who have received their booster shot do not need to quarantine following an exposure.

An employee testing positive for COVID-19 should isolate for 5 days and if they are asymptomatic or their symptoms are resolving (without fever for 24 hours), follow that by 5 days of wearing a mask when around others to minimize the risk of infecting people they encounter. 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.

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. There are no occupancy restrictions at any location of services.

Visitors will be allowed to enter the facility. There will be a thermometer at the entrance of each location and visitors can take their temperature, but it is not required.

Face-to-face meetings can happen with employees and external guests in an area but social distancing is highly encouraged. In person training continues to be a preferred method, but social distancing and sanitizing rules should be followed.

Cleaning and Sanitizing Protocols

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

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. There is no capacity restrictions in UCP Heartland facility programs but will always evaluate, utilize health precautions and be diligent in creating a safe environment for clients and staff.

Direct Service Employee Protocol

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 to ensure all employees and clients who can be identified as having had close contact while the employee was infectious are contacted. 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. For people who are unvaccinated or are more than six months out from their second mRNA vaccine dose (or more than 2 months after the J&J vaccine) and not yet boosted that have been exposed to COVID-19, an employee should quarantine for 5 days followed by strict mask use for an additional 5 days. **Alternatively, if a 5-day quarantine is not feasible**, it is imperative that an exposed employee wear a mask at

all times when around others for 10 days after exposure. Individuals who have received their booster shot do not need to quarantine following an exposure.

An employee testing positive for COVID-19 should isolate for 5 days and if they are asymptomatic or their symptoms are resolving (without fever for 24 hours), follow that by 5 days of wearing a mask when around others to minimize the risk of infecting people they encounter. 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.

Client screening (ie temperature and symptom screening) will be performed If a client is showing any health symptoms.

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.

There are no occupancy restrictions at UCP Heartland service locations, however, required PPE continues to be followed when necessary and appropriate.

UCP Heartland will provide the necessary PPE (ie masks, gloves and gowns if necessary) to working staff and clients. 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, stakeholders wanting a tour, and volunteers etc.)

Community outings is highly encouraged. 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.

Cleaning and Sanitizing Protocols

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

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.

Community Employment/ISLA/ABA Services

Direct Service Employee Protocol

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 ensure all employees and clients who can be identified as having had close contact while the employee was infectious are contacted. 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. For people who are unvaccinated or are more than six months out from their second mRNA vaccine dose (or more than 2 months after the J&J vaccine) and not yet boosted that have been exposed to COVID-19, an employee should quarantine for 5 days followed by strict mask use for an additional 5 days. **Alternatively, if a 5-day quarantine is not feasible**, it is imperative that an exposed employee wear a mask at all times when around others for 10 days after exposure. Individuals who have received their booster shot do not need to quarantine following an exposure.

An employee testing positive for COVID-19 should isolate for 5 days and if they are asymptomatic or their symptoms are resolving (without fever for 24 hours), follow that by 5 days of wearing a mask when around others to minimize the risk of infecting people they encounter. Human Resources will guide employees through this process if necessary.

Both Employment, ISLA, and ABA Services staff can transport clients in their car if such service is needed.

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.

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.

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

Personnel

Anyone with a temperature of 100, as recommended by our State licensing rules, 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 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 twice a day. 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 when possible. Children will be encouraged to do so as well.

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. An employee testing positive for COVID-19 should isolate for 5 days and if they are asymptomatic or their symptoms are resolving (without fever for 24 hours), follow that by 5 days of wearing a mask when around others to minimize the risk of infecting people they encounter.

For people who are unvaccinated or are more than six months out from their second mRNA vaccine dose (or more than 2 months after the J&J vaccine) and not yet boosted that have been exposed to COVID-19, an employee should quarantine for 5 days followed by strict mask use for an additional 5 days. **Alternatively, if a 5-day quarantine is not feasible**, it is imperative that an exposed employee wear a mask at all times when around others for 10 days after exposure. Individuals who have received their booster shot do not need to quarantine following an exposure.

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

Facilities

This facility is open to visitors as previously outline.

For those who are uncomfortable entering the building, UCPH will continue to bring the child to the parent or designated pick up person's vehicle.

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 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

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. Toys are set aside and sanitize at the end of day and air dried overnight.

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. 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, stakeholders, 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

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 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. For people who are unvaccinated or are more than six months out from their second mRNA vaccine dose (or more than 2 months after the J&J vaccine) and not yet boosted that have been exposed to COVID-19, an employee should quarantine for 5 days followed by strict mask use for an additional 5 days. **Alternatively, if a 5-day quarantine is not feasible**, it is imperative that an exposed employee wear a mask at all times when around others for 10 days after exposure. Individuals who have received their booster shot do not need to quarantine following an exposure.

An employee testing positive for COVID-19 should isolate for 5 days and if they are asymptomatic or their symptoms are resolving (without fever for 24 hours), follow that by 5 days of wearing a mask when around others to minimize the risk of infecting people they encounter. 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 are allowed to enter home, but staff need to request parents/guardians or visitor to follow protocol when entering the home.

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

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 interface. On the left is a navigation menu with options like Consumer Details, Health, and Blood Pressure. The main area shows a 'Vitals' section with a table of recent readings and a 'Blood Pressure' line graph. A 'Vital' modal form is open, allowing for the entry of Date / Time, Blood Pressure, Temperature, Pulse, Respiratory Rate, Weight, Blood Sugar, and Oxygen.

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 desposable 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 5 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.

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.