



# 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:

<b>A. On-going Preventative Measures</b>	<ol style="list-style-type: none"> <li>1. COVID-19 Symptom Monitoring:               <ol style="list-style-type: none"> <li>a. Progress personnel will immediately report to their supervisor any changes in the health status of themselves or people supported.</li> <li>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 (Vitals Section).</li> <li>c. Staff must be screened for symptoms prior to each shift. This includes taking each staff person's temperature (documented on Form 15.7B). <b>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:</b> <ol style="list-style-type: none"> <li>i. Confirmed positive COVID-19 test results, suspected COVID-19 (test results pending), and/or potential exposure to a COVID-19 infected person(s);</li> <li>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);</li> <li>iii. Close contact (15 minutes or more) in the last 5 days with someone who is confirmed positive COVID-19 (i.e., exposed), suspected COVID-19, or is ill with any undiagnosed/untreated respiratory illness;</li> <li>iv. Worked within the previous 5 days in any setting where COVID-19 has been confirmed;</li> </ol> </li> <li>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 do not have any other symptoms of respiratory illness.</li> </ol> </li> <li>2. Progress, Inc. will remain compliant with any/all state and federal guidance, recommendations, and orders related to safe practices during the pandemic.</li> <li>3. Communication with Stakeholders:</li> </ol>
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	<ul style="list-style-type: none"><li>a. Regular written communication will be sent to families, conservators and staff with the following content:<ul style="list-style-type: none"><li>i. Communication of changes in service delivery to address health and safety amidst the COVID-19 pandemic.</li><li>ii. Emphasis of universal precautions highlighting mask wearing, hand washing, social distancing and avoiding touching the face.</li><li>iii. Updates regarding Progress, Inc.'s prevention and response measures.</li></ul></li><li>b. Consent will be obtained from Conservators (where/when applicable) before persons are tested for COVID-19.</li></ul> <p>4. Maintaining Sanitary Environments:</p> <ul style="list-style-type: none"><li>a. Provisions of available supplies of hand sanitizer, disinfectant, gloves, and other cleaning supplies will be dispersed as needed to residential sites.</li><li>b. Progress Inc. owned vehicles will each contain hand sanitizer</li><li>c. No Touch Thermometers are available in each residential site.</li><li>d. Personal Protective Equipment (PPE) is provided by Progress to include the provision of enhanced PPE (such as face shields and gowns).</li></ul> <p>5. Limiting Opportunity for COVID-19 Exposure:</p> <ul style="list-style-type: none"><li>a. Progress Inc. hosted a vaccination clinic in January and February 2021 offering the opportunity to all interested staff and persons supported to receive the Pfizer Vaccine (both injections).</li><li>b. Face masks, gloves and other PPE as determined necessary must be used whenever a distance of 6 feet cannot be maintained. As of March 2021, the CDC recommends (but does not require) double masking. As such, Progress Inc. recommends that whenever a distance of 6 feet cannot be maintained, staff and those we support wear a double mask. From this point forward, each time the importance of mask wearing is referenced, it is done so with the recommendation that two masks be worn when social distancing is not possible. Because not every staff or person supported opted to receive the Pfizer vaccinations, double masking is recommended whenever social distancing cannot be maintained.</li><li>c. Beginning March 15, 2021, in-person house visits (which were paused in March 2020) will resume to include reminders regarding the practice of universal precautions, include a review of supplies, an evaluation of needs, and a quality check to ensure temperatures are being checked as required (see section A.1.c, and Procedural Guidelines 5.17D).</li><li>d. 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.</li><li>e. Debit cards have been provided to residential sites so that groceries and other supplies may be purchased online. Personal spending money is mailed or picked up at the office depending on the preference of the person supported.</li></ul>
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	<ul style="list-style-type: none"> <li>f. Social distancing will be practiced whenever possible until such time the authorities recommend otherwise.</li> <li>g. Progress Inc. owned vehicle interiors will be professionally cleaned at regular intervals.</li> <li>h. CPR and First Aid training will be offered as needed and in a way that protects participants. E.g., class size limited to maintain 6 feet distance between participants, supplies disinfected before and after each class, masks must be worn whenever social distancing is not possible, etc.).</li> <li>i. Individual Staffing Plans will be created and revised as indicated given individual specific COVID-19 circumstances.</li> </ul>
<p><b>B. Responding to Changes in Health Status: PERSONS SUPPORTED</b></p>	<ol style="list-style-type: none"> <li>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, vomiting, diarrhea and/or loss of sense of taste or smell), follow these steps:             <ol style="list-style-type: none"> <li>a. For sudden onset of severe symptoms, especially high fever, call 911.</li> <li>b. For all other concerns related to signs/symptoms of illness:                 <ol style="list-style-type: none"> <li>i. Notify Susan Hutchison (615) 429-3971</li> <li>ii. Notify Program Manager (PM) / Supervisor</li> </ol> </li> <li>c. Ensure the person exhibiting symptoms is immediately quarantined separate from other housemates and staff. This means they stay in their bedroom until such time that a Covid test can be administered and the results received.</li> </ol> </li> <li>2. If the person is administered a COVID-19 test:             <ol style="list-style-type: none"> <li>a. Notify PM / Supervisor and Susan Hutchison (615) 429-3971</li> <li>b. Notify the Program Director</li> <li>c. PM / Supervisor will identify and notify all staff who have come into contact (within the last 5 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 their face, and social distancing.</li> <li>d. PM / Supervisor, Day and Residential Program Directors, and the Executive Director will conference to determine extra support needed and how to implement.</li> </ol> </li> <li>3. 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.</li> <li>4. If person tests positive for COVID-19 and remains home (is not hospitalized):             <ol style="list-style-type: none"> <li>a. PM / Supervisor will complete a Reportable Event Form (REF) in TIMAS</li> </ol> </li> </ol>



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	<ul style="list-style-type: none"> <li>b. <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.</b></li> <li>c. PM / Supervisor will notify the Program Director</li> <li>d. Program Director will notify Incident Management Coordinator (IMC) and Executive Director</li> <li>e. IMC will report COVID-19 test results to DIDD:             <ul style="list-style-type: none"> <li>i. REF will be completed as soon as possible, but no later than the following business day.</li> <li>ii. REF will classify the event as “Other Type of Event” and specify “COVID-19 Testing” in the space provided.</li> <li>iii. Details of the person’s status and test results will be documented in the narrative section of the REF.</li> <li>iv. “COVID-19” will be included in the subject line of the REF email.</li> <li>v. PM / Supervisor will notify all staff who have had contact with the person (in the last 5 days). These people identified will be asked to obtain a COVID-19 test and report their results to Susan Hutchinson. (See Section D). Regardless of whether the person is exhibiting symptoms, a person testing positive means self-quarantine should begin immediately.                 <ul style="list-style-type: none"> <li>1. The person must be assisted to remain in an area of the home where they will not encounter other people supported or staff. This is likely their bedroom.</li> <li>2. If the person has a housemate and they share a restroom, the restroom must be sanitized after each use.</li> <li>3. Mealtime should not be shared between housemates if one of them are positive. Meals should be served to the people supported in separate rooms.</li> <li>4. Laundry must be completed daily.</li> <li>5. DSPs must strictly adhere to universal precautions.</li> <li>6. Masks AND face shields must always be worn when social distancing (within 6 feet of others) cannot be maintained.</li> <li>7. Gloves must be worn during meal prep, when assisting with activities of daily living, when sanitizing shared spaces, and when doing laundry.</li> <li>8. Frequently used/touched surfaces (e.g., light switches, remote controls, countertops, doorknobs, bathrooms) must be cleaned after every use,</li> </ul> </li> </ul> </li> </ul>
<p><b>C. Special Considerations for Family Model Providers</b></p>	<ul style="list-style-type: none"> <li>1. All aforementioned steps apply to Family Model Provider (FMP) Homes.</li> <li>2. Should the FMP or the person supported be concerned they were exposed to COVID-19.             <ul style="list-style-type: none"> <li>a. Notify PM / Supervisor and Susan Hutchison (615-429-3971) of the circumstances,</li> </ul> </li> </ul>



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	<ul style="list-style-type: none"> <li>b. PM / Supervisor, Day and Residential Program Directors, and the Executive Director will conference to determine extra support needed and how to implement.</li> <li>c. 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.</li> <li>d. Should any of the aforementioned circumstances require the identification of substitute staff, ensure those asked to substitute are asymptomatic, and understand the risks associated with their job. Notify the PM should you need assistance to secure needed substitutes.</li> <li>e. Staffing will be reviewed by PM and Residential Program Director and minimized to fullest degree possible (meaning, perhaps only the companion)</li> <li>f. 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.</li> </ul> <p>3. If the person supported tests positive:</p> <ul style="list-style-type: none"> <li>a. The assumption is that the Companions/FMP was exposed. They will quarantine (in the home) until Covid-19 testing takes place, the results are negative, and they have quarantined for the recommended amount of time.</li> <li>b. If there is a housemate, the assumption is that they've been exposed and they will quarantine until such time a test can be administered, and the results are received.</li> <li>c. Progress Inc. will provide additional staff and support, if needed, based on each individual situation.</li> </ul>
<p>D. Response to Exposure and <b>Positive</b> COVID-19 Test Results for <b>Progress Personnel</b></p>	<ul style="list-style-type: none"> <li>1. If a staff person has been exposed (in their personal life, at another provider, or while working for Progress):             <ul style="list-style-type: none"> <li>a. Notify Susan Hutchison (615) 429-3971</li> <li>b. Immediately notify their supervisor/PM</li> <li>c. Obtain a Covid-19 test and share the results with Progress.</li> </ul> </li> <li>2. If a staff person is COVID-19 positive, they will:             <ul style="list-style-type: none"> <li>a. Notify Susan Hutchison (615) 429-3971</li> <li>b. Immediately notify their supervisor/PM</li> <li>c. Quarantine in their own home for the recommended amount of time.</li> <li>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 obtain a Covid-19 test, monitor for symptoms, and share the results with Progress.</li> <li>e. The staff person will be compensated for the time it takes to be tested and receive the results.</li> </ul> </li> </ul>
<p>E. COVID-19 Self - Testing</p>	<ul style="list-style-type: none"> <li>1. Employees wishing to complete a COVID-19 self-test kit should contact Jodi Simmons (615-891-8811).             <ul style="list-style-type: none"> <li>a. Acceptable reasons for requesting a self-test kit include:</li> </ul> </li> </ul>



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	<ul style="list-style-type: none"> <li>i. Known exposure (close contact over 15 minutes) to a person who is COVID-19 positive.</li> <li>ii. Experiencing symptoms including, but not limited to sore throat, fever over 100.4, loss of taste/smell, cough, and/or unexplained fatigue.</li> </ul> <ol style="list-style-type: none"> <li>2. Jodi will assist the employee to set up a time to perform a self-test at the Progress office (in their vehicle).</li> <li>3. The person being tested will always remain in their vehicle and wear a mask (the only exception being the time it takes to swab their nose).</li> <li>4. Directions for the administration of the self-test kit will be reviewed with the person wishing to test themselves.</li> <li>5. The person will administer the test to themselves in their own vehicle and return the kit immediately thereafter for mailing/processing.</li> <li>6. Employees wishing to take place in this process will sign an agreement to share the test results with Progress as soon as they are informed.</li> <li>7. Progress Inc. will share positive test results with DIDD, per requirements.</li> </ol>
F. Other	<ol style="list-style-type: none"> <li>8. Sick Leave:             <ul style="list-style-type: none"> <li>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.</li> </ul> </li> <li>9. Hazard Pay:             <ul style="list-style-type: none"> <li>a. Those staff working with persons who are COVID-19 positive will be afforded incentive pay.</li> </ul> </li> </ol>
Collateral policies, forms, and documents:	<ul style="list-style-type: none"> <li>• <b><i>DIDD Reportable Event Form</i></b></li> <li>• <b><i>5.17A-Procedural Guidelines</i></b></li> <li>• <b><i>Form 15.7B</i></b></li> <li>• <b><i>5.17D – Procedural Guidelines House Visits</i></b></li> </ul>