

COVID-19 Preparedness Plan For Community Day Services

This COVID-19 Preparedness Plan was developed to provide guidelines for operating the agency in a safe manner. The plan addresses the following areas.

- Symptoms and accessing resources
- Communication
- Transportation
- Visitor Policy
- General Operational Protocols
- Timelines and persons responsible for implementing and reviewing the plan
- Delivering services in facility and community settings
- Other relevant procedures identified by the agency.

Federal, State, and County public health advisories for COVID-19 have been reviewed and incorporated into this plan. The Executive Director and Assistant Executive Directors will monitor these advisories to ensure the plan is updated as additional and different information become available. Updates will be communicated to the staff and individuals attending the programs as they become necessary. At a minimum this plan will be reviewed on an annual basis.

If it becomes necessary to suspend services, staff and individuals attending the programs will be informed using a combination of meetings, memos, letters, phone calls or automated texts and web postings on our homepage and Facebook page.

A copy of this plan will be posted at each agency Community Day Services (CDS) site and an update will be posted as created. CCAR will also post a copy of our plan on our webpage at www.ccarindustries.org.

Symptoms of COVID-19

COVID-19 can cause mild to severe respiratory illness. Common symptoms include fever, cough, and difficulty breathing. Additional symptoms the CDC has listed include chills, shaking with chills, muscle pain, headache, congestion or runny nose, sore throat, nausea or vomiting, diarrhea, and a new loss of taste or smell. Some people do not exhibit any symptoms. The CDC believes symptoms can begin 2-14 days after exposure to someone with COVID-19.

Accessing Resources When an Individual or Staff are Suspected to Have COVID-19.

CCAR Industries keeps in close communication with the Coles County Department of Public Health and will seek advice and guidance when a staff or individual attending the program has

been confirmed positive for COVID-19 and on how to access resources. Guidance may be sought when a staff or individual is suspected to have COVID-19, as needed.

Staff or program participants that display symptoms may access resources by contacting their physician for guidance, contacting their local walk-in clinic, or by visiting the following website to locate a testing site.

COVID-19 Resources: <https://dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/symptoms-treatment>

Should staff or program participant exhibit symptoms of or test positive for COVID-19 they should remain home. Staff or program participants should report symptoms, tests being performed and test results by calling their program administrator or supervisor. Do not enter any CCAR Industries facility to report symptoms or potential exposure. To return, staff or program participants must be fever free for 72 hours without the use of fever reducing medication and, if applicable, complete any quarantine period received from your physician, Coles County Health Department, Illinois Department of Public Health, the Executive Director, or other guidance as received.

Personal Protective Equipment

CCAR has a process in place to obtain and restock needed personal protective equipment. The Executive Director is directly responsible for ensuring the PPE items are available and restocked as needed at no expense to the staff. The Executive Director works closely with the business office staff to make purchases as needed. Other management staff keep the Executive Director informed on the status of PPE supplies. The Executive Director has worked closely with IARF and DHS to identify sources for PPE supplies. All agency staff were trained on the proper procedure for donning and doffing the latex gloves in First Aid Training. Additionally, staff need to refer to the **Face Coverings and Gloves Procedure** for proper donning, doffing and care.

Communication

Communication of important information related to this plan and the information contained in the plan will be delivered to staff and program participants through meetings, memos, letters, phone calls, automated texts and web postings. Staff will also receive ongoing updates from the Executive Director which typically are sent through agency email and posted to the agency-wide utilized time and attendance system. When requested by the Executive Director, the Program Directors will distribute information to their programs' staff to ensure proper distribution and awareness.

Operation protocols and health and safety updates will be communicated to staff, individuals supported, and their families/guardian/caregivers by an array of methods to increase awareness and delivered by personal contact or automated text when emergent or critical information must be shared, such as program closures or illness.

A waiver must be signed prior to returning to CDS programs. On the waiver a contact person must be identified and a telephone number provided for communication to ensure emergent and critical information is received in a timely manner.

Transportation:

Each program participant must be evaluated for symptoms of COVID-19 each morning prior to boarding the bus to be transported to the day programs. Each residential home will have staff monitor the resident for symptoms of COVID-19 and also check their temperatures prior to boarding. Participants who reside with family or in the community must monitor for symptoms of COVID-19 and check their temperatures prior to boarding the bus or other vehicle. It is preferred that individuals and families provide their own transportation when possible to reduce further exposure risks to themselves and other program participants or staff. If providing your own transportation please complete a temperature check and symptoms check before arrival at the program. Any participant or resident with a temperature of 100.4 degrees or greater will not be allowed to enter the bus or be transported to the day program.

Modification of the transportation system may be necessary to keep the supported individuals safe. CCAR will use a variety of techniques to adapt our transportation system as necessary. Changes in scheduling, route reconfiguration, limiting the number of riders in any vehicle, and staggering arrival and departure may be used as needed. When possible, program participants will sit in alternating rows in the vehicles.

As much as possible, program participants who reside in one residence will be transported and programmed together to limit additional exposure potential.

Seating arrangements on the buses will be modified to achieve social distancing as much as possible. Participants who do not reside in the same home will not sit together. Program participants will also be supervised and encouraged to respect social distancing when boarding and departing the buses from the program locations. Individuals who use wheelchairs for mobility assistance will either be boarded on the bus first or last to avoid unnecessary exposure to the other individuals riding the bus. Social distancing will also be utilized when program participants are transported to community events during the program day.

Dial-A-Ride and RIDES MTD will provide their staff PPE, as well as cleaning supplies and hand sanitizer. Each individual will sanitize their hands before entering the bus both in the morning and before departing for home in the afternoon. Dial-A-Ride and RIDES MTD will be responsible for cleaning high touch surfaces and other routine vehicle cleaning as dictated by IDOT standards, CDC, IDPH or other regulatory bodies.

Each program will ensure that department staff have the appropriate supplies and PPE. Staff will wear face masks when traveling in agency vehicles with other individuals or staff. Vehicles will be sanitized before someone enters if staff have been traveling alone without a mask prior to picking up an additional person. Individuals supported will wear a mask unless it is not safe for them to do so. Sanitizing procedures will be conducted following vehicle use and deep cleaning

after transporting someone who was sick or symptomatic. See the [Cleaning and Disinfecting Procedure](#) for more detailed information.

Any program participant who is displaying symptoms of COVID-19 or a fever will not be permitted to enter the bus or agency vehicle.

Agency Facilities and Properties

It is mandatory that each staff, program participant, visitor, food delivery driver, or other delivery personnel complete the established [COVID-19 Screening Procedure](#) upon arrival at any of CCAR Industries facilities or properties. Staff have all been trained to complete the COVID-19 Screening Form and check their temperatures upon entering the buildings each morning. Staff also complete a second temperature check each afternoon. Screening materials are kept in the reception area of the Administration Building, as well as, each utilized entry point for CDS sites.

Signs are posted in the entrances of these buildings. Staff stationed in the reception area will be responsible to remind staff, visitors, food delivery drivers, and other delivery personnel to complete the procedure before further entry into the building. If any staff, visitor, food delivery driver, or other delivery personnel is not willing to complete the screening procedure they must exit the building and wait outside. If they refuse to exit the building the closest management staff should be notified. The management staff will address the situation as needed, up to and including requesting the staff, visitor, food delivery driver, or other delivery personnel leave the building. Law enforcement will be called as necessary.

Until further notice, unnecessary visitors to the CDS sites will be discouraged. Families and friends will be directed to visit with the program participants at other locations. Please refer to the [24-Hour CILA COVID-19 Visitor Procedures](#) and [Community Outings](#) or the [24-Hour CILA COVID-19 Home Visits Procedures](#) for further guidance regarding visitors at CCAR Industries CILA homes or a CCAR CILA resident visit to a family members home.

Signs will be posted to direct any ill people not to enter CCAR buildings. Staff have all been instructed to stay home when ill. Program participants will be instructed to do the same when the program reopens on or after September 1, 2020.

Management of Sick Program Participants and Staff during CDS Service Delivery Hours

Each CDS location will designate a location to isolate any staff or program participant who displays symptoms while in one of our facilities. The staff or program participant will be expected to stay in isolation until transportation is located. While in the isolation room the staff or program participant will be expected to continue to wear a face mask. While in isolation the staff or program participant will be questioned as to who they have been in close contact with that day, which vehicles they rode, and which buildings they have been inside. This information will be collected on the [Program Participant Response to COVID-19 Questionnaire](#) and [Contract Tracing Form](#). Please refer to the [Cleaning and Disinfecting Procedure](#) for more information

about supporting a participant who is sick or symptomatic, use of PPE and cleaning and disinfecting after departure.

Program staff will contact families, guardians or other agency providers when a program participant displays symptoms or has a fever above 100.4. Pickup arrangements need to occur as soon as possible, preferably no longer than within 30 minutes of notification.

Social Distancing Guidelines

When group meetings or other times when groups must come together such as meal breaks, the furniture in the area will be arranged to facilitate social distancing. Tables will be spread the appropriate distance apart if possible and chairs will be removed to limit those sitting at one table. Participants who do not reside together will need to observe social distancing as defined by the CDC. Management staff will be responsible for insisting that social distancing be observed any time they notice staff or program participants not following the guidelines. Additional training will be provided as necessary to staff or program participants to ensure understanding and compliance to the best of their ability. Program staff will also monitor the program participants and redirect them when necessary. Additional staff support may be necessary for individuals with limited communication skills and those participants who need assistance with eating and toileting. If additional staff support is required staff are to wear disposable gloves. If gloves are not immediately available, staff are to wash their hands immediately after assisting the participant. Additionally, staff need to refer to the [Face Coverings and Gloves Procedure](#) for proper donning, doffing, and care of gloves.

Hand Hygiene

Hand washing is one of the most effective ways to stop the spread of COVID-19. All agency staff have received training on proper hand washing techniques and signs are posted on the topic in locations that are accessible to the staff. Staff may refer to the [Hand Hygiene Procedure](#) for detailed information regarding proper steps to handwashing or hand sanitization. Staff will ensure proper training is conducted for program participants and help ensure proper hand hygiene is followed. Hand sanitizer is available at all CCAR locations to be accessible when hand washing is not possible. Staff and program participants have also been instructed to avoid touching eyes/nose/face to avoid providing a port of entry for the virus.

Hand sanitizer is available in each reception area. The receptionists will work with their supervisor to ensure supplies are adequate for our needs. The agency also has installed hand sanitizer stations in the manufacturing plant and ordered several mobile hand sanitizer stations to use in our CDS locations to move around as required based on programming needs.

Face Coverings

At this time, unless medically contraindicated, all staff, program participants, visitors, food delivery drivers, and other delivery personnel are expected to wear face masks. Each staff has received a cloth mask to wear and disposable masks are available when needed. Staff have been trained on the importance of wearing face coverings and the possibility of progressive discipline

if they do not. Due to the variety of transportation options, program participants should provide their own face coverings and at least one replacement mask, all of which are marked for identification for whom the mask belongs. Additional masks will be available if needed. Training on how to wear them will be conducted when they return to the program. Some participants may need more assistance with donning the masks and then reminders to keep the mask on. Signs are posted to educate staff and program participants on the importance of wearing face coverings to slow the spread of the COVID-19 virus. Staff and program participants are encouraged to wash their face coverings to keep them sanitary. Any face coverings provided by the agency for program participants will be washed and sanitary. Please refer to the [Face Coverings and Gloves Procedure](#) for proper donning, doffing, and care.

Cleaning and Disinfecting

CCAR has established a procedure to clean and disinfect high touch areas/items and shared equipment. Approved disinfectants have been purchased, but at times when supplies cannot be maintained, the agency will use a bleach solution mixed to the direction set by the CDC. Cleaning is completed no less than twice each day.

When program participants return, the cleaning and disinfecting of mobility and other assistive devices will be added to the daily procedure.

Staff have been assigned the cleaning and disinfecting duties at the different agency sites. Those staff will need to communicate with their supervisor or other management staff to ensure proper supplies are available.

Contact with Program Consumers or Families

Agency staff have kept in contact with families, program participants, and ISC staff concerning our closure and potential to reopen. CCAR Industries staff will complete the “CCAR Industries CDS Program Participant COVID-19 Risk & Benefit Assessment” with each program participant planning to return to determine a safe approach to take for participating in CCAR programs. Program participants have also completed a prior CCAR developed assessment to establish their interest in future participation in CCAR programs. Schedules for returning will reflect the concerns of the program participant and their families. Interest in schedule changes has also been determined through the use of the CCAR survey. For Residential CILA individuals or their housemates who are at risk if they return to the group settings at CDS will be offered an option to receive day programs in their group homes. Individuals who reside more independently in the community will also be offered an opportunity to participate in the 37U program. The ISC agency is responsible for modifying the consumers individual program plans if necessary and also adding a support for the additional 37U billing code. CCAR Implementation Strategies have added supports to provide the 37U services. Consumer handbooks have been updated to reflect the changes made to the programs related to the COVID-19 situation.

Staff Training

All existing staff have received training on hygiene, social distancing, the use of PPE, cleaning, and recognizing symptoms of COVID-19, but may not have the proper documentation to support that training. All CCAR staff will be retrained by a review of the COVID-19 Preparedness Plan, procedures and related forms. Documentation of the training or future trainings will be kept for review.

Community Locations

CCAR staff have reviewed locations in the community where the program participants typically spend time. At this time many locations continue to be closed while others have implemented modified hours of service. At this point the staff have been instructed to avoid taking supported individuals to dine-in at local food establishments because social distancing is not always possible. Other locations may need to be avoided because of community members not wearing face coverings. Locations with large groups over 50 people are also to be avoided. Staff need to take along extra PPE and infection control supplies and hand sanitizer to help mitigate exposures. Mobile kits will be made available by each program for staff that provide transportation. Staff providing transportation should request additional supplies from their direct supervisor when the kit needs replenished.

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