



Pandemic Response Plan

COVID-19 Preparedness Plan: Restoration of Community Based Services

Purpose:

CWTC has developed this plan to prepare for the restoration of community-based services. Decisions regarding the reopening has been based on the following:

- Guidelines from state and local authorities including the Illinois Department of Public Health (IDPH), Illinois Department of Human Services Division of Developmental Disabilities (IDHS/DDD) the Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA);
- The needs, risk factors and abilities of our consumers; and
- The availability of resources, including but not limited to Personal Protective Equipment (PPE); staffing, training and social distancing.

Objectives:

The objective of this plan is to provide community-based services in a manner that keeps consumers and staff as safe and healthy as possible during the COVID-19 pandemic. The following procedures and practices are based on the best information currently available and shall be implemented upon reopening. With these principles in mind, this plan shall be revised as further developed needs, guidelines or conditions change. A copy of this plan shall be made available to consumers, guardians, families, staff, stakeholders and others upon request.

Surveillance:

The CWTC Executive Director, the Administrator of Residential Services and the Safety Director have the responsibility to monitor issues and information related to COVID-19 development, including but not limited to local, state and federal public health advisories, executive proclamations and guidance updates from regulatory entities. This information shall be reviewed and incorporated into this plan as circumstances warrant.

Communication:

The Executive Director has the responsibility to communicate with staff, consumers and their families or legal representatives, information regarding CWTC preparedness strategies, operational protocols, as well as the potential impacts COVID-19 may have on the organization. Information shall be disseminated via website postings, social media, telecommunications, mailings and other communication methods. CWTC staff will use various methods to communicate with consumers and will provide extra assistance to those who need alternative communication options or special assistance.

Education and Awareness:

The Safety Director shall be responsible for coordinating education and training on COVID-19. Education shall include recognizing common symptoms of COVID-19, infection protocols, and control interventions (visitor restrictions, daily health screenings, proper hygiene, social distancing, use of personal protective equipment, and environmental cleaning and disinfecting).

Attendance / Capacity:

CWTC will follow guidelines set forth by the state of Illinois Department of Human Services.

Infection Prevention and Control Interventions

CWTC has taken the following measures minimize the spread of COVID-19:

- **Visitor Restrictions:** CWTC continues to limit access to the facility to only employees, consumers, contract personnel and essential visitors. Those who must visit shall be required to schedule the visit in advance and shall be informed of visitation protocols. Visitors shall be required to check in with the receptionist, perform hand hygiene, complete a health screening, and have temperatures taken with a no-touch forehead thermometer. The person they are visiting shall meet the visitor in the lobby and shall escort/accompany the person for the duration of the visit. Visitors shall be encouraged to perform hand hygiene upon exiting the facility.
- **Health Screening / Temperature Testing:** All consumers and staff shall be screened for symptoms, including temperature checks upon arrival each day using touchless infrared thermometers. Any consumer or staff with symptoms upon arrival or who develop symptoms during operating hours shall be sent home and instructed to contact their health care provider. If staff or consumers must wait for transportation, they will be provided a disposable mask and

remain in the designated isolation area until they can go home, not to exceed 30 minutes. Personnel assigned to complete daily screenings shall keep as much distance from consumers and staff, wear a mask and perform hand hygiene before putting on gloves. Thermometers shall be cleaned after use. Staff/consumers are provided information regarding testing sites as requested.

- **Modified/Alternating Work Schedules:** Consumers shall return to community-based services at different stages; shall be assigned to modified or alternating workdays/shifts; and shall be required to adhere to social distancing requirements. Consumers are to enter and exit through one set of doors and shall comply with hand sanitizing, temperature checks etc. before beginning their day in CDS.

- **Social Distancing:** All CWTC employees and consumers shall remain a minimum of six (6) feet apart whenever possible while on CWTC property and inside the facility. Staff and consumers shall be required to maintain social distancing in restrooms, break rooms, at outdoor picnic tables and in the parking lot. When social distancing requirements cannot be adhered to, masks shall be worn. CWTC has redesigned or reconfigured works areas, classrooms, break rooms and shared office space in order to maintain 6-foot separation between workers. Signage, floor markings (tape) and other visual cues have been posted to remind everyone of the importance of social distancing. Break rooms are monitored by CWTC staff, before day program begins, during break and at end of day.

- **Face Masks:** Everyone one is encouraged to wear a face masks when social distancing guidelines cannot be adhered to. CWTC shall make available a washable fabric face mask to any consumer or staff member who does not have one. Face masks will be worn in the day program areas, in vehicles and by staff monitoring lunch and breaks. All staff taking temperatures will wear a mask. Masks will be worn by consumers and staff when on community outings. Staff will assist consumers with proper techniques of wearing masks. If consumers report to work with an ill-fitting mask, another mask will be provided to the consumer. Staff will also be reminded by supervisors to wear masks appropriately, following CDC guidelines.

- **Hand Hygiene Sanitizing Stations:** CWTC has increased the number of hand sanitizer dispensers throughout the facility, including but not limited to:
 - Entry/exit points of the building
 - Breakrooms
 - Outside restrooms

- Around the perimeter of production areas
- On work tables
- In classrooms

CWTC Janitorial Services shall ensure that adequate supplies of hand sanitizer, handwashing soap and disposable paper towels are always maintained. Additional portable hand sanitizing stations have been ordered.

- **Environmental Cleaning and Disinfecting:** Janitorial personnel shall continue to follow procedures for daily cleaning and disinfecting of common areas of the facility and enhanced cleaning and disinfecting of frequently touched surfaces (doorknobs, tables/countertops, light switches, handles, vending machine, touchpads, toilets, faucets, water fountains and sinks) using an EPA-registered product. If EPA-approved products are not available, janitorial personnel shall prepare a CDC recommended bleach solution. Production personnel shall be responsible to ensure that equipment used to process/package materials is not shared between workers. They shall also be responsible to clean and disinfect consumer assigned work areas (work surfaces, chairs and equipment) at the beginning and end of each shift. CWTC has contracted with an IDPH approved cleaning company and the contractor will conduct thorough cleaning of the facility at least monthly. CWTC is also in the process of securing our own equipment (i.e sprayers etc.). Assistive devices will be cleaned depending on use. If the devices are owned by CWTC, janitorial staff will be responsible for their cleaning.

- **Transportation:** CWTC Fleet vehicles and personal vehicles are often utilized to transport consumers to/from work, medical appointments and community activities. Because these vehicles and the staff operating the vehicle may interact with numerous individuals throughout the day, CWTC has identified the following strategies to ensure social distancing and infection control during transportation activities.
 - Passengers shall be screened for symptoms prior to boarding the vehicle.
 - Individuals from the same home may be transported together in the same vehicle, however they must follow protocol and wear a mask while in the vehicle.
 - Drivers and all passengers shall be required to wear a face covering when boarding and during transport.
 - All consumers will be picked up and dropped off at the all purpose room door entrance/exit.
 - Consumers using a wheelchair are transported via para transit.
 - Drivers and passengers shall preform hand hygiene with an alcohol-based hand sanitizer before and after transit. Drivers who assist passengers getting in or out

of vehicle, fasten seatbelts, secure assistive devices or handle passenger's belonging, shall perform hand hygiene activities after each interaction.

- Drivers and passengers shall follow cough and sneeze etiquette (cover coughs and sneezes with a tissue or use the inside of one's elbow).
- Practice social distancing by maximizing distances between the driver and each occupant by limiting the number of passengers, staggering seat assignments and making multiple trips. When personal vehicles or small sedans are used, passenger occupancy shall be limited to a single passenger with the person seated in the rear seat on the passenger side of the vehicle. If it is necessary to provide transportation to multiple passengers during a single trip, use a larger vehicle with staggered seating assignments.
- Improve ventilation in the vehicle by opening windows or setting air ventilation/conditioning to **non-recirculating** mode.
- Commonly touched surfaces in and on the vehicle shall be cleaned and disinfected after each transport using an EPA-approved product.
- When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions.
- Doors and windows should remain open when cleaning the vehicle.
 - For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles - clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application.
 - For soft or porous surfaces such as fabric seats, remove any visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, use products that are EPA-approved for use against the virus that causes COVID-19 and that are suitable for porous surfaces.
 - For frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle, remove visible dirt, then disinfect following the manufacturer's instructions for all cleaning and disinfection products. If no manufacturer guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol to disinfect.
 - Gloves and other disposable PPE used for cleaning and disinfecting shall be disposed of after use; followed by proper hand hygiene activities.
 - Supplies are available in vehicles or can be checked out from the safety director.

Person-Centered Planning:

CWTC will complete a risk benefit tool on each consumer before they return to work. The tools will be sent to the consumers, guardians, residential providers and reviewed before returning to CDS. Consumers will be returning to CDS on a modified/alternating schedule. Health status questionnaire will be discussed with consumer/ family member/guardian/residential provider. Meetings have been held with day program staff to address the changes in schedules, activities, health needs etc. of persons returning to service. Staff are flexible to meet new guidelines. There has been constant communication with family members from CWTC since COVID-19. CWTC communicates via mail communications, websites, surveys, phone calls, etc. A fact sheet has been sent to all family members, consumers, residential sites etc. regarding what to expect upon return to CDS.

Supported Employment:

When supported employment personnel (job coaches) are required to provide one-on-one services to a consumer, all social distancing measures shall be strictly adhered to. Both the consumer and staff shall be required to wear a face mask.

Counseling and Group Sessions:

Counseling sessions will be held on a one to one basis or via phone. There will be no group counseling sessions held with consumers at this time. When working with a consumer on a one to one basis, masks must be worn by both parties. Areas will be wiped down after each session.

Infection Response Protocols:

To ensure the safety and health of all consumers, staff, volunteers and visitors, CWTC is committed to handling any reports of a positive COVID-19 test result in a manner that protects confidentiality, minimizes risk to others and maximizes business continuity. At all times measure shall be taken to prevent transmission of the virus. Such measures include social distancing, physical barriers, personal protective equipment, hand hygiene and a comprehensive system of cleaning and disinfecting, all while protecting the privacy of the person to the greatest extent possible. If an individual tests positive for COVID -19, CWTC will follow the CDC, IDDPH and local health department guidelines.

- **Staff:** Staff who test positive for COVID-19 must ***immediately*** alert his/her supervisor of the result. If the supervisor is not available, the employee shall alert the Safety Director, Chief Operating Officer or the Executive Director of the result. If the employee receives the test result while in the facility, the employee shall be required to leave immediately. A space has been

designated where the employee to wait in isolation until they can go home, not to exceed 30 minutes. Instruction will be given to quarantine for a minimum of 14 days or until such time that a health care provider provides written documentation the person is clear to return to work. The employee will be contacted by phone to review confidentiality and privacy, available sick leave or other paid time-off options and conditions for return to work.

- **Consumers:** Consumers who test positive for COVID-19 must notify his/her case manager. If the consumer receives the test result while in the facility, the individual shall be immediately moved to the designated area where the consumer shall wait in isolation until they can go home, not to exceed 30 minutes. The Case Manager shall arrange immediate transportation home, preferably by family, guardians or residential service provider. If the consumer commonly uses public transportation, the Case Manager will arrange for transportation using a CWTC fleet vehicle. The Case Manager shall provide the consumer, family/guardian or residential provider with instructions to quarantine for a minimum of 14 days or until such time that a health care provider provides written documentation the person is clear to return to work. They shall also provide information concerning confidentiality and privacy, as well as conditions for returning to work.
- **Supervisors/Case Managers:** Supervisors and/or Case Managers will notify Safety Director regarding any potential issues with consumers. Safety Director will work cooperatively with the local health department if contact tracing assistance is needed.
- **The Custodial Quality Supervisor** shall be responsible to mobilize designated janitorial personnel to deep clean and disinfect any areas the employee or consumer spent time.
- **Administrative Personnel** or assigned designee shall instruct people that were in close contact with the employee/consumer to self-isolate for 14 days. (The CDC defines “close contact” as “a person that has been within six feet of the infected person for a prolonged period of time”.) Administrative personnel, or assigned designee, shall inform all other staff on a “need to know basis” regarding the exposure. Need to know will be determine by Administrative Personnel.
- **Infection control-** CWTC will continue to follow it’s normal infection control guidelines for all situations. If there are bodily control issues, staff will follow guidelines set forth by agency policies.

Procedure for Community Outings:

- Make sure to take the “outing bag” which will contain appropriate safety materials, consumer emergency information, agency emergency information and other supplies

- **Hand sanitizing** – Make sure consumers are utilizing proper hand sanitizing procedures i.e. sanitize hands when entering and exiting vehicles, at times while on an outing, when using restroom, when touching objects in the community etc.
- **Social distancing** – Instruct consumers to follow social distancing cues at locations. Utilize as a training opportunity to work with consumers on appropriate social distancing.
- **Masks** – Remind consumers to wear masks when in public or in vehicles. Assist with proper usage if necessary.
- **Alternate activities** – if space is unavailable utilize list of approved outing locations. When you are able notify supervisor or program director by phone of change in plans. Weather permitting, outside venues i.e. parks are always an alternative option. Try to make reservations in advance to avoid problems.
- **Symptoms while on outing- see attached**
- **Use of public restrooms** – outings are limited to a very small group of individuals. Staff are encouraged to accompany consumers to rest room if possible. Staff will remind consumers to wash their hands for the appropriate amount of time and to distance when they are in the restrooms and to wear their masks.

Infection Response Protocols for Persons who Develop Symptoms of COVID-19 While in the Community.

During the COVID-19 pandemic, individuals may develop COVID 19-like symptoms while receiving community-based services. Staff shall follow the following procedures if COVID-19 symptoms develop during community-based services.

- Isolate the individual who develops symptoms from others.
- Have the person remove a cloth face covering and place it in re-sealable plastic bag.
- Staff and the individual shall perform hand hygiene using an alcohol-based hand sanitizer.
- Provide the person with a disposable face mask. Ensure the mask covers the person nose and mouth; and instruct them to avoid touching their face.
- Staff shall notify their supervisor of the situation and request assistance for other consumers require transportation.
- Transportation shall be provided as outlined in "Transporting Persons with Confirmed or Suspected COVID-19" procedures.

Transporting Persons with Confirmed or Suspected COVID-19

During the COVID-19 pandemic, staff may need to transport individuals with confirmed or suspected COVID-19 to/from a healthcare facility. In order to decrease the risk of transmission during transportation, the following procedures shall be followed.

- Both the passenger and the driver shall wear a disposable face mask that covers the nose and mouth; and avoid touching their mask and face.
- The passengers should sit as far as possible from the drivers (right side back seat). No one other than the driver and individual with confirmed/suspected COVID-19 shall ride in the vehicle.
- During transport, vehicle ventilation shall be on non-recirculated mode to maximize air changes that reduce potentially infectious particles in the vehicle. Consider opening the windows next to both the driver and passenger to improve ventilation.
- **On arrival to a healthcare facility**, try to maintain a 6-foot distance between the driver and passenger, if possible. Both the driver and passenger shall keep their mask in place. Once the

transport is complete, the driver should remove their mask, avoiding touching their face; then wash their hands for 20 seconds with soap and water.

- **On arrival to the person's home**, try to maintain a 6-foot distance between the driver and passenger, if possible. Both the driver and passenger shall keep their masks in place until the person has moved to the room in which they will be isolating. The passengers may then remove their mask and wash their hands with soap and water for 20 seconds. Once the transport is complete, the driver should remove their mask, avoiding touching their face; then wash their hands for 20 seconds with soap and water.
- After the passenger has left the vehicle, the driver shall disinfect all vehicle surfaces as described in Transportation.