

Champlain Community Services
Coronavirus/COVID-19 Response Plan

March 12, 2020

The World Health Organization has designated the Coronavirus/COVID-19 as a Pandemic, which is defined as the uncontrolled worldwide spread of a new disease. They have asked for urgent and aggressive action.

The CCS Coronavirus Response Team

- Consists of executive director, safety officer, associate director, director of operations, director of education and employment, homeward manager, senior managers, agency nurse and others as assigned.
- Meets Mondays at 10am, or as needed

Our Priorities:

1. Provide clear, helpful communication from one source
2. Provide accurate information
3. Support CCS service recipients, SLPs and staff and identify priority needs
4. Prevent the spread of illness and support people who are ill with coronavirus/COVID-19

1. Agency-wide communication:

- CCS will send out regular information emails from one source (to reduce to many emails), post information on social media, and our website, as needed
- CCS will make sure that communication is accessible to people we serve
- CCS will use ZOOM or Teams to communicate virtually whenever possible
- All staff are encouraged to read their email daily
- Will use the phone tree if needed for service disruptions
- We'll keep communication open to staff, and be sensitive that everyone is receiving a lot of information at once.

2. Current and accurate Information on Covid-19 in Vermont:

- <https://www.healthvermont.gov/response/infectious-disease/2019-novel-coronavirus>

3. Supporting CCS service recipients, SLPs and staff:

A. Supporting people we serve:

- There is a reported higher threat to people with disabilities
<https://www.forbes.com/sites/andrewpulrang/2020/03/08/5-things-to-know-about-coronavirus-and-people-with-disabilities/#79c9085f1d21>
- Keep working with/training people we support on handwashing - *washing your hands for 20 seconds kills COVID-19*
- *CCS Staff will wash the hands of people we support who cannot do it independently as often as possible*
- Language-accessible information will be provided
- Respiratory infection protection will be provided, if available
- CCS offers support and training on using universal precautions
- CCS will develop an **individualized plan** for each person we serve, centrally located and accessible to on-call and management team. This plan includes back-up plans in the case of social isolation
- CCS will provide Purell to all staff and people in services once it can be obtained
- CCS staff are working to support putting together “fun packs” for people we support (in case of quarantine):
- DVDs, books, food, music, hobbies
- We may work with other agencies to assist with staffing needs (if necessary)

B. Support to Staff/SLPs:

- CCS has **restricted agency travel** outside Vermont for the next 4 weeks
- We are advising staff that attendance at any in-state large gatherings is **restricted**.
- CCS has cancelled all staff meetings, or large trainings or groups (over 10 people) until this episode has passed.
- Whenever possible people will meet virtually, text (using HIPPA compliant practices) or speak on the phone
- **DSPs:** This webinar has been developed for Direct Support Professionals to provide them with guidelines for understanding the virus, protecting the individuals they support in the community and offering reliable resources for ongoing news and practices. (NADSP):
https://www.youtube.com/watch?v=ud4Q4e_hcuw&feature=youtu.be&fbclid=IwAR2zKthQUwrZjnxsMkDPdaFPpYOAccRW4aQZqc3LMGdF9Qfc0w685cRYMPg
- We have asked staff to plan to be at home at some point and bring home their computers
- Staff are being discouraged from travel.

C. Medical/Psychiatric:

- Our nurse will work closely with us to determine when we need to restrict visitors, stop visiting homes or stop services, etc.
- CCS nurse is offering daily universal precautions trainings
- Keep track of how this may be trauma-inducing to staff and people in services
- We are considering telehealth options or psychiatric care

4. Preventing the spread of illness

- All people entering the building will be subject to a screening tool upon entry. Any negative findings will mean entry is refused.
- All people will enter through one entrance.
- CCS will have rotating shifts of cleaning and disinfecting the building. This will be posted.
- CCS has tissues, hand sanitizer, disinfectant agents, paper towels and gloves available to everyone entering the building.
- CCS is trying to procure medical-grade masks
- Health Hygiene
 - Employees and people we support who have symptoms of acute respiratory illness must stay home until they are free of fever/symptoms for 24 hours
 - Any staff or people we support with respiratory symptoms or fever will be sent home
 - During this time CCS will not require a healthcare provider's note for employees who are sick with acute respiratory illness
 - CCS maintains flexible policies that permit employees to stay home to care for a sick family member by using CTO.
 - CCS will continue to emphasize and train on using respiratory etiquette and hand hygiene by all employees:
 - We encourage the practice of Social Distancing
 - CCS discourages meeting in large groups
 - CCS is cancelling activities including lunch group, going to the mall, eating in large groups at CCS, Advocacy meetings, Art groups, Global Campus, and Bridging.
 - Travelling by anyone associated with CCS may be subject to a 14-day voluntary quarantine.
 - Staff will be asked about where else they work and if they have visited high risk areas.
 - CCS is imposing 4-week moratorium on any work travel. This may be extended.
 - All information will be shared with families, guardians and SLP's

If there is a quarantine, we will:

- Follow state/CDC directions
- Keep track of who is sick
- Not put people in danger
- Support staff and people we serve

Business sustainability

- CCS is working with state partners regarding funding during this crisis
- Be prepared to work from home – bring your computer home
- We are working with our sister agencies on MOU's to support co-staffing if needed
- Given the changing nature of information as it becomes available our organizational decisions may change.
- All senior managers will complete a succession plan which lists their core responsibilities, contacts and workflows.

Other CDC Recommendations that CCS already or will do:

- CCS has placed posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- CCS provides tissues and no-touch disposal receptacles for use by employees.
- CCS will provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use
- Instruct employees to clean their hands often with an alcohol-based hand sanitizer or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
- CCS provides soap and water and alcohol-based hand rubs in the workplace and ensures that adequate supplies are maintained
- CCS will place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
- CCS encourages people to visit the coughing and sneezing etiquette and clean hands CDC webpage for more information <https://www.cdc.gov/>
- CCS performs routine environmental cleaning.
- CCS intermittently cleans frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Staff are encouraged and requested to assist with routine cleaning. Use the cleaning agents that are usually used in these areas and follow the directions on the label.

If CCS associated people are diagnosed with Coronavirus:

- Anyone diagnosed or suspected to have Coronavirus should stay home/self-quarantine.

- No additional disinfection beyond routine cleaning is recommended at this time. If this changes CCS will “deep clean” headquarters.
- Employees who are well but who have a sick family member at home with coronavirus should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
- If an employee is confirmed to have coronavirus infection, or exposed to coronavirus, CCS will inform fellow employees of their possible exposure but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed coronavirus should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

*** This document is subject to updating ***