



## OPTIONS Family of Services

# Coronavirus Disease (COVID- 19) Response Plan

NOTE: This is a "fluid" document as is the status of the COVID-19 virus and its spread. Therefore, the document may be updated as necessary.

Date(s): March 20, 2020

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## Introduction

OPTIONS Family of Services is committed to the protection of our persons served, staff and visitors from the spread of infectious disease. In light of the recent spread of COVID-19, we have defined specific protocols that we are taking to help control and prevent the spread of the virus. Our goal is to continue to provide high quality care to our persons served while protecting our staff in the delivery of that care.

OPTIONS has activated its Emergency Operations Plan in relation to Infectious Disease. The process our team has gone through to develop this emergency plan to COVID-19 promotes collaboration, flexibility, and adaptability. This plan is subject to change.

The following provides the components and protocols that will be followed within the company to do our part to protect our persons served, staff and visitors.

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## Staying Informed - Our Resources

OPTIONS is following the ever changing landscape of this virus via the CDC (Centers for Disease Control) and the WHO (World Health Organization). We feel these two agencies offer the most reliable and up-to-date information. We also are guided by our own CDPH (California Department of Public Health), CCL (Community Care Licensing), and Public Health Departments in SLO and Santa Barbara county for up to date guidance on safe operations of our facilities. Knowledge is the best way to combat concerns.



What we know now from the experts...OPTIONS Family of Services wants to provide all of our employees, vendors, and visitors with the actual facts about COVID-19 from the experts that are monitoring the virus. The following fact sheets (available full size under Tab 3) are actual fact sheets taken from the CDC website with valuable answers to questions most of us, as the general public, have regarding COVID-19.

## CDC FACT SHEET - "WHAT YOU NEED TO KNOW ABOUT CORONAVIRUS DISEASE 2019 (COVID-19)"

<b>COVID-19</b> <small>CORONAVIRUS DISEASE 2019</small>	<b>What you need to know about coronavirus disease 2019 (COVID-19)</b>
<p><b>What is coronavirus disease 2019 (COVID-19)?</b>          Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. It is the same as COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.</p> <p><b>Can people in the U.S. get COVID-19?</b>          Yes, COVID-19 is spreading from person to person in parts of the United States. Risk of infection with COVID-19 is higher for people who are close contacts of someone known to have COVID-19, for example healthcare workers, or household members. Other people at higher risk for infection are those who live in or have recently been in an area with ongoing spread of COVID-19. Learn more about places with ongoing spread at <a href="https://www.cdc.gov/coronavirus/2019-nCoV/about-transmission.html#geographic">https://www.cdc.gov/coronavirus/2019-nCoV/about-transmission.html#geographic</a>.</p> <p><b>Have there been cases of COVID-19 in the U.S.?</b>          Yes. The first case of COVID-19 in the United States was reported on January 21, 2020. The current count of cases of COVID-19 in the United States is available on CDC's webpage at <a href="https://www.cdc.gov/coronavirus/2019-nCoV/cases-in-us.html">https://www.cdc.gov/coronavirus/2019-nCoV/cases-in-us.html</a>.</p> <p><b>How does COVID-19 spread?</b>          The virus that causes COVID-19 probably emerged from an animal source, but is now spreading from person to person. The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. Learn what is known about the spread of newly emerged coronaviruses at <a href="http://www.cdc.gov/coronavirus/2019-nCoV/about-transmission.html">http://www.cdc.gov/coronavirus/2019-nCoV/about-transmission.html</a>.</p> <p><b>What are the symptoms of COVID-19?</b>          Patients with COVID-19 have had mild to severe respiratory illness with symptoms of:</p> <ul style="list-style-type: none"> <li>• fever</li> <li>• cough</li> <li>• shortness of breath</li> </ul>	<p><b>What are severe complications of the virus?</b>          Some patients have become sicker, in both lungs, multi-organ failure and in some have died.</p> <p><b>How can I help protect myself?</b>          People can help protect themselves from respiratory illness with everyday preventive actions:</p> <ul style="list-style-type: none"> <li>• Avoid close contact with people who are sick.</li> <li>• Avoid touching your eyes, nose, and mouth with unwashed hands.</li> <li>• Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.</li> </ul> <p><b>If you are sick, to keep from spreading respiratory illness to others, you should:</b></p> <ul style="list-style-type: none"> <li>• Stay home when you are sick.</li> <li>• Cover your cough or sneeze with a tissue, then throw the tissue in the trash.</li> <li>• Clean and disinfect frequently touched objects and surfaces.</li> </ul> <p><b>What should I do if I recently traveled from an area with ongoing spread of COVID-19?</b>          If you have traveled from an affected area, there may be restrictions on your movements for up to 2 weeks. If you develop symptoms during that period (fever, cough, trouble breathing), seek medical advice. Call the office of your health care provider before you go, and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people. Don't go out and delay any travel to reduce the possibility of spreading illness to others.</p> <p><b>Is there a vaccine?</b>          There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to take everyday preventive actions, like avoiding close contact with people who are sick and washing your hands often.</p> <p><b>Is there a treatment?</b>          There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.</p>
 <small>CHANGING BEHAVIOR</small>	<p>For more information: <a href="http://www.cdc.gov/COVID19">www.cdc.gov/COVID19</a></p> <p style="text-align: right;"><a href="http://cdc.gov/COVID19">cdc.gov/COVID19</a></p>

## CDC FACT SHEET - "WHAT TO DO IF YOU ARE SICK WITH CORONAVIRUS DISEASE"

If you are sick With COVID-19 or

<b>CcVID-19</b> <small>CORONAVIRUS DISEASE 19</small>	<b>What to do if you are sick with coronavirus disease 2019 (COVID-19)</b>
<p><b>COVID-19 or suspect you are infected with the virus that causes COVID-19, follow help prevent the disease from spreading to people in your home and community.</b></p> <p><b>you are</b> With the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.</p> <p><b>Stay home except to get medical care</b>          You should restrict activities outside your home, except for getting medical care. DO NOT go to school, or public areas. Avoid using public transportation, ride-sharing, or taxis.</p> <p><b>Separate yourself from other people and animals in your home</b>          As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.</p> <p><b>Animals: DO NOT handle pets or other animals while sick.</b> See <a href="#">and COVID-19 and Animals</a> for more information. Stool, bedding or tables fluids *150, clean them, any Use surfaces that may clean have blood.</p>	<p><b>from spreading to people in your home and community.</b></p> <p><b>Clean your hands often</b>          Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching eyes, nose, and mouth with unwashed hands.</p> <p><b>Clean all "high-touch" surfaces every day</b>          High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and smartphones.</p>

2019 (COVID-19)



Call ahead before visiting your doctor  
 If you have a medical appointment, the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask  
 You should wear a facemask when you are around other people (e.g., sharing a room, vehicle) or pets and enter a healthcare provider's Office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter.

Cover your coughs and sneezes  
 Cover your mouth and nose with a tissue. When you cough or sneeze, throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds, or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items  
 You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

or wipe, according to the label instructions. Labels contain instructions for safe and effective use. Of the cleaning product including precautions you should take. When applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms  
 Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Before you enter a healthcare provider's office, tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people from getting infected or exposed.

Ask your healthcare provider to call the State health department; persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for, COVID-19. If possible, put on a facemask before emergency services arrive.

Discontinuing home isolation  
 Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home

isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.



For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

# PROTOCOLS FOR ALL OPTIONS FACILITIES & EMPLOYEES:

OPTIONS Family of Services understands how important and valuable our employees are. We are doing all that we can to prevent and protect from illness.

The following protocol will be followed:

## Standard Precautions and Infection Control Practices

- **HANDWASHING.** Washing hands is the #1 best infection control practice. We will continue to train, emphasize, and require all direct care staff to practice good hand washing at all times. Washing hands with soap and water will be done upon entering and before leaving for 20-30 seconds.
- **HAND SANITIZER.** In addition to practicing good hand washing, OPTIONS will provide alcohol based hand sanitizer to be used when hand washing cannot be done timely. Note: after using hand sanitizer three times, hands must be washed with soap and water. Then resume using the hand sanitizer.
- **RESPIRATORY HYGIENE:** Staff will be trained and required to practice good respiratory hygiene which includes covering their mouth and nose with a bent elbow or tissue when they cough or sneeze. The used tissue should be disposed immediately in a covered receptacle and hands washed with soap and water.
- **ENVIRONMENTAL CLEANING.** An aggressive cleaning schedule has been developed for each facility, to ensure common surfaces are cleaned with the recommended cleaning agents to rid surfaces of any possible viruses.



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### Person served Illness: (Cough, NO FEVER)

- Notify RN, MD, QIDP, Program Director, On-Call as per standard protocol.
- Follow the orders given by the doctor, ie. monitor, etc.
- Practice good infection control; hand washing, environmental cleaning.
- Complete Change of Condition/SIR paperwork as required.
- Nursing care plan will be initiated if there is not one currently due to underlying conditions.
- Inform the MD and RN of the person's served status as per orders or more often if person served condition worsens.
- Encourage person served to wear a mask as directed by the RN. (Note: Some of our persons served will not tolerate a mask on their face).
- Employees will continue to practice proper hand hygiene and infection control.

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### Person served Illness: (Cough, Fever, difficulty breathing)

- Notify RN, MD, QIDP, Program Director, On-Call as per standard protocol.
- Follow the orders given by the doctor, ie take to ER, monitor, etc.
- Complete Change of Condition/SIR paperwork as required.
- Nursing care plan will be initiated if there is not one currently due to underlying conditions.
- Keep the ill person served away from other persons served in the home (social distancing 3-6ft whenever possible).
- Mealtimes - sick persons served should eat their meals separate from others and may eat in their room.
- The ill person served will not leave the home until given the OK by the physician.
- Person served should wear a mask if tolerated and as directed by the RN. (Some of our persons served will not tolerate a mask on their face)
- Employees will continue to practice proper hand hygiene and infection control.



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## Person served Illness: (Diagnosed with COVID-19) 6-bed ICF/DD-H

- The sick person will be isolated in their room for 14 days. If they are in a shared room, consider the roommate to be exposed and they should isolate as well.
- The facility will provide PPE for all staff (gowns, masks, goggles, gloves, red bags for disposal of infectious waste) as available. OPTIONS is working with the Public Health Department to replenish/obtain supplies.
- Follow the orders given by the doctor, ie take to ER, monitor, etc.
- Complete Change of Condition/SIR paperwork as required.
- Nursing care plan will be initiated for COVID-19.
- Persons served will NOT attend day program until they have been cleared.
- Person served should wear a mask if tolerated and as directed by the RN. (Some of our persons served will not tolerate a mask on their face)
- All visitors, ie consultants, vendors, and families will not be allowed entrance to the facility while a person is ill.
- This event will be reported to CDPH, the local health department and Tri-Counties Regional Center.

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## Person served Illness: (Diagnosed with COVID-19) Day Programs

**Note: All Day Programs have been closed until further notice effective 3/20/2020.**

- The Day Programs will reopen when approved by DDS

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## Employee Illness:

Employees should perform a “self-check” as indicated on the Stop and Read questionnaire at each site.



- If any of the answers to the questions are “yes”, employees will call their Supervisor or On-Call for further directions.

Employees should self-monitor for any signs or symptoms of illness, including cough, fever, and difficulty breathing. If an employee has a cough and fever:

- Staff MAY NOT WORK and must immediately go home.
- Notify supervisor/on-call of illness, clock out, and go home to rest.
- Call a health care provider and follow their instructions.
- If any employee exhibits difficulty breathing while at work - call 911.
- Employee may not return to work until they can provide clearance from their healthcare provider.

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## Employee Exposure to COVID-19

Per the CDC's document Interim U.S. Guidance for Risk Assessment and Public Health Management of Healthcare Personnel with Potential Exposure in a Healthcare Setting to Patients with Coronavirus Disease (COVID-19):

- Work restrictions of potentially exposed employees remains the recommended strategy, however, healthcare providers are essential employees.
- Employees must continue to practice good infection control practices, regularly monitor themselves for fever and symptoms of respiratory infection, report any recognized exposure, and not report for work when sick.

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## Community Outings

OPTIONS will follow state and local social distancing, curfews or restrictions. As of 3/20/2020, California has a shelter in place order.





## ISP and HR Meetings

There will be no ISP or HRC meetings held in the main office. ISP meetings and other essential meetings will be held by conference calls. If the persons served are stable - all objectives will continue as written and re-evaluated at a later time.

Non-essential meetings will be postponed.

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## Person served Appointments

Routine appointments (30, 60-day, physicals, psych) will be postponed until further notice.

Only persons served with health issues and/or mental health issues going on will attend an appointment in the community. Only those appointments deemed absolutely necessary will take place. The RN and QIDP will make the decision on which appointments are essential.

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## Personal Protective Equipment (PPE)

As the CDC and WHO have indicated, supplies of PPE (personal protective equipment) are becoming more difficult to obtain. OPTIONS Family of Services is in constant contact with our vendors to obtain adequate supplies on hand for our staff. PPE that will be made available in the facilities are:

- Masks
- Gloves
- Approved cleaning products
- Hand sanitizer
- Tissues
- Paper Towels
- Goggles (if there is confirmed exposure)
- Gowns (if there is confirmed exposure) \*currently on back order
- N95 Masks (if there is confirmed exposure)
- Red Bags (if there is confirmed exposure)

Supervisor will monitor and inventory supplies on a daily basis and report this to the main office. OPTIONS is working with the Public Health Department and TCRC to replenish/obtain supplies.



## Environmental Cleaning & Supplies

Products used to clean the facility are EPA Registered Antimicrobial Products for use against Novel Coronavirus COVID-19.

The following products are currently being used for infection control against COVID-19:

- Liquid Bleach, water/bleach dilution
- Lysol Spray
- Bleach wipes
- Anti-bacterial wipes

Material Safety Data Sheets are on file and available for all products listed above. Supervisors will monitor and inventory supplies on a daily basis and report this to the main office.

A cleaning schedule has been prepared and is available in each home. Staff are assigned cleaning duties and must record completion of such duties as indicated on the cleaning schedule, which will be monitored by the Supervisors.

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## Employee Training

Training on respiratory infections will include:

1. Hand Hygiene
2. Preparing for Pandemic Influenza
3. Infection Control
4. Personal Protective Equipment
5. Transmission-Based Precautions



## 6. Coronavirus Disease 2019 (COVID-19) updates

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### Employee Contingency Plan for increased absenteeism

Understanding the implications and magnitude of the current COVID-19 situation, OPTIONS has developed the following contingency plan to deal with possible staffing shortages:

- Longer shifts of available staff
  - Cross-training of staff from other OPTIONS programs
  - Continue the hiring process
  - Due to closure of our day programs, we will utilize those employees in the ICF/DD-H facilities. All day program staff that are able to work and are approved by CDPH have been re-assigned in the ICF facilities. The Day Program Administrators and Program Director will monitor these staff.
  - The QIDP will maintain a roster of staff and their phone numbers willing to work extra shifts and their availability. Note: this roster WILL NOT be posted in the facility as to maintain employee privacy and remain in compliance with labor law.
  - Keep staff informed and updated on the current COVID-19 situations.
  - List of trained relief staff
  - Continue to emphasize good hand hygiene, and respiratory hygiene
  - Additional staffing needs as addressed in Disaster Plan
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### Visitors (includes families, vendors, consultants, and any other non OPTIONS employee)

Visitors will be restricted from entry to the homes for the next 30 days (3/20/20 to 4/20/20). At that time we will re-evaluate the need to continue with this protocol. This includes families, vendors and consultants.

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## Quality Assurance

To ensure the facility is adhering to established policies and guidelines in relation to COVID- 19 the following has been implemented:

- On a weekly basis, the supervisor or QIDP will visually observe all employees in the facility performing the following practices:
  - HAND WASHING (Handy hygiene)
  - ALCOHOL-BASED HAND SANITIZER
  - RESPIRATORY HYGIENE (cough and sneeze etiquette)
  - FACE MASK (putting on, taking off, disposing of)\*\*\*

\*\*\*this will be observed only at the time facemasks are being used.

These observations will be documented and available for review. Employees not adhering to established protocol will be re-trained or counseled in accordance with the Employee Handbook policies and procedures.

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## COVID-19 Facility Preparedness Checklist (TAB 2)

A COVID-19 Facility Preparedness Checklist has been completed and reviewed to ensure the facility is following recommended CDC guidelines, and is prepared to handle COVID-19 if necessary. This checklist is under TAB 2.

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## POSTINGS (Tab 3)

OPTIONS Family of Services is posting visual signage in strategic places throughout the facility providing instruction on hand hygiene, and respiratory hygiene.





## SUMMARY

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- COVID-19 is a NEW virus, first identified in Wuhan, China December 2019. Has spread worldwide.
- There is NO VACCINE at this time for COVID-19.
- There is NO specific treatment other than to treat symptoms. Follow your health care practitioners instructions.
- Transmitted from person to person who are in close contact (within 3-6 feet) of each other through respiratory droplets produced when an infected person coughs or sneezes. Also may be transmitted by touching a surface or object that has the virus on it and then touching your mouth, nose, or eyes.
- Symptoms include: FEVER, COUGH, SHORTNESS OF BREATH.
- You can protect yourself at work and at home by doing these things:
  - a. WASH YOUR HANDS frequently for at least 20 seconds (sing the Happy Birthday song to yourself twice). This is the #1 best infection control practice you can do to protect yourself from ANY virus or disease.
  - b. Avoid touching your eyes, mouth, and nose with unwashed hands.
  - c. Practice good respiratory hygiene, ie cough into your elbow, cover your sneeze with a tissue then discard in a covered receptacle
  - d. Avoid close contact with people who are sick (and if you are working and your persons served are sick, follow established protocols).
  - e. Avoid handshakes or hugs and close contact- opt for a smile or other method to greet others.
  - f. Disinfect/clean surfaces like doorknobs, handrails, light switches, counter surfaces, handsets, computer keyboards, cell phones, and tables regularly and according to OPTIONS' cleaning schedules in the facility.
- If you are sick, STAY AT HOME and seek medical care if your symptoms worsen or you have difficulty breathing. Remember, cough and fever does not automatically mean you have



COVID-19. It is flu season and the signs and symptoms of COVID-19 are very much like that of the flu. Only your doctor can actually diagnose with a test that you have COVID-

19. Stay calm.

- Notify your supervisor of the following:
    - a. If you are sick with cough and fever.
    - b. If you are diagnosed with COVID-19 and are being monitored.
  - Stay informed. Knowledge is powerful and it can ease any fears you may have. Get your knowledge from reliable sources like CDC or WHO.
  - LOW RISK. If you are not in an area where COVID-19 is spreading or have not traveled from an area where COVID-19 is spreading or have not been in contact with an infected patient, your risk of infection is low.
  - If you have any questions or concerns please contact your Supervisor or On-Call.
-