



Policy 5.17: COVID-19 Prevention and Response

Authority:	Center for Disease Control (CDC), World Health Organization (WHO), Department of Intellectual and Developmental Disabilities (DIDD) & TennCare Memos/Recommendations
Application:	All Progress, Inc. Personnel

Policy Statement and Purpose:

Progress, Inc. is committed to doing everything possible to maintain the health and safety of those they support and their personnel during the COVID-19 pandemic.

Procedures:

A. On-going Preventative Measures	<ol style="list-style-type: none"> 1. COVID-19 Symptom Monitoring: <ol style="list-style-type: none"> a. Progress personnel will immediately report to their supervisor any changes in the health status of themselves or people supported. b. The people Progress Inc. supports will be screened for fever twice daily (8 AM and 8 PM). Documentation this occurred should be recorded in the TIMAS Communication Notes. c. Staff must be screened prior to each shift. This includes taking each staff person's temperature. Staff are required to immediately report the following and should not be permitted to report to work or continue working if any of the following apply: <ol style="list-style-type: none"> i. Confirmed positive COVID-19 test results, suspected COVID-19 (test results pending), and/or potential exposure to a COVID-19 infected person(s); ii. Fever of 100.4 degrees Fahrenheit or above or signs or symptoms of a respiratory infection, such as cough, shortness of breath, or sore throat (not associated with seasonal allergies); iii. Close contact in the last 14 days with someone who is confirmed positive COVID-19 (i.e., exposed), suspected COVID-19, or is ill with any undiagnosed/untreated respiratory illness; iv. Worked within the previous 14 days in any setting where COVID-19 has been confirmed; v. Traveled within the previous 14 days to or from an area with sustained high rates of community transmission. vi. Staff will document temperature screening on Form 15.7B (attached) at the beginning and end of each shift. d. Staff with a temperature of 100.4 degrees Fahrenheit or above may not return to work until they have two consecutive temperatures below that level, at least 24 hours apart, without the aid of fever-reducing medication, and they do not have any other symptoms of respiratory illness. 2. Progress, Inc. will remain compliant with any/all state and federal guidance, recommendations, and orders related to safe practices during the pandemic.
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	<ul style="list-style-type: none"> 3. Communication with Stakeholders: <ul style="list-style-type: none"> a. Regular written communication will be sent to families, conservators and staff with the following content: <ul style="list-style-type: none"> i. Communication of changes in service delivery to address health and safety amidst the COVID-19 pandemic. ii. Emphasis of universal precautions highlighting mask wearing, hand washing, social distancing and avoiding touching the face. iii. Updates regarding Progress, Inc.'s prevention and response measures. b. Consent will be obtained from Conservators (where/when applicable) before persons are tested for COVID-19. 4. Maintaining Sanitary Environments: <ul style="list-style-type: none"> a. Provision of available supplies of hand sanitizer, disinfectant, gloves, and other cleaning supplies to residential sites. b. Progress, Inc. vehicles will each contain hand sanitizer as product availability allows. c. Thermometers will be available in each home (as available). d. Personal Protective Equipment (PPE) will be provided by Progress. 5. Limiting Opportunity for COVID-19 Exposure: <ul style="list-style-type: none"> a. House visits will be conducted virtually and include reminders regarding the practice of universal precautions, include a review of supplies, and evaluation of needs. b. Whenever possible, transactions normally conducted in person (pick up/drop off of paperwork and medication, etc.) will occur through alternative measures to avoid/limit in-person interaction. c. When applicable, funds will be dispersed to people served and/or Companion's/Staff via mail and include a self-addressed stamped envelope for the return of spending records. d. Social distancing will be practiced whenever possible until such time the authorities recommend otherwise. e. Progress, Inc. vehicle interiors will be professionally cleaned at regular intervals. f. CPR and First Aid training will be postponed unless social distancing can be maintained. g. Individual Staffing Plans will be created and revised as indicated given individual specific COVID-19 circumstances. h. Face masks, gloves and other PPE as determined necessary should be used whenever a distance of 6 feet cannot be maintained.
<p>B. Responding to Changes in Health Status: PERSONS SUPPORTED</p>	<ul style="list-style-type: none"> 1. If a person feels sick and has symptoms commonly associated with COVID-19 (including, but not limited to, fever, body aches, sore throat, cough, shortness of breath, and/or loss of sense of taste or smell), follow these steps: <ul style="list-style-type: none"> a. For sudden onset of severe symptoms, especially high fever, call 911. b. For all other concerns related to signs/symptoms of illness: <ul style="list-style-type: none"> i. Call Primary Care Physician (PCP) for direction;

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	<ul style="list-style-type: none"> ii. If PCP unavailable and quick call back is not anticipated, call the public health department line at: 877-857-2945 and follow instructions c. Notify Susan Hutchison (615) 429-3971 d. Notify Program Manager (PM) / Supervisor e. PM / Supervisor will notify: <ul style="list-style-type: none"> i. Program Director, ii. Family / Conservator, and iii. Independent Support Coordinator (ISC) f. Program Director will notify Executive Director <p>2. If the person is administered a COVID-19 test:</p> <ul style="list-style-type: none"> a. Notify PM / Supervisor and Susan Hutchison (615) 429-3971 b. Notify the Program Director c. Complete a Reportable Event Form (REF) in TIMAS d. Notify Incident Management Coordinator (IMC) and Executive Director e. IMC will report COVID-19 testing to DIDD: <ul style="list-style-type: none"> i. REF will be completed as soon as possible, but no later than the following business day. ii. REF will classify the event as “Other Type of Event” and specify “COVID-19 Testing” in the space provided. iii. Details of the person’s status and test results will be documented in the narrative section of the REF. iv. “COVID-19” will be included in the subject line of the REF email. v. All positive test results shall be reported to the Abuse Hotline (1-888-633-1313) as soon as possible but no later than 4 hours of discovery. f. PM / Supervisor will identify and notify all staff who have come into contact (within the last 14 days) with the person being tested. They will be reassured that when results are received, the results will be communicated. During the period of time when test results are pending, all staff assigned to work with the person will continue to work, observing all universal precautions including an emphasis on mask wearing, handwashing, not touching face, and social distancing as much as possible. g. PM / Supervisor, Day and Residential Program Directors, and the Executive Director will conference to determine extra support needed and how to implement. <p>3. If the person does <u>NOT</u> go for testing but is told by their PCP or the COVID Hotline staff to stay home and monitor symptoms:</p> <ul style="list-style-type: none"> a. Notify Program Manager (PM) / Supervisor b. PM / Supervisor will notify: <ul style="list-style-type: none"> i. Program Director, ii. Family / Conservator, and iii. Independent Support Coordinator (ISC) iv. All staff identified as having contact with the person, and v. Susan Hutchison (615) 429-3971 c. Program Director will notify Executive Director
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	<ul style="list-style-type: none"> d. Continue to exercise universal precautions with an emphasis on mask wearing, handwashing, not touching the face, and social distancing as much as is absolutely possible. e. PM / Supervisor, Day and Residential Program Directors, and the Executive Director will conference to determine extra support needed and how to implement. <p>4. If the person tests negative for COVID-19 but positive for flu or any other contagious condition, all the same protocols apply. Staff are expected to continue working regular schedule.</p> <ul style="list-style-type: none"> 5. If person tests positive for COVID-19 and <u>remains home</u>: <ul style="list-style-type: none"> a. PM / Supervisor will complete a Reportable Event Form (REF) in TIMAS b. All positive test results shall be reported to the Abuse Hotline (1-888-633-1313) as soon as possible but no later than 4 hours of discovery. c. PM / Supervisor will notify the Program Director d. Program Director will notify Incident Management Coordinator (IMC) and Executive Director e. IMC will report COVID-19 test results to DIDD: <ul style="list-style-type: none"> i. REF will be completed as soon as possible, but no later than the following business day. ii. REF will classify the event as “Other Type of Event” and specify “COVID-19 Testing” in the space provided. iii. Details of the person’s status and test results will be documented in the narrative section of the REF. iv. “COVID-19” will be included in the subject line of the REF email. v. PM / Supervisor will notify all staff who have had contact with the person (in the last 14 days) and ask them to call their PCPs for advice and report back.
<p>C. Special Considerations for Family Model Providers and Companion Model Homes</p>	<ul style="list-style-type: none"> 1. All aforementioned steps apply to Companion and Family Model Provider (FMP) Homes. 2. Should the FMP or the person supported be concerned they were exposed to COVID-19, the FMP will identify and notify all persons who have come into contact (within the last 14 days) with the person being tested. 3. PM / Supervisor, Day and Residential Program Directors, and the Executive Director will conference to determine extra support needed and how to implement. 4. If the person does NOT go for testing but is told to stay home and monitor symptoms: 5. Notify Program Manager (PM) / Supervisor 6. PM / Supervisor will notify: <ul style="list-style-type: none"> a. Program Director, b. Family / Conservator, c. Independent Support Coordinator (ISC) / MCO Care Coordinator, and d. Susan Hutchinson (615) 429-3971



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	<ol style="list-style-type: none"> 7. Program Director will notify Executive Director 8. Continue to exercise universal precautions with an emphasis on mask wearing, handwashing, not touching the face, and social distancing as much as is absolutely possible. 9. Should any of the aforementioned circumstances require the identification of substitute staff, ensure those asked to substitute have not traveled to areas of high rates of COVID transmission, are asymptomatic, and understand the risks associated with their job. Notify the PM should you need assistance to secure needed substitutes. 10. Companion / Family Model Provider (FMP) homes: <ol style="list-style-type: none"> a. Companion/FMP will call their PCP for advice about testing b. Staffing will be reviewed by PM and Program Manager and minimized to fullest degree possible (meaning, perhaps only the companion) c. Companion/FMP will receive elevated pay. d. PM / Program Director will communicate with staff every morning and evening e. If a Companion is COVID-19 positive, and still requires access to the kitchen and/or other common areas of the home, arrangements will be made to support them on a case by case basis. 11. If the person supported tests positive and is hospitalized: <ol style="list-style-type: none"> a. Companions/FMP will self-quarantine even if they don't have symptoms. Progress, Inc. will support them to follow the doctor's advice, whether they get sick or not. b. If there is a housemate, both will be quarantined, even if the COVID-19 test produced a negative result. Progress, Inc. will provide additional staff and support, if needed, based on each individual situation. c. Any / all other staff will self-quarantine in their own home.
<p>D. Response to positive COVID-19 Test Results for Progress Personnel</p>	<ol style="list-style-type: none"> 1. If a staff person is COVID-19 positive, they will: <ol style="list-style-type: none"> a. Notify Susan Hutchison (615) 429-3971 b. Immediately notify their supervisor/Manager c. Self-quarantine in their own home. d. Supervisor/Manager will notify all individuals and other staff who have been in contact with the person testing COVID-19 positive. The Supervisor/Manager will instruct them to will notify their PCP and follow advice. e. The staff person will be compensated for the time it takes to be tested and receive the results. 2. Companion / Family Model Provider who is COVID-19 positive: <ol style="list-style-type: none"> a. Assuming not hospitalized, will isolate in bedroom/bathroom. b. All other staff will not have any responsibility to care for the companion and will continue to implement universal precautions with an emphasis on mask wearing, hand washing, avoiding touching the face, and social distancing.



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	<p>c. All individuals and other staff who have been in contact (within 14 days prior) with the person testing COVID-19 positive will notify their PCP and follow advice.</p>
<p>E. Other</p>	<ol style="list-style-type: none"> 1. Sick Leave: <ol style="list-style-type: none"> a. In the event staff is unable to work due to quarantine and/or experiencing COVID-19 symptoms and seeking a medical diagnosis, sick leave will be available in accordance with FFCRA regulations. 2. Hazard Pay: <ol style="list-style-type: none"> a. Those staff working with persons who are COVID-19 positive will be afforded incentive pay.
<p>Collateral policies, forms, and documents:</p>	<ul style="list-style-type: none"> • <i>DIDD Reportable Event Form</i> • <i>5.17A-Procedural Guidelines</i> • <i>Form 15.7B</i>