

## **COVID-19 Safety Plan for Certified Respite Program Reopening**

Agency Name: AccessCNY

1603 Court Street  
Syracuse, NY 13202

Program: Crystal House Respite Program  
4302 E. Genesee Street Dewitt, NY 13214

Program Type: Site-Based Respite

OC#: 63230800

Certified Capacity: 5 for overnight respite. No certified capacity for daytime respite

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Anticipated Re-Opening Date: 8/17/20

### **A. Signage**

Signs will be posted on all entry doors as notification that non-essential visitors are not allowed. Family members of guests will be expected to refrain from entering the respite house beyond the screening area in the entryway.

Signs will be posted in the entryway, dining area, and living room on COVID-19 prevention activities such as screening for symptoms, maintaining social distance, wearing face coverings, handwashing and use of hand sanitizer, and disinfection of frequently touched surfaces.

### **B. Pre-Service/Pre-entry Screening**

#### **1. Pre-Service Screening**

The program manager or assistant manager will contact the Individuals/families by telephone prior to each scheduled visit to conduct a pre-service health screening. The family contact will be asked if the guest or a member of their household has in the past 14 days:

- a. Had COVID-19 symptoms
- b. Tested positive for COVID-19
- c. Been in close contact with a person with confirmed or suspected COVID-19
- d. Travel from one of the designated states with significant community spread as identified by NYS Governor.

If the family answers yes to any of the above questions, the individual will not be allowed to attend respite. This screening will be documented in Awards.

2. Pre-Entry Screening:

All staff, individuals, and essential visitors will be screened for COVID-19 prior to entering the respite house beyond the screening area in the entryway. The screening will include a temperature check, required questions regarding COVID-19 symptoms and exposure, and travel from restricted states in accordance with NYS Governor's order, per NYS DOH and OPWDD guidance documents.

The following procedures will be followed:

- a. Staff will screen immediately upon arrival at the program in the screening area in the entryway. Staff will document this screening in ADP.
- b. Individuals (respite guests) –
  - Guests being dropped off at respite by family – guests will be given a specific arrival time spaced in 15 minute increments to limit the number of guests arriving at the same time. Guests' families will be instructed to call the program upon arrival at the house and to wait in their car until contacted by program staff. Staff will call the guest family when screening is available. The guest, and up to one family member if necessary, will come to the entryway for guest screening. The family will be expected to wear a face mask during the screening. If the guest does not need family to accompany them to the entryway, the family will be asked to wait in their car until the screening is successfully completed.
  - Guests being dropped off at respite by a day service transportation provider – staff will be alert to the arrival and meet the guest at the transportation vehicle if needed, or at the entryway if the guest is able to walk from the vehicle to the house without support.
  - Guests being picked up at home by program staff – the screening will be conducted at the person's home. If possible, this screening will be conducted outside the family's home and before entering the vehicle.

Guest screening, including temperature will be documented in Awards and monitored by the RN.

- c. Necessary visitors - A sign will be posted on the door instructing any visitors to call the house phone to request screening and approval to enter. Visitors require the verbal approval of the Program Manager or higher level administrator as to the necessity of their entry into the program. Visitor screening will be documented on the visitor sign in log used in IRAs.

All staff, guests and visitors will sanitize their hands before entering the respite program.

3. Response to Signs and Symptoms Prior to Service:

In the event any individual, staff or visitor fails the pre-entry screening the person will not be allowed entry into the house beyond the screening area and the following will occur:

- a. Staff and potential visitors will be expected to leave immediately.
- b. Guests being brought to the program by family will be expected to leave with their family.
- c. Guests being dropped off by a transportation provider will be accompanied to an identified area of the home that is separate from all other guests and staff. At the Crystal House this area is the ground floor bedroom. The family will be contacted immediately and instructed to promptly pick the guest up from the program. Staff will remain with the guest until pick-up, maintaining social distancing as much as possible. The guest will be encouraged to wear a mask. Staff will clean and disinfect all the area occupied by the symptomatic guest.

Any guest or staff sent home due to symptoms will be instructed to contact their health care provider and will be provided with written information on healthcare and testing resources. Staff will contact the appropriate on-call supervisor, who will contact the Program Director or designee. The Program Director will be responsible for coordinating completion of all required notifications including AccessCNY Quality Enhancement (Incident Reporting), the local health department, and OPWDD, as appropriate.

### **C. Observation During Program and Response to Symptoms**

#### **1. Observation**

In addition to screening prior to the start of services, guests will be observed for symptoms of COVID-19 throughout their stay at the program, in accordance with NYS DOH and OPWDD guidelines. On overnights the Guests' temperatures will be taken twice per day, before bedtime at night and upon awakening in the morning. These temperatures will be documented in Awards and monitored by the RN.

#### **2. Response to Symptoms**

In the event that a guest develops a temperature above 100 degrees or shows other possible symptoms of COVID-19 during their stay, staff will immediately isolate the individual from all others at the Crystal House by accompanying the individual to the guest's bedroom or the isolation area identified above. Staff will immediately contact the Program Manager or designee and RN for instruction and assistance.

The family will be contacted immediately and instructed to promptly pick the guest up from the program. Staff will remain with the guest until pick-up, maintaining social distancing if possible. The guest will be encouraged to wear a face mask.

The guest's family will be instructed to contact their health care provider and will be provided with written information on healthcare and testing resources.

Staff will contact the appropriate on-call supervisor, who will contact the Program Director or designee. The Program Director will be responsible for coordinating completion of all required

notifications including AccessCNY Quality Enhancement (Incident Reporting), the local health department, and OPWDD, as appropriate.

The family contacts of the other guests at the program will be notified that a guest showed symptoms of COVID-19 during their stay.

3. Cleaning

Staff will clean and disinfect all areas and equipment used by the person exhibiting symptoms. Other guests will be assisted to wash their hands thoroughly. The room will be thoroughly ventilated.

**D. Return to Program/Service Following Symptoms, Exposure, or Positive Test**

Staff have been informed of the requirement to immediately report positive COVID-19 test results, exposure/possible exposure, and signs and symptoms to their supervisor.

Any guest or staff who tested positive for COVID-19 or was under a quarantine or isolation order will not be allowed to return to the respite program until receipt of a written medical documentation releasing them to do so. Any individual or staff who was denied entry to the house during the screening process or sent home due to potential COVID-19 symptoms will be allowed to return to the programs in adherence with OPWDD and NYS DOH guidance regarding quarantine periods and fever free durations.

**E. Social Distancing Requirements**

The Crystal House respite program will take the following steps to facilitate social distancing to the extent possible in the home environment, recognizing that social distancing cannot be maintained 100% of the time:

1. The program will serve a maximum of 4 individuals during daytime/evening weekday respite and 4 individuals during overnight weekend respite.
2. Individuals will not share bedrooms during overnight respite.
3. Staff and guests will be informed of the benefit of social distancing. Staff will encourage guests to maintain an appropriate distance between others whenever possible.
4. Furniture will be arranged as identified to promote six feet distance between guests. The floor will be marked to show the proper placement of furniture. When appropriate furniture (e.g. couches) will be marked to show single person use. Staff and guests will be informed of the purpose of the furniture arrangement, and staff will redirect guests to appropriate seating when necessary.
5. Room Capacity – the number of people in each room will be kept to the below to the extent possible (in addition to 1 staff)
  - a. Kitchen 2
  - b. Dining Room 4 (seated at 2 tables)
  - c. Sitting Room 3
  - d. Activity Room 2
  - e. Living Room 4

Staff will reduce congestion in rooms by encouraging participants to space themselves out throughout the house and not to exceed the room capacity whenever possible. Staff will encourage participants to not enter a hallway while another participant is passing through.

6. The use of physical barriers and directional arrows are not practical in this house environment.
7. Staff will not take their break times at the same time as guests' meals or with other staff members.
8. Staff will complete paperwork at separate times or at separate work spaces six feet apart.
9. After staff meals and paperwork the area and equipment/supplies will be cleaned and disinfected.

#### **F. Gatherings in Enclosed Spaces**

1. Respite at the Crystal House is provided in stable groups of individuals. Substitution of guests across groups will not be made. Only one group attends the program each day.
2. Staff will prepare meals and serve guests at the table as identified in the social distancing plan above. Dishes will be washed in the dishwasher on the hottest wash and dry setting.
3. Frequently touched surfaces will be sanitized and a deep cleaning will take place between groups.

#### **G. Respite Program Schedules, Groupings, and Activities**

1. Prior to returning to the respite program, guests and their families will be given written information describing the precautions we are taking and their responsibilities. This includes the requirement to provide two emergency contact who will be available to pick the guest up promptly if symptoms develop during respite services. The family will sign to acknowledge receipt of and agreement with these precautions and expectations.
2. The resumption of respite services will be phased in as follows:
  - Phase 1 Weekday afternoon/evening program Tuesdays and Thursdays 1pm – 7pm
  - Phase 2 Addition of Weekend daytime program Saturdays 11am – 7pm
  - Phase 3 Addition of weekend daytime program Sundays 11am – 7pm
  - Phase 4 Weekend overnights Friday 4pm through Sundays 4pm
3. To the extent possible, guests will attend in consistent groups. Guests will not float between groups or substitute into other groups.
4. To the extent possible, guests will not share items such as craft supplies, games, electronic devices, gaming controllers, and writing implements. Any shared supplies will be disinfected between use.
5. Activities in the home that require close physical contact will be avoided.
6. Activities in the community –
  - a. Will be limited to one per day and will involve only low-risk outdoor activities such as walking, picnics, and outdoor activities that allow social distancing to be maintained. Activities involving large numbers of people and enclosed spaces, such as shopping malls, will not be allowed.
  - b. Staff will bring hand sanitizer on the community outing for use by staff and participants at appropriate intervals.
  - c. Mask will be worn on all outdoor activities, unless the activity is taking place on program property and social distancing can be maintained throughout the activity.

- d. Staff and guests will wash hands before and after all activities in the community or activities where social distancing is difficult
- e. A written log of all activities in the community will be maintained.

#### **H. Personal Protective Equipment**

1. Staff will be informed of the requirement to wear a face mask that covers both the mouth and nose at all times while providing services, consistent with all current Executive Orders and OPWDD guidelines. Masks will be provided by the agency.
2. Staff will ensure all essential visitors and family members at drop off, wear a face mask or covering while at the respite house. The agency will provide masks at no cost if the visitors do not have their own which meets requirements.
3. Staff will support guests to wear face coverings, as tolerated, whenever social distancing cannot be maintained. Masks will be provided to guests that do not have their own which meets requirements. A variety of styles of face coverings will be offered to guests that have difficulty tolerating a mask.
4. The respite manager is responsible for ensuring an adequate supply of PPE is at the Crystal House for staff, visitor and guest use.
5. Reusable masks will be washed after each day of service.
6. Staff will be trained on the proper use of PPE including when necessary to use, donning, doffing, disposing and/or reusing and sanitizing when appropriate. Staff will sign in ADP to acknowledge such training, and the record will be maintained.

#### **I. Hygiene and Cleaning**

1. Personal Hygiene to Reduce Transmission
  - a. The respite program will ensure strict adherence to hygiene requirements to reduce transmission as advised by NYS DOH and the CDC.
  - b. The respite manager will ensure that liquid soap and disposable paper towels are available at all sinks in the house.
  - c. Respite staff will be trained in effective handwashing, including the need to wash hands frequently with soap and water for at least 20 seconds using techniques per NYS DOH and CDC guidance. This training will include the conditions that require handwashing. Staff will sign in ADP to acknowledge such training, and the record will be maintained.
  - d. Respite staff will support individuals to wash their hands frequently/when needed, with soap and water, for at least 20 seconds using appropriate techniques as tolerated.
  - e. The program will encourage and facilitate use of hand sanitizers by staff and individuals upon arrival to and departure from program and through the day between handwashing. Staff will provide supervision/support of use by individuals as needed. The respite manager will ensure that alcohol-based hand sanitizer containing at least 60% alcohol is available at the house. If the unsupervised availability of hand sanitizer presents a hazard to any guests, the respite manager will be responsible for identifying secure storage area.
2. Cleaning and Disinfection of Environment, Equipment and Supplies

- a. The program will strictly adhere to sanitation requirements as advised by NYS DOH guidance documents and implement the following minimum standards regarding cleaning and sanitizing:
- Frequently touched surfaces will be cleaned at the beginning and end of each service day. This cleaning will be done prior to guests arriving and after guests have left the program. This includes counter tops, door handles, telephones, remote controls, computer keyboards, light switches, chairs, etc. These surfaces will additionally be cleaned whenever visibly soiled.
  - High risk areas will be thoroughly cleaned at the beginning and end of each service day, prior to the arrival of guests and after the departure of guests. This includes bathrooms, program activity areas, and bedrooms in the case of overnight respite.
  - Frequently touched surfaces in the bathrooms will be cleaned after each use. This includes sink, faucets, light switch, toilet seat and handle. Bathtubs will be cleaned between each use.
  - During weekend overnight Respite, staff will ensure high risk areas are cleaned and sanitized 3 times a day or once per shift.
  - Staff will document on the site cleaning log the date, time, and scope of cleaning, and sign to verify the cleaning was performed as documented. These cleaning logs will be maintained at the site and monitored by the program supervisors.
  - The respite manager is responsible for ensuring and adequate of EPA registered cleaning products is available.
  - Staff will wear gloves when cleaning and follow proper handwashing procedures before and after wearing gloves.
  - Staff will adhere to proper dwell times for all cleaners, sanitizers and disinfectants per manufacturer recommendations as indicated on the product label.
  - Staff will ensure adequate ventilation to prevent inhaling toxic fumes.
  - Staff will keep cleaning products, sanitizers and disinfectants secure and out of reach of guests. Cleaning products will be stored in bathrooms and the kitchen, if no guests present are deemed to be unsafe with such products. If such safety concerns are present, cleaning products will be stored in the basement level out of guest access.
  - Staff will safely and immediately discard used gloves, paper towels or other disposable items after sanitizing or disinfecting, tied in a trash bag and placed in a covered trash can outside the house.
- b. Staff will open windows to provide increased ventilation with outside air when possible and safe.
- c. Whenever possible staff will limit the use of shared objects/equipment. Staff will ensure shared items are cleaned and/or sanitized after each use.
- d. Whenever possible staff will limit the use of items/objects that cannot be cleaned and sanitized (i.e. soft object, cloth placemats, etc.) unless clinically required.
- e. To the extent possible, guests will be discouraged from bringing personal items from home, except when clinically necessary, especially items that cannot be easily sanitized.

Items brought from home should be cleaned upon arrival and immediately prior to departure.

#### **J. Transportation**

The respite program will ensure the following measures are implemented for the transport of individuals to and from the Crystal House to reduce the risk of COVID-19 transmission:

1. Only guests from the Crystal House will be transported in the program vehicle.
2. No more than 6 people will ride in the program vehicle, which is 50% of the van capacity. To the extent possible, close contact of individuals and staff will be limited in the van by spaced seating. The van seats will be marked to identify appropriately distanced seating.
3. Guests will be instructed to enter and exit the van one at a time and to wait at an appropriate distance until instructed by the driver to enter/exit.
4. Staff will wear a mask at all times in the vehicle. Guests will be encouraged to wear masks as tolerated. A supply of masks will be kept in the van for guest use if needed. Whenever possible, guests who cannot tolerate a mask, will be transported separately.
5. After each trip is completed, the interior of the van will be cleaned and disinfected prior to other individuals being transported.
6. Where appropriate and safe windows will be lowered to permit increased air flow.
7. Frequently touched surfaces and seats will be sanitized before and after each use.
8. On-site activities will be encouraged to limit unnecessary trips in the van.
9. Staff will be asked to refrain from using their own vehicles. Should they need to use their own vehicle to transport guests, they will be required to take the same precautions as if they were using the agency vehicle?

#### **K. Tracing and Tracking**

1. The Program Manager or Program Director will notify the local health department and OPWDD immediately upon being informed of any positive COVID-19 test result by an individual or staff at their site. The agency QE team will also be notified through the incident reporting process.
2. Program documentation will be available for contact tracing in cooperation with the local health department. Visitor logs, guest sign ins, and staff time cards may be used to determine all people who entered the building 48 hours prior to the time the positive person began experiencing COVID-19 symptoms or tested positive, maintaining confidentiality as required by federal and state law and regulations.

#### **L. Additional Safety Plan Measures**

Arrival and departure times will be staggered and scheduled in advance with families. As with arrival, families will be expected to notify staff of their arrival for pick-up and wait in their car until called to pick-up the guest. Staff will accompany the guest to car if possible, or if necessary to the pick-up area in the entryway. Family will not enter the respite house.

Inability to meet any of the above requirement will result in a temporary closure of the program until such time as the issue can be remediated.