

THE ARC OF SAN ANTONIO

COVID-19 OPERATIONAL POLICIES

PURPOSE

The following policies include the measures we are actively taking to mitigate the spread of coronavirus. It is imperative that all employees follow these rules diligently, to sustain a healthy and safe workplace in this unique environment. We must all respond responsibly and transparently to these health precautions not only to protect ourselves but also protect those we serve.

These operational policies are subject to change with the introduction of additional guidelines set forth by the CDC and local officials, and based on changing programmatic needs.

CONFIDENTIALITY

The identity of an individual who has been diagnosed with COVID-19, whether employee or constituent, will be kept strictly confidential with limited exceptions: 1) direct supervisors and managers; 2) first aid and safety personnel; 3) government officials investigating compliance with the ADA; and 4) state workers' compensation offices, state second injury funds, or workers' compensation insurance carriers, in accordance with state workers' compensation laws.

If an infected employee or constituent authorizes disclosure of his/her identity to individuals who have been exposed, we may share that information.

PROTECTING OUR WORKFORCE

These policies apply to all employees who physically work in our buildings as well as to our remote working personnel who occasionally enter the premises.

WORKING FROM HOME:

Based on situation, employees may be allowed to work from home. If working from home, the following criteria must be met and agreed on by department:

- Complete all work assignments in a timely manner.
- Maintain availability during normal business hours, and, as the position requires, respond or work outside normal business hours.
- Adhere to company's data privacy, security, and confidentiality policies.
- Maintain safe conditions and safety habits at the home office as established at company facilities.
- Ensure all work time is recorded.

Any meetings that require attendance by those working from home will be conducted via virtual methods (e.g., Zoom or teleconference).

WORKING ONSITE:

Shared Office Space

Employees who share office space and can also work from home should coordinate their schedules to be onsite in a manner that allows for proper social distancing. Each program director can determine such schedules as best fit their department's workflow and spatial arrangements.

Any employee who is immunocompromised should be allowed as much flexibility as possible in scheduling on-site work, with an emphasis on avoiding time in an occupied shared space.

In offices where desks are positioned six feet or less from each other, easily cleanable shields (e.g. Plexiglas) must be placed between the desks to create a barrier.

Staff Procedure for Entering the Building

All staff must enter through the front of the building, **must be wearing a correctly applied face covering (see Attachment B)**, and are required to complete the following screening upon reporting for work:

- Have temperature checked with touchless thermometer by appointed staff person
- Answer confidential COVID-19 related health questionnaire (see Attachment A)
- Place daily color-coded, dated sticker on employee's identification badge
- Wash hands according to CDC guidelines immediately after completing screening

If an employee answers "yes" to any item on the questionnaire or registers a temperature *at or above* 99.6, he or she will be sent home immediately. Staff will not be required to repeat the entrance procedure more than once a day unless there is reason to suspect the onset of an illness during the workday. **Refusal to submit to the temperature check/screening will result in immediate termination.**

Staff Illness

Depending on the circumstances, the following policies will apply:

If an employee exhibits symptoms that could be COVID-19 and does **not** get evaluated by a medical professional or tested for COVID-19, that employee is assumed to have COVID-19, and may not return to work until he or she has completed the following *three steps*:

- At least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications);
- The individual has improvement in respiratory or COVID-19 symptoms (e.g., cough, shortness of breath, body aches, loss of taste or smell);
- and at least **14 days** have passed since symptoms first appeared

If an employee has been **diagnosed** with COVID-19, he or she may return to work when all three of the above criteria are met, except for a waiting period of 10 days rather than 14.

If an employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.

If it has been less than 7 days since a sick employee has been in the building, areas used for prolonged periods of time by the sick person will be closed off for at least 24 hours and then thoroughly disinfected.

If it has been 7 days or more, routine cleaning of the area will suffice.

An employee who has had close contact, at work or in the community, with a person who has tested positive for COVID-19 must self-quarantine for 14 days from the last date of exposure.

Note: Per definition of the CDC, close contact is someone who was within 6 ft of an infected person for a cumulative total of 15 minutes or more over a 24-hour period starting from two days before illness onset until the time the patient (infected person) is isolated.

Any employee who feels ill, regardless of symptoms, is encouraged to stay home. All existing policies and procedures for notifying management apply.

Contact Tracing

In the event that an employee receives a confirmed diagnosis of COVID-19, contact tracing within the Arc workforce will be conducted. Any coworker and/or program participant with close and frequent contact, as defined by the CDC, with that employee will be notified of the exposure (maintaining confidentiality) and be asked to self-quarantine for 14 days since last date of exposure.

In accordance with OSHA guidelines, a reasonable effort will be made to determine if the illness is work-related or community transmitted. If the former, the appropriate reporting will be submitted.

The same contact tracing within the workplace, and possible quarantining, will apply if a program participant receives a confirmed COVID-19 diagnosis.

In all cases, The Arc of San Antonio will work with San Antonio Metro Health and CDC to ensure that all appropriate parties have been notified.

Infection Control/Sanitation Procedures

Personal safety and hygiene:

- MUST Follow face cover wearing guidelines (see Attachment B)

- Social distancing must be maintained (at least six feet of separation).
- Observe CDC guidance on handwashing.
- Hand washing with soap is the primary method for hand hygiene. Use hand sanitizer only when unable to wash hands at the sink, and in between washes.
- Wash or sanitize hands before and after using shared equipment, telephones, touchpads, and keyboards.
- Refrain from touching eyes, nose and mouth with unsanitized hands.
- Observe noncontact methods of greeting – no handshakes, fist bumps, hugs, etc.
- Face-to-face meetings are to be avoided whenever possible. Instead, use the telephone, online conferencing, and email.
- If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room, and sit at least six feet apart.
- Avoid congregating, including lunchrooms if social distancing cannot be maintained.

Hand sanitizer and disinfecting wipes (when available) will be placed in all areas of the building, near entry points and in close proximity to shared equipment at all times. Disposable face masks will be available for any employee who needs one.

Facility safety and sanitation:

Routine cleaning –

- Staff will adhere to published guidance on proper cleaning and disinfecting techniques.
- Normal routine cleaning of dirty surfaces is done with soap and water prior to disinfecting.
- Tables, chairs and counters are cleaned by ALE staff as needed throughout the day and at the end of the day with EPA-approved disinfectant, a bleach/water mixture (1/3 cup bleach to 1 gallon water), or a 70% alcohol solution.
- Bleach/water mixtures must be made fresh each day
- Door handles, handrails, light switches, countertops, faucets, and other frequently touched surfaces are cleaned/disinfected at least twice a day.
- Doors that can remain open are to be kept open to limit high-touch areas.
- At the end of each day, Arc staff sanitize all frequently touched surfaces and supplies in their areas, including toilets, sinks and faucets.
- After use of restrooms by **each** client, staff will disinfect door handles- inside and outside, faucets, light switches and toilet flushing handles.
- Floors are mopped throughout the day as needed, and at the end of each day.
- All cleaning and disinfecting supplies are properly labeled and kept in locking cabinets or storage closets.
- Trash will be removed from program areas as needed throughout the day and at the end of the day, and taken to the dumpster. Soiled clothing, towels or cleaning rags will be immediately removed to the laundry room and washed.

- When community outings resume, vehicles will be thoroughly sanitized before and after each outing.

HVAC -

- Filters are replaced regularly per product guidelines.
- HVAC systems are kept running 24/7 for maximum air exchange.
- Weather permitting, windows may be opened to increase air ventilation.

PROTECTING THOSE WE SERVE

Many of the individuals we serve may find it challenging to understand and adhere to recommendations for minimizing the spread of COVID-19 and other infectious diseases. Our staff will provide additional support and closer supervision to ensure infection control measures are followed.

Procedures for Entering the Building

All care providers whose individuals attend The Arc ALE program are provided with a COVID-19 related health questionnaire. Care providers must review all items on the questionnaire with their individual each day before bringing him or her to The Arc. If the answer is “yes” to any of the questions, **the individual must remain home.** (See Attachment C)

In addition, Arc staff will screen each individual before being allowed into the building. To maintain social distancing during high traffic times, the following procedures have been put in place and **must be observed.** **We ask for everyone’s cooperation and patience.**

West Avenue Procedures

All individuals must enter through the rear of the building.

VIA and group home buses/vans:

- Drivers will pull up under the roofed entrance (porte cochere).
- An Arc staff member (Car Hop) will meet the bus/van and have one individual at a time exit the vehicle.
- The Car Hop will take the individual’s temperature with a touchless thermometer.
- The screening questionnaire (see Attachment C) will be conducted in as private a manner as possible.
- When cleared, the individual may be escorted into the building and to his or her assigned area by staff stationed at the back door.
- When all riders have been cleared for entry, the VIA or group home driver will be released.

Other/family vehicles:

- Drivers will pull up into a second drive-through to the left of the porte cochere.
- A Car Hop will meet the vehicle, take the individual's temperature, and go through the health questionnaire with the care provider.
- When cleared, the driver will be released and the individual may be escorted if needed into the building and to his or her assigned area.

All individuals will be instructed to use hand sanitizer immediately upon entering the building. Prior to being seated, a sticker, color-coded for that day, will be placed on the individual's shirt to indicate proper screening clearance.

Note: Temperatures will be checked again during the day, either before or after lunch.

During low traffic times or inclement weather, ALL drivers/care providers may pull up directly under the porte cochere, where a staff member will follow the same procedures as above.

Pam Stephens Center Procedures

All individuals must enter through the northeast side of the building.

All vehicles:

- Line up single file and stop under the porte cochere.
- A Car Hop will meet each vehicle and have one individual at a time exit the vehicle.
- The Car Hop will take the individual's temperature with a touchless thermometer.
- The individual or his/her care provider will be asked health-related questions (see Attachment C) in as private a manner as possible.
- When cleared, the individual will be escorted into the building and to his or assigned area by staff stationed at the back door.
- When riders have been cleared for entry, the driver will be released.

All individuals will be instructed to use hand sanitizer immediately upon entering the building. Prior to being seated, a sticker, color-coded for that day, will be placed on the individual's shirt to indicate proper screening clearance.

Procedures for Leaving the Building – Both Sites

All care providers arriving to pick up an individual are to pull up under the porte cochere, ring the buzzer/doorbell to announce their presence, then return to their vehicle. A staff member will be on hand to get the name of the individual being picked up and relay that information via intercom to the staff in the individual's assigned area.

All individuals will wash their hands before gathering their belongings to leave, after which they may be escorted if needed to the care provider's vehicle.

Individual Illness

If an individual becomes ill or develops any of the above symptoms at any time during the day, the caregiver will be contacted immediately. The symptomatic individual must be picked up as soon as possible. We will allow a **two hour** time frame from the point of initial contact, **but would highly recommend sooner**. The individual will be isolated from all others while waiting. If an individual who resides in a group home is not picked up within the two-hour timeframe, a supervisor will be notified. If repeated requests for any individual to be picked up are ignored, further action will be taken by The Arc of San Antonio.

Individuals who exhibit any COVID-19 related symptoms may not return to The Arc until they meet ALL of the following criteria:

- Individual does not have a fever for 72 hours (three days) **without** the use of antipyretics (medications that reduce fever).
- Individual's respiratory or other COVID-19 symptoms have improved.
- At least 14 days have passed since the individual's symptoms first appeared.

If an individual has been **diagnosed** with COVID-19, he or she may return to The Arc when all three of the above criteria are met, except for a waiting period of 10 days rather than 14.

If an individual has symptoms that could be COVID-19 and wants to return to The Arc before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.

If it has been less than 7 days since a sick individual has been in the building, areas used for prolonged periods of time by the sick person will be closed off for at least 24 hours and then thoroughly disinfected.

If it has been 7 days or more, routine cleaning of the area will suffice.

An individual who has had close contact with a person who has tested positive for COVID-19 must self-quarantine for 14 days from the last date of exposure before returning to The Arc.

We can only continue to operate safely when we have the cooperation of all parties. We trust all care providers will complete the home screening with integrity and keep their individual(s) home when necessary.

Teaching Personal Hygiene

To assist individuals in adjusting to new expectations when they are onsite, The Arc of San Antonio staff will provide as much additional support and closer supervision as is needed to ensure infection control measures are followed.

As an integral part of our programming, individuals will be instructed on and assisted with:

- Practicing hand hygiene
 - Wash hands with soap and water for at least 20 seconds
 - Use alcohol-based hand sanitizer when soap and water aren't readily available
 - Clean and sanitize hands before and after eating, after using the restroom, and after touching commonly used surfaces
- Refraining from touching their face
- Wearing a mask, cloth face covering, or face shield
- Proper face cover handling when removed and put back on
- Maintaining social distancing, prevent congregating
- Practicing noncontact greetings
- Maintaining hydration at meal time and throughout the day by drinking from individual cups rather than water fountains, which have been taken out of service

Safe Programming

The Arc's ALE program will open in phases, starting with small groups. The number of individuals allowed to be in the building will be determined based on guidance from the CDC, San Antonio Metro Health, the Texas Health and Human Services Commission, and the Department of State Health Services. Ultimately, the number will be determined by what is safe, both for the individuals and the staff.

- Tables, chairs and other furniture in all areas are arranged in such a way that individuals can maintain social distancing – a minimum of six feet apart.
- Each individual will receive a set of their own supplies to use for the day.
- For the foreseeable future, the average number of individuals allowed in a given space will be based on the square footage of each area to be occupied.
- During activities that involve movement, individuals will be reminded to maintain 6-foot distance.
- Contact sports, such as basketball, are suspended until further notice.
- In all hallways, markers are placed on the walls at 6-foot intervals so clients know where to stand.
- All individuals using multi-stall restrooms will be escorted by staff to ensure that the facilities are only used one person at a time.
- ALE staff will monitor the hallways to remind clients to maintain distance 6 feet apart.
- Staff and individuals will eat snacks/lunch in their assigned areas to limit traffic through the building.
- Care providers will be encouraged to show and explain face cover wearing protocols to their clients.

- For the foreseeable future, staff-to-individual ratios/assignments will be adjusted as needed to allow for additional assistance and supervision.
- An RN will be available daily.
- Community outings are suspended until further notice.

Staffing Shortages

If staffing shortages occur, they may be addressed as follows:

- Supervisors will assist in the occupied areas
- Areas may be combined to the extent that social distancing can be properly maintained
- Additional staff may be called in from a bank of PRNs
- Staff may be temporarily transferred from one site to another as attendance dictates
- As a last resort, individual attendance may be limited until appropriate staff-to-client ratios can be achieved

Visitors

Only essential visitors are allowed in the building. All visitors must be screened (temperature taken, questionnaire completed) and wear a mask or cloth face covering at all times while onsite.

Disposable face masks will be available for any visitor who needs one.

- Essential visitors: Program monitors, residential provider representatives, case managers assigned to enrolled individuals, Adult Protective Services, outside maintenance or other individuals whose presence is authorized by Arc management for a specific, time-sensitive purpose. Management reserves the right to determine entrance for anyone seeking access.
- Non-essential visitors: Therapists, family members, anyone not deemed essential to the operation of The Arc or required for services provided to participants or other clients.

SUMMARY

Thank you for reading the preceding procedures carefully; please be in touch with any questions you may have. Given the scope of this pandemic, and the expected long-term requirements for these actions, we ask you for two things: Adherence to these guidelines, and patience as we modify them to meet changing conditions. Together, we have a program to rebuild one piece at a time given the constraints of social distancing, masking, sanitation, etc. We're all going to learn and solve problems together. Our success will be based on the teamwork amongst participants, families, group home providers, and our staff. We appreciate your assistance, and welcome you back to The Arc of San Antonio.

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ACKNOWLEDGEMENT

Arc of San Antonio STAFF

By signing below, I acknowledge that I have read, understand, and will abide by these policies and procedures, including Attachments A and B.

Signature

Printed Name

Date

Staff: Please return a signed copy of this page to the Finance Office

PARENTS/CARE PROVIDERS

By signing below, I acknowledge that I have read and understand these policies, including Attachments B and C.

Signature

Printed Name

Date

Parents/Care Providers: Please return a signed copy of this page to the Adult Life Enrichment office at the West Avenue location.

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ATTACHMENT A

HEALTH SCREENING – STAFF/VISITOR QUESTIONNAIRE

All those entering the building are subject to having a temperature reading and answering screening questions. We reserve the right to turn away anyone who refuses. All responses are strictly confidential.

- | | | |
|--|-----|----|
| 1. Temperature check: Is temperature at or above 99.6 | Yes | No |
| 2. Have you been in self quarantine in the last two weeks? | Yes | No |
| 3. Have you been in close contact with someone who is/was ill in the last two weeks? | Yes | No |
| 4. Have you recently developed any of the following symptoms that are not associated with preexisting health conditions? | | |
| • Cough | Yes | No |
| • Shortness of breath or difficulty breathing | Yes | No |
| • Fever at or above 99.6 | Yes | No |
| • Chills | Yes | No |
| • Repeated shaking with chills | Yes | No |
| • Headache | Yes | No |
| • Sore throat | Yes | No |
| • Nausea or vomiting | Yes | No |
| • Diarrhea | Yes | No |
| • Change or loss of sense of taste and/or smell | Yes | No |
| • Muscle aches | Yes | No |

If you answered “yes” to any of the above questions, you may not enter the building beyond the lobby area. **If yes to only question 2 or 3, additional assessment will be required by the nurse.**

If you answered “no” to all of the above questions:

- You will be given a color-coded sticker that must be placed on your badge or shirt so as to be readily visible
- You must wash your hands immediately
- You must be wearing a face covering

ATTACHMENT B

FACE MASK/COVERING GUIDELINES

All employees and visitors must wear a mask or face covering at all times while in the building. Exceptions: 1) Employees who are the sole occupant of a private office. If another person enters a private office, all parties must put on a mask; 2) Employees working outside by themselves. **Any Arc of San Antonio staff observed without a properly worn face covering while on Arc premises (with exceptions as noted above) will be terminated immediately.**

Wear your Face Covering Correctly

- Wash your hands before putting on your face covering
- Put it **over** your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- **Don't** put the covering around your neck or up on your forehead
- **Don't** touch the front of the face covering, and, if you do, wash your hands

Take Off Your Cloth Face Covering Carefully When You're Home

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Be careful not to touch your eyes, nose, and mouth when removing and wash hands immediately after removing.
- Wear a clean mask daily! Do not reuse yesterday's mask unless washed.

For more information:

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering.pdf>

ATTACHMENT C

HEALTH SCREENING - CARE PROVIDER QUESTIONNAIRE

The protocols below are for you, the care provider, to follow each day before bringing your individual to The Arc.

Take the individual's temperature. If at or above 99.6, the individual must remain at home.

Answer the following questions:

- Has the individual been in self quarantine in the last two weeks?
- Has the individual come into close contact with someone who has been ill in the last two weeks? If YES to either above question, our nurse will get back to you within 24 hours.
- Has the individual recently developed any of the following symptoms that are not associated with preexisting health conditions:
 - Cough
 - Shortness of breath or difficulty breathing
 - Fever at or above 99.6
 - Chills
 - Repeated shaking with chills
 - Headache
 - Sore throat
 - Nausea or vomiting
 - Diarrhea and/or stomach cramps
 - Change or loss of sense of taste and/or smell
 - Muscle pain or body aches

If the answer is yes to any of the questions above, do not bring your individual to The Arc.

All individuals will have their temperature taken (with a touchless thermometer) again when they arrive at The Arc. Anyone with a temperature at or above 99.6 will not be allowed to stay.

If the individual develops any of the above symptoms while at The Arc, they must be picked up and not return until completion of the following three steps:

- At least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications;
- The individual has improvement in respiratory symptoms (e.g. cough, shortness of breath), or other COVID-19 symptoms;
- At least 14 days have passed since symptoms first appeared

The individual may also return if he or she has obtained a medical professional's note allowing return based on an alternative diagnosis.