



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. Prevention Measures	<ol style="list-style-type: none"> 1. Progress, Inc. personnel will immediately report to their supervisor any changes in the health status of themselves or people supported. 2. Progress, Inc. will remain compliant with any/all state and federal guidance, recommendations, and orders related to safe practices during the pandemic. 3. When/if there is a release of “Safer at Home” status, Day Program activities will operate with pick up and drop off at people’s homes. 4. Weekly written communication will be sent to families, conservators and staff with the following content: 5. Communication of changes in service delivery to address health and safety amidst the Covid-19 pandemic. 6. Emphasis of universal precautions highlighting hand washing, social distancing and avoiding touching the face. 7. Updates regarding Progress, Inc.’s prevention and response measures. 8. Provision of available supplies of hand sanitizer, disinfectant, gloves, and other cleaning supplies to residential sites. 9. Progress, Inc. vehicles will each contain hand sanitizer as product availability allows. 10. House visits will be conducted virtually and include reminders regarding the practice of universal precautions, include a review of supplies, and evaluation of needs. 11. 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. 12. 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. 13. Social distancing will be practiced whenever possible until such time the authorities recommend otherwise. 14. Progress, Inc. vehicle interiors will be professionally cleaned at regular intervals. 15. CPR and First Aid training will be postponed until such time
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	<p>restrictions are lifted.</p> <p>16. Individual Staffing Plans will be created and revised as indicated given individual specific Covid-19 circumstances.</p> <p>17. Thermometers will be available in each home (whenever available for purchase).</p> <p>18. Personal Protective Equipment (PPE) will be provided by Progress, Inc. as available. Face masks should be worn whenever possible.</p> <p>19. Staff must be screened prior to each shift. This includes taking each staff person's temperature. Staff must be required to immediately report and should not be permitted to report to work or continue working if any of the following apply:</p> <ol style="list-style-type: none"> a. Confirmed positive or suspected COVID-19; b. 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); c. 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 respiratory illness; d. Worked within the previous 14 days in any setting where COVID-19 has been confirmed; or e. Traveled within the previous 14 days to or from an area with sustained high rates of community transmission (e.g., New York City, Detroit, New Orleans or another country). f. 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. g. Staff will document screening on Form 15.7B (attached) at the beginning and end of each shift. <p>20. 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.</p>
<p>B. Pay close attention to changes in health status and respond as directed.</p>	<ol 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, or shortness of breath), follow these steps: <ol 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: <ol style="list-style-type: none"> i. Call Primary Care Physician (PCP) ii. If PCP unavailable and quick call back is not anticipated, call the public health department line at: 877-857-2945 iii. Follow instructions c. Notify Program Manager (PM) / Supervisor



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- d. PM / Supervisor will notify:
 - i. Program Director,
 - ii. Family / Conservator, and
 - iii. Independent Support Coordinator (ISC)
 - e. Program Director will notify Executive Director
2. If the person is administered a Covid-19 test:
- a. Notify PM / Supervisor
 - b. PM / Supervisor will complete a Reportable Event Form (REF) in TIMAS
 - 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 testing to DIDD:
 - 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 handwashing, not touching face, and social distancing as much as possible.
 - g. Any available supplies will be delivered to the residence
 - h. PM / Supervisor, Day and Residential Program Directors, and the Executive Director will conference to determine extra support needed and how to implement.
3. If the person does NOT go for testing but is told to stay home and monitor symptoms:
- a. Notify Program Manager (PM) / Supervisor
 - b. PM / Supervisor will notify:
 - i. Program Director,
 - ii. Family / Conservator, and
 - iii. Independent Support Coordinator (ISC)
 - iv. All staff identified as having contact with the person
 - 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 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>C. Response to Covid-19 Test Results for Persons Supported</p>	<ul style="list-style-type: none"> 1. If the person tests <u>negative</u> 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. 2. If person tests <u>positive</u> 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. PM / Supervisor will notify the Program Director c. Program Director will notify Incident Management Coordinator (IMC) and Executive Director d. IMC will report Covid-19 testing to the 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. e. 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. 3. Companion homes: <ul style="list-style-type: none"> a. Staff 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. Staff will receive elevated pay d. PM / Program Director will communicate with staff every morning and evening 4. Shift home: <ul style="list-style-type: none"> a. PM will identify staff to continue to work home b. Steps from 9.c.i.-iv. Repeated 5. If person tests positive and is <u>hospitalized</u>:



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	<ul style="list-style-type: none"> a. Companions / Staff 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. d. Homes operating with a shift model may be more difficult to staff if there is a housemate who has also been exposed. Progress, Inc. will offer enhanced pay to staff in this situation. e. Progress, Inc. will also pay staff for a period of quarantine in their own home; regular pay.
<p>D. Response to Covi-19 Test Results for Direct Support Staff and Companions</p>	<ul style="list-style-type: none"> 1. If a staff person is Covid-19 positive: <ul style="list-style-type: none"> a. Companion: <ul style="list-style-type: none"> i. Assuming not hospitalized, will isolate in bedroom/bathroom. ii. All other staff will not have any responsibility to care for the companion and will continue to implement universal precautions with an emphasis on hand washing, avoiding touching the face, and social distancing. iii. 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. b. Shift staff: <ul style="list-style-type: none"> i. Will self-quarantine in their own home. ii. All individuals and other staff who have been in contact with the person testing Covid-19 positive will notify their PCP and follow advice.
<p>E. Directives for Family Model Providers</p>	<p>Pay close attention to changes in health status and respond as indicated below. If a person feels sick and has symptoms commonly associated with Covid-19 (including, but not limited to, fever, body aches, sore throat, cough, or shortness of breath), follow these steps:</p> <ul style="list-style-type: none"> 1. For sudden onset of severe symptoms, especially high fever: call 911 2. For all other concerns related to signs/symptoms of illness: <ul style="list-style-type: none"> a. Call Primary Care Physician (PCP) b. 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 Program Manager (PM) / Supervisor d. PM / Supervisor will notify: <ul style="list-style-type: none"> i. Program Director, ii. Family / Conservator, and iii. Independent Support Coordinator (ISC) / MCO Care



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Coordinator

iv. Program Director will notify Executive Director

3. If the person is administered a Covid-19 test:
 - a. Notify PM / Supervisor
 - b. PM / Supervisor will complete a Reportable Event Form (REF) in TIMAS
 - 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 testing to the DIDD:
 - 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. Family Model Provider (FMP) will identify and notify all persons who have come into contact (within the last 14 days) with the person being tested.
 - g. 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:
 - a. Notify Program Manager (PM) / Supervisor
 - b. PM / Supervisor will notify:
 - i. Program Director,
 - ii. Family / Conservator, and
 - iii. Independent Support Coordinator (ISC) / MCO Care Coordinator
 - c. Program Director will notify Executive Director
 - d. Continue to exercise universal precautions with an emphasis on handwashing, not touching the face, and social distancing as much as is absolutely possible.
5. Should any of the aforementioned circumstances require the identification of substitute staff, ensure those asked to substitute have not traveled outside the United States in the last 14 days, are asymptomatic, and understand the risks associated with their job. Notify the PM should you need assistance to secure needed



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	substitutes.
Collateral policies, forms, and documents:	<ul style="list-style-type: none">• <i>DIDD Reportable Event Form</i>• <i>5.17A-Procedural Guidelines</i>• <i>Form 15.7B</i>