



COVID-19 BEST PRACTICES

Guidance for re-opening Chestnut Ridge Counseling Services, Inc. in the safest way possible during the Covid-19 pandemic.

June 2, 2020

Table of Contents

Uniontown and Connellsville outpatient and Uniontown Main Office	2
Community Based Programs	11
New Direction	24
Bright Horizons	39

Uniontown and Connellsville Outpatient and Uniontown Main Office

Our Goals and Promises:

1. We will open our doors to a safe, clean facility and adhere to all required Commonwealth of Pennsylvania and, to whatever extent possible, CDC and OSHA guidelines.
2. We will thoroughly deep clean and disinfect all Outpatient (OP) clinics and other Uniontown Main office areas.
3. With a supported effort from the FCHC and CRCSI maintenance employees, we will maintain increased level of cleanliness and disinfection throughout both locations.
4. We will screen all staff and clients upon entry to ensure that no one who is known to be sick or symptomatic enters the Main Office or Connellsville Office.
5. We will embrace and enforce the use of personal protective equipment (masks), and social distancing by staff and visitors, and whenever possible by clients

General Guidance for Employees

For all staff, regardless of specific exposure risks, it is always a good practice to:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed or gloved hands
- Practice good respiratory etiquette. If someone coughs or sneezes, they should cover their mouth and nose with a tissue or use the inside of their elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds or use hand sanitizer.
- Avoid close contact with people who are sick.
- Stay home if you are sick.
- Staff will be able to differentiate between specific situations when gloves should be worn and changed and those where their use is not required

General Guidance for Glove Use

- In no way does glove use modify hand hygiene indications or replace hand hygiene action by rubbing with an alcohol-based product or by handwashing with soap and water.
- Wear gloves when it can be reasonably anticipated that contact with blood or other body fluids, mucous membranes, non-intact skin or potentially infectious material will occur.

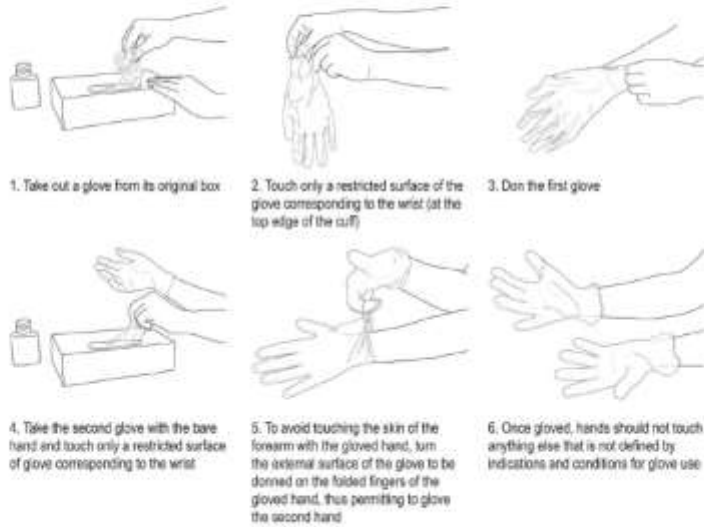
- Remove gloves after caring for a patient. Do not wear the same pair of gloves for the care of more than one patient.
- When wearing gloves, change or remove gloves in the following situations: during patient care if moving from a contaminated body site to another body site (including a mucous membrane, non-intact skin or a medical device within the same patient or the environment).
- The reuse of gloves after reprocessing or decontamination is not recommended

https://www.who.int/gpsc/5may/Glove_Use_Information_Leaflet.pdf?ua=1

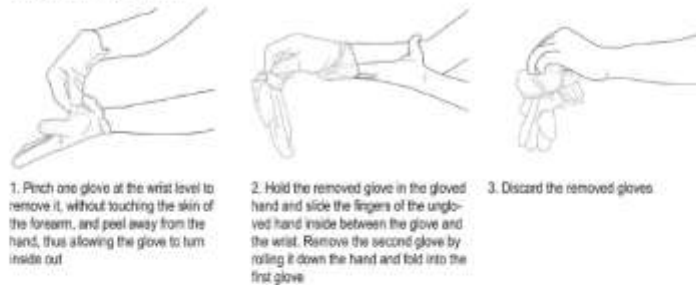
Annex 4:
Technique for donning and removing non-sterile examination gloves

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

I. HOW TO DON GLOVES:



II. HOW TO REMOVE GLOVES:



4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

Source: Glove Use Information Leaflet, World Health Organization, Geneva, 2009. Available from: http://www.who.int/gpsc/5may/tools/training_educationaliers/

Workplace Practices to Follow Before and During Work Hours

Steps for Staff

Do's	Don't
Take your temperature before work to ensure you do not have a fever and stay home if you feel sick.	Stay at work or come to work if you become sick.
Always wear a face mask unless you are by yourself in your private office.	Share headsets or objects used near face.
Practice social distancing	Congregate in the break room or other crowded places.
Always follow practical use of gloves (refer to Technique for donning and removing non-sterile examination gloves) Gloves are single use only	Reuse gloves or contaminate multiple surfaces with gloves Use if the integrity of a glove is compromised

- **Pre-Screen:**
 - Staff should measure your temperature and assess symptoms prior to leaving your home.
 - Staff must have their masks on prior to entering the building. Masks will be provided by the Agency, however, staff may also be allowed to bring their own masks.
- **Regular Monitoring:**
 - All employees will have their temperatures checked daily using a no-contact thermometer by the Medical Staff, Support Staff or the Program Manager. The first Medical Staff-member to enter the building will take their own temperature and record it in the log. Once the Additional Medical Staff arrives then the temperature of those staff members will be retaken and recorded. Staff will also be asked to indicate whether they have had any of the following symptoms in the past 24hrs:
 - Fever/Chills
 - Shortness of breath
 - Cough
 - Sore throat
 - Staff with a temperature of 100.4 or above will be required to leave the premises immediately and the Program Manager, Assistant Director, Director or Administrator on Call will be notified immediately. Any time away from work will be deducted from their PTO or Sick to cover the absence. Per Session staff may take this time unpaid. Sick employees should follow CDC recommended

steps. They should not return to work until the CDC criteria to discontinue home isolation are met.

- **Wear a Mask**

- In accordance with the PA Department of Health and the CDC, staff must always wear a face mask while in the workplace. Staff can take their facemasks off if they are alone in their offices. If you must leave your office (use the fax machine, use breakroom, use the restroom, etc.) your facemask must be on and stay on until you return to your work area. All staff must wear their masks when having any interactions with clients or coworkers.



- **Social Distancing**
 - Staff should maintain 6 feet and practice social distancing in the workplace. Staff must follow the social distancing guidelines except in the case of an emergency.

- **Disinfect and Clean workspaces**
 - Staff must clean and disinfect all areas that they use such as offices (desks, chairs, doorknobs), shared electronic equipment before and after their use. Cleaning supplies to include: CaviWipes (medical grade disinfecting wipes), disinfectant spray, paper towels. Gloves must be worn when using the CaviWipes.
 - Building Cleaning staff and or CRCSI maintenance will be responsible for cleaning and disinfecting common areas (including common restrooms). The cleaning materials used will be in accordance with CDC guidelines.
 - Staff will clean and disinfect all areas they use in between patients and coworkers (desks, chairs, signature pads, etc.)
 - Gloves should be used during all patient-care activities that may involve exposure to blood and body fluids (including contact with mucous membrane and non-intact skin, administering injections, direct contact precautions and outbreak situations.
 - Medical staff is to wear recommended PPE administering injections or coming in direct contact with clients (mask, gloves, surgical gown, eye protection, etc.)

General Guidance for Clients

Clinical and Medical Staff members treating clients are to provide education that it is always a good practice to:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good respiratory etiquette. If someone coughs or sneezes, they should cover their mouth and nose with a tissue or use the inside of their elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds or use hand sanitizer.
- Avoid close contact with people who are sick.
- Stay home if sick.

Practices to Follow Before and During Appointments/Sessions

Steps for Clients

Do's	Don't
Take your temperature before coming into the building or using FACT to ensure you do not have a fever. Stay home if you feel sick.	Stay at program or appointment if you become sick.
Always wear a face mask	Share your mask with others
Practice social distancing	Congregate in crowded places.
Practice good hand hygiene	Fail to wash hands regularly

- **Pre-Screen:**
 - Clients must have the mask on prior to entering the building. Clients are strongly encouraged to bring their own masks from home. If however, a client does not have a mask, then a disposable mask will be provided by the agency.

- **Regular Monitoring:**
 - Clients will be asked when scheduling appointments and arriving at the front desk for appointments to indicate whether they have had any of the following symptoms in the past 24hrs:
 - Fever/Chills, a temperature of 100.4 or above
 - Shortness of breath
 - Cough
 - Sore throat
 - Clients reporting any or all of the above symptoms will be not be seen for their appointment face to face.
 - If telehealth is available, the client will be offered televisual or telephonic service depending on payor guidelines and client access to technology.
 - If telehealth is no longer available, clients will receive a check in call from treating clinician, prescriber, nurse or medical assistant and if appropriate a medication refill of 30 days.

General Guidelines for Visitors

- **All non-essential visits will be prohibited at this time.**
 - Outpatient will only permit essential staff and clients to enter the treatment area on a daily basis.
 - In situations where a visitor has to enter the treatment area, the following rules will apply:
 - **Pre-screen:** Visitors should measure temperature and assess symptoms prior to leaving home. Visitors should have their own mask on prior to entering the building but will be provided one if they fail to bring a mask. Visitors will not be allowed to enter without a mask.
 - **Regular Monitoring:** All visitors will also be asked to indicate whether they have had any of the following symptoms in the past 24hrs:
 - Fever/Chills
 - Shortness of breath
 - Cough
 - Sore throat
 - Visitors reporting a temperature of 100.4 or above or who have answered yes to any of the above symptoms within the past 24hrs will be asked to leave the premises and conduct any business with CRCSI OP over the phone or via Microsoft Teams.

Return to Work Criteria for Health Care Providers (HCP) with Suspected or Confirmed COVID-19*

Symptomatic HCP with suspected or confirmed COVID-19 (Either strategy is acceptable depending on local circumstances):

- *Symptom-based strategy.* Exclude from work until:
 - At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**,
 - At least 10 days have passed *since symptoms first appeared*
- *Test-based strategy.* Exclude from work until:
 - Resolution of fever without the use of fever-reducing medications **and**
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
 - Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens)^[1]. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#). Of note, there have been reports of prolonged detection of RNA without direct correlation to viral culture.

*Based on CDC Recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>

Restroom Practices

- Clients who are in group rooms/OP offices/ work areas will be expected to use those facilities. Restrooms will be cleaned by building maintenance staff. Should be removed, this is for ND having restrooms in their classrooms.
- Signs are in place asking customer and employees to wash hands before and after using the restroom.
- Restrooms will be cleaned by FCHC staff (Uniontown) and CRCSI maintenance staff (Connellsville)

Additional Cleaning Practices of Office Spaces

- Staff is responsible for disinfecting their offices and placing a note on their office door notifying building staff that the office was used during that workday and in need of additional cleaning.
- The building maintenance staff will be responsible to disinfect the reception area hourly and at the close of the business day. PSC's in Connellsville should follow the same guidelines.
- Gloves and any other disposable PPE used for cleaning and disinfecting any space should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Cleaning and disinfecting practices will follow CDC and PA Department of Health Guidelines.
- All personal protective equipment (PPE) will only be disposed of trashcans.

Guidelines for Group Therapy

- Groups can be run in three different formats.
 - Telehealth only groups
 - Face-to-face only groups
 - A combination of telehealth and face-to-face group

Protocol for each format is as follows:

- Telehealth only groups:
 - Visit type to schedule is OPU86 or OPC86 (for telehealth)
 - Groups will follow established practices. The maximum number of participants is 12.
 - Medicare and Beacon insurances have approved telehealth group services, and telehealth groups can include only clients with these insurances. Furthermore,

- only televisual services have been approved. Group members cannot participate telephonically.
 - Group participants must be present for the entire group and must protect confidentiality by ensuring that they are isolated from all other members of the household for the duration of group. It is best to discuss this with group clients prior to scheduling them for the group session.
 - Group notes will be signed with “Signature Exception”.
- Face-to-Face only groups:
 - Group size to be determined by room size and the accommodation of social distancing.
 - If you intend to run a face-to-face group in any capacity, this must first be discussed with your direct supervisor in order to ensure that the group room is appropriately arranged to allow for social distancing.
 - All safety guidelines will need to be followed, including both the clinician and clients wearing facemasks for the entire duration of the group.
 - No pizza or other food and drink items will be ordered for groups.
 - Encounter forms will be signed. Clients will each be provided their own pen at the start of group and the treating clinician will disinfect the pens at the conclusion of group.
 - Additionally, group therapists will be responsible for disinfecting tables, chairs, and doorknobs at the end of group. In both office locations, a sign will be placed on the door at the conclusion of group notifying the cleaning staff to do an additional cleaning of the group room. Cleaning supplies will be located in each group room.
- Combination of telehealth and face-to-face groups
 - Two different visit types need to be scheduled:
 - Visit type to schedule is OPU8 or OPC8 for the face-to-face clients
 - Visit type to schedule is OPU86 or OPC86 for the tele clients
 - All practices identified above will apply.
 - A combination of these formats provided for the group service will be beneficial for groups who have a combination of clients with Beacon, Medicare, and commercial insurances, with commercial clients being seen face-to-face and Medicare and Beacon clients being seen via telehealth.
 - Face-to-face group services provided in any format will require the treating clinician to be on site for the group service.

Community Based Programs - Home Visits

When conducting Face-to-Face sessions

While in the community or in a home:

- Please familiarize yourself with the pre-screening questionnaire provided below on page 14.
- If you cannot reach the person before the home visit, ask the screening questions as soon as you arrive and be sure to do your best to maintain at least 6 feet distance and have your surgical mask on, as you screen. Staff should make every effort to take the consumers/family temperature with the allotted thermometer. Consumers will have temperatures logged in their medical record.
- If the person answers yes to any of screening questions, the visit should not take place. However, if you are concerned about the person's mental or physical health you should consult with your Program Manager. (The Manager may then consult with an appropriate staff member). The person served should be asked if they have contacted their medical provider. If not, strongly encourage the individual to contact their medical provider as soon as possible. If at any time before or during a session, someone presents with illness symptoms, and the visit is not vital to their well-being, you are to schedule a telehealth session for the next visit and leave the home immediately. You then will call your Program Manager ASAP. You may then be asked to return home to conduct telehealth sessions.
- After you have completed your in-pre-screening process and the consumer answers no to screening questions and taken the consumers/family temperature with the allotted no contact thermometer, and the staff member has deemed that it is safe to enter the home , the staff person can enter the home of community with the consumer/family.
- Prior to entering the home, in your car do the following:
 - a. Tie back long hair if applicable
 - b. Remove jewelry
 - c. Consider wearing glasses instead of contact lenses
 - d. Use Hand sanitizer (apply 1-2 pumps to palms of hand and for 15 seconds rub front, back, in between fingers and nail bed) until dry. Put on Your mask and make sure you have your thermometer.
- Have the family or consumer identified a safe place that social distancing can occur in the home or community.
 - Example: Outside (with lawn chairs), in a living room that has a limit of 2-3 people, in a park, etc.
 - During your visit, please make every attempt to maintain a 6 ft. distance. If it is not possible to maintain a 6 ft. distance, please ask the consumer to wear a mask.

- You are to wear surgical masks during each visit. Please encourage consumers to wear surgical masks during each visit. Please provide a mask to the consumer if they do not have one. You are to dispose of the surgical masks if you feel they have been contaminated in any way or you have not used proper technique. If you continued to be able to wear your mask all day, you may properly dispose of it at the end of your workday.
- Consumers must sign for any face to face services provided. If the consumer or family decline to sign because of COVID Concerns, you must explain this in your documentation and then write “signature exception” in the consumer signature box of your computer or encounter form. Please make sure you have properly disinfected any equipment used by the consumer.
- Following your visit, you should again use hand sanitizer.
- On days when home visits or office visits occur - when returning home, remove your work shoes and sanitize your hands prior to entering. It is recommended to wash work clothes, shower, and change into clean clothes. Your work clothes should be washed in hot water.

Community Based Nursing Visits

- Conduct screening questions. If the consumer served answers all the screening questions in the negative (no cough, no household member sick, no diarrhea, etc.) you can proceed with the home visit procedures outlined above. If the person answers yes to screening questions, please follow home visit procedures outlined above.
- During these close bodily procedures—IM medications, blood pressure reading, -- persons served must wear a surgical mask or N95 mask.
- Prior to performing any procedures with person served do the following:
 - a. Use hand sanitizer
 - b. Place protective glasses, goggles, or protective shield
 - d. Place non-sterile gloves on
 - e. Ask person served to turn head opposite direction from where you will be performing a procedure
 - f. Perform vital signs, IM injections and any other assessment needed
 - g. Once all procedures are completed remove gloves

h. Use hand sanitizer and remove protective glasses, shield, or goggles

i. Upon exiting home tell person served they can dispose of the mask

*Once back in your vehicle:

a. Use hand sanitizer and disinfect any equipment that the consumer personally touched.

b. Remove the N95 using proper technique and place it in a paper bag for next use and carefully follow the policy and procedures for the proper usage of the N-95 mask.

*When you arrive home, you should remove your work shoes and sanitize your hands prior to entering. Take off your work clothes, shower, and put on a clean set of clothes. Your work clothes should be washed in hot water.

COVID-19 Pre-screening Questionnaire Consumers and Families

Before each face to face session, your consumer/families must be contacted and screened for safety to enter their homes.

Questions to ask:

1. Are they comfortable with the CRCSI staff entering the home?
2. Ask if anyone in the home has had the follow symptoms in the past 24 hours:
 - a. Fever/Chills
 - b. Shortness of breath
 - c. Cough
 - d. Sore throat
3. Have you or anyone in your home or has anyone been to your home that has been out of the country or state in the past 14 days? Have you, anyone in your home or anyone one you have had contact with, been investigated for COVID-19?
4. Is there a designated area in your home that we can have session?
 - a. Outside on a porch
 - b. In a living room
 - c. In a garage
 - d. In the community? Parks?
 - e.
5. While receiving CRCSI Services in your home do you agree that you will only have the CRCSI staff present during your scheduled session?
6. Have you or anyone in your home been sick in past 14 days?

Community Based programs staffing and office usage during COVID-19

1. When possible, designate at least 1 staff person, who will be able to access office consistently in order to monitor staff and visitors, take and record temperatures.
2. When possible, establish schedule for staff to be onsite. Only designated staff time are allowed on premises unless required for service provision. If multiple programs are on site, program managers will consult about coordinating staff scheduling.
3. For any office visit by staff or visitors: Call Program Director prior to going to the office. All staff must get approval prior to going to office unless they are scheduled to be there. If staff schedule a visitor or consumer visit to a community- based office, this must be approved by the Program Director.

Procedure for Entering CRCSI community- based premises Prior to Arrival:

- A. Upon arrival to building (while still in your vehicle)** -Sanitize hands and place PPE (Surgical mask) firmly on your face.
- B. Pre-Screen and regular office monitoring of temperatures:** Staff should personally measure their temperature and assess symptoms prior to starting work/entering the office building. Staff and visitors must have a mask on prior to entering the building. Staff/Visitors are not to enter the building without having their temperature taken outside or at the main entrance of the building. Staff must have their temperature taken with a no contact thermometer by a MA, RN or Program Manager. If there is no one available to take your temperature, the staff member may take their temperature inside and email the Program Manager the results. Staff temperatures will be taken and will be recorded in the logbook and saved for in their HR file. Consumers who visit the office, will have temperatures logged in their medical record. Staff/visitors will also be asked COVID-19 Pre-screening questions using the provided questionnaire.

*Please note that staff with a temperature of 100.4 or above will be required to leave the premises immediately. Any time away from work will be deducted from their PTO or Sick to cover the absence
- C. After entering building, staff and visitors must wash or sanitize their hands.** Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.

Guidance for all Community Based Staff

For all workers, regardless of specific exposure risks, it is always a good practice to:

- a. Wipe and sanitize any surfaces you contact.
 - b. Wash or sanitize your hands after touching any and all door-knobs.
 - c. Avoid touching your face and practice good respiratory etiquette, including covering coughs and sneezes. Stay home if feeling sick and limit interactions with others who are sick.
 - d. Clean your work area i.e. computer, telephone, desk area with disinfecting wipes at every visit to the office. This applies to shared work areas as well.
 - e. Clean any light switches, surfaces you may have touched with disinfecting wipes.
 - f. Wipe down door knobs with disinfecting wipes when leaving office
 - g. Discard of disinfecting wipes after use in a garbage can
 - h. Limit visit to essential areas
 - i. Limit visit of staff and visitors to minimum time needed to complete the tasks on hand.
 - j. Consider tying back your hair and wearing glasses.
- k. After leaving building -sanitize your hands prior to entering your car.

Workplace Practices to Follow Before and During Work Hours

Steps for Staff

Do's	Don't
Take your temperature before work.	Stay at work or come to work if you become sick.
Always wear a face mask while not seated at your desk.	Share headsets or objects used near face.
Practice social distancing in the workplace as work duties permit. Number of allotted staff in building will be decided by the Program Director for each individual program.	Congregate in the break room or other crowded places.
Open windows and doors whenever possible to make sure the venue is well ventilated.	Keep doors/widows open if the weather does not permit it.

- **Wear a Mask:** Staff should always wear a face mask while in the workplace. Staff can take their facemasks off if they are seated at their desks. If you must leave your desk (use the fax machine, use breakroom for lunch, use the restroom, etc.) your facemask must be on and stay on until you return to your desk. Please encourage and provide face masks to any visitors in the building. Please dispose of all masks as per program procedure guidelines.
- **Social Distance:** To the best of their ability, the employee should maintain 6 feet and practice social distancing in the workplace. Please ensure that all visitors to the building practice social distancing guidelines as well.
- **Disinfect and Clean workspaces:** Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment before, during and while in the office.
- Have one room set up for Consumer/Visitor use, with a phone. That way if the consumer/Visitor does not have a phone, they can come into the office and talk to a clinician in a different office, over the phone. Once the client has left that room, be sure to sanitize.

When to use N95 Masks vs. Surgical Masks

N95 Masks	Surgical Masks
In a hospital	In the office
On a crisis call that has had limited screening	In the Vehicle
In home/community that has had limited screening during a crisis situation	In client's homes

N95 Masks

- Are to be worn when you are on a crisis call or when you are in a hospital supporting a consumer/family during a crisis.
- The OSHA directive indicates that a N95 respirator mask can be reused if it maintains its structural and functional integrity and the filter material is not physically damaged or soiled.
- N95 respirator masks should be worn for a maximum of eight hours and should be replaced regularly. Each time you take the mask off it should be sprayed with Lysol on the front and inside of the mask. If you use your mask for 1 hour that means you have 7 hours left. You are to place your N95 mask in a paper bag and log the date and amount of time it has been used until you reach the 8-hour maximum limit.
- Perform hand hygiene with soap and water or an alcohol-based hand sanitizer before and after touching or adjusting the N95 mask respirator (if necessary, for comfort or to maintain fit).

Surgical Masks

- Are to be worn while in the office, in a vehicle or in a consumer's home.
- Perform hand hygiene with soap and water or an alcohol-based hand sanitizer before and after touching or adjusting the mask (if necessary, for comfort or to maintain fit).
- Surgical masks should be disposed at the end of the workday or if you believe your mask to be contaminated.
- See Mask Safety and fit guide below.

COVID 19 CRCSI Fleet Vehicle Procedures

Sanitizing Fleet Vehicles:

The coronavirus can survive for 72 hours on a surface before dying if the surfaces is not cleaned. It is important to wipe down with a sanitizer and or disinfectant frequently touched vehicle surfaces.

Authorized Driver Responsibilities:

- Before and after each trip...wipe down steering wheel, seatbelts/seatbelt buckles, grab handles, keys/fob, gear shifter, radio, armrest, center console, cup holders, power, buttons, light and air controls, interior/exterior door handles, windows, handicap equipment “when used”, etc. When cleaning and disinfecting, staff should wear disposable gloves. As per OSHA guidelines, compressed air or water sprays to clean potentially contaminated surfaces will not be used, as these techniques may aerosolize infectious material.
- Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; [wash hands](#) immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol, if soap and water are not available.
- Agency staff conducting the cleaning must ensure that cleaning and disinfection procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use. Doors and windows should remain open when cleaning the vehicle.
- Encourage respiratory etiquette by covering a cough or sneeze with a tissue or sleeve to avoid expelling viral secretions on the vehicle surfaces.
- Per individual program policy requirements, if an authorized driver is scheduled to pick up and/or drop off a consumer, the consumer’s temperature may be required to be taken upon entering the vehicle and will be recorded in the consumer’s medical record upon the next available opportunity. Please refer to specific program policy regarding the requirement to take temperatures and how to take consumer temperatures.
- The authorized driver is also responsible for screening the consumer for COVID-19 symptoms either prior to transport or at the time of transport. Please see COVID-19 screening questions below.

COVID-19 Pre-screening Questionnaire Consumers and Families

Before each face to face session, your consumer/families must be contacted and screened for safety to enter their homes.

Questions to ask:

1. Are they comfortable with the CRCSI staff entering the home?
 2. Ask if anyone in the home has had the follow symptoms in the past 24 hours:
 - a. Fever/Chills
 - b. Shortness of breath
 - c. Cough
 - d. Sore throat
 3. Have you or anyone in your home or has anyone been to your home that has been out of the country or state in the past 14 days? Have you, anyone in your home or anyone one you have had contact with, been investigated for COVID-19?
 4. Is there a designated area in your home that we can have session?
 - a. Outside on a porch
 - b. In a living room
 - c. In a garage
 - d. In the community? Parks?
 - e.
 5. While receiving CRCSI Services in your home do you agree that you will only have the CRCSI staff present during your scheduled session?
 6. Have you or anyone in your home been sick in past 14 days?
-
- After entering the agency vehicle and prior to having contact with consumer, consider wearing glasses versus contact lenses, consider tying hair back, and removing jewelry. Use Hand sanitizer (apply 1-2 pumps to palms of hand and for 15 seconds rub front, back, in between fingers and nail bed) until dry.
 - Initial on designated place of entry on the “Mileage Log” that you have sanitized/disinfected frequently touched surfaces in the vehicle before and after your trip.
 - Report any shortage of COVID 19 supplies to your Manager and restock “COVID 19 - Vehicle Travel Pack” ASAP.

COVID 19 - Vehicle Travel Pack:

- Each fleet vehicle will be provided with a COVID 19 Travel Pack.
- The COVID 19 Vehicle Travel Pack will be kept at the assigned program or residential site and not left in the vehicle.
- Whenever an authorized driver takes out a fleet vehicle, they must also pick-up the COVID 19 Travel Pack, in order to address sanitizing and disinfecting the frequently touched vehicle surfaces.

COVID 19 Vehicle Travel Pack Supplies:

- Latex gloves
- Hand sanitizer
- Cleaning disinfecting products
- Kleenex tissues
- Paper towels
- Extra face masks
- Thermometer (depending on program policy requirements and need)
- Trash bags for waste disposal
- Plastic and paper bags for mask disposal

Face Mask:

- Staff are required to wear a face mask whenever there is another passenger in the vehicle.
- If you are alone in the vehicle, you do not have to wear a mask.
- Staff will require consumers to wear a face mask in the vehicle if the consumer can tolerate it. If the consumer has a medical condition that is aggravated by wearing the mask, they are excused from wearing the mask.
- Face masks will be made available to consumers that do not have a face mask.
- Please follow guidelines on how to wear a medical mask properly and safely.



Social Distancing:

Fleet vehicle passenger occupancy will be restricted based on the size of vehicle:

- Cars: 1 Passenger
- Mini-Vans: 2 Passengers
- 12 & 15 Passenger Vans: 3 Passengers

Passengers should be encouraged to spread-out in the vehicle to allow for social distancing.

Air Vents, Heating and Air Conditioning:

- Keep interior air-vents open while vehicle is in use, allowing fresh air into the vehicle. Do not use recirculating air. Whenever possible and weather permitting, windows will be opened to ensure adequate ventilation.

Fueling Tips:

Help avoid cross-contamination at the pump:

- ✓ Wear disposable gloves and discard before getting back in the vehicle.
- ✓ Maintain a safe distance from other people while at the pump.
- ✓ Avoid touching your face.
- ✓ Use hand sanitizer once back in the vehicle.

COVID 19 Vehicle Exposure:

Whenever a fleet vehicle has been exposed to a confirmed COVID 19 individual the fleet vehicle will be taken “out-of-service” immediately and will remain quarantined for up to 5 days. The vehicle will be sanitized and disinfected prior to being placed back into service.

New Directions

New Directions is a year round program that provides a unique combination of specialized mental health treatment and comprehensive educational services. New Directions is the only licensed partial hospitalization program in Fayette County as well as a private academic school. The purpose of New Directions is to offer a comprehensive mental health treatment program for children and adolescents. The program addresses moderate to severe symptoms.

Our Goals and Promises:

1. We will open our doors to a safe, clean facility and adhere to all required Commonwealth of Pennsylvania and, to whatever extent possible, CDC and OSHA guidelines.
2. We will thoroughly deep clean and disinfect New Directions prior to reopening.
3. We will maintain increased level of cleanliness and disinfection upon reopening.
4. We will screen all staff and children upon entry to ensure that no one who is known to be sick or symptomatic enters New Directions.
5. We will embrace and enforce the use of personal protective equipment (masks), and social distancing by staff and visitors, and whenever possible by children

General Guidance for Employees

For all staff, regardless of specific exposure risks, it is always a good practice to:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed or gloved hands
- Practice good respiratory etiquette. If someone coughs or sneezes, they should cover their mouth and nose with a tissue or use the inside of their elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds or use hand sanitizer.
- Avoid close contact with people who are sick.
- Stay home if you are sick.

Workplace practices to follow before and during work hours

Steps for Staff

Do's	Don't
Take your temperature before work if you feel sick.	Stay at work or come to work if you become sick.
Always wear a face mask unless you are by yourself in your private office.	Share headsets or objects used near face.
Practice social distancing	Congregate in the break room or other crowded places.
Open windows and doors whenever possible to make sure the venue is well ventilated.	Keep doors/windows open if the weather does not permit it. If fans are used, take steps to minimize air from fans blowing from one person directly at another individual.

- **Pre-Screen:**
 - Staff should measure your temperature and assess symptoms prior to leaving your home.
 - Staff must have their masks on prior to entering the building. Masks will be provided by the Agency, however, staff may also be allowed to bring their own masks.
- **Regular Monitoring:**
 - All New Directions staff will have their temperatures checked daily using a no-contact thermometer by New Directions Medical Staff or the Program Manager. The first staff-member to enter the building will take their own temperature and record it in the log. Once the Program Manager arrives then the

temperature of those staff members will be retaken and recorded. Staff will enter through main doors after their temperature will be taken and will be recorded in the logbook. Staff will also be asked to indicate whether they have had any of the following symptoms in the past 24hrs:

- Fever/Chills
 - Shortness of breath
 - Cough
 - Sore throat
- Staff with a temperature of 100.4 or above will be required to leave the premises immediately. Any time away from work will be deducted from their PTO or Sick to cover the absence. Sick employees should follow CDC recommended steps. They should not return to work until the CDC criteria to discontinue home isolation are met.
 - Staff with temperatures less than 100.4 who have answered yes to any of the above symptoms within the past 24hrs will be further screened by the New Directions Medical Director and/or the New Directions Program Manager. At the discretion of the Medical Director and/or the Program Manager such staff may be requested to leave the premises. Any time away from work will be deducted from their PTO or Sick to cover the absence.
- **Wear a Mask**
 - In accordance with the PA Department of Health and the CDC, staff must always wear a face mask while in the workplace. Staff can take their facemasks off if they are alone in their classrooms/group room/offices. If you must leave your area (use the fax machine, use breakroom for lunch, use the restroom, etc.) your facemask must be on and stay on until you return to your work area.
 - **Social Distancing**
 - Staff should maintain 6 feet and practice social distancing in the workplace. Staff must follow the social distancing guidelines that have been outlined in tape on the floors of the building except in the case of an emergency (e.g. restraint).
 - **Disinfect and Clean workspaces**
 - Staff must clean and disinfect all areas that they use such as offices (desks, chairs, doorknobs), shared electronic equipment before, and after their use.
 - Cleaning staff will also be responsible for cleaning and disinfecting common areas (including common restrooms) twice daily. All items should be allowed to dry thoroughly once cleaned/disinfected. The cleaning materials used will be in accordance with CDC guidelines.

General Guidance for Children

For all children, it is always a good practice to:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good respiratory etiquette. If someone coughs or sneezes, they should cover their mouth and nose with a tissue or use the inside of their elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds or use hand sanitizer.
- Avoid close contact with people who are sick.
- Stay home if sick.

Practices to follow before and during partial sessions

Steps for Children

Do's	Don't
Take your temperature before boarding transportation if you feel sick.	Stay at program or come to program if you become sick.
Always wear a face mask	Share headsets or objects used near face.
Practice social distancing	Congregate in crowded places.
Open windows and doors whenever possible to make sure the venue is well ventilated.	Keep doors/windows open if the weather does not permit it. If fans are used, take steps to minimize air from fans blowing from one person directly at another individual.

- **Pre-Screen:**
 - Children should measure temperature and assess symptoms prior to leaving home
 - Children must have the mask on prior to entering the building. Children are strongly encouraged to bring their own masks from home. If however, a child does not have a mask, then a disposable mask will be provided by the agency.
- **Regular Monitoring:**
 - All New Directions children will have their temperatures checked daily using a no-contact thermometer by New Directions Medical Staff or assigned staff before exiting their transportation, which will then be recorded into their Credible medical record each day. Children will also be asked to indicate whether they have had any of the following symptoms in the past 24hrs:
 - Fever/Chills
 - Shortness of breath

- Cough
 - Sore throat
 - Children with a temperature of 100.4 or above will be escorted to an assigned room (Room 12) and parent/guardian will be called to come and pick up child immediately.
 - Children with temperatures less than 100.4 who have answered “yes” to any of the above symptoms within the past 24hrs will be further screened by the New Directions Medical Director and/or the New Directions Program Manager. At the discretion of the Medical Director and/or Program Manager, such children may need to be asked to leave the premises. Their families/guardians will be called and instructed accordingly.
 - **The criteria listed below for HCPs will also apply to children returning to New Directions.**
- **Wear a Mask:** As per PA Department of Health guidelines governing Youth Programs, it is no longer mandatory for clients to wear face masks while in the building, however it is still recommended that they do so as per CDC guidelines.
 - **Social Distancing:** The child should maintain 6 feet and practice social distancing in the building. Children must follow the social distancing guidelines that have been outlined in tape on the floors of the building.

Failure to adhere to any of the COVID-19 program changes may result in a temporary suspension of children from New Directions.

General Guidelines for Visitors

- **All non-essential visits will be prohibited at this time.**
 - New Directions will only permit essential staff and children to enter the New Directions building on a daily basis. Parents/Guardians and outside agencies will not be permitted into the building except in the case of an emergency or at the discretion of the Program Manager. Visitors will be asked to ring the bell and wait on the front patio for a staff person. Pick and Drop off will be done outside the building as well as medication pick- ups.
 - In situations where a visitor has to enter the building, the following rules will apply:
 - **Pre-screen:** Visitors should measure temperature and assess symptoms prior to leaving home. Visitors must have their own mask on prior to entering the building. Visitors will not be allowed to enter without a mask.
 - **Regular Monitoring:** All visitors (including families/guardians) will have their temperatures checked using a non-contact thermometer before being allowed to enter the building at New Directions. Visitors will walk through the metal detector one at a time, and temperatures will be checked by a staff member. Visitors will also be asked to indicate whether they have had any of the following symptoms in the past 24hrs:
 - Fever/Chills
 - Shortness of breath
 - Cough
 - Sore throat
 - Visitors with a temperature of 100.4 or above or who have answered yes to any of the above symptoms within the past 24hrs will be asked to leave the premises and conduct any necessary business with New Directions staff over the phone.

Return to Work Criteria for Health Care Providers (HCP) with Suspected or Confirmed COVID-19*

Symptomatic HCP with suspected or confirmed COVID-19 (Either strategy is acceptable depending on local circumstances):

- *Symptom-based strategy*. Exclude from work until:
 - At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**,
 - At least 10 days have passed *since symptoms first appeared*
- *Test-based strategy*. Exclude from work until:
 - Resolution of fever without the use of fever-reducing medications **and**
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
 - Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens)^[1]. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#). Of note, there have been reports of prolonged detection of RNA without direct correlation to viral culture.

*Based on CDC Recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>

Medication Practices

- Medications will be administered to New Directions children as prescribed by the New Directions Psychiatrist. Please see New Directions Medication administration policy for details.
- All medication checks will be done with parents/guardians via telephone/televisual. This is only during the COVID situation, when New Directions goes back to normal operations, parents/guardians will be expected to resume in-person appointments with the medical staff.

Restraint Practices

- In the rare event that a physical restraint is needed during the COVID-19 Pandemic the following additional protective measures will be taken:
 - All staff involved in the restraint will be provided with KN95 Respirators
 - When clinically indicated, all staff participating in the restraint will be provided with paper gowns and face-shields.
 - Physical restraints continue to be a LAST RESORT and are only used in cases of emergency to ensure the safety of the child and of staff.

Food Preparation/Feeding

- Breakfast
 - As the child enters the building at New Directions a breakfast cart will be stationed in the main hall for the child to take the items to the room he/she is assigned.
- Lunch
 - (Grab & Go lunches only) will be delivered to children in their assigned rooms.
 - Children are strongly encouraged to bring their own lunches
- When preparing food for children, staff must first wash their hands and then wear food-safe disposable gloves while preparing food. Food service and preparation will follow FDA guidance.
- All children must wash hands before and after eating. Staff who assist children in washing hands should then wash their own hands after assisting a child.
- Prior to meal or snack times, tables must be thoroughly cleaned and disinfected with an EPA registered household disinfectant approved for use against the virus causing COVID-19. Diluted bleach (sodium hypochlorite) (5 tablespoons per gallon of water or 4 teaspoons bleach per quart of water) can also be used for suitable surfaces according to the CDC, following the manufacturer's guidance for usage and ensuring adequate ventilation.
- Children will be prohibited from sharing utensils, food, snacks, or drinks.
- For those children who bring in food from home, It is recommended that each night, parents thoroughly wash all food containers, utensils, and any other feeding items brought from home in hot, soapy water or in the dishwasher.
- Staff must wash their hands after handling food containers/trays.
- Tables will be thoroughly cleaned before and after meal/snack time.

Restroom Practices

- Children who are in group rooms/classrooms with private restrooms will be expected to use those facilities, except in case of an emergency. Restrooms will be cleaned before and after each use.
- Children who are in group rooms/classrooms without private restrooms will use the common area restrooms one at a time. Common area restrooms will be cleaned twice a day.
- Place signs indicating that toilet lids (if present) should be closed before flushing.
- Place signs asking customer and employees to wash hands before and after using the restroom.

Cleaning Practices of Classrooms/Group Rooms/ Office Spaces and Waiting Room for Ill Children

- Staff is responsible for disinfecting their classroom/group room/office at the beginning and end of their shift (e.g. desks, chairs, door knobs, toys, tools etc.). Disinfecting wipes will be provided and will be stored in each classroom/group room out of reach of the children.
- Toys or any other objects that cannot be routinely cleaned/disinfected will be removed from the classrooms/group rooms. Books and other paper-based materials are not considered a high risk for transmission and do not need additional cleaning or disinfection.
- Maintenance staff will be responsible for disinfecting the floors in classes/group rooms/offices daily.
- Maintenance staff will be responsible for disinfecting common areas (e.g. hallways, restrooms) at the beginning and end of each workday.
- Gloves and any other disposable PPE used for cleaning and disinfecting any space should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Cleaning and disinfecting practices will follow CDC and PA Department of Health Guidelines.
- All personal protective equipment (PPE) will only be disposed of in close-lid trashcans specifically designated for PPE and ultimately placed in the bio-hazard bin.

Outdoor Space

- Groups of no more than 15 individuals at a time (including staff and children) can utilize the outdoor grounds at New Directions for recreational activities, at the discretion of the group leader and program manager. While outdoors all staff and children are required to continue to engage in social distancing. As long as social distancing practices are followed then staff and children can remove their masks.

Transportation by Agency Employee

- New Directions children will either be transported by FACT Buses or by New Directions staff in Agency vehicles. For FACT transportation please see MATP requirements.
- If a New Directions staff person is scheduled to pick up and/or drop off a child, the child's temperature will be taken upon entering the vehicle and will be recorded in the child's medical record upon arriving at New Directions. Please see above regarding temperature policy. Children and staff will be required to wear masks at all times while in vehicles.
- Whenever possible, windows will be opened to ensure adequate ventilation.
- Staff will avoid using the recirculated air option for the car's ventilation during passenger transport; instead staff will use the car's vents to bring in fresh outside air and/or lower the vehicle windows.
- New Directions staff will be disinfecting and cleaning Agency Vehicles before and after each use.
- Each vehicle will have masks, gloves, ~~disinfecting spray~~ wiper wipes and trash bags for waste disposal. As per OSHA guidelines, compressed air or water sprays to clean potentially contaminated surfaces will not be used, as these techniques may aerosolize infectious material.

Vehicle Sanitation and Practices

Sanitizing Fleet Vehicles:

The coronavirus can survive for 72 hours on a surface before dying if the surfaces is not cleaned. It is important to wipe down with a sanitizer and or disinfectant frequently touched vehicle surfaces.

Authorized Driver Responsibilities:

- Before and after each trip...wipe down steering wheel, seatbelts/seatbelt buckles, grab handles, keys/fob, gear shifter, radio, armrest, center console, cup holders, power, buttons, light and air controls, interior/exterior door handles, windows, handicap equipment “when used”, etc. When cleaning and disinfecting, staff should wear disposable gloves. As per OSHA guidelines, compressed air or water sprays to clean potentially contaminated surfaces will not be used, as these techniques may aerosolize infectious material.
- Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; [wash hands](#) immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol, if soap and water are not available.
- Agency staff conducting the cleaning must ensure that cleaning and disinfection procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use. Doors and windows should remain open when cleaning the vehicle.
- Encourage respiratory etiquette by coving a cough or sneeze with a tissue or sleeve to avoid expelling viral secretions on the vehicle surfaces.
- Per individual program policy requirements, if an authorized driver is scheduled to pick up and/or drop off a consumer, the consumer’s temperature may be required to be taken upon entering the vehicle and will be recorded in the consumer’s medical record upon the next available opportunity. Please refer to specific program policy regarding the requirement to take temperatures and how to take consumer temperatures.
- The authorized driver is also responsible for screening the consumer for COVID-19 symptoms either prior to transport or at the time of transport. Please see COVID-19 screening questions below.

COVID-19 Pre-screening Questionnaire Consumers and Families

Before each face to face session, your consumer/families must be contacted and screened for safety to enter their homes.

Questions to ask:

7. Are they comfortable with the CRCSI staff entering the home?
 8. Ask if anyone in the home has had the follow symptoms in the past 24 hours:
 - a. Fever/Chills
 - b. Shortness of breath
 - c. Cough
 - d. Sore throat
 9. Have you or anyone in your home or has anyone been to your home that has been out of the country or state in the past 14 days? Have you, anyone in your home or anyone one you have had contact with, been investigated for COVID-19?
 10. Is there a designated area in your home that we can have session?
 - a. Outside on a porch
 - b. In a living room
 - c. In a garage
 - d. In the community? Parks?
 - e.
 11. While receiving CRCSI Services in your home do you agree that you will only have the CRCSI staff present during your scheduled session?
 12. Have you or anyone in your home been sick in past 14 days?
-
- After entering the agency vehicle and prior to having contact with consumer, consider wearing glasses versus contact lenses, consider tying hair back, and removing jewelry. Use Hand sanitizer (apply 1-2 pumps to palms of hand and for 15 seconds rub front, back, in between fingers and nail bed) until dry.
 - Initial on designated place of entry on the “Mileage Log” that you have sanitized/disinfected frequently touched surfaces in the vehicle before and after your trip.
 - Report any shortage of COVID 19 supplies to your Manager and restock “COVID 19 - Vehicle Travel Pack” ASAP.

COVID 19 - Vehicle Travel Pack:

- Each fleet vehicle will be provided with a COVID 19 Travel Pack.
- The COVID 19 Vehicle Travel Pack will be kept at the assigned program or residential site and not left in the vehicle.
- Whenever an authorized driver takes out a fleet vehicle, they must also pick-up the COVID 19 Travel Pack, in order to address sanitizing and disinfecting the frequently touched vehicle surfaces.

COVID 19 Vehicle Travel Pack Supplies:

- Latex gloves
- Hand sanitizer
- Cleaning disinfecting products
- Kleenex tissues
- Paper towels
- Extra face masks
- Thermometer (depending on program policy requirements and need)
- Trash bags for waste disposal
- Plastic and paper bags for mask disposal

Face Mask:

- Staff are required to wear a face mask whenever there is another passenger in the vehicle.
- If you are alone in the vehicle, you do not have to wear a mask.
- Staff will require consumers to wear a face mask in the vehicle if the consumer can tolerate it. If the consumer has a medical condition that is aggravated by wearing the mask, they are excused from wearing the mask.
- Face masks will be made available to consumers that do not have a face mask.
- Please follow guidelines on how to wear a medical mask properly and safely.



Social Distancing:

Fleet vehicle passenger occupancy will be restricted based on the size of vehicle:

- Cars: 1 Passenger
- Mini-Vans: 2 Passengers
- 12 & 15 Passenger Vans: 3 Passengers

Passengers should be encouraged to spread-out in the vehicle to allow for social distancing.

- Keep interior air-vents open while vehicle is in use, allowing fresh air into the vehicle. Do not use recirculating air. Whenever possible and weather permitting, windows will be opened to ensure adequate ventilation.

Fueling Tips:

Help avoid cross-contamination at the pump:

- ✓ Wear disposable gloves and discard before getting back in the vehicle.
- ✓ Maintain a safe distance from other people while at the pump.
- ✓ Avoid touching your face.
- ✓ Use hand sanitizer once back in the vehicle.

COVID 19 Vehicle Exposure:

Whenever a fleet vehicle has been exposed to a confirmed COVID 19 individual the fleet vehicle will be taken “out-of-service” immediately and will remain quarantined for up to 5 days. The vehicle will be sanitized and disinfected prior to being placed back into service.

Bright Horizons

Bright Horizons is a year round program that provides intensive mental health treatment to adult clients 18 years and older. Bright Horizons is the only licensed adult partial hospitalization program in Fayette County. The purpose of Bright Horizons is to offer a comprehensive mental health treatment program that addresses moderate to severe symptoms.

Our Goals and Promises:

1. We will open our doors to a safe, clean facility and adhere to all required Commonwealth of Pennsylvania and, to whatever extent possible, CDC and OSHA guidelines.
2. We will thoroughly deep clean and disinfect Bright Horizons prior to reopening.
3. We will maintain increased level of cleanliness and disinfection upon reopening.
4. We will screen all staff and clients upon entry to ensure that no one who is known to be sick or symptomatic enters Bright Horizons.
5. We will embrace and enforce the use of personal protective equipment (masks), and social distancing by staff and visitors, and whenever possible by clients.

General Guidance for Employees

For all staff, regardless of specific exposure risks, it is always a good practice to:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed or gloved hands.
- Practice good respiratory etiquette. If someone coughs or sneezes, they should cover their mouth and nose with a tissue or use the inside of their elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds or use hand sanitizer.
- Avoid close contact with people who are sick.
- Stay home if you are sick.

Workplace Practices to Follow Before and During Work Hours

Steps for Staff

Do's	Don't
Take your temperature before work if you feel sick.	Stay at work or come to work if you become sick.
Always wear a face mask unless you are by yourself in your private office.	Share any objects used near face.
Practice social distancing	Congregate in any area of the program unless necessary for client care.

- **Pre-Screen:**
 - Staff should measure your temperature and assess symptoms prior to leaving your home.
 - Staff must have their masks on prior to entering the building. Masks will be provided by the Agency, however, staff may also be allowed to bring their own masks.

- **Regular Monitoring:**
 - All Bright Horizons staff will have their temperatures checked daily using a no-contact thermometer by the Program Manager or other assigned staff person. A record for each individual staff will be kept on file by the Program Manager. Staff will also be asked to indicate whether they have had any of the following symptoms in the past 24hrs:
 - Fever/Chills
 - Shortness of breath
 - Cough
 - Sore throat
 - Staff with a temperature of 100.4 or above will be required to leave the premises immediately. Any time away from work will be deducted from their PTO or Sick to cover the absence. Sick employees should follow CDC recommended steps. They should not return to work until the CDC criteria to discontinue home isolation are met.
 - Staff with temperatures less than 100.4 who have answered yes to any of the above symptoms within the past 24hrs will be further screened by the Bright Horizons Program Manager. At the discretion of the Program Manager such staff may be requested to leave the premises. Any time away from work will be deducted from their PTO or Sick to cover the absence.

- **Wear a Mask**
 - In accordance with the PA Department of Health and the CDC, staff must always wear a face mask while in the workplace. Staff can take their facemasks off if they are alone in their work area. If you must leave your area (use the copy machine, use the restroom, etc.) your facemask must be on and stay on until you return to your work area.

- **Social Distancing**
 - Staff should maintain 6 feet and practice social distancing in the workplace. Staff must follow the social distancing guidelines that have been outlined in the group room and common areas, except in the case of an emergency.

- **Disinfect and Clean workspaces**
 - Staff must clean and disinfect all areas that they use such as offices (desks, chairs, doorknobs), shared electronic equipment before, and after their use.
 - Bright Horizon program staff will clean all common areas (kitchen, waiting room, doorknobs, etc.) three times per program day (upon start of day, after lunch, after clients leave). All items should be allowed to dry thoroughly once cleaned/disinfected. The cleaning materials used will be in accordance with CDC guidelines.
 - Hand sanitizer and disinfectant wipes will be located in each group room, office, and common area within the program for use of staff and clients.
 - Building cleaning staff will also be responsible for cleaning and disinfecting common areas (including common restrooms).

General Guidance for Clients

For all clients, it is always a good practice to:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.

- Avoid touching your eyes, nose, or mouth with unwashed hands.

- Practice good respiratory etiquette. If someone coughs or sneezes, they should cover their mouth and nose with a tissue or use the inside of their elbow. Throw used tissues

in the trash and immediately wash hands with soap and water for at least 20 seconds or use hand sanitizer.

- Avoid close contact with people who are sick.
- Stay home if sick.

Practices to Follow Before and During Partial Sessions

Steps for Clients

Do's	Don't
Take your temperature before leaving home if you feel sick.	Stay at program or come to program if you become sick.
Always wear a face mask	Share any objects used near face.
Practice social distancing	Congregate in crowded places including, but not limited to, the smokers area outside of the building.

- **Pre-Screen:**
 - Clients should measure temperature and assess symptoms prior to leaving home
 - Clients must have the mask on prior to entering the building. Clients are strongly encouraged to bring their own masks from home. If however, a client does not have a mask, then a disposable mask will be provided by the agency.

- **Regular Monitoring:**
 - All Bright Horizons clients will have their temperatures checked daily using a no-contact thermometer by a Bright Horizons staff person immediately upon entry to the program, which will then be recorded into their Credible medical record each day. Clients will be asked the pre-screening questions below and also to indicate whether they have had any of the following symptoms in the past 24hrs:
 - Fever/Chills
 - Shortness of breath
 - Cough
 - Sore throat

COVID-19 Pre-screening Questionnaire Consumers

Before each face to face session, your consumer/families must be contacted and screened for safety to enter their homes.

Questions to ask:

1. Are they comfortable with the CRCSI staff entering the home?
2. Ask if anyone in the home has had the follow symptoms in the past 24 hours:
 - a. Fever/Chills
 - b. Shortness of breath
 - c. Cough
 - d. Sore throat
3. Have you or anyone in your home or has anyone been to your home that has been out of the country or state in the past 14 days? Have you, anyone in your home or anyone one you have had contact with, been investigated for COVID-19?
4. Is there a designated area in your home that we can have session?
 - a. Outside on a porch
 - b. In a living room
 - c. In a garage
 - d. In the community? Parks?
 - e.
5. While receiving CRCSI Services in your home do you agree that you will only have the CRCSI staff present during your scheduled session?
6. Have you or anyone in your home been sick in past 14 days?
 - Any client whom must leave the program for any reason and return later in the day will be required to do an additional temperature and symptoms screening complete by Bright Horizons staff person before returning to program.
 - Clients with a temperature of 100.4 or above will be asked to leave the program immediately. Any client who does not have their own transportation will be escorted to an assigned room and transportation or natural supports will be called to come and pick up client immediately.
 - Clients with temperatures less than 100.4 who have answered “yes” to any of the above symptoms within the past 24hrs will be further screened by the Bright Horizons Program Manager. At the discretion of the Program Manager, such clients may need to be asked to leave the premises and transportation needs will be set up accordingly.
 - **The criteria listed below for HCPs will also apply to clients returning to Bright Horizons.**
- **Wear a Mask:** Clients should always wear a face mask while in the program as per CDC and PA Department of Health guidelines.

- **Hand Washing:** Clients are recommended to continue to wash hands throughout the day. Wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled. Hand sanitizer and disinfectant wipes will be located in each group room, office, and common area within the Bright Horizons program for use of staff and clients.
- **Social Distancing:** The client should maintain 6 feet and practice social distancing in the building or outside of the building in the smokers area. Clients must follow the social distancing guidelines that have been outlined in the group rooms and common areas of the program.

Failure to adhere to any of the COVID-19 program changes may result in a temporary suspension of client from Bright Horizons.

General Guidelines for Visitors

- **All non-essential visits will be prohibited at this time.**
 - Bright Horizons will only permit essential staff and clients to enter the Bright Horizons program area on a daily basis. Natural supports and outside agencies will not be permitted into the program area except in the case of an emergency or at the discretion of the Program Manager. Visitors will be asked to ring the bell and wait outside of the program area for a staff person.
 - In situations where a visitor must enter the program area, the following rules will apply:
 - **Pre-screen:** Visitors should measure temperature and assess symptoms prior to leaving home. Visitors must have their own mask on prior to entering the building. Visitors will not be allowed to enter without a mask.
 - **Regular Monitoring:** All visitors (including natural supports) will have their temperatures checked using a non-contact thermometer immediately upon entering the Bright Horizons program area. Visitors will also be asked to indicate whether they have had any of the following symptoms in the past 24hrs:
 - Fever/Chills
 - Shortness of breath
 - Cough
 - Sore throat
 - Visitors with a temperature of 100.4 or above or who have answered yes to any of the above symptoms within the past 24hrs will be asked to leave the premises and conduct any necessary business with Bright Horizons staff over the phone.

Return to Work Criteria for Health Care Providers (HCP) with Suspected or Confirmed COVID-19*

Symptomatic HCP with suspected or confirmed COVID-19 (Either strategy is acceptable depending on local circumstances):

- *Symptom-based strategy.* Exclude from work until:
 - At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**,
 - At least 10 days have passed *since symptoms first appeared*

- *Test-based strategy.* Exclude from work until:
 - Resolution of fever without the use of fever-reducing medications **and**
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
 - Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens)^[1]. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#). Of note, there have been reports of prolonged detection of RNA without direct correlation to viral culture.

*Based on CDC Recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>

Food Preparation/Lunch

- Upon arriving at Bright Horizons, clients will give packed lunch items to Bright Horizons staff who will place them in the kitchen area. All lunches must have a name on the outside of the container/bag.

- Clients who choose to stay at Bright Horizons during lunch time will be asked to stay in the group room during lunch time. Bright Horizons staff will deliver packed lunches to clients in the group room. 2 clients at a time will be permitted to leave the group room to utilize the microwave and/or wash hands prior to lunch time.

- Clients who choose to leave Bright Horizons for lunch offsite will have their temperature checked and symptom review by a Bright Horizons staff person immediately upon re-entry of the program.
- Clients will be discouraged from sharing utensils, food, snacks, or drinks.
- For those clients who bring in food from home, It is recommended that each night, clients thoroughly wash all food containers, utensils, and any other feeding items brought from home in hot, soapy water or in the dishwasher.
- Staff must wash their hands both before and after handling food containers.
- Tables will be thoroughly cleaned before and after meal time.

Restroom/Smoking Breaks

- FCHC building cleaning staff will continue to clean restrooms on a regular schedule.
- Clients can utilize restrooms when needed however it is recommended that clients only utilize restroom 1 client at a time. Clients must wear mask when utilizing the restroom and wash hands using soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available, before returning to the group room.
- Clients who must utilize the smoke area outside of the building must continue to follow all social distancing recommendations. Clients are advised to immediately return to the program area once finished smoking. Upon return to the program area clients' must wash their hands wash hands using soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available, before returning to the group room.
- Hand sanitizer and disinfectant wipes are available in all group rooms, offices, and common areas within the Bright Horizons program.

Cleaning Practices of Group Rooms/Office Spaces

- Group size to be determined by room size and the accommodation of social distancing.
- Staff is responsible for disinfecting the group room/office at the beginning and end of their shift (e.g. desks, chairs, door knobs, toys, tools etc.). Disinfecting wipes will be provided and will be stored in each group room and individual office.

- Objects that cannot be routinely cleaned/disinfected will be removed from the group rooms. Books and other paper-based materials are not considered a high risk for transmission and do not need additional cleaning or disinfection.
- Gloves and any other disposable PPE used for cleaning and disinfecting any space should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Cleaning and disinfecting practices will follow CDC and PA Department of Health Guidelines.
- All personal protective equipment (PPE) will only be disposed of in close-lid trashcans specifically designated for PPE and ultimately placed in the bio-hazard bin.

Dismissal

- At the end of each program day, clients will be dismissed from the Bright Horizons program area 4 at a time in order to maintain social distancing. Clients submit their signed encounter forms will be timed out for the day by a Bright Horizons program staff.
- The building recommends no more than 2 clients in the elevator at a time. Clients are also recommended to utilize the stairs when needed.

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI·WIN



Annex 4.

Technique for donning and removing non-sterile examination gloves

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

I. HOW TO DON GLOVES:



1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand



6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

II. HOW TO REMOVE GLOVES:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

Source: Glove Use Information Leaflet. World Health Organization, Geneva, 2009. Available from: http://www.who.int/gpsc/5may/tools/training_educational/en/

Stop Germs! Wash Your Hands.

When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage



How?



Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



Rinse hands well under clean, running water.



Dry hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

LIFE IS BETTER WITH

CLEAN HANDS



www.cdc.gov/handwashing



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