



Bringing Possibilities to Life

COVID19 PREPAREDNESS PLAN FAMILY SUPPORTS AND CASE MANAGEMENT

POLICIES & PROCEDURES			1000 - ADMINISTRATION	
ITEM #	DATE DEVELOPED	ORIGINAL APPROVAL DATE	APPROVED BY	LAST AMENDMENT DATE
1050d	5/8/2020	5/8/2020	Vicki Gerrits	5/8/2020

LEGAL & OTHER REFERENCES	
RESOURCES & REFERENCES	1050 - COVID19 PREPAREDNESS POLICY

PURPOSE

This policy lays out the Accord’s policy concerning Family Supports and Case Management preparedness for the current pandemic of COVID19.

POLICY

Accord is committed to providing a safe and healthy workplace for all persons served, employees, volunteers and guests. As a licensed nonprofit provider of essential services to persons who have disabilities, Accord was not directly impacted by the Governor’s Emergency Executive Order 20-20. However, out of concern for those it serves and employs, Accord chose to limit the services provided in Community Supports to essential visits only services effective March 20, 2020, in support of state strategies designed to slow the pace in which the COVID-19 pandemic is advancing.

The Governor’s recent Executive Order 20-40, issued on April 23, 2020, provides guidance to certain businesses to start operating again. While Accord is not technically required to develop a COVID-19 preparedness plan, because of its essential status, it is doing so out of additional caution to prevent and minimize exposure to the virus.

Managers and employees are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces, and that requires full cooperation among employees, managers and persons served. Only through this cooperative effort can we establish and maintain the safety and health within our workplace and communities.

Persons served by Accord are the reason it exists. Our mission is to assist persons served lead their *Greatest Lives*. Empowering them to remain safe and healthy is of utmost importance in achieving that mission.

Accord employees are its most important assets. We are serious about keeping our employees safe and healthy.

Our Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines and federal OSHA standards related to COVID-19. The CDC and MDH use the term “at higher risk” to describe persons who may

experience greater illness if they acquire the COVID-19 virus, due to their age or underlying health conditions.

The Minnesota Department of Human Services (DHS) uses the term “vulnerable adult” to describe adults served by licensed disability focused organizations, such as Accord. Being described as “vulnerable” by DHS does not necessarily mean that one is “at higher risk” of becoming severely ill if they contract the virus. The higher risks status depends upon age or whether underlying health care conditions exist and one’s ability to follow safe and healthy practices.

Managers and employees are responsible for implementing and complying with all aspects of this Preparedness Plan. Accord managers and supervisors have the full support of the Leadership Cabinet in enforcing the provisions of this policy.

1.00 Screening and Policies for Employees Exhibiting Signs and Symptoms of COVID-19

1.10 Employees have been informed of and encouraged to self-monitor for the following signs and symptoms of COVID-19: Fever of 100.4 or higher; new and persistent dry cough; difficulty breathing (unable to hold breath for 20-30 seconds); or unusual fatigue. When any of these symptoms are present, the employee must notify their manager and stay at home until the fever has been absent for three consecutive days, without the use of medications.

1.11 Employees who exhibit symptoms of COVID-19 while at work, will immediately report to their supervisor, sign out and leave the premises. They must stay at home until the symptoms have subsided for a minimum of three consecutive days, without the use of medications.

1.12 Employees with ongoing symptoms are strongly encouraged to contact their health care provider to determine if they should be tested for COVID-19. If they are tested, they are not to work until they receive the results of the test. If they receive a positive diagnosis, they must inform their supervisor immediately and are not to come into the office until 14 calendar days have passed since the day of initial symptoms. The employee and their supervisor will work together to determine if the employee is able to work remotely during these 14 days. Results of the test are to be reported to the Chief Human Capital Officer at Accord, who is Accord’s designated representative who reports positive test results to the Minnesota Department of Health who provides guidance regarding reporting and follow up.

1.13 Employees with a household member, with whom they have had close and extended contact, and when that household member has been tested and has received a positive diagnosis of COVID-19, must immediately inform their supervisor and not come into the office until 14 calendar days have passed since the day of initial symptoms. Supervisors are to report incidents to the Chief Human Capital Officer.

1.14 Employees may be eligible for Paid Time Off or Safe/Sick Time Off and other benefits as described in the Employee handbook.

2.00 Screening and Policies prior to in person meetings with Persons Served and/or the Responsible Party Exhibiting Signs and Symptoms of COVID-19

2.10 Persons Served and/or the Responsible Party in Case Management and Family Supports will be screened no more than 24 hours prior to any in person meetings with an employee. The screening shall consist of asking the following three questions:

1. Do you have any signs or symptoms of a respiratory infection, such as a fever, cough, difficulty breathing, or sore throat? No or Yes;

2. Have you tested positive for COVID-19? No or Yes; If yes, test date? Results or pending results:
3. In the past 14 days have you had contact with a household member who was exposed to the COVID-19 virus, is being tested for, or who is positive for the COVID-19 virus? No or Yes; If yes, explain when, what was the exposure etc.

If the Person Served answers “yes” to any of the questions, the scheduled in person meeting will not be provided until the symptoms have subsided for a minimum of three consecutive days, without the use of medications. A remote meeting may be provided as an alternative to an in person meeting.

2.11 Prior to attending an in person meeting with a Person Served and/or the Responsible Party the employee will ensure that they do not have any of the symptoms of COVID as described above in 1.10. If they do, they will contact the Person Served and/or the Responsible Party to see if the meeting can be rescheduled or done remotely.

2.12 When attending an in person meeting, the employee will wear a cloth mask and will wear shoe covers if the meeting is taking place in the person's home. They will follow the other guidance provided by the CDC to reduce the spread of the virus, e.g., covering coughs, social distancing, etc. The employee will be provided with hand sanitizer and should use it before entering the home and upon exiting.

3. Notification of Exposure to COVID-19

3.10 If an employee or person served is diagnosed with COVID-19 or there is a presumption of a positive test result, the Accord Case Management department will follow the tracking of cases as required by the county and/or Accord. For Family Supports the Director or Manager shall notify Paul Welna, Chief of Human Capital Officer. He shall notify the Minnesota Department of Health (MDH) and follow the protocols as directed by MDH.

3.11 The Chief of Human Capital Officer shall notify other employees and persons served who may have interacted in-person with the affected employee, along with their guardians and case managers, about a potential exposure to an individual who has contracted the COVID-19 virus. MDH will work with Accord to determine the risk level of other employees and persons served and will provide guidance regarding communication and other steps. Depending upon the level of risk exposure to the individual with the COVID-19 virus, employees and persons served may be required to stay at home for 14 calendar days since the day of exposure.

3.12 The notification will protect the confidentiality of the individual who has contracted the COVID-19 virus, according to the standards of the federal Health Insurance Portability and Accountability Act (HIPAA).

4. Handwashing and Sanitary Practices

4.10 Employees will wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially upon arrival and prior to departure, prior to any mealtimes and after using the toilet.

4.11 Hand-sanitizer (consisting of at least 60% alcohol) will be made available to employees and can be used if hands are not visibly soiled.

5. Respiratory Etiquette-Covering Your Cough or Sneeze

5.10 Employees are to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. They should dispose of tissues in the trash and wash or sanitize their hands immediately afterward.

5.11 Employees must wear face masks while transporting persons served in private vehicles. Persons served must wear face masks while riding in private vehicles driven by an Accord employee. Persons served who refuse to wear a face mask will not be transported by employees of Accord. Face masks cannot be shared with others.

5.12 The organization will make a good faith effort to provide each employee with face masks. Employees may acquire and use personal face masks. Employees must ensure Face Masks are sanitized after each day, using guidelines from the Centers for Disease Control (CDC), www.cdc.gov or Minnesota Department of Health (MDH), www.health.state.mn.us.

5.13 Management reserves the right to make wearing masks optional for employees or persons served based upon recommendations of the Minnesota Department of Health or for those who have a signed directive from their individual health care provider stating that the person has a health care condition that is not compatible with wearing a face mask.

6. Social distancing

6.10 Employees will be strongly reminded to keep 6 feet distances while working in Case Management and Family Supports.

6.11 Communal food and sharing of food will not be permitted, until further notice.

6.12 Shaking hands, hugging, fist bumps, high fives and other physical forms of greetings or celebrations will not be allowed.

6.13 Large meetings will be held via remote teleconference.

6.14 In-person meetings will be held as necessary and will use social distancing strategies.

6.15 Employees using shared office space will use social distancing strategies and wear masks if they are not able to social distance.

7. Housekeeping

7.10 Shared computers and mobile devices will be sanitized using a sanitizer composed of at least 60% alcohol, after using.

7.11 Gloves shall be worn while cleaning. Gloves will not be shared.

8. Communications and Training

This Preparedness Plan was provided in-person or via mail or email to employees, persons served, guardians, and case managers. Necessary training will be ongoing. Managers and supervisors will monitor effectiveness of implementation and training will be updated as necessary. This Preparedness Plan has been certified by Accord and was posted on its web site and throughout office spaces. It will be updated as necessary.

CHANGE HISTORY

VER.	DATE	CHANGED BY	STATUS	COMMENTS
1.00.01	5/9/20	Robert Brick	Draft	Document created

APPROVER / OWNER / AUTHOR, CONTACT DETAILS

ROLE	TITLE	CONTACT DETAILS
Approver	Robert Brick	
Owner	Robert Brick	
Author	Robert Brick	
Contact	Robert Brick	

REVIEW FREQUENCY: ANNUALLY

VER.	DATE	APPROVER SIGNATURE	COMMENTS

ROLES & RESPONSIBILITY

ROLE	RESPONSIBILITY
Policy Administrator	Maintain this document
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