



Cantalician Center for Learning Reopening Safety Plan Community Prevocational Services

July 10, 2020; revised July 16, 2020

Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People With Developmental Disabilities

This Interim Guidance provides guidelines for OPWDD's certified day programs and services, both site and community based including Day Habilitation, Prevocational Services, Sheltered Workshops, Day Treatment, and Respite, to resume operations safely and consistently with the Governor's NY Forward initiative. OPWDD is committed to resuming full access to services for individuals, as well as to maintaining health and safety standards, social distancing directives, and precautions to help protect against the spread of COVID-19.

Effective July 15, 2020 for regions of the State that have entered into Phase Four in accordance the New York Forward Reopening Plan, these guidelines replace the March 17, 2020 guidance entitled *Immediate Temporary Suspension of Day Program Services* and set forth minimum requirements based on best-known public health practices at time of the State's reopening. The documentation and sources referenced in these guidelines are subject to change. The day programs responsible for implementation and monitoring of these guidelines are required to adhere to all applicable local, state and federal requirements, remain well-informed with any relevant updates and to incorporate as needed into operating practices and site-specific Safety Plan. Each day program has authority to implement additional precautions and/or increased restrictions necessary to meet program specific and individual specific needs.

Standards for Reopening Day Program Operations

OPWDD certified day programs may only reopen if they meet minimum State and Federal safety requirements as outlined by the Centers for Disease Control and Prevention (CDC), Environmental Protection Agency (EPA), United States Department of Labor's Occupational Safety and Health Administration (OSHA), New York State Department of Health (DOH) and OPWDD while also meeting the minimum standards of the Americans with Disabilities Act (ADA).

The requirements contained within this guidance apply to all OPWDD certified day programs and services which resume operation during the continued COVID-19 public health emergency, until amended or rescinded by the State. The OPWDD day program shall be responsible for meeting these minimum standards. Please note that where guidance in this document differs from other guidance documents issued by the State or Federal governments, the more recent guidance shall apply.

Please note that any outdoor space that belongs to and/or is exclusively used by a certified day program site is not considered a public place for the purposes of this guidance. Individuals receiving services are not

required to wear a face covering when utilizing the outdoor space that belongs to and/or is exclusively used by the day program, as long as social distancing from other day program participants and staff and essential visitors can be maintained.

Signage must be posted throughout the certified site addressing critical COVID-19 transmission prevention and containment. Programs can use the DOH issued signage or develop customized signage specific to their day program needs and location. Signage must include guidance regarding:

- Social distancing requirements.
 - Posted throughout the building
- Use of mask or cloth face-covering requirements.
 - Posted at entrance
- Proper storage, usage and disposal of PPE.
 - Posted on bulletin board
- Symptom monitoring and COVID-19 exposure reporting requirements.
 - Posted at entrance.
- Proper hand washing and appropriate use of hand sanitizer.
 - Posted at hand hygiene and hand washing stations.

Required Day Program Reopening Plans

All day programs must develop a safety plan for reopening that addresses the requirements contained herein and provide said plan to the OPWDD Division of Quality Improvement via the Quality Mailbox at quality@opwdd.ny.gov . Plans should be submitted prior to the reopening of the day program and must include the attached attestation, agreeing to implement all required safety precautions and guidelines.

All day programs and the responsible parties must maintain and have available completed safety plans on site. The State has made available a business reopening safety plan template to guide business owners and operators in developing plans to protect against the spread of COVID-19, such safety plan templates can be found at forward.ny.gov.

A. Entrance to Site Based/Participation in Community Based Programs

All staff and individuals, as well as any essential visitors, must be screened prior to entry into the day program site and monitored for signs and symptoms of COVID-19 thereafter.

Each day program must designate a supervisory level staff or health care professional to conduct daily screenings. Screeners should be provided and use PPE, including at a minimum, a face mask and gloves and may include a gown, and/or a face shield. The screener must document health screenings of all individuals and staff. Staff screenings will document if the screening was passed or the staff was sent home, no health information will be recorded. All staff screenings will be secured in a locked area. Screeners must require individuals and staff to self-report, to the extent they are able, any changes in symptom status throughout the day and identify a contact person who staff and/or individuals should inform if they later are experiencing COVID-19-related symptoms.

- CCL has Screening and Testing Procedures and a Health Screening Questionnaire that address this.

- There are trained support staff conducting initial screening and temperatures when they are picking them up to bring them to the day program. Supervisory level employees are responsible for the oversight of the screening procedures.

The health screening assessment should ask about (1) COVID-19 symptoms in the past 14 days, (2) positive COVID-19 test in the past 14 days, (3) close contact with a confirmed or suspected COVID-19 case in the past 14 days and/or (4) travel from within one of the designated states with significant community spread. Assessment responses must be reviewed every day and such review must be documented.

- CCL has Screening and Testing Procedures and a Health Screening Questionnaire that address this.

Any individual or staff exhibiting signs or symptoms of COVID-19 upon arrival will not be allowed to enter the program building. They will be required to return home until they are fever free for 72 hours without the use of fever-reducing medications (e.g. Advil, Tylenol)

- CCL has Screening and Testing Procedures and a Health Screening Questionnaire that address this.

If symptoms begin while at the day program, the individual or staff must be sent home as soon as possible. The program must keep sick individuals and staff separate from well individuals and staff.

- The CPV has a designated office to be used as a temporary isolation room.
- If they are in the community, the person receiving services will be taken home immediately. Other person receiving services will be separated as best as possible without affecting other safety needs.

Any individual or staff sent home should be instructed to contact their healthcare provider for assessment and testing. The day program must immediately notify the local health department and OPWDD about the suspected case. The day program should provide the individual or staff with written information on healthcare and testing resources, refer to DOH Testing guidance (<https://coronavirus.health.ny.gov/covid-19-testing>)

- Individuals sent home from program shall consult with their healthcare practitioner prior to returning to the program;
- Staff sent home shall comply with appropriate return to work guidance and shall consult with their supervisor prior to returning to work.
- CCL has Screening and Testing Procedures that address this.

Individuals may not return to or attend the day program while a member of their household or certified residence are being quarantined or isolated. If an individual or staff member is identified with COVID-19, the day program must seek guidance from State or local health officials to determine when the individual/staff can return to the program and what additional steps are needed. A directory of local health departments can be found at: https://www.health.ny.gov/contact/contact_information/

- CCL has Screening and Testing Procedures that address this.
- CCL has Tracking and Tracing Procedures that address this.
- This information will be communicated to all persons receiving services, families/IRA's, and staff.

All staff and individuals must perform hand hygiene immediately upon entering the program and throughout the day.

- CCL has Screening and Testing Procedures that address this.
- Hand hygiene stations are available at screening station. Persons receiving services and staff will be prompted to utilize them for hand hygiene upon entry into the site.

Day program services must designate a site safety monitor whose responsibilities include continuous

compliance with all aspects of the site safety plan.

- Brian Kindron, Training and Safety Specialist
- John Augustyn, Corporate Compliance and Quality Assurance Coordinator
- Michelle Eisenhauer, Team Leader of Production

Day programs must maintain a log of every person, including staff and essential visitors, who may have close contact with other individuals at the facility; excluding deliveries that are performed with appropriate PPE or through contactless means. Log should contain contact information, such that all contacts may be identified, traced and notified in the event someone is diagnosed with COVID-19. Providers of day program services must cooperate with local health department contact tracing efforts.

- CCL has Tracking and Tracing Procedures that address this.

Staff should take the following actions related to COVID-19 symptoms and contact:

- o If a staff has COVID-19 symptoms AND EITHER tests positive for COVID-19 OR did not receive a test, the staff may only return to work after completing a 14-day self-quarantine. If a staff is critical to the operation or safety of a facility, the day program provider may consult their local health department and the most up-to-date CDC and DOH standards on the minimum number of days to quarantine before a staff is safely able to return to work with additional precautions to mitigate the risk of COVID-19 transmission.
 - o If a staff does NOT have COVID-19 symptoms BUT tests positive for COVID-19, the staff may only return to work after completing a 14-day self-quarantine. If a staff is critical to the operation or safety of a facility, the day program provider may consult their local health department and the most up-to-date CDC and DOH standards on the minimum number of days to quarantine before a staff is safely able to return to work with additional precautions to mitigate the risk of COVID-19 transmission.
 - o If a staff has had close contact with a person with COVID-19 for a prolonged period of time AND is symptomatic, the staff should notify the day program and follow the above protocol for a positive case.
 - o If a staff has had close contact with a person with COVID-19 for a prolonged period of time AND is NOT symptomatic, the staff should notify the day program and adhere to the following practices prior to and during their work shift, which should be documented by the day program:
 - i. Regular monitoring: As long as the staff does not have a temperature or symptoms, they should self-monitor consistent with the day program's health policies.
 - ii. Wear a mask: The staff should wear a surgical face mask at all times while in the day program.
 - iii. Social distance: staff should continue social distancing practices, including maintaining, at least, six feet distance from others.
 - iv. Disinfect and clean facility spaces: Continue to clean and disinfect all areas such as offices, bathrooms, classrooms, common areas, and shared electronic equipment routinely.
- CCL has Tracking and Tracing Procedures that address this.

Entrance into sites will be restricted to essential staff responsible for the direct provision of service not amenable to delivery via telehealth alternatives or those persons required to ensure continued health and safety operations (e.g. PPE supply delivery or work control etc.). Post signage alerting non-essential visitors are not allowed.

- As per DOH guidelines, it is agency policy that only employees and essential visitors are allowed access into the sites.
- Signage is posted at entrances to agency-owned sites, which is not applicable to Day Hab Without Walls.



In the event an individual, staff or anyone they reside with are placed on quarantine or isolation, the responsible party (i.e. self, guardian, residence manager etc.) must notify the day program immediately and must suspend attending day program until they are medically cleared to return to work/program.

- CCL has Screening and Testing Procedures that address this.
- This information will be communicated to all persons receiving services, families/IRA's, and staff.

B. Social Distancing Requirements

All day program providers must ensure that, for any programming occurring indoors, capacity is limited to the number of participants and required staff which ensures the following mitigation strategies are adhered to:

At least six feet of physical distance is maintained among individuals and staff, unless safety of the core activity requires a shorter distance or an individual's treatment plan requires that closer contact be maintained with a staff member.

- CCL has Physical Distancing Procedures that address this.

All staff must wear an appropriate face mask or covering at all times at work, consistent with all current Executive Orders and OPWDD guidelines, unless medically contraindicated.

- o Acceptable face coverings for COVID-19 include but are not limited to cloth-based face coverings and disposable masks that cover both the mouth and nose.
- o Cloth, disposable, or other homemade face coverings are not acceptable face coverings for workplace activities that typically require a higher degree of protection for personal protective equipment due to the nature of the work. For those activities, N95 respirators or other personal protective equipment (PPE) used under existing industry standards should continue to be used, as is defined in accordance with [OSHA guidelines](#).
- CCL has Required Use of Face Coverings Procedures that address this.
- Face shields and other PPE are available to employees for other specific needs.

Individuals receiving services must wear face coverings, if they can medically tolerate one whenever social distancing cannot be achieved.

- CCL has Required Use of Face Coverings Procedures that address this.
- Persons receiving services must wear face coverings, if they can medically tolerate one whenever social distancing cannot be achieved.
 - o This would include any underlying diagnosis where mask-wearing is contraindicated or for any disability which prohibits the person receiving services from keeping a mask on.
 - o If a person receiving services cannot medically tolerate wearing a face covering, they should still be able to access programming / community inclusion, but the treatment team should consider how most safely accommodate the risk and document.
 - Examples: Increased social distancing, transport separately, lower risk / outdoor activities)
 - This information will be located in the person IPOP / Individualized Guidelines.

Programs must ensure that groupings of staff/individuals receiving services are as static as possible by having the same group of individuals work with the same staff whenever and wherever possible. Group size must be limited to no more than fifteen (15) individuals receiving services. The restriction on group size does not include employees/staff.

- CCL has Physical Distancing Procedures that address this.

Programs should maintain a staffing plan that does not require employees to “float” between different rooms or groups of individuals, unless such rotation is critical to safely staff individuals due to unforeseen circumstances (e.g. staff absence).

- CCL has Physical Distancing Procedures that address this.

Modify the use and/or restrict the number of program rooms and seating areas to allow for social distancing of at least six feet apart in all directions (i.e. 36 square feet). When distancing is not feasible between workspaces, the program must provide and require the use of face coverings or enact physical barriers, such as plastic shielding walls where they would not affect air flow, heating, cooling, or ventilation.

- Physical barriers should be put in place in when possible. Options include but are not limited to strip curtains, plexiglass or similar materials, or other impermeable dividers or partitions. Use in accordance with OSHA guidelines.
- Shared workspaces or equipment must be cleaned and disinfected between use.
- Prohibit the use of tightly confined spaces (e.g. supply closets, equipment storage areas, kitchens, vehicles, or restrooms) by more than one person at a time, unless both individuals and staff sharing such space are wearing acceptable face coverings. However, even with face coverings in use, occupancy must never exceed 50% of the maximum capacity of the space or vehicle, unless it is designed for use by a single occupant.
- CCL has Physical Distancing Procedures that address this.
- CCL has Required Use of Face Coverings Procedures that address this.
- CCL has Room and Space Capacity Procedures that address this.

Programs should increase ventilation with outdoor air to the greatest extent possible (e.g. open program room and vehicle windows and prop open doors and/or open as frequently as possible), unless such air circulation poses a safety or health risk (e.g., allowing pollens in or exacerbating asthma symptoms) to individuals using the facility.

- Windows and doors should be opened where appropriate.

Programs should take additional measures to prevent congregation in lobbies, hallways, and in elevator waiting areas and limit density in elevators, such as enabling the use of stairs.

- CCL has Physical Distancing Procedures that address this.
- CCL has Room and Space Capacity Procedures that address this.

Implement additional measures to prevent congregation in elevator waiting areas and limit density in elevators, such as enabling the use of stairs, when possible.

- The use of stairs or allowing traffic to dissipate before entering the elevator waiting area will be used as appropriate to the situation.

Reduce bi-directional foot traffic using tape or signs with arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting spaces of six feet in all commonly used areas and any areas in which lines are commonly formed or people may congregate (e.g. entrance/exit into the facility, meal areas, etc.).

- CCL has Physical Distancing Procedures that address this.
- CCL has Communication Procedures that address this.
- Floor markers / arrows, have been placed in common areas of congregation.

Social distancing may not always be possible when caring for individuals with higher medical, behavioral or adaptive support needs. Their specific treatment plans may necessitate physical contact to ensure health and safety during activities of daily living (e.g. toileting, eating etc.), behavior intervention techniques (e.g. physical restraint) or medical treatments (e.g. administration of daily medication or first aid etc.). All appropriate personal protective equipment and hygiene must be utilized. Providers are encouraged to work with staff who are unable to medically tolerate wearing a mask to temporarily reassign them to work duties which are capable of being completed while maintaining social distance from vulnerable populations.

- CCL has Required Use of A Face Covering Procedures
- CCL has Protective Equipment Procedures that address this.
- Employees should consult with Human Resources if they cannot medically tolerate wearing a mask.

C. Gatherings In Enclosed Spaces

Prohibit gatherings of more than 15 people (excluding staff) in a shared space, at any given time. Rooms should be reconfigured or repurposed to limit density and expand usable space.

- CCL has Physical Distancing Procedures that address this.
- CCL has Room and Space Capacity Procedures that address this.
- All rooms and spaces should be configured to be under 15 people and to expand usable space as applicable.
- 2495 Main Street has a very large space, so it can be separated by cohorts of individuals as long as social distancing can be maintained.

Program rooms should include the same grouping of individuals with the same staff each day to the extent possible and avoid crossing programs with other rooms.

- CCL has Physical Distancing Procedures that address this.
- Staff and individuals will be assigned to a respective group / cohort and will maintain that assignment to the extent it is possible.

Space out seating (6 feet apart) and use floor markers to designate six-foot distances. Remove additional seating above designated room capacity.

- Seating has been spaced out at the site.
- Floor markers have been placed to assist with 6 feet identification and training.
- Additional seating has been removed to avoid potential of non-adherence to 6 foot social distancing.

Day programs must provide adequate space for required staff to adhere to social distancing while completing independent tasks (i.e. paperwork) and when taking breaks (e.g. eating). Break times should be staggered to maintain social distancing.

- Documentation is completed after persons receiving services have left for the day.
- Employees take breaks when the needs of the individualized will not be compromised.

Shared food and beverages are prohibited. Food brought from home should require limited preparation at the day program site (i.e. heating in microwave) and be packed appropriately. All reusable food utensils and storage containers should be washed in the dishwasher on the hottest wash and dry setting.

- Persons receiving services will continue to bring in their meals and snacks that require limited preparation. Families and IRA's will be notified of this expectation.
- Staff will receive training regarding using the hottest setting of the dishwasher when washing reusable food containers and utensils (only applicable at agency-owned sites).

Buffet-style dining is prohibited. Discontinue use of large cafeterias for meals, unless social distancing can be

maintained, and stagger mealtimes to allow for social distancing and disinfection in-between use.

- CCL has Hygiene and Cleaning Procedures that address this.
- CCL has Physical Distancing Procedures that address this.

D. Day Program Schedules and Activities

Initially, day program capacity should be prioritized for individuals who are best served onsite due their specific clinical needs. Providers should allow high risk individuals, who prefer to remain at home, to participate in less intensive in-home supports of a shorter duration and encourage continued use of telehealth to supplement service delivery.

- Persons receiving services will be brought back in waves, based on their clinical needs, preferences, and the program's ability to meet them with current guidelines.
- Those having success with virtual services who prefer that should initially continue in that format.

For those individuals resuming site-based day services, programs must implement measures to foster social distancing and disinfection in-between use via the following considerations:

- Adjusting day program hours to allow blocks of service provision (e.g. 9 AM to 1 PM and 2 PM to 6 PM).
- Limiting staff on site to those essential to direct service provision.
 - As possible, the program will consider and utilize adjustments to the day program schedule.
 - Only employees providing direct services should be onsite in the program areas.
 - Administrative employees should utilize designated entrances and exits that minimize contact with the service provision areas.

Prioritizing tasks and activities that most easily adhere to social distancing.

- Activities and tasks that allow the highest degree of adherence to social distancing and face covering adherence will be planned for accordingly.
 - Examples: Work activities that are less physical in nature.

For sport and athletic activities, programs must keep stable groups of individuals together and separated from other groups and should focus on activities with little or no physical contact (e.g. walking or hiking) and which do not rely on shared equipment.

- Physical or sport activities that maximize social distancing should be considered first.
 - Applicability of this section is rae.

For food services, programs should: • Serve individual portions; • Avoid use of communal dining areas and substitute eating outdoors or in a classroom, whenever possible; • Keep stable groups of individuals separated from one another; • Consider staggering mealtimes to reduce occupancy within an indoor space or congregation within an outdoor area; and • Separate tables with seating at least six feet apart from other tables, as feasible.

- CCL has Cleaning and Hygiene Procedures that address this.
- CPV uses staggered lunch times.
- When possible, meals can be consumed outside or in other open areas of the building.

E. Personal Protective Equipment

Day programs must have an adequate supply of required PPE on site. All required staff and essential visitors are required to wear a face covering or mask and will be provided one for use onsite at no cost.

- CCL has Protective Equipment Procedures that address this.
- CCL has Required Use of Face Coverings Procedures that address this.

All day programs and staff should comply with OSHA standards applicable to each specific work environment.

- CCL has an overall Safety Plan for the agency which addresses OSHA standards for each department / position.

Staff may choose to provide their own face covering, however are not required to. Acceptable face coverings may include, surgical masks, N95 respirators, face shields and/or cloth masks (e.g. homemade sewn, quick cut, bandana). Any personally supplied face coverings must maintain standards for professional/workplace attire. Cloth, disposable or homemade masks are not appropriate for workplace activities that require a higher degree of protection for personal protective equipment due to the nature of the work.

- Face coverings must be cleaned or replaced after use and may not be shared. Please consult CDC guidance for optimizing use of face masks at: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/face-masks.html>
- All staff must be trained on proper use of PPE including when to use and donning, doffing, disposing and/or reusing and sanitizing when appropriate. Documentation of such trainings will be retained in the employee's personnel file.
- CCL has Protective Equipment Procedures that address this.
- CCL has Required Use of Face Coverings Procedures that address this.

F. Hygiene and Cleaning

Strict adherence to hygiene and sanitation requirements is required to reduce transmission as advised by DOH "Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19," and the "STOP THE SPREAD" poster, as applicable.

- CCL has Cleaning and Hygiene Procedures that address this.

All site based day programs, and non-site-based programs to the extent it is applicable, are required to implement the following minimum standards:

- Maintain an adequate stock of cleaning and EPA approved disinfecting agents.
- Conduct frequent cleaning and rigorous disinfection of high-risk areas (i.e. bathrooms, nursing stations) and high touch surfaces (i.e. shared equipment or supplies). Please refer to DOH's Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19" for detailed instructions on how to clean facilities.
 - Adhere to proper dwell times for all cleaners, sanitizers and disinfectants per manufacturer recommendations as indicated on the product label and ensure adequate ventilation to prevent inhaling toxic fumes. Use only EPA registered products for disinfecting non-porous surfaces.
 - Maintain at each site cleaning logs indicating the date, time, and scope of cleaning.
 - Cleaning products, sanitizers and disinfectants must be kept secure and out of reach of individuals who may misuse (i.e. consume, dump out etc.). Products should be locked in a separate supply closet or cabinet, with only staff having key access. After sanitizing or disinfecting any gloves, paper towels or other disposable items used will be immediately discarded. These should be tied in a trash bag and removed from the environment to prevent individuals from accessing potentially contaminated or hazardous materials.
- CCL has Cleaning and Hygiene Procedures that address this.

Limit use of shared objects/equipment and clean then sanitize after each use. Items that cannot be cleaned and sanitized should not be used (i.e. soft toys, cloth placemats, etc.) Individuals should not be permitted to bring such personal items from home.

- CCL has Hygiene and Cleaning Procedures that address this.

Put in place reasonable measures to limit the sharing of objects, such as electronic equipment, arts and craft materials, touchscreens, as well as the touching of shared surfaces; or, require employees to wear gloves (trade-appropriate or medical) when in contact with shared objects or frequently touched surfaces; or, require workers and individuals to practice hand hygiene before and after contact.

- CCL has Hygiene and Cleaning Procedures that address this.

If cleaning or disinfection products or the act of cleaning and disinfecting causes safety hazards, staff must use PPE as needed followed by hand hygiene. Use cleaning/disinfecting wipes for electronics (do not use sprays). Limit the number of people using the equipment when proper cleaning/disinfecting of such items are not possible.

- CCL has Hygiene and Cleaning Procedures that address this.

Provide and maintain hand hygiene stations throughout each location where possible to include:

- Handwashing: soap, running warm water, and disposable paper towels.
- Hand sanitizing: alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. Hand sanitizer should be available and utilized frequently throughout community based services.
- All staff and individuals should wash their hands frequently with soap and water, for at least 20 seconds upon arriving to any site-based programming, before handling food, before and after eating and drinking, smoking/vaping, using the bathroom, after touching shared objects or surfaces, after touching their eyes, nose or mouth, or after cleaning, sanitizing or disinfecting surfaces or when hands are visibly dirty. Use of alcohol-based hand sanitizers with at least 60% alcohol are also acceptable. Use of hand sanitizer by individuals should be supervised as needed by staff.

- CCL has Hygiene and Cleaning Procedures that address this.

CDC guidelines on “Cleaning and Disinfecting Your Facility” should be followed if someone is suspected or confirmed to have COVID-19 infection:

- Close off areas used by the person who is sick. The provider does not have to necessarily close operations, if they can close off the affected areas.
- Open outside doors and windows to increase air circulation in the area.
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect all areas used by the person who is sick such as offices, classrooms, bathrooms, common areas, and shared equipment.
- Once the area has been appropriately disinfected, it can be opened for use. Employees and individuals without close contact with the person who is sick can return to the area immediately after disinfection.

- CCL has Hygiene and Cleaning Procedures that address this.

Provider should follow NYS DOH and OPWDD guidance related to reporting and contact tracing in the case of a positive or presumed positive COVID-19 individual or staff.

- CCL has Hygiene and Cleaning Procedures that address this.
- CCL has Tracking and Tracing Procedures that address this.

G. Transportation

All certified day programs must ensure that the following measures are in place in order to transport individuals to/from day programming:

Only individuals and staff traveling to and from the same day program should be transported together; individuals or staff from other day programs should not be intermingled for purposes of transportation at this time; individuals transported together are encouraged to be cohort for purposes for day programming also, in order to further reduce intermingling;

- CCL will ensure that contracted transportation is only transporting persons receiving services to and from Cantalician Center programs.
 - Additionally, contracted transportation can only transport those persons receiving services to and from the agency’s respective program (i.e. to and from Day Hab; to and from CPV).

Capacity on buses, vans, and other vehicles transporting individuals from multiple residences should be reduced to 50% of total capacity to maximize social distancing and reduce COVID-19 transmission risks;

- CCL has Space and Capacity Procedures that address this.
 - Agency vehicles have been designated to 50% capacity, including the driver.
- CCL will ensure that contracted transportation adheres to 50% capacity guidelines.

Individuals and staff who reside/work together in the same home may be transported together to day program(s) in the same vehicle without a vehicle capacity reduction;

- Where applicable, the agency or contracted transportation will consider developing routes that allow for this capacity reduction waiver.

Consider staggering arrival and departure times to reduce density during these times;

- Arrival and departure times have already been set up in this capacity.

To the extent possible, individuals and staff from different households should restrict close contact by not sitting near each other or the driver. The use of directional tape and signage can assist in accomplishing this. Additionally, if there are multiple doors in a bus or van, one-way entering and exiting should be utilized. Individuals should be directed to not exit the vehicle at once, instead following driver or staff instruction on exiting one person at a time;

- Van seating will be developed as applicable using these methods.

To the extent they can medically tolerate one, individuals, staff, and the driver must wear face coverings at all times in the vehicle. Social distancing must be maintained for individuals who cannot tolerate wearing a mask and, when possible, such individuals should be transported alone or with members of the same household. Staff who cannot medically tolerate the use of a face covering should not be assigned to transport individuals at this time;

- Transportation routes should be developed to that allow for social distancing for individuals who cannot medically tolerate wearing a face covering.
 - For example, in a standard 8 passenger minivan, it may be appropriate for a person who cannot tolerate wearing a face covering to sit in the farthest back seat, keeping the 2nd row empty, but the driver and another person in the passenger seat can wear a mask.

After each trip is completed, the interior of the vehicle should be thoroughly cleaned before additional individuals are transported; and

- CCL has Hygiene and Cleaning Procedures that address this.
- A vehicle cleaning and disinfecting checklist has been developed and will be utilized.

Where appropriate and safe, windows should be rolled down to permit air flow.

- As appropriate, based on the needs and safety of all persons in the vehicle, windows should be rolled down to permit air flow.
 - Consider even rolling windows down only slightly when temperature conditions necessitate heating and cooling.
- Employees should NOT use recirculating air modes.

H. Tracing and Tracking

Providers of day program services must notify the local health department and OPWDD immediately upon being informed of any positive COVID-19 test result by an individual or staff at their site.

- CCL has Tracking and Tracing Procedures that address this.

In the case of a staff or visitor testing positive, the provider of day program services must cooperate with the local health department to trace all contacts in the workplace and notify the health department of all staff, individuals and visitors who entered the facility dating back to 48 hours before the staff began experiencing COVID-19 symptoms or tested positive, whichever is earlier, but maintain confidentiality as required by federal and state law and regulations.

- CCL has Tracking and Tracing Procedures that address this.

Local health departments will implement monitoring and movement restrictions of infected or exposed persons including home isolation or quarantine.

- CCL has Tracking and Tracing Procedures that address this.

Staff who are alerted that they have come into close or proximate contact with a person with COVID-19, and have been alerted via tracing, tracking or other mechanism, are required to self-report to their employer at the time of alert and shall follow all required protocols as if they had been exposed at work.

- CCL has Tracking and Tracing Procedures that address this.

Additional safety information, guidelines, and resources are available at:

11 New York State Department of Health Novel Coronavirus (COVID-19) Website

<https://coronavirus.health.ny.gov/>

Centers for Disease Control and Prevention Coronavirus (COVID-19) Website

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Occupational Safety and Health Administration COVID-19 Website

<https://www.osha.gov/SLTC/covid-19/>

TITLE:	COVID-19 Guidance – Requirement of Face Coverings
DOCUMENT OWNER:	CC/QA Coordinator
EFFECTIVE DATE:	5/6/2020
DATE OF LAST REVISION:	6/15/2020; 7/15/2020

This procedure replaces 4/16/2020 Standard Operating Procedure: Executive Order 202.16 Requiring Face Coverings for Public and Private Employees Interacting with the Public During the COVID-19 Outbreak

Scope of Procedure:

This procedure applies to all employees, visitors, and person receiving services.

Definitions:

Background:

In December 2019, a new respiratory disease called the novel coronavirus (COVID-19) was detected. COVID-19 is caused by a virus (SARS-CoV-2) that is part of a large family of viruses called coronaviruses. Recently, community-wide transmission of COVID-19 has occurred in the United States, including New York where the number of both confirmed and suspected cases is increasing. To reduce the community-wide transmission of COVID-19, Governor Andrew M. Cuomo has taken aggressive action through Executive Order 202, as amended, to combat the spread of this infectious disease, reducing the density of people in areas of common congregation by closing the in-person operations of non-essential businesses and prohibiting all non-essential gatherings of individuals of any size for any reason.

Executive Order 202.16, issued on April 12, 2020:

For all essential businesses or entities, any employees who are present in the workplace shall be provided and shall wear face coverings when in direct contact with customers or members of the public. Businesses must provide, at their expense, such face coverings for their employees. This provision may be enforced by local governments or local law enforcement as if it were an order pursuant to section 12 or 12-b of the Public Health Law. This requirement shall be effective Wednesday, April 15 at 8 p.m.

Guidance for Executive Orders 202.16:

Essential businesses, as well as state and local government agencies and authorities, must procure, fashion, or otherwise obtain face coverings and provide such coverings to employees who directly interact with the public during the course of their work at no-cost to the employee.

- Businesses are deemed essential by the Empire State Development Corporation (ESD), pursuant to the authority provided in Executive Order 202.6. Please visit the ESD website for specific information on essential businesses. For the purpose of this guidance, essential businesses shall also provide face coverings to contractors, including independent contractors.

- Face coverings include, but are not limited to, cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields. Please visit the Centers for Disease Control and Prevention’s “Coronavirus Disease 2019 (COVID-19)” website for information on cloth face covers and other types of personal protective equipment (PPE), as well as instructions on use and cleaning.
- Direct interaction with the public shall be determined by the employer, but, at a minimum, shall include any employee who is routinely within close contact (i.e. six feet or less) with members of the public, including but not limited to customers or clients.
- Employees are allowed to use their own face coverings, but shall not be mandated to do so by their employer. Further, this guidance shall not prevent employees from wearing more protective coverings (e.g. surgical masks, N-95 respirators, or face shields) if the individual is already in possession of such PPE, or if the employer otherwise requires employees to wear more protective PPE due to the nature of their work (e.g. healthcare).
- Employees are required to wear face coverings when in direct contact with members of the public, except where doing so would inhibit or otherwise impair the employee’s health. Employers are prohibited from requesting or requiring medical or other documentation from an employee who declines to wear a face covering due to a medical or other health condition that prevents such usage.
- Employees who are unable to wear face coverings and are susceptible to COVID-19 based on the “Matilda’s Law” criteria (i.e. individuals who are 70 years of age or older, individuals with compromised immune systems, and individuals with underlying illnesses) should consult with their employer to consider reasonable accommodations, including but not limited to different PPE, alternate work location, or alternate work assignment with fewer interactions with the public. Employers should work with their employees to see if they can be accommodated to ensure the employee can continue to deliver essential services in the safest manner possible.
- If an employer is unable to procure, fashion, or otherwise obtain face coverings for their employees, they may consult with their local office of emergency management to determine if extra supplies exist within the municipality for this purpose and, if so, they may submit a request for face coverings. Please note that quantities are extremely limited and are prioritized for health care workers and first responders. Not being able to source face coverings does not relieve an employer’s obligation to provide such face coverings to their employees.
- Nothing in this guidance shall supersede the respiratory protection equipment requirements set forth by the United States Department of Labor’s Occupational Safety and Health Administration (OSHA).

Executive Order 202.17, issued on April 15, 2020:

Effective at 8 p.m. on Friday, April 17, 2020 any individual who is over age two and able to medically tolerate a face-covering shall be required to cover their nose and mouth with a mask or cloth face-covering when in a public place and unable to maintain, or when not maintaining, social distance.

Executive Order 202.18, issued on April 16, 2020:

Any person utilizing public or private transportation carriers or other for-hire vehicles, who is over age two and able to medically tolerate a face covering, shall wear a mask or face covering over the nose and mouth during any such trip; any person who is operating such public or private transport, shall likewise wear a face covering or mask which covers the nose and mouth while there are any passengers in such vehicle. This directive shall take effect in the same manner as Executive Order 202.17, at 8 p.m. on Friday, April 17, 2020.

Guidance for Executive Orders 202.17 and 02.18:

Individuals must procure, fashion, or otherwise obtain face coverings and wear such coverings when they are in

a public and are:

- Within six feet of distance from other individuals; or
- In a situation or setting where they are unable to maintain six feet of distance from other individuals; or
- In a public or private transportation carrier or for-hire vehicle.

Face coverings include, but are not limited to, cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields. Please visit the Centers for Disease Control and Prevention's "Coronavirus Disease 2019 (COVID-19)" website for information on cloth face covers and other types of personal protective equipment (PPE), as well as instructions on use, cleaning, and disposal. Please note that the most protective PPE (e.g. N-95 respirators) remains a critical need for health care workers and first responders and, therefore, should be prioritized for those settings.

Individuals are required to wear a face covering in the abovementioned situations and settings, provided that they are older than two (2) years of age and able to medically tolerate a covering.

If a face covering would inhibit or otherwise impair an individual's health or if an individual is not older than two (2) years of age, an individual is not required to wear or use such a covering.

Further, essential business operators and enforcement authorities are prohibited from requesting or requiring medical or other documentation from an individual who declines to wear a face covering due to a medical or other health condition that prevents such usage.

Nothing in Executive Order 202.17 or 202.18 shall remove the obligation of essential businesses, as well as state and local government agencies and authorities, to procure, fashion, or otherwise obtain face coverings and provide such coverings to employees who directly interact with the public during the course of their work at no-cost to the employee, pursuant to Executive Order 202.16.

The following guidance was also used to create this procedure: Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People With Developmental Disabilities.

- The program's Safety Plan must describe procedures to operate the certified day program site or deliver day program service in accordance with the guidance document, Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People With Developmental Disabilities.

Operational Procedure:

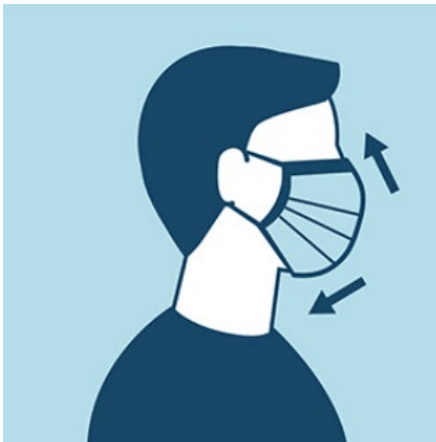
1. All employees are expected to follow Department of Health Interim Guidance based on the Executive Orders 202.16, 202.16, and 202.18, included any related updates or extensions to these orders.
2. Each department of the agency is responsible with determining their direct interaction with the public, customers, and clients, who they are routinely within close contact (i.e. six feet or less) with. This is the minimum standard according to the Executive Orders.

3. Regardless of whether there is direct interaction with the public, customers, and clients, who they are routinely within close contact (i.e. six feet or less) – this is the minimum standard according to the Executive Orders, all employees must wear a face covering in the workplace or when performing their job responsibilities in the community. Employees may remove their face covering when they are alone and in a closed off work area (e.g. office) but must place the face covering back on if another person enters that work area or when leaving that closed work area.
 - In large conference rooms or spaces (e.g. Training Room 14; gym; employees break room), masks may be removed for eating / drinking / presenting as long as the employees are not moving around and the a minimum social distance of 6 feet is maintained).
4. Department leadership is responsible with contacting their employees to determine their need for a face covering and coordinating the procurement to the employee prior to them working, performing any responsibilities, or providing services to customers or service recipients, at the worksite or in community. This should be tracked to avoid unnecessary waste and depletion.
5. Department leadership is responsible with implementing strategies to help ensure that all employees and visitors entering the worksite are wearing a face covering. Face coverings should be available at all locations. Disposable face coverings should be available for visitors. Department leadership is responsible with coordinating the replenishment and distribution of supplies (e.g. contacting the finance department for procurement; contacting the facilities department for supply delivery).
6. Employees must contact their supervisor if they are in need of a replacement mask.
7. Employees must notify Human Resources in the event wearing a face covering would inhibit or impair their health.
8. Employees must notify Human Resources if they are unable to wear face coverings and are susceptible to COVID-19 based on the “Matilda’s Law” criteria.
9. Face coverings shall be worn and cared for in accordance with CDC guidelines:

How to Wear a Cloth Face Covering

Cloth face coverings should

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape



CDC on Homemade Cloth Face Coverings

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure. They should be routinely washed depending on the frequency of use. A washing machine should suffice in properly washing a face covering. Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

OPWDD:

Persons receiving services must wear face coverings, if they can medically tolerate one whenever social distancing cannot be achieved.

- This would include any underlying diagnosis where mask-wearing is contraindicated or for any disability which prohibits the person receiving services from keeping a mask on.
- If a person receiving services cannot medically tolerate wearing a face covering, they should still be able to access programming / community inclusion, but the treatment team should consider how most safely accommodate the risk and document.
 - Examples: Increased social distancing, transport separately, lower risk / outdoor activities)

TITLE:	COVID-19 Guidance – Physical Distancing
DOCUMENT OWNER:	CC/QA Coordinator
EFFECTIVE DATE:	6/1/2020
DATE OF LAST REVISION:	6/15/2020; 7/16/2020

Scope of Procedure:

This procedure applies to all employees, visitors, and person receiving services.

The following guidance was used to create this procedure: Reopening New York Forward Business Re-Opening Plan; Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People With Developmental Disabilities

- “Each re-opening business must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. This plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection. Business owners should refer to the State’s industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: forward.ny.gov.”
- These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the best-known public health practices at the time of Phase II of the State’s reopening, and the documentation upon which these guidelines are based can and does change frequently. The Responsible Parties – as defined below – are accountable for adhering to all local, state and federal requirements relative to office-based work activities. The Responsible Parties are also accountable for staying current with any updates to these requirements, as well as incorporating same into any office-based work activities and/or Site Safety Plan.

The following guidance was used to create this procedure: Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People With Developmental Disabilities.

- The program’s Safety Plan must describe procedures to operate the certified day program site or deliver day program service in accordance with the guidance document, Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People With Developmental Disabilities.

Procedures:

The following areas are from the Physical Distancing guidance section:

1. *Limit the total number of occupants at any given time to no more than 50% of the maximum occupancy for a particular area as set by the certificate of occupancy.*
 - All employees are expected to follow the following procedure which addresses capacity of all spaces and areas in the building: COVID-19 Guidance – Room and Space Capacity.
2. *A distance of at least 6 ft. must be maintained amongst all individuals at all times, unless safety of the core activity requires a shorter distance. Responsible Parties should consider closing any common indoor or outdoor seating areas (e.g. reception areas) within their office space. To the extent that such spaces remain open, Responsible Parties must modify seating areas arrangements*

(e.g. chairs, tables) to ensure that individuals are at least six feet apart in all directions (e.g. side-to-side and when facing one another).

- All employees are expected to adhere to 6 ft. social distancing requirements while working.
 - In the event there is a core activity that requires a shorter distance, employees will already be wearing a face covering as per COVID-19 Guidance – Employee Use of Face Coverings.
 - All seating arrangements in conference rooms, training rooms, offices, lunch rooms, program rooms, outdoor areas, etc. must be modified as to adhere to 6 ft. social distancing in all directions.
 - There should be support and education to persons receiving services with learning physical distancing/use of markers, patterns of movement, and other program strategies.
 - Programs will maintain a staffing plan to prevent employees from needing to “float” between different rooms or different groups of individuals, unless such rotation is necessary to safely support individuals due to unforeseen circumstances (e.g. staff absence).
 - Unless there are unforeseen circumstances, employees will remain assigned to their respective groups within their respective programs.
3. *Any time workers or visitors must come within 6 ft. of another person, acceptable face coverings must be worn (ensuring that mouth and nose are covered). Individuals must be prepared to don a face covering if another person unexpectedly comes within 6 ft.*
- As per COVID-19 Guidance – Employee Use of Face Coverings, all employees are required to wear a face covering while working, unless they are alone in a closed off area (e.g. office).
 - Persons receiving services must wear face coverings, if they can medically tolerate one whenever social distancing cannot be achieved.
 - This would include any underlying diagnosis where mask-wearing is contraindicated or for any disability which prohibits the person receiving services from keeping a mask on.
 - If a person receiving services cannot medically tolerate wearing a face covering, they should still be able to access programming / community inclusion, but the treatment team should consider how most safely accommodate the risk and document.
 - Examples: Increased social distancing, transport separately, lower risk / outdoor activities)
4. *Responsible Parties may modify or reconfigure the use and/or restrict the number of workstations, employee seating areas, and desks, so that employees are at least six feet apart in all directions (e.g. side-to-side and when facing one another) and are not sharing workstations without cleaning and disinfection between use. When distancing is not feasible between workstations, Responsible Parties must provide and require the use of face coverings or physical barriers (e.g. plastic shielding walls, in lieu of face coverings in areas where they would not affect air flow, heating, cooling or ventilation).*
- Temporary relocations and/or alternating schedules will be utilized for those employees who share an office or other confined space.
 - Employees are expected to clean and disinfect their workstation, seating area, desks, program areas, etc. after at the end of their shift or sooner if another person will be using that work space. See COVID-19 Guidance – Hygiene and Cleaning.
 - As per COVID-19 Guidance – Employee Use of Face Coverings, all employees are required to wear a face covering while working, unless they are alone in a closed area (e.g. office).
5. *Prohibit the use of tightly confined spaces (e.g. elevators) by more than one individual at time, unless all individuals are wearing face coverings. If occupied by more than one person, keep*

occupancy under 50% of maximum capacity. Responsible Parties should increase ventilation with outdoor air to the greatest extent possible (e.g., opening windows and doors in individual office rooms), while maintaining safety protocols. Responsible Parties should take additional measures to prevent congregation in elevator waiting areas and limit density in elevators, by enabling the use of stairs.

- All employees are expected to follow the following procedure which addresses capacity of all spaces and areas that are used: COVID-19 Guidance – Room and Space Capacity.
 - As possible, employees should increase ventilation by opening up windows.
 - As per COVID-19 Guidance – Employee Use of Face Coverings, all employees are required to wear a face covering while working, unless they are alone in a closed area (e.g. office).
6. *Responsible Parties must put in place practices for adequate social distancing in small areas, such as restrooms and break rooms, and should develop signage and systems (e.g. flagging when occupied) to restrict occupancy when social distancing cannot be maintained in such areas.*
- All employees are expected to follow the following procedure which addresses capacity of all spaces and areas in the building: COVID-19 Guidance – Room and Space Capacity.
7. *Responsible Parties should put in place measures to reduce bi-directional foot traffic using tape or signs with arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting spaces of six feet in all commonly used areas and any areas in which lines are commonly formed or people may congregate (e.g. copy rooms, kitchens, reception desks, health screening stations).*
- Social distancing markers and signage shall be placed common areas such as health screening stations, copy machines, receptionist areas, kitchenette and break room areas, etc.
 - All employees are expected to adhere to these markers and signs.
8. *Limit in person gatherings as much as possible and use tele or video conferencing whenever possible. Essential in person gatherings (e.g. meetings) should be held in open, well ventilated spaces with appropriate social distancing among participants.*
- Employees shall not exceed room capacity or change the seating configurations of the room. As possible, teleconferencing, videoconferencing, and teleworking, shall be used to help minimize the amount of employees onsite.
 - Each department is responsible with having a plan that incorporates these methods where applicable or possible.
9. *Responsible Parties should stagger schedules for employees to observe social distancing for any gathering (e.g. coffee breaks, meals, and shift starts/stops). Responsible Parties must take measures to reduce interpersonal contact and congregation, through methods such as: adjusting workplace hours; reducing in-office workforce to accommodate social distancing guidelines; shifting design (e.g. A/B teams, staggered arrival/departure times to reduce congestion in lobbies and elevators); and/or avoiding multiple teams working in one area by staggering scheduled tasks and using signs to indicate occupied areas*
- Each department is responsible with having a plan that incorporates such schedule changes that allow for social distancing.
10. *Responsible Parties should create policies which encourage employees to work from home when feasible. Responsible Parties may choose to develop return-to-office tiers or waves for employees based on factors such as function, safe transportation, and ability to work remotely, as noted in Section II “People,” Subsection C “Phased Reopening.”*

- A phased re-entry will be implemented for applicable employees.

11. *Responsible Parties should close non-essential amenities and communal areas which promote gathering or are high-touch (e.g. vending machines, communal coffee machines).*

- Vending machines and traditional coffee pots will not be accessible.
- Keurig hot beverage machines may be used if employees are adhering to 6ft. social distancing and are disposing of used K-Cups and wiping down buttons.
- Beverage vending machines are considered to be essential.

12. *Shared workstations (e.g. “hot-desks”) must be cleaned and disinfected between users.*

- All offices, cubicles, and other workstations, should have cleaning and disinfectant supplies available. Employees should look for sanitation kits in communal spaces and for their personal areas.
- Employees are expected to clean these areas and other commonly touched items in that area prior to any other person using. Employees should refer to COVID-19 Guidance – Hygiene and Cleaning.

13. *Reduce interpersonal contact and congregation through various methods (e.g. adjusting workplace hours, limiting in person presence to necessary staff, shifting design, reducing on site workforce, staggering arrival/departure times to reduce congestion in lobbies/elevators).*

- The agency is using a phased re-entry plan for necessary staff.
- Additionally, each department is responsible with having a plan that incorporates the use of teleconferencing, videoconferencing, and teleworking. This plan should include the use of staggered arrival and departure times where possible.

14. *Responsible Parties should limit on-site interactions (e.g. designate an egress for employees leaving their shifts and a separate ingress for employees starting their shifts) and movements (e.g. employees should remain near their workstations as often as possible).*

- All employees shall enter through the designated main entrance.
- When individuals receiving services are onsite, employees shall utilize alternative exits in order to maintain a social distance.

15. *Responsible Parties must establish designated areas for pickups and deliveries, limiting contact to the extent possible.*

- Academic Campus / Admin:
 - The front lobby vestibule of the 2049 admin building is the designated area for deliveries.
 - When possible, packages can be left in the front vestibule for drop off and pick up.
 - If a receptionist is not available, there should be a contact number posted in the vestibule.
- 2039:
 - The front lobby vestibule of the 2049 admin building is the designated area for deliveries.
- Tri-Main:
 - The reception area and the loading door are the designated areas for pickups and deliveries.
 - Contact numbers are posted.

16. *Non-essential common areas (e.g. gyms, pools, game rooms) must remain closed.*

- Non-essential common areas of the admin building at 2049 George Urban Blvd (fitness room, gym) will remain closed until authorized under the NY Forward phased re-opening guidance.

- This is not applicable to the 2039 location.
- Tri-Main ownership shall determine non-essential areas and business that must remain closed.

OPWDD:

- Each OPWDD service division will have a reduction of total number of individuals served at one time, in order to reduce congestion and facilitate easier social distancing.
 - Phased re-entry plan is utilized, along with continued use of virtual trainings or training in their residence.
 - Planned group size will be limited to no more than fifteen (15) individuals who receive services. The restriction on group size does not include employees/staff.
 - Planned group size will be limited to no more than fifteen (15) individuals who receive services.
 - The restriction on group size does not include employees/staff.
 - The group (≤ 15) of individuals receiving services and staff working with them will remain as static as possible unless unforeseen circumstances dictate the need.
 - To the greatest extent possible, different stable groups of individuals and staff will have no or minimal contact with one another and will not utilize common spaces at the same time.
 - For Day Habilitation Services, the Certified Site and Without Walls group sites will avoid group activities.
 - For Community Prevocational Services, which has a larger open space, cohorts of individuals can be divided amongst the space, but each cohort will be kept separate while maintaining a social distance.

TITLE:	COVID-19 Guidance – Room and Space Capacity
DOCUMENT OWNER:	CC/QA Coordinator
EFFECTIVE DATE:	5/26/2020
DATE OF LAST REVISION:	6/15/2020; 7/16/2020

Scope of Procedure:

This procedure applies to all employees.

The following guidance was used to create this procedure: Reopening New York Forward Business Re-Opening Plan:

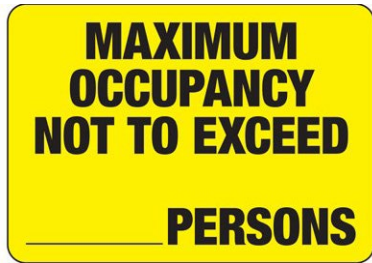
“Each re-opening business must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. This plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection. Business owners should refer to the State’s industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: forward.ny.gov.”

In Section of the Business Re-Opening Plan, it states:

“Tightly confined spaces will be occupied by only one individual at a time, unless all occupants are wearing face coverings. If occupied by more than one person, will keep occupancy under 50% of maximum capacity”.

Procedures:

1. Agency Leadership, in conjunction with Facilities, will determine space capacity for rooms and spaces at the sites.
 - Maximum occupancy will be posted for each room/area. (Includes agency vehicles)



- Employees are expected to follow occupancy capacity, social distancing, and face covering guidelines.
2. If above is not possible, teleconferencing, videoconferencing, and teleworking, should be used to help minimize the amount of employees onsite.
- Each department is responsible with having a plan that incorporates these methods where applicable or possible.

TITLE:	COVID-19 Guidance - Protective Equipment Guidelines
DOCUMENT OWNER:	CC/QA Coordinator
EFFECTIVE DATE:	5/26/2020
DATE OF LAST REVISION:	6/1/2020; 6/15/2020

Scope of Procedure:

This procedure applies to administrative employees and agency leadership.

The following guidance was used to create this procedure: Reopening New York Forward Business Re-Opening Plan:

“Each re-opening business must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. This plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must be made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection. Business owners should refer to the State’s industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: forward.ny.gov.”

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the best-known public health practices at the time of Phase II of the State’s reopening, and the documentation upon which these guidelines are based can and does change frequently. The Responsible Parties – as defined below – are accountable for adhering to all local, state and federal requirements relative to office-based work activities. The Responsible Parties are also accountable for staying current with any updates to these requirements, as well as incorporating same into any office-based work activities and/or Site Safety Plan.

Procedures:

The following areas are from the Protective Equipment guidance section:

1. *Employers must provide employees with an acceptable face covering at no-cost to the employee and have an adequate supply of coverings in case of replacement. Responsible Parties should have an adequate supply of face coverings, masks and other required PPE on hand should an employee need a replacement, or should a visitor be in need.*
 - Cloth and disposable face coverings have been distributed to all employees.
 - An adequate supply of face coverings, cloth and disposable, are available onsite for distribution and replacement to employees and visitors.
 - Weekly usage of cloth and disposable face coverings have been calculated and the supplies are procured through agency approved vendors when inventory numbers are triggered
2. *Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana) and surgical masks, unless the nature of the work requires stricter PPE (e.g. N95 respirator, face shield). Responsible Parties must allow employees to use their own acceptable face coverings but cannot require employees to supply their own face coverings. Further, this guidance shall not prevent employees from*

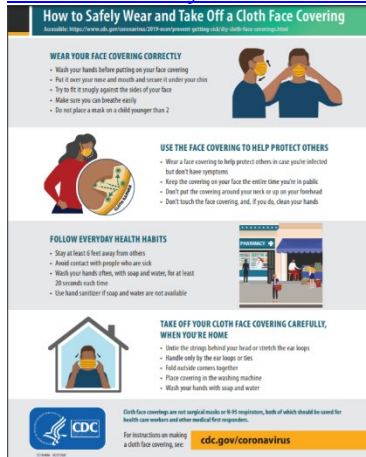
wearing their personally owned additional protective coverings (e.g. surgical masks, N95 respirators, or face shields), or if the Responsible Parties otherwise requires employees to wear more protective PPE due to the nature of their work. Employers should comply with all applicable OSHA standards.

- Cloth face coverings should
 - fit snugly but comfortably against the side of the face;
 - be secured with ties or ear loops;
 - include multiple layers of fabric;
 - allow for breathing without restriction;
 - be able to be laundered and machine dried without damage or change to shape.

3. *Responsible Parties must train employees on how to adequately put on, take off, clean (as applicable), and discard PPE, including but not limited to, appropriate face coverings.*

- The following CDC poster provides additional information on how to safely wear and take off a cloth face covering and shall be posted at the site:

[How To Safely Wear And Take Off A Cloth Face Covering](https://www.cdc.gov/media/releases/2020/s0514-how-to-wear-face-covering.html)



- All employees shall receive training on putting on, taking off, cleaning, and discarding the use of their face covering, and any other PPE used.
- Trash receptacles will be available for employees to discard any used or soiled PPE.

4. *Face coverings must be cleaned or replaced after use or when damaged or soiled, may not be shared, and should be properly stored or discarded.*

- Cloth face coverings should be routinely washed depending on the frequency of use.
 - Employees are responsible for cleaning their own face coverings. A washing machine should suffice in properly washing a face covering.
- Cloth face coverings that are damaged, severely soiled, or no longer fit appropriately over the mouth and nose should be discarded in the trash.
- Employees should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.

5. *Responsible Parties must advise employees and visitors to wear face coverings in common areas including elevators, lobbies, and when traveling around.*

- All employees must wear face coverings in all common areas or when moving around the building as per COVID-19 Guidance – Employee Use of Face Coverings.

6. *Responsible Parties must put in place measures to limit the sharing of objects, such as laptops, notebooks, touchscreens, and writing utensils, as well as the touching of shared surfaces, such as conference tables; or, require employees to perform hand hygiene before and after contact.*
- Employees should sanitize or wash their hands before and after contact with shared objects or frequently touched areas. If necessary, disposable gloves may be worn and disposed of immediately after use.
 - Possible shared objects or frequently touched areas include, but are not limited to: time clocks, copy machines, shredder, laminator, standard office supplies (stapler, hole puncher, invisible tape dispensers, etc.), tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, faucets, sinks, etc.
 - Hand sanitizer stations (60% alcohol or higher) and approved disinfectant solutions are available and are located near these items or areas for employee use.
 - Employees have been instructed to clean these items after use and are part of a routine cleaning and disinfecting schedule.
 - Employees have been instructed to clean these items in their personal spaces/offices daily and more often as necessary if others will be using these spaces/areas.
 - Employees have been instructed to wear disposable gloves when cleaning and disinfecting.

TITLE:	COVID-19 Guidance – Hygiene and Cleaning Guidelines
DOCUMENT OWNER:	CC/QA Coordinator
EFFECTIVE DATE:	5/26/2020
DATE OF LAST REVISION:	6/15/2020

Scope of Procedure:

This procedure applies to all employees.

The following guidance was used to create this procedure: Reopening New York Forward Business Re-Opening Plan:

“Each re-opening business must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. This plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must be made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection. Business owners should refer to the State’s industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: forward.ny.gov.”

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the best-known public health practices at the time of Phase II of the State’s reopening, and the documentation upon which these guidelines are based can and does change frequently. The Responsible Parties – as defined below – are accountable for adhering to all local, state and federal requirements relative to office-based work activities. The Responsible Parties are also accountable for staying current with any updates to these requirements, as well as incorporating same into any office-based work activities and/or Site Safety Plan.

Procedures:

The following areas are from the Hygiene and Cleaning guidance section:

1. *Responsible Parties must ensure adherence to hygiene and cleaning and disinfection requirements as advised by the CDC and DOH, including “Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19,” and the “[STOP THE SPREAD](#)” poster, as applicable. Responsible Parties must maintain logs that include the date, time, and scope of cleaning and disinfection.*
 - Employees will follow [CDC Guidance for Cleaning and Disinfecting](#) (outlined below):
 - Develop Your Plan
 - DETERMINE WHAT NEEDS TO BE CLEANED.
Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.
 - DETERMINE HOW AREAS WILL BE DISINFECTED.
Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.
 - CONSIDER THE RESOURCES AND EQUIPMENT NEEDED.
 - Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.
 - Implement
 - CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER prior to disinfection.
 - USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT.
Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.
 - ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL.
The label will include safety information and application instructions. Keep disinfectants out of the reach of children.
 - Maintain and Revise
 - CONTINUE ROUTINE CLEANING AND DISINFECTION.
Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.
 - MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and staying home if you are sick.
 - CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE.
Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.
 - Employees will follow [Department of Health Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#) (outlined below).
 - Hand Hygiene: Signage with handwashing procedures should be posted in prominent locations promoting hand hygiene.
 - Regular hand washing with soap and water for at least 20 seconds should be done: Before and after eating; After sneezing, coughing, or nose blowing; After using the restroom; Before handling food; After touching or cleaning surfaces that may be contaminated; After using shared equipment and supplies like electronic equipment such as keyboards, mice and phones.
 - Respiratory Hygiene:
 - Covering coughs and sneezes with tissues or the corner of elbow.

If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.

- Disposing of soiled tissues immediately after use.
- Routine Cleaning: As part of standard infection control practices, routine cleaning should be rigorous and ongoing, and time should be allocated for individuals to routinely clean. Surfaces touched most frequently should be prioritized for routine cleaning because these surfaces can be reservoirs for germs and an exposure pathway for transmission to people through contact with these surfaces.
 - Examples of priority areas for routine cleaning include:
 - High contact surfaces that are touched by many different people, such as light switches, handrails and doorknobs/handles.
 - Dust- and wet-mopping or auto-scrubbing floors.
 - Vacuuming of entryways and high traffic areas.
 - Removing trash.
 - Cleaning restrooms.
 - Wiping heat and air conditioner vents.
 - Spot cleaning walls.
 - Spot cleaning carpets.
 - Dusting horizontal surfaces and light fixtures.
 - Cleaning spills.
 - Regular cleaning and laundering of linens.

Identify and routinely clean and disinfect high-risk locations even before a confirmed case of COVID-19 occurs.
 - Examples of high-risk locations include:
 - Dining Areas • Clean and disinfect counters, tables, and chairs regularly (at least once daily).
 - Other Frequently Touched Surfaces • Clean and disinfect frequently touched surfaces on a periodic schedule as operational considerations allow, which may range from at least daily to up to 72 hours.
- Cleaning and Disinfection: Cleaning removes germs, dirt and impurities from surfaces or objects. Disinfecting kills germs on surfaces or objects. Individuals should use any protective equipment (e.g. gloves) as recommended on product labels. Carefully read and follow all label instructions for safe and effective use.
 - Step 1: Cleaning: Always clean surfaces prior to use of disinfectants in order to reduce soil and remove germs. Dirt and other materials on surfaces can reduce the effectiveness of disinfectants. Clean surfaces using water and soap or detergent to reduce soil and remove germs.
 - Step 2: Disinfection: Cleaning of soiled areas must be completed prior to disinfection to ensure the effectiveness of the disinfectant product.
 - If commercial products are unavailable, it is also acceptable to use a fresh 2% chlorine bleach solution (approximately 1 tablespoon of bleach in 1 quart of water). Prepare the bleach solution daily or as needed.
 - Label directions must be followed when using disinfectants to ensure the target viruses are effectively killed. This includes adequate contact times (i.e., the amount of time a disinfectant should remain on surfaces to be effective), which may vary between five and ten minutes after application. Disinfectants that come in a wipe form will also list effective contact times on their label.
 - For disinfectants that come in concentrated forms, it is important to carefully follow instructions for making the diluted concentration needed to effectively kill the target virus. This information can be found on the product label.
 - Step 3: Disposal: Place all used gloves and other disposable items in a bag that can be tied closed before disposing of them with other waste. Wash hands with soap and water for at least 20 seconds immediately after removing gloves or use an alcohol-based hand sanitizer if soap and water are not available. Soap and water should be used if hands are visibly soiled.
- Procedures and Training:
 - If a laboratory confirmed case of COVID-19 was in a facility, perform cleaning and disinfection of all surfaces throughout the area. Cleaning and disinfection should be conducted by individuals who have been trained to use products in a safe and effective manner. Training should be ongoing to ensure procedures for safe and effective use of

all products are followed. Training assures that individuals are reminded to read and follow use and safety instructions on product labels. It should also identify the location of all personal protective equipment (e.g., gloves) that should be used.

- The following CDC poster provides information on cleaning and disinfecting the facility and shall be posted at the site in the usual posting locations.
[Cleaning and Disinfecting Your Facility: Everyday Steps, Steps When Someone is Sick, and Considerations for Employers](#)
- All employees will receive training on:
 - COVID-19 – Facts and Myths;
 - CDC/DOH cleaning guidelines;
 - hand hygiene;
 - respiratory hygiene;
 - routine cleaning;
 - cleaning and disinfections;
 - how to use products in a safe and effective manner; and
 - location of personal protective equipment.

Training shall be documented and records should be retained as per the agency's records retentions policy.

2. *Responsible Parties must provide and maintain hand hygiene stations on in the office, as follows:
For handwashing: soap, running warm water, disposable paper towels, and a lined garbage can.
For hand sanitizing: an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical.
Make hand sanitizer available throughout common areas in the office.*
 - *It should be placed in convenient locations, such as at entrances, exits, and reception desks. Touch-free hand sanitizer dispensers should be installed where possible.*
 - *Responsible Parties should place signage near hand sanitizer stations indicating that visibly soiled hands should be washed with soap and water; hand sanitizer is not effective on visibly soiled hands.*
 - *Place receptacles around the building for disposal of soiled items, including PPE*
- Hand hygiene / handwashing stations are located at restrooms, kitchen/kitchenette, and lunch room areas.
- Hand sanitizing stations (wall-mounted and pump bottles) are located at building entrances/exits, conference/training rooms, copy machine locations, program rooms, and other identified locations.
- There will be signage near hand sanitizing stations indicating that visibly soiled hands should be washed with soap and water.



- Hand sanitizer pumps shall also be located throughout the building.
- Trash receptacles shall be located in prominent locations for employees to dispose of any soiled items, including PPE.

3. *Responsible Parties must provide appropriate cleaning/disinfection supplies for shared and frequently touched surfaces and encourage their employees (or cleaning staffs) to use these supplies following manufacturer’s instructions for use before and after use of these surfaces, followed by hand hygiene.*

- Employees shall have cleaning/disinfecting supplies available in their work area and will receive training on routine cleaning with use on shared and frequently touched surfaces.
 - This includes supplies for all program vans. These supplies should be stored at the site and brought into each vehicle when being used – they should be brought back in after use. (Extreme temperatures can impacts the effectiveness of sanitizers and disinfectants.

To reduce high-touch surfaces, Responsible Parties should install touch-free amenities such as water fountains, trash-cans, and hand-dryers.

- Touch-free water fountains have been are available where possible.
- Trash receptacles with open lids or that allow for touch-free disposal where possible.
- Automatic paper towel dispensers are available at hand hygiene / handwashing stations.

4. *Responsible Parties must conduct regular cleaning and disinfection of the building and more frequent cleaning and disinfection for high risk areas used by many individuals and for frequently touched surfaces. Cleaning and disinfection must be rigorous and ongoing and should occur at least after each shift, daily, or more frequently as needed. Please refer to DOH’s “Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19” for detailed instructions on how to clean and disinfect facilities.*

Responsible Parties must ensure regular cleaning and disinfecting of restrooms. Restrooms should be cleaned and disinfected more often depending on frequency of use. Responsible Parties must ensure distancing rules are adhered to by using signage, occupied markers, or other methods to reduce restroom capacity where feasible.


Responsible Parties must ensure that materials and tools are regularly cleaned and disinfected using registered disinfectants, including at least as often as employees or visitors change workstations or move to a new set of materials. Refer to the Department of Environmental Conservation (DEC) list of products registered in New York State and identified by the EPA as effective against COVID-19.

If cleaning or disinfection products or the act of cleaning and disinfecting causes safety hazards or degrades the material or machinery, Responsible Parties must put in place hand hygiene stations between use and/or supply disposable gloves and/or limitations on the number of employees using such machinery.

Responsible Parties must provide for the cleaning and disinfection of exposed areas in the event an individual is confirmed to have COVID-19, with such cleaning and disinfection to include, at a minimum,

all heavy transit areas and high-touch surfaces (e.g. touchscreens, printers, keypads, telephones, hand rails, door handles).

- Virex II 256 is a registered EPA product that is used for regular cleaning and disinfecting.

List N: Products with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2				
EPA Registration Number	Active Ingredient(s)	Product Name	To kill SARS-CoV-2 (COVID-19), follow disinfection directions for the following virus(es)	Contact Time (in minutes)
 70627-24	Quaternary ammonium	Virex™ II / 256	Adenovirus Type 2	10

- A detailed cleaning and disinfection checklist shall be utilized daily for each shift and will address objects/areas that require regular cleaning and disinfection and object/areas that require frequent cleaning and disinfection. This documentation should be retained as per the agency’s records retentions policy.
 - This shall include a checklist for cleaning and disinfecting agency vehicles after use.
 - Designated staff each shift will be responsible for this documentation.
 - Cleaning and disinfecting supplies and hand hygiene stations are available at heavy transit locations.
 - Occupancy capacity signs shall be placed outside of communal bathrooms.
5. *Cleaning and disinfecting of the site, shared surfaces, and other areas, as well as equipment and tools, should be performed using Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19.*
- The Director, in conjunction with the Facilities Manager and Safety Officer, has identified approved products that are effective against COVID-19.
6. *CDC guidelines on “Cleaning and Disinfecting Your Facility” if someone is suspected or confirmed to have COVID-19 are as follows:*
- *Close off areas used by the person who is sick suspected or confirmed to have COVID-19. Responsible Parties do not necessarily need to close operations, if they can close off the affected areas.*
 - *Shared building spaces used by the person suspected or confirmed to have COVID-19 (e.g. elevators, lobbies, building entrances) must also be shut down and cleaned and disinfected in coordination with the building manager (For more information, see, "Interim COVID-19 Guidance for Commercial Building Management").*
 - *Open outside doors and windows to increase air circulation in the area.*
 - *Wait 24 hours before you clean or and disinfect. If 24 hours is not feasible, wait as long as possible.*
 - *Clean and disinfect all areas used by the person suspected or confirmed to have COVID-19 who is sick, such as offices, bathrooms, common areas, and shared equipment.*
 - *Once the area has been appropriately cleaned and disinfected, it can be reopened for use. ▪ Employees without close contact with the person suspected or confirmed to have COVID-19 can return to the work area immediately after cleaning and disinfection. ▪ Per CDC contact tracing guidance, close contact is defined as being within six feet for at least 15 minutes. When the*

TITLE:	COVID-19 Guidance – Communication Requirements
DOCUMENT OWNER:	CC/QA Coordinator
EFFECTIVE DATE:	6/1/2020
DATE OF LAST REVISION:	6/15/2020

Scope of Procedure:

This procedure applies to all employees.

The following guidance was used to create this procedure: Reopening New York Forward Business Re-Opening Plan:

“Each re-opening business must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. This plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must be made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection. Business owners should refer to the State’s industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: forward.ny.gov.”

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the best-known public health practices at the time of Phase II of the State’s reopening, and the documentation upon which these guidelines are based can and does change frequently. The Responsible Parties – as defined below – are accountable for adhering to all local, state and federal requirements relative to office-based work activities. The Responsible Parties are also accountable for staying current with any updates to these requirements, as well as incorporating same into any office-based work activities and/or Site Safety Plan.

Procedures:

The following areas are from the Communication guidance section:

1. *Responsible Parties must affirm that they have reviewed and understand the state-issued industry guidelines, and that they will implement them.*
 - In conjunction with agency leadership, the Corporate Compliance and Quality Assurance Coordinator will affirm the review, understanding, and implementation of the state issued guidance at <https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/offices-interim-guidance.pdf>
2. *Responsible Parties should develop a communications plan for employees and visitors, and service recipients that includes applicable instructions, training, signage, and a consistent means to provide employees with information. Responsible Parties should work with building management to help facilitate any building-wide communications. Responsible Parties may consider developing webpages, text and email groups, and social media.*
 - Employees / person receiving services / family members, etc. can email CovidResponse@cantalician.org.
 - All emails are reviewed and forwarded to the appropriate party to answer accordingly. All correspondence is tracked to ensure follow up has taken place.

- Training will be developed and coordinated by the Training and Safety Specialist / Corporate Compliance and Quality Assurance Coordinator, in conjunction with applicable parties from agency leadership.
 - Signage communication shall be developed and coordinated by the Training and Safety Specialist / Corporate Compliance and Quality Assurance Coordinator / Communications Coordinator, in conjunction with applicable parties from agency leadership.
 - The Communications Coordinator will work with department leadership to ensure agency-wide communication.
 - Internal Communications:
 - 1. UltiPro (Human Resources Communications System) Text Message Alert
 - 2. UltiPro (Human Resources Communications System) Message Board/Inbox
 - 3. Internal Email Blast
 - 4. Verbal Communication by Direct Supervisors
 - 5. Social Media (Only if applicable)
3. *Responsible Parties should encourage visitors to adhere to CDC and DOH guidance regarding the use of PPE, specifically face coverings when a social distance of six feet cannot be maintained, through verbal communication and signage.*
- All employees and essential visitors (e.g. vendors) are required to wear a face covering as per COVID-19 Guidance – Required Use of a Face Covering.
 - Signage shall be posted at building entrances.
 - It is expected of all employees to remind other employees and essential visitors (e.g. vendors) to wear a face covering when in the building and to maintain a 6 foot social distance from other people.
4. *Responsible Parties should post signage inside and outside of the location to remind personnel and visitors to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.*
- The following signs shall be posted at all entrances to the building and in other common areas of the building:



5. *Train all personnel on new protocols and frequently communicate safety guidelines.*
- All employees shall receive training on new protocols and receive continuous communication and training on safety guidelines.

6. *Responsible Parties should provide building managers/owners a list of essential visitors expected to enter the building.*

- All employees and essential visitors (i.e. visitors who are on property for agency business) must enter through the main entrance to receive a health screening.
- When essential visitors are expected, this shall be communicated to those employees responsible for opening the doors such people (e.g. nursing staff, receptionist, and facilities staff).

7. *Conspicuously post safety plans on site.*

- A copy of the safety plan shall be posted at the normal posting locations.
- A digital copy of the plan will also be available on the agency network and in the employee portal.

TITLE:	COVID-19 Guidance – Screening and Testing Requirements
DOCUMENT OWNER:	CC/QA Coordinator
EFFECTIVE DATE:	6/1/2020
DATE OF LAST REVISION:	6/15/2020; 6/26/2020; 7/15/2020

Scope of Procedure:

This procedure applies to all employees, visitors, and person receiving services.

The following guidance was used to create this procedure: Reopening New York Forward Business Re-Opening Plan; Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People With Developmental Disabilities

- “Each re-opening business must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. This plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection. Business owners should refer to the State’s industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: forward.ny.gov.”
- These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the best-known public health practices at the time of Phase II of the State’s reopening, and the documentation upon which these guidelines are based can and does change frequently. The Responsible Parties – as defined below – are accountable for adhering to all local, state and federal requirements relative to office-based work activities. The Responsible Parties are also accountable for staying current with any updates to these requirements, as well as incorporating same into any office-based work activities and/or Site Safety Plan.

The following guidance was used to create this procedure: Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People With Developmental Disabilities.

- The program’s Safety Plan must describe procedures to operate the certified day program site or deliver day program service in accordance with the guidance document, Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People With Developmental Disabilities.

Procedures:

The following areas are from the Screening and Testing guidance section:

1. *Responsible Parties must implement mandatory daily health screening practices of their employees and, where practicable, visitors, but such screening shall not be mandated for delivery personnel.*

Screening practices may be performed remotely (e.g. by telephone or electronic survey), before the employee or visitor reports to the office, to the extent possible; or may be performed on site. Screening should be coordinated to prevent employees or visitors from intermingling in close contact with each other prior to completion of the screening.

At a minimum, screening is required for all employees or visitors and completed using a questionnaire that determines whether the employee has:

- a) knowingly been in close or proximate contact in the past 14 days with anyone who has tested positive for COVID-19 or who has or had symptoms of COVID-19;
- b) tested positive for COVID-19 in the past 14 days; and/or
- c) has experienced any symptoms of COVID-19 in the past 14 days

- All employees will have a COVID-19 Health Screen prior to beginning their workday. This health screen consists of a questionnaire and a temperature check. Any employees who typically work offsite or at another location, will be subject to the COVID health screening prior to gaining access to any Agency premises. Employees will be required to enter via the designated entrance for their site.
- All visitors to a Cantalician worksite will have a COVID-19 Health Screen prior to gaining access to the premises for Agency purposes (maintenance of equipment, meetings, etc.) Visitors will be required to enter via the “designated visitor entrance”. This health screen consists of a questionnaire and a temperature check.
- Due to the 6/24/2020 Executive Order, all employees and visitors will also be asked if they have recently traveled from a designated state with significant community spread in the last 14 days. The [designated states with significant community spread](#) will be conspicuously posted on the DOH website and will be updated weekly.
- All employees and visitors will be asked if anyone currently in their home is under quarantine or isolation.
- Employees will be able to print copies and complete the questionnaire prior to arrival or may have access to the questionnaire electronically.
 - A trained screener may ask the questions and enter the information into an electronic database.
- Hand hygiene stations are available at screening stations. All persons entering the site will be prompted to utilize them for hand hygiene upon entry.

For Employees

Agency Representative/Designated Personnel:

1. Greet employee
2. Ensure employee has appropriate face mask, if not, one should be provided.
3. Obtain employee name and contact phone number
4. Read and document employee’s response(s) to the COVID-19 questionnaire
5. Take temperature and record whether it was below the established threshold on the COVID-19 questionnaire.
6. Employees who successfully complete health screen will report to their work area.
7. Employees whose health screen indicate potential exposure or symptoms will be excused from work for further medical follow-up.
 - Note: Temperatures of 100.4 degrees or higher will be immediately sent home. Employees will be instructed to consult their physician. Employees will be required to obtain a return to work clearance from their physician to include a COVID-19 test.
 - Employees testing positive will be required to quarantine for 14 days, and may return to work with a return to work note. (If employee is asymptomatic and position allows for teleworking, the division director may authorize continued work from home during the quarantine).

For Visitors

- Visitors will have access to the questionnaire at the designated entrance.
 - A trained screener may also ask the questions and enter the information into an electronic database.

Agency Representative/Designated Personnel:

1. Greet Visitor.
2. Ensure visitor has appropriate face mask, if not, one is provided.
3. Obtain visitor name and contact phone number.
4. Read and document visitors' response to the COVID-19 questionnaire.
5. Take temperature and record whether it was below the established threshold on the COVID-19 questionnaire.
6. Visitors who successfully complete health screen will be allowed access to their designated area.
7. Visitors whose health screen indicate potential exposure or symptoms will be denied access to the building.
8. If a visitor indicates that they have recently traveled from a designated state with significant community spread in the last 14 days, they will be denied entry.
9. If a visitor indicates that anyone in their home is currently under quarantine or isolation, they will be denied entry.

Note: The health screen of the visitor must indicate a temperature below 100 F.

10. In cases where a vendor representative is denied access, the responsible Agency party will contact the vendor and request alternate personnel or delay service provision as necessary.

For Service Recipients

- Persons receiving services shall undergo the same process for screening.
 - If the agency is providing transportation, screening shall be done prior to the person entering the vehicle.
 - Supervisory level employees are responsible for oversight of the health screening protocol.
- 2. *Responsible Parties should coordinate with building managers to facilitate screening. Responsible Parties are responsible for screening their own employees and visitors, unless Responsible Parties and building management have agreed to an alternate arrangement to ensure screening is in effect.*

Screening best practices include:

If space and building configuration allows, screen individuals at or near the building entrance to minimize the impact in case of an individual suspected or confirmed to have COVID-19; Allow for adequate social distancing while individuals queue for screening and/or building entry; Coordinate with building managers to identify individuals who have completed a remote screening; Use contactless thermal cameras in building entrances, in coordination with building management, to identify potentially symptomatic visitors and direct them to a secondary screening area to complete a follow-on screening.

- Trained agency personnel shall conduct health screenings.
 - Supervisory level employees or health care professionals are responsible for oversight of the health screening protocol.
- 3. *According to the CDC guidance on "[Symptoms of Coronavirus](#)," people with COVID-19 have had a wide range of symptoms reported, ranging from mild symptoms to severe illness. Symptoms of COVID-19 include, but are not limited to: cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or new loss of taste or smell.*

Responsible Parties should require employees to immediately disclose if and when their responses to any of the aforementioned questions changes, such as if they begin to experience symptoms, including during or outside of work hours. In addition to the screening questionnaire, daily temperature checks may also be conducted per U.S. Equal Employment Opportunity Commission or DOH guidelines. Responsible Parties are prohibited from keeping records of employee health data (e.g. temperature data).

- Temperature checks shall be part of the health screen, but will not be maintained as part of the employee's file, or the file of a person receiving services.
 - The questionnaire shall be designed to only record whether the person successfully passed the temperature check as per guidelines.
4. *Responsible Parties must ensure that any personnel performing screening activities, including temperature checks, are appropriately protected from exposure to potentially infectious employees or visitors entering. Personnel performing screening activities should be trained by employer identified individuals who are familiar with CDC, DOH, and OSHA protocols.*
- Employees providing the health screens shall receive training to do by so by qualified individuals (e.g. Nursing staff; Safety Officer).
5. *Screeners should be provided and use PPE, including at a minimum, a face mask, and may include gloves, a gown, and/or a face shield.*
- All screeners shall have access to and utilize PPE while providing the screening. Minimally, screeners will wear a face covering and utilize universal precautions.
 - Screeners for OPWDD programs should be wearing gloves.
6. *An employee who screens positive for COVID-19 symptoms should not be allowed to enter and should be sent home with instructions to contact their healthcare provider for assessment and testing. Responsible Parties must immediately notify the local health department about any positive case. Responsible Parties should provide the employee with information on healthcare and testing resources.*
- If an employee's temperature is equal to or greater than 100.4 ° F, the employee shall be sent home immediately and asked to follow up with Human Resources.
 - If greater than 100° F, but less than 100.4° F, take a second temperature reading after 15 minutes; if still **greater than 100° F**, the employee shall be sent home and asked to follow up with Human Resources.
 - If an employee states they are currently experiencing, or have experienced in the past 14 days a fever (100°) or greater as measured by a thermometer), cough, or shortness of breath or difficulty breathing, they shall be sent home and asked to follow up with Human Resources.
 - If an employee states they are currently experiencing, or have experienced in the past 14 days (2 or more symptoms), a sore throat, new loss of taste or smell, chills, head or muscle aches, or nausea/diarrhea/vomiting, the employee shall be sent home and asked to follow up with Human Resources.
 - If the employee states they have received a Positive test result for COVID-19 within the past 14 days, they shall be sent home and asked to follow up with Human Resources.
 - If an employee states that they have recently traveled from a designated state with significant community spread in the last 14 days, the employee shall be sent home and asked to follow up with Human Resources.

The above process applies to persons receiving services as well.

7. *An employee who has responded that they have had close contact with a person who is confirmed or suspected of having COVID-19 may not be allowed to enter the site without abiding by the precautions outlined below and the Responsible Parties has documented the employee's or visitor's adherence to those precautions.*
 - Follow procedures of #12 below
8. *Responsible Parties must review all employee and visitor responses collected by the screening process on a daily basis and maintain a record of such review. Responsible Parties must also identify a contact as the party for employees and visitors to inform if they later are experiencing COVID-19- related symptoms, as noted in the questionnaire.*
 - The screener shall review all responses.
 - The Department Director / Coordinator of Nursing / or Designee shall review all reports daily to identify any trends or concerns.
9. *Responsible Parties must designate a site safety monitor whose responsibilities include continuous compliance with all aspects of the site safety plan.*
 - The Safety Officer and the Corporate Compliance and Quality Assurance Coordinator are responsible with oversight of the site safety plan.
10. *To the extent possible, Responsible Parties should maintain a log of every person, including employees and visitors, who may have close contact with other individuals at the worksite or area; excluding deliveries that are performed with appropriate PPE or through contactless means. Log should contain contact information, such that all contacts may be identified, traced and notified in the event an employee is diagnosed with COVID-19. Responsible Parties must cooperate with local health department contact tracing efforts.*
 - Time sheets, questionnaires, calendars, assignment sheets, attendance sheets, databases, etc. serve as a log for employees and persons receiving services.
 - Questionnaires include contact information of visitors.
11. *Responsible Parties should designate a central point of contact, which may vary by activity, location, shift or day, responsible for receiving and attesting to having reviewed all employee questionnaires, with such contact also identified as the party for employees and visitors to inform if they later are experiencing COVID-19-related symptoms, as noted on the questionnaire.*
 - The screener shall review all responses.
 - The Department Director / Coordinator of Nursing / or Designee will review all reports daily to identify any trends or concerns.

When notified of a positive case of COVID-19, identified point of contact for occupying office spaces must notify the contacts for the building owner/operator of the positive cases and initiate the respective cleaning and disinfection procedures.

- In the event of a positive case of COVID-19:
 - The Director of Employment Services shall notify Tri-Main ownership.
 - The Director of Community Services shall notify applicable building owners,
 - The Director of Human Resources would notify Facilities and applicable directors for agency-owned sites.

12. *Responsible Parties and employees should take the following actions related to COVID-19 symptoms and contact:*

If an employee has COVID-19 symptoms AND EITHER tests positive for COVID-19 OR did not receive a test, the individual may only return after completing at least 14 days of self-quarantine. If an employee is critical to the operation or safety of an office, the Responsible Parties may consult the local health department where the building is located and the most up-to-date CDC and DOH standards on the minimum number of days to isolate before an individual is safely able to return to work with additional precautions to mitigate the risk of COVID-19 transmission.

If an employee does NOT have COVID-19 symptoms BUT tests positive for COVID-19, the individual may only return to work after completing at least 14 days of self-quarantine. If an employee or visitor is critical to the operation or safety of a site, the Responsible Parties may consult the health department where the building is located and the most up-to-date CDC and DOH standards on the minimum number of days to isolate before an individual is safely able to return to work with additional precautions to mitigate the risk of COVID-19 transmission.

If an employee has had close contact with a person with COVID-19 AND is symptomatic, the individual should notify the Responsible Parties and follow the above protocol for a positive case. Even if symptoms are deemed not related to COVID-19, the individual must complete a 14-day quarantine after the contact.

If an employee has had close contact with a person with COVID-19 AND is NOT symptomatic, the individual must complete a 14-day self-quarantine. If the employee is critical to the operation or safety of an office AND is NOT symptomatic, the employee or visitor should notify the Responsible Parties and the health department where the building is located of their need to return to work. If approved to work, the employee must remain under quarantine at all times when not at work. The individual and employer must adhere to the following practices prior to and during their work shift, which should be documented:

- 1) The employee or visitor must take their temperature before work to confirm they do not have a fever.*
- 2) Regular monitoring: If the employee or visitor does not have a fever or symptoms, they should self-monitor under the supervision of their employer's occupational health program.*
- 3) Wear a mask: The employee or visitor should wear a face mask at all times while in the workplace for 14 days after last exposure to a person with COVID-19. The employee or visitor may not share headsets or other objects used near the face.*
- 4) Social distance: The employee or visitor should continue social distancing practices, including maintaining, at least, six feet distance from others. The employee or visitor may not congregate in the break room or other crowded places.*
- 5) Clean and disinfect work spaces: Continue to clean and disinfect all areas such as offices, bathrooms, common areas, and shared electronic equipment routinely. Increase the frequency of cleaning and disinfection of high-touch surfaces.*
- 6) Responsible Parties should work with facility maintenance staff to increase air exchanges in the room or building.*

If an employee is symptomatic upon arrival at work or becomes sick during the day, the employee or visitor must be separated and sent home immediately, following the above protocol for a positive case.

- Human Resources shall be notified if any of the above conditions apply.
 - As necessary, the local health department hotline should be utilized for further questions and clarification.

- The [Erie County Department of Health COVID-19 Packet of Information](#) shall be sent to the employee electronically through the employee portal.
 - The appropriate guidelines and documents in the packets are expected to be followed and completed prior to the employee's return to work.
- Each site has a designated room or area to safely manage separation from people not exhibiting symptoms, until they depart.

For Service Recipients

- Persons receiving services shall undergo the same procedures for screening.
 - If the agency is providing transportation, screening shall be done prior to the person entering the vehicle.
- Persons receiving services cannot participate in services while they or a member of their household or certified residence is being quarantined or isolated.
- Medical documentation is requested and maintained which allows an individual who was COVID-19 positive to return to program site/services.

Date (Month/Day/Year): _____

Time: _____

Name:	<input type="checkbox"/> Employee <input type="checkbox"/> Visitor
Phone Number:	

Representations	
1	<p>Are you currently experiencing, or have you experienced in the past 14 days, any of the following symptoms?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Fever (100° F or greater as measured by an thermometer)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Cough</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Shortness of breath or difficulty breathing</p> <p>If "Yes" to <u>ANY</u> of the above, entry into to the building shall be denied.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Sore throat</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> New loss of taste or smell</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Chills</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Head or muscle aches</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Nausea, diarrhea, vomiting</p> <p>If "Yes" to <u>TWO (2) or more</u> of the above, entry into the building shall be denied.</p>
2	<p>In the past 14 days, have you received a Positive test result for COVID-19?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If "Yes", entry into the building shall be denied.</p>
3	<p>In the past 14 days, have you had close contact with a confirmed or suspected COVID-19 case?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If "Yes", entry into the building shall be denied.</p>
4	<p>In the past 14 days, have you recently traveled from a designated state with significant community spread?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If "Yes", entry into the building shall be denied.</p>
5	<p>Is anyone in your home currently under quarantine or isolation?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If "Yes", entry into the building shall be denied.</p>

This Section Is To Be Completed By The Health Screener

<p>Is the person's temperature reading below 100° F? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If "no", entry into the building shall be denied.</p>
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Access to building / worksite (Check One): Approved Denied

Health Screener Signature: _____

Note: The information collected on this form will be only used to determine whether an employee (or visitor) may be infected with COVID-19. The information on this form will be maintained as confidential.

TITLE:	COVID-19 Guidance – Tracking and Tracing Requirements
DOCUMENT OWNER:	CC/QA Coordinator
EFFECTIVE DATE:	6/1/2020
DATE OF LAST REVISION:	6/15/2020; 7/15/2020

Scope of Procedure:

This procedure applies to all employees and persons receiving services.

The following guidance was used to create this procedure: Reopening New York Forward Business Re-Opening Plan:

“Each re-opening business must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. This plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must be made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection. Business owners should refer to the State’s industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: forward.ny.gov.”

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the best-known public health practices at the time of Phase II of the State’s reopening, and the documentation upon which these guidelines are based can and does change frequently. The Responsible Parties – as defined below – are accountable for adhering to all local, state and federal requirements relative to office-based work activities. The Responsible Parties are also accountable for staying current with any updates to these requirements, as well as incorporating same into any office-based work activities and/or Site Safety Plan.

Procedures:

The following areas are from the Tracking and Tracing guidance section:

1. *Responsible Parties must notify the local health department and DOH immediately upon being informed of any positive COVID-19 test result by an employee.*
 - Human Resources is responsible with notifying the local health department.
 - The CC/QA Coordinator is responsible with notifying the Office for People With Developmental Disabilities (OPWDD) and/or the Justice Center for any employee who works at a site operated or certified by OPWDD.

2. *In the case of an employee or visitor testing positive, the Responsible Parties must cooperate with the local health department as required to trace all contacts in the workplace, and the local health department where the building is located must be notified of all individuals who entered the site dating back 48 hours before the employee or visitor first experienced COVID-19 symptoms or tested positive, whichever is earlier. Confidentiality must be maintained as required by federal and state law and regulations.*
 - Human Resources is responsible with cooperating with the local health department.

3. *Responsible Parties must ensure that in the case of an employee showing symptoms while in the workplace, the building managers are immediately notified with information on where the individual has been throughout the building and notify building management if the symptomatic employee tests positive.*
 - Human Resources obtains initial information from the employee or as part of the screening process.
 - In the event of a positive case of COVID-19:
 - The Director of Employment Services shall notify Tri-Main ownership.
 - The Director of Community Services shall notify applicable building owners,
 - The Director of Human Resources would notify Facilities and applicable directors for agency-owned sites.

4. *Local health departments will implement monitoring and movement restrictions of infected or exposed persons including home isolation or quarantine.*
 - Employees are expected to follow the directives of the local health department.

5. *Individuals who are alerted that they have come into close or proximate contact with a person with COVID-19, and have been alerted via tracing, tracking or other mechanism, are required to self-report to their employer at the time of alert and shall not be permitted to remain or return to the building until they have completed quarantine, as described in Section III “Processes,” Subsection A “Screening and Testing.”*
 - Employees are expected to notify Human Resources if they receive an alert or are contacted by the LHD.

