

COVID-19 Response Plan

As of 3/24/2020 12:00 pm

Our top priority at ASI is the health, well-being, and safety of our students, individuals and staff. The following plan contains information on how the agency is responding to the current virus. The plan is updated as needed and will be shared as substantive changes are made.

INCREASED CLEANING/DISINFECTING EFFORTS

All Sites/Programs

Across all programs, encouragement of frequent hand washing by staff and participants including before handling food, after using the restroom, whenever entering the building from outside, etc.

Per Director of Nursing communication dated 3/19/2020:

Each shift and when soiled, staff should be taking time to disinfect the following:

- All site door handles (including to refrigerators, microwaves, stoves, vans, control/med cabinets)
- Knobs on stoves, key pads on microwaves
- All hard surfaces such as counters (kitchen, med rooms/areas, bathrooms etc.)
- Keyboards and mouse/iPads/Chromebooks
- Phones and phone keyboards
- Light switches
- Window cranks if used (including vehicles)
- Faucets and nobs (sinks and bathroom/shower)
- Remote controls
- Pens (if shared)
- Work badges/fobs
- Ukeru blockers
- Sensory toys/items
- Shared games/toys
- Key rings
- Gas cards/credit cards if shared

Think of everything that you and our folks touch/contact in a day.

School

- As detailed on staff development day, classroom staff will be responsible for cleaning all touch points; tables, chairs, and door knobs at least once per day or more often if circumstances necessitate.
- Therapy staff are responsible for cleaning touch points; tables, mats, and manipulated objects at least once per day between each therapy session is ideal. Cleaning materials have been made available.
- Spray bottles with disinfectant are readily available to staff in all buildings. Director will designate one person in each building to monitor.
- This program has been temporarily closed

Day Hab and DHWOW

- Sanitize, clean and disinfect each room in the building every other hour between 9 and 3 at this time. Checklists have been provided to staff specific to cleaning
- Separate cleaning checklist for bathrooms
- Encouragement of frequent hand washing.
- Staff have been instructed to wipe down surfaces in the vehicles twice daily (steering wheel, dashboard, arm rests, and door handles, etc.).
- Staff will clean/disinfect vans daily
- This program has been temporarily suspended

Residential

Each house has an enhanced cleaning checklist. Staff will be assigned to specific tasks and must sign off when complete.

- COMMON AREAS: all hard surfaces such as tables, chairs, TV's will be cleaned when soiled and then again two (2) times per shift.
- REMOTE CONTROLS, LIGHT SWITCHES, PHONES: Four (4) times per shift. This equates to every 2 hours on a standard 8 hour shift
- KITCHEN: counters, appliances, faucets will be cleaned/disinfected before and after each use which not only includes meal times but also snack times
- LAUNDRY: Should be completed throughout the shift and at the proper water temp. Towels should be washed in hot water.
- BEDROOMS: Should be completed daily a wipe down of all hard surfaces
- BATHROOMS: As always, the shower should be cleaned between individual's showers. The surfaces should be cleaned after each and additionally every two hours on shift including sink, faucets, toilet and handles.

Respite

- Staff designated on the duty roster will be responsible for cleaning all touch points; tables, chairs, and door knobs at least twice per day at the start and the conclusion of the program or more often if circumstances necessitate.
- Spray bottles with disinfectant are readily available to staff in all buildings. Manager will monitor to ensure that cleaning items are stocked and remain available to staff.
- This program has been temporarily suspended.

INFECTION CONTROL

Staff Training

- All managers requested to take Infection Control refresher offered by OPWDD
- Ensure all staff are up to date on mandated annual infection control training
- Encourage nails be cut short (for our folks and staff).....a lot of germs can lurk under nails
- Encourage good hand hygiene and frequent hand washing
- If individuals take part in meal prep please only have them prepare their own food at this time and not food for peers/staff
- If individuals set the table, please only have them set their own dishes/utensils and not that of their peers
- Please encourage fluids and rest
- Please encourage covering coughs and sneezes and washing hands after doing each
- Please be sure to change gloves in between supporting individuals with care, and prior to leaving the room.
- Handwashing poster was sent to all residential sites to be posted in the home

Decreasing Risk of Cross Contamination Between Work Site and Personal Home

- Wash hands or hand sanitize prior to leaving work site and after touching pad on time clock
- Use paper towel or disposable glove to open door to exit work site to avoid touching handle with clean hands
- Place trash can outside of work exit to throw paper towel/gloves into to avoid littering or taking potentially contaminated item home
- If possible, disrobe prior to entering your home prior to entering your house or as soon after entering as possible
- Do not wear shoes that you wore outside the home, in your home. Change into slippers or wear socks
- Wash hands upon entry to home and shower as soon as possible after
- Maintain social distancing with housemates as much as possible/practical

- Do not set bags/purses/outside items on your kitchen table or counters as this increases the risk of contamination from other surfaces those items have been on
- Wipe down your personal phone with disinfectant several times daily and when setting it down. Do NOT set it with the screen side down as this is the side you will hold to your face when talking
- Wipe down your car door handles (inside and out), steering wheel, radio controls etc. on a daily basis
- Do not bring items used at work into your home, such as ID, keys, pens etc.

VISITOR POLICY

The agency implemented non-employee visitor screening at all locations on March 13, 2020 per OPWDD directive. We implemented a non-essential visitor policy in residential per OPWDD directive on March 19, 2020. No visitors are allowed on premises unless medically or clinically necessary. Family members were notified that if they take their loved one home, they will need to keep them home for the duration of this crisis. This has not been mandated by OPWDD but more guidance should be coming. The Justice Center and the DOH have supported agency decisions on this to date. Staff are screened for symptoms at the start of every shift prior to entering the residences.

PERSONAL PROTECTIVE EQUIPMENT (PPE) AND CLEANING SUPPLIES

Inventory and Distribution

Cleaning and Paper Products

Residential Site Managers will complete weekly inventories of cleaning supplies and paper products and submit to Director of Facilities who will manage inventory of items. Items from Corr will be stored at a central location. Corr notifies ASI when delivery is being made so facilities can meet them there. Facilities staff deliver what is needed and leave items in the garages of the residential homes.

Purchasing is ordering a two months supply of gloves for each house. These will be and stored in a central location for facilities to distribute as needed.

Supplies for the following items will be centrally managed by Director of Facilities and distributed by the facilities department:

- Corr – cleaning supplies including paper towels, toilet paper, hand sanitizer, hand soap, wipes, disinfectant for spray bottles
- Glove Nation – gloves

Labels for the hand sanitizer obtained from the Department of Health will be provided by Director of Facilities. Containers are not available at this time. RSMs will need to bring containers to 40 to have them filled.

Supplies brought in from home

- Staff are discouraged from bringing cleaning supplies from their home and managers should not be purchasing cleaning supplies on their own (for example, from Walmart). We must use CDC recommended solutions and work with our vendor Corr who provides what we are allowed to use. We have ample supplies of cleaning materials for staff to use during this crisis.

PPE Supplies

PPE supplies will be centrally managed by Director of Nursing. The Office Manager will maintain an inventory of all extra PPE supplies and only distribute at the direction of the Director of Nursing.

PPE supplies include masks, disposable gowns, head/shoe covers and face shields. Gloves are PPE equipment but will be managed by Facilities.

Director of Nursing will determine a minimum necessary stock level for each site and report to Crisis Management Team on supply levels. Masks will be limited to 50 per site and extra gowns and head/shoe covers will not be distributed unless Director of Nursing states otherwise due to a concern/confirmed case.

COMMUNITY OUTINGS

- All outings have been postponed in all programs until further notice.

GROCERY SUPPLIES

- Director of Residential has developed a grocery shopping schedule and utilizing support staff to shop. Process has been developed. Instacart can be considered as an option if the situation warrants it.
- Business office is providing checks for meat purchases since the grocery stores are out. Managers shop, return leftover funds and receipts to the business office. They are not keeping the change for future purchases.
- Veronica reached out to Chuck Volpe at Wegmans to see if he could provide any assistance or guidance in how he is helping other agencies
- Take Out Guidelines
 - If you are ordering and bringing food into the home during this time, it is important that you immediately transfer the food to containers or dishes from the home and then throw the take out containers away. Finally, remember to disinfect the countertop and wash your hands.

ADMINISTRATION/SUPPORT DEPARTMENTS

- Reduce workforce on site by 75%. Note: Governor ordered 100% reduction in all but essential business. Our industry (both OPWDD and SED) is considered essential. Reassess as needed.
- Maintain social distance
- Cease the practice of public sharing of food items in break areas.
- Disinfect phones (receivers and keys) regularly and after sharing.
- Refrain from shaking hands and maintain a social distance from others.
- Wash hands regularly
- Wipe down work areas – door handles, desks, tables, etc. with disinfectant cleaner which is available throughout all common areas.

OFF SITE FUNCTIONS

- Staff are instructed to cease attending offsite work related seminars, conferences, and functions.
- Staff should utilize conference calling functionality for any offsite meetings.

EMPLOYEE INFORMATION

If You're Sick Stay Home

- The Center for Disease Control recommends employees who have symptoms of acute respiratory illness and/ or fever of 100.4° or more stay home and not come to work until they are free of fever and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines. Employees should notify their supervisor immediately.
- Blue Cross Blue Shield participants may connect to a doctor, anytime with Telemedicine. Log on to <https://www.bcbswny.com/content/wny/login.html>.
- If an employee is unable to work due to their own serious health condition, they may contact HR for paid sick leave information and Disability paperwork. FMLA will be designated if applicable.
- If an employee is unable to work because they need to provide care for a family member, they may contact HR for Paid Family Leave (PFL) paperwork. FMLA will be designated if applicable.

Emergency Paid Sick Leave Act

Entitlement to Leave

Employers must provide paid sick time to an employee who is unable to work or telework due to a need for leave because:

- The employee is subject to a federal, state, or local quarantine or isolation order related to COVID-19.
- The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
- The employee is experiencing COVID-19 symptoms and is seeking a medical diagnosis.

- The employee is caring for an individual who is subject to a federal, state, or local quarantine or isolation order or has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
- The employee is experiencing any other substantially similar conditions specified by the secretary of the Department of Health and Human Services.
- Full-time employees caring for a child whose school or place of care is closed or whose child care provider is unavailable due to COVID-19 (effective April 2, 2020).

Duration of Paid Sick Time

- Full-time employees: 80 hours of paid sick time
- Part-time employees: The average number of hours worked over a two-week period

Human Resources

- HR will update employees regularly as new information is received or when decisions are made that will impact employees.
- Communications may be sent out via agency email or the Community page on Paylocity.
- Employees can also post comments and ask questions via the Community page. Please be sure to “tag” the person(s) you are asking so that they may receive a notification. Ex. @Patricia Aures
- While Day Program services are suspended, staff will be expected to report to their assigned residential location. Please note that staff may be asked to report somewhere else and those decisions will be made based on the site’s needs.
- While Schools are closed, staff will not report to work at this time unless requested by the Education Director and/or Director of Clinical Services, to complete CSE meeting or other requirements. SED staff will continue to be paid their standard weekly hours. Education staff can pick up shifts in a secondary capacity in the residential program, they may contact Amy Pistner, Residential Director at 716-783-5986.
- The FSS After School Program, TRAC, and Respite services have been suspended until further notice. If FSS staff would like to pick up shifts in a residence, they may contact Amy Pistner, Residential Director at 716-783-5986.
- If employees are ready, willing and able to work and are not receiving pay, they may file for NYS Unemployment benefits via their website <https://labor.ny.gov/unemploymentassistance.shtm> or by calling the Telephone Claims Center at (888) 209-8124., M-F, 8 am to 5 pm. Please remember that ASI does not determine if someone is eligible for benefits. The decision is made by the DOL Unemployment Offices.

Employee Resources

- Erie County residents can call the Erie County Department of Social Services at (716) 858-8000 for an application for Temporary Aid to Needy Families (TANF). No in-person interview is required, and all interviews can be done by phone.
- Parents who are essential workers are asked to fill out a survey from the Childcare Resource Network (CCRN) at www.wnychildren.org. CCRN is the clearinghouse for childcare openings and for requests for child care openings.

INFORMATION TECHNOLOGY (IT)

All members of the Crisis Management Team are expected to take agency laptops home daily. Use of the VPN and Duo two-factor authentication is required to access email and shared drives from the laptop. Supervisors need to consider who within their department is not working in the office and does not have access to email to receive messages left on their extensions, and notify IT if the office phone needs to be forwarded to another team member so that business continues as normal.

The IT department will manage:

- Deployment of agency laptops to staff authorized to work from home
- Monitor the ext. 380 voicemails and forward to the appropriate Director for response
- Will make updates as needed/requested to:

- ASI website
- Therap
- Facebook
- 611 Emergency extension
- Robo Calls/Texts
- Setting up conference bridges as needed for remote conference calling.

COMMUNICATION

- Available Crisis Management Team members will meet/conference call daily
 - Will review updates from the following sources:
 - Center for Disease Control and World Health Organization
 - NYS Department of Education
 - Office of People with Developmental Disabilities
 - Department of Labor
 - Local News
 - HR related information
 - Press conferences from Erie County Executive/NYS Governor
- While services are closed/suspended, all COVID related communication for the whole agency will be posted on Paylocity since this can be accessed by all staff anytime. This information is also shared on Therap and via agency email for those who are reporting to work.
- Communication to families: Two letters were sent regarding ASI's response to the COVID crisis and program closings/suspensions. Any additional communication for families will be done on the agency's website page <http://friendsofasi.org/covid-19/> and on Facebook
- A Crisis Management Team extension was set up for staff or families to ask questions – 631-5777 ext. 380. The CMT can also be reached via email at crisismanagementteam@autism-services-inc.org

CLOSURE

- We will follow our current closure procedures to announce program closures.
- We will use the same channels to announce reopening.
- These include
 - Television/Radio – these are managed by the Program Director
 - Those managed by IT, listed above

INCREASED SIGNAGE

- Hand washing infographic signs will be laminated and installed by every sink in an ASI building.
- Visitor posters have been issued to all programs and houses and should be installed at the front door of all locations.
- Visitor screening questions have been distributed and should be posted at every location.
- “A visitors will be prescreened prior to entering” sign will be posted on the front door of all agency locations.

RESOURCE LINKS

The following are useful links to help employees have ease of access to important COVID-19 information:

- Center for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/>
- World Health Organization (WHO): <https://www.who.int/>
- Department of Health: <https://www.health.ny.gov/>
- Erie County Department of Health: <http://www2.erie.gov/health/index.php?q=coronavirus>
- New York State Education: <http://www.nysed.gov/>
- Office for People With Developmental Disabilities: <https://opwdd.ny.gov/>