

# **Via Pandemic Response Plan for Participants & Employees**

Effective June 1, 2020

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## PANDEMIC PLAN

Via of the Lehigh Valley, Inc. (hereafter referred to as Via) is dedicated to planning and practicing everyday preventative actions that will help the agency respond to the pandemic outbreak. This plan outlines how Via will work to identify potential risks and safeguard the health and safety of workers and participants served. Via will continue to follow the recommendations issued by state and local health departments and funders when determining the most appropriate actions to take. For more information regarding actions taken before, during and after a pandemic, please refer to the *Via Pandemic Plan*\*.

*\*Any direction given by governing officials or funders overrides procedures outlined in this plan.*

### Plan to Help Prevent and Reduce the Spread of the Disease

**Via actively encourages sick employees, contractors, interns and participants to stay home under the following conditions:**

- Employees, contractors, interns and participants who have symptoms of acute respiratory illness are required to stay home and not come to work until they are free of fever (100.0° F [37.8° C] or greater using a thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees, contractors, interns and participants are instructed to notify their supervisor or coordinator and stay home if they are sick.
- Via does not require a healthcare provider's note for employees, contractors, interns and participants who are sick with acute respiratory illness to validate their illness, as healthcare provider offices and medical facilities may not be able to provide such documentation in a timely way.
- Via maintains flexible policies that permit employees, contractors, interns and participants to stay home to care for a sick family member. Via is aware that employees, contractors, interns and participants may need to stay at home to care for sick children or other sick family members.

**Via emphasizes respiratory etiquette and hand hygiene by all employees, contractors, interns and participants:**

- Via provides soap and water and alcohol-based hand sanitizer in the workplace and ensures that adequate supplies are maintained.
- Via instructs employees, contractors, interns and participants to wash their hands with soap and water for at least 20 seconds and clean their hands often with an alcohol-based hand sanitizer that contains at least 70% alcohol.
- Via posts notifications that encourage cough and sneeze etiquette and hand hygiene at the entrance of service locations and in other workplace areas where they are likely to be seen.
- Via provides tissues and no-touch disposal receptacles for use by employees, contractors, interns and participants.

**Via performs routine environmental cleaning:**

- Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of viral respiratory illnesses in workplaces and community settings.
- Via routinely cleans frequently touched surfaces in the workplace, such as workstations, countertops and doorknobs. Via uses the cleaning agents that are usually used in these areas and follows the provided directions.

- Via provides disposable wipes and cleaning supplies so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees, contractors, interns and participants as needed.
- No additional disinfection beyond routine cleaning is recommended at this time.

**Via will separate sick employees, contractors, interns and participants:**

- Per the Centers for Disease Control and Prevention's (CDC) recommendation, Via will separate employees, contractors, interns and participants who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or who become sick during the day and send them home immediately.
- Via will identify space that can be used to separate sick employees, contractors, interns and participants who cannot leave the service location immediately.
- Via is prepared to report cases of respiratory illness as required to the local health department and assist with transportation needs to a medical facility for evaluation.

**Via will take the following additional measures in response to currently occurring sporadic importations of COVID-19:**

- Employees, contractors, interns and participants who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for [how to conduct a risk assessment](#) of their potential exposure. A potential exposure means a household contact or having close contact within six (6) feet of an individual with confirmed or suspected COVID-19 for a total of 15 minutes or more over a 24-hour period. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.
- If an employee, contractor, intern or participant is confirmed to have COVID-19, Via will inform fellow employees, contractors, interns and participants of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).

**Via put the emergency operations and communications plan into action:**

- The Emergency Operations Planning Team meets as needed to accurately assess, manage, and communicate possible risks.
- Via stays informed about the local pandemic situation and gets up-to-date information about local pandemic activity from public health officials.
- Via continues to implement everyday preventive actions and provide instructions to employees, contractors, interns and participants about actions to prevent disease spread. Program Managers/Directors meet with direct support professionals as needed to discuss plans to help participants implement personal preventive measures.
- Via will communicate with the local health department if there are any concerns regarding employees, contractors, interns or participants in the workplace and/or service locations who might be ill.
- Via will continue to keep employees, contractors and interns informed about public health recommendations to prevent disease spread and about changes to services that might be related to the outbreak.
- Via will minimize the number of employees, contractors and interns who have face-to-face interactions with participants exhibiting respiratory symptoms. Via will follow social distancing guidelines as able to protect employees, contractors, interns and participants.
- Via will ensure that participants receive assistance in preventing disease spread and accessing care as needed.

## Process for Cleaning and Disinfecting the Service Location if Someone is Sick

1. The individual responsible for cleaning and disinfecting will wear appropriate PPE – mask, gloves and gown (if necessary).
2. Close off areas used by the person who is sick. The location does not necessarily need to close operations if the affected area(s) can be closed off.
3. Open outside doors and windows to increase air circulation in the area.
4. Clean or disinfect immediately.
5. Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared equipment, etc.
6. Vacuum the space if needed. Use a vacuum equipped with high-efficiency particulate air (HEPA) filter, if available.
7. Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.
8. Wear disposable gloves to clean and disinfect.
9. For soft (porous) surfaces such as carpeted floors or rugs, clean the surface with detergents or cleaners appropriate for use on these surfaces, according to the textile's label. After cleaning, disinfect with an appropriate EPA-registered disinfectant on [List N: Disinfectants for use against SARS-CoV-2](#). Soft and porous materials, like carpet, are generally not as easy to disinfect as hard and non-porous surfaces. EPA has listed a limited number of products approved for disinfection for use on soft and porous materials on List N. Follow the disinfectant manufacturer's safety instructions (such as wearing gloves and ensuring adequate ventilation), concentration level, application method and contact time. Allow sufficient drying time if vacuum is not intended for wet surfaces.
10. If possible, temporarily turn off in-room, window-mounted, or on-wall recirculation HVAC to avoid contamination of the HVAC units.
11. Do NOT deactivate central HVAC systems. These systems tend to provide better filtration capabilities and introduce outdoor air into the areas that they serve.
12. If possible, consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the service location.
13. Once area has been appropriately disinfected, it can be opened for use.
14. Employees, contractors, interns and participants without close contact with the person who is sick can return to work/service(s) immediately after disinfection.
15. If more than seven (7) days since the person who is sick visited or used the service location, additional cleaning and disinfection is not necessary.
16. Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

## WORKFORCE GUIDELINES

### ***Purpose***

Via will continue to make informed choices about protecting the health and safety of participants and employees, as well as their families. This includes, but is not limited to, deciding whether to change the method of service delivery (remote versus in-person, in-home versus in congregate settings, one (1) employee supporting one (1) participant versus groups of participants) and implementing or increasing other COVID-19 mitigation strategies in alignment with applicable COVID-19 guidance.

These practices reflect the best information currently available as Via moves forward in the aftermath of the COVID-19 pandemic. As there is no 'one size fits all' scenario, this is to be considered a 'living' section of the Pandemic Plan which is intended to be revised or further developed as needs change.

Decisions regarding the provision of services will be based on four (4) guiding decision factors:

- Guidelines from state/local authorities and funding agencies.
- Recommendations from the Centers for Disease Control and Prevention.
- The needs, risk factors and abilities of participants and workforce.
- Available resources for PPE, staffing, training and social distancing.

Revisions to the Pandemic Plan are implemented with the health and safety of Via participants and their families, Via employees and their families, and the community in mind.

## Facility Considerations

### ***General Guidance***

- All employees, contractors, interns and participants will be screened for symptoms, including temperature checks, upon arrival each day.
  - Any individual with symptoms will be sent home and instructed to contact their health care provider.
  - Any individual who becomes symptomatic during operating hours will remain in a designated isolation area until they can go home.
- All guidelines for appropriate PPE for workforce and participants will be followed, including face masks for all.
- All employees, contractors and interns should remain at least six (6) feet apart (“socially distant”) whenever possible.
- Work areas will be redesigned or reconfigured in order to maintain six (6) feet of separation between people whenever possible.
- Ensure that desks or workstations are not facing each other unless guarded by a cubicle wall or similar barrier.
- Consider the use of barriers (plexiglass, modular walls, plywood, or other similar materials) in order to isolate workstations.
- Consider redesigning jobs to allow duties to be completed by one person in order to avoid passing materials from one worker to another as workstations are reconfigured.
- Avoid sharing equipment and tools whenever possible. Consider evaluating inventory of equipment and tools commonly shared and determine if enough can be supplied to allow more exclusive use.
  - When equipment is shared, such as agency vans, ladders, rolling carts, copy machines, computers, etc., the equipment needs to be properly cleaned after each use.
  - All workstations should be properly cleaned before and after use.

- Avoid coming within six (6) feet of outside personnel – including those making deliveries (i.e. truck drivers, parcel delivery, post office) – or other individuals coming onsite.
  - Do not receive items directly from delivery personnel. Rather, allow the driver to place items down and back away.
  - Avoid allowing delivery personnel to use agency equipment such as a dolly or hand truck. If the dolly or hand truck is used by delivery personnel within the facility, ensure that it is cleaned immediately afterwards.

### **Workplace Practices**

- Communicate key CDC recommendations and post signage where appropriate.
- Require individuals to wash hands or hand sanitize upon entrance to service location main entrance and workshop.
- Prior to reporting for work, employees will self-survey and answer the questions in italics below. These questions are indicators that have been identified as common symptoms of COVID-19. If an employee responds "Yes" to any of these questions, he/she will notify his/her supervisor and HR immediately.
  - *Do you currently have a temperature of 100.0 degrees Fahrenheit or above?*
  - *Do you have any of the following symptoms: new or worsening cough, shortness of breath, or sore throat?*
  - *Did you have close contact (was the contact more than 15 minutes and less than six (6) feet) with someone including participants you support who have: been diagnosed with COVID-19, have a test pending for COVID-19, or been told by a medical provider that you may or do have COVID-19? NOTE: If you have been vaccinated, but were exposed, you can answer no to this question unless you have symptoms or were told by a medical provider that you may have COVID-19.*
- Employees are not to report to work until otherwise directed.

### **Break Rooms**

- All employees, contractors and interns must maintain proper self-distancing.
- Employees, contractors and interns should not sit directly next to or across from one another.
- Minimize the number of individuals using these areas at any given time.
- The individual must wash hands before and after use of break room items (such as coffee makers, refrigerators, water coolers, etc.) and clean the touched surface after each use.
- Between each shift use, all break room and cafeteria areas will be properly cleaned.
- When possible, use separate doors to enter and exit the break room to avoid close proximity with others.

### **Lunch Areas/Cafeteria**

- All of the above break room guidelines apply.
- The use of disposables such as plates, cups and utensils are deemed a best practice.

### **Restrooms**

- Social distancing guidelines must be maintained in restrooms, including waiting in lines and marking off every other urinal/stall.
- All employees, contractors and interns must properly clean hands when finished. Proper handwashing consists of 20 seconds of washing using soap and water. If soap and water is not available, hand sanitizer is available.
- Restrooms must stay sanitary. Dispose of paper products properly and completely flush toilets. Ensure that restrooms are properly cleaned at appropriate intervals.
- If possible, restroom doors shall remain open to avoid repeated contact.

### **Shift Changes**

- Do not congregate in parking lots or other areas prior to or after shifts. Maintain six (6) feet of distance while entering or exiting facility.
- If possible, entry and exit doors should remain open during shift changes.
- Clean hands before and after using time clock (if applicable) to record time worked.

### **Hand Sanitizing Stations**

- Install hand sanitizer dispensers for use by individuals at strategic locations, including but not limited to entry and exit points of workstation areas, breakrooms, the cafeteria, building, conference or training areas, and copier and mail rooms.

## **Operational Considerations**

### **Individual Transition Guide for Participants Prior to Opening**

For each participant resuming service(s), a guide will be completed that addresses:

- The participant's desire to return to service(s).
- The risk factors (based on CDC guidelines) the participant may have.
- The participant's general hygiene practices.
- Their access and familiarity with technology.
- Their ability to wear Personal Protective Equipment (PPE).

Employees and contractors are to utilize the *Via Individual Transition Guide* as a template. Upon completion, the guide will be scanned into the participant's record in SET-Works.

Transition Guides will be reviewed for every participant receiving facility-based service(s) at least once every six (6) months, or prior to a participant returning to service should they decide to place facility-based service(s) on hold.

### **Daily Health Checks for Participants and Employees**

- Service locations will conduct wellness checks prior to employees or participants entering. Via will maintain consistent, daily communication about wellness checks. Wellness checks can be conducted through email, in person, or over the telephone for participants and employees, using the written wellness checklist. Participants', employees', and families' health will be assessed prior to their access to the service areas.
- Once an individual with symptoms leaves the service location, clean the holding area, service area and transportation in accordance with CDC guidelines. If a transportation provider is impacted, notify them immediately of the need to clean.
- Service areas contacted by individuals with symptoms will be cleaned following CDC guidelines. In accordance with DOH and CDC guidelines, the service location may be closed for a period as a result of exposure to an individual who tests positive.

### **Temperature Testing/Screening**

All employees, contractors, interns, participants, and visitors will be screened for fever prior to entering the facility/service location by the use of a temporal thermometer. Participants should be screened prior to being transported to the service location. It is important to discuss with transportation providers what practices they will be implementing.

A fever for the purposes of this screening is 100.0° F or higher. All temperature readings will be kept confidential and employees administering the temperature check will be properly trained. Daily checks are documented (in SET-Works, Paylocity survey, etc.). All individuals that have a fever or other symptoms will be sent home immediately. The fever or other symptoms will be recorded in SET-Works (participants) or Paylocity (employees).

Thermometers use an infrared scanner to measure the temperature of the temporal artery in the forehead. Temperature takers should keep as much distance from individuals as they can, wash their hands with soap and water or use alcohol-based hand sanitizer (at least 70% alcohol) regularly, and use gloves if available.

To use the **Purple CK-T1501** thermometer:

- Turn on the thermometer by pulling trigger.
- Press and hold the “SET” button.
- Wait for the thermometer to say “F1”.
  - Press either “+” or “-” button to choose \*F or \*C.
- Press “SET” button to confirm choice.
- Point the thermometer at the individual’s forehead.
- Remove the thermometer and read the number:
  - Fever: Any temperature 100.0 F or greater is considered a fever.
  - No fever: People with temperatures at or below 100.3 F.
- Click “SET” button until device turns off.



To use the **Blue/Green YHKY-2000** thermometer:

- Turn on thermometer by pulling trigger.
- Press and hold “SET” button.
- A temperature will be displayed.
  - Press “SET” button two (2) times.
  - Press either memo button to change from \*F to \*C.
- Press “SET” button to confirm choice.
- The next option allows the option to disable sound (use memo buttons to choose “yes” or “no”).
- Press “SET” button to confirm sound choice.
- Point the thermometer at the individual’s forehead.
- Remove the thermometer and read the number:
  - Fever: Any temperature 100.0 F or greater is considered a fever.
  - No fever: People with temperatures at or below 100.3 F.
- Press and hold “SET” button to return to normal screen.



Daily Health and Temperature Screenings of employees at Via Administrative Offices will continue, per CDC recommendations.

### **Visitors**

Via is limited visitors to only an as-needed basis. No visitors are allowed unless deemed essential. If an essential vendor enters the facility/service location, he/she must wear a face cover, practice social distancing and hygiene practices.

### **Interoffice Mail and Packages**

Apply the same protections for interoffice mail and packages as external deliveries.

- Avoid coming within six (6) feet of outside personnel – including those making deliveries (i.e. truck drivers, parcel delivery, post office) – or other individuals coming onsite. Consider this when reconfiguring main entrance areas and loading docks.
  - Do not receive items directly from delivery personnel. Rather, allow the driver to place items down and back away.
  - Avoid allowing delivery personnel to use agency equipment such as a dolly or hand truck. If the dolly or hand truck is used by delivery personnel within the facility, ensure that it is cleaned immediately afterwards.

### **Telecommuting/Telework**

Via may choose to implement voluntary temporary telecommuting arrangements for employees, contractors and interns whose duties are conducive to working from home but who do not regularly telecommute. Telecommuting may be appropriate for some employees, contractors, and interns, but not for others.

Telecommuting is not an agencywide benefit, and it in no way changes the terms and conditions of employment with Via. Refer to Via's *OP-10 Emergency Telecommuting Policy and Procedure* for more information regarding:

- Eligibility
- Expectations for work hours
- Equipment and cybersecurity
- Communication methods
- Policy abuse

### **Transportation**

The transporting of participants will occur according to CDC business guidance:

- If possible, measures will be instituted to physically separate and follow social distance guidelines. These may include use of physical partitions or visual cues (e.g., floor decals, colored tape, or signs) to indicate to participants where they should not sit or stand near the agency driver.
- If possible, participant should sit in the back-seat diagonal to the driver to practice social distancing.
- Require drivers to wear a face covering while transporting participants.
- Provide disposable cleaning wipes so that surfaces commonly touched by the driver can be wiped down.
- Provide tissues and no-touch disposal receptacles for use by drivers and participants.
- Provide drivers with non-contact thermometers to screen participant before boarding.

Coordinators supporting participants that rely on other transportation providers should engage in dialogue ahead of the reopening date to discuss capacity, safety, and schedules.

### **Attendance/Capacity**

For the foreseeable future, it is recommended to adhere to social distancing in facility-based services. This can be accomplished through daily shifts, alternate days, or alternate weeks. The goal is to maintain sufficient social distancing for all employees, contractors, interns and participants whenever possible.

### ***Breaks and Lunches***

It is recommended to stagger all lunch and break times as to maintain maximum social distancing. Employees, contractors, interns and participants are encouraged to bring their own lunch and snacks in disposable packaging. For facility-based programs, participants will eat lunch at their workstations.

Other considerations:

- Water fountains, if applicable, are off limits. The use of bottled water is encouraged.
- Taking breaks at individual workstations is encouraged.

### ***Group Sessions***

Group sessions should be conducted using all social distancing measures. Consider limiting attendance to live sessions and consider conducting group sessions electronically.

### ***Curriculum for Remote Service Delivery***

Given operational considerations that must be considered, a shared curriculum of appropriate and relevant topics and activities should be utilized to insure consistent remote services during those times when attendance within the facility/service location is not feasible.

Remote activity is essential to keeping the workforce and participants engaged and focused on their goals. When they cannot physically attend service(s), it is recommended that participants be engaged in meaningful contact, relative to their Individual Plan, at least once weekly.

## **Training Considerations**

All training materials will be viewed, at a minimum, every six (6) months for the duration of the global pandemic.

### ***Employee Training***

Employees will be trained on all policies and procedures related to Via's plan for opening prior to returning to services and Via will continue to train and update employees on an ongoing basis. Training related to COVID-19 will detail facility considerations, operational considerations, general social distancing, infection control, proper disinfection procedures, communication, infection protocols and the proper use of PPE.

### **OSHA Guidance for Worker Training**

All workers will be trained with reasonably anticipated occupational exposure to COVID-19 (as described in this document), about the sources of exposure to the virus, the hazards associated with that exposure, and appropriate workplace protocols in place to prevent or reduce the likelihood of exposure. Training will include information about how to isolate individuals with suspected or confirmed COVID-19 or other infectious diseases, and how to report possible cases. Training is offered during scheduled work times and at no cost to employees.

Workers required to use PPE must be trained. This training includes when to use PPE; what PPE is necessary; how to properly don (put on), use, and doff (take off) PPE; how to properly dispose of or disinfect, inspect for damage, and maintain PPE; and the limitations of PPE. Applicable standards include the PPE (29 CFR 1910.132), Eye and Face Protection (29 CFR 1910.133), Hand Protection (29 CFR 1910.138), and Respiratory Protection (29 CFR 1910.134) standards. The OSHA website offers a variety of training videos about respiratory protection.

When the potential exists for exposure to human blood, certain body fluids, or other potentially infectious materials, employees are required to receive the training required by the Bloodborne Pathogens (BBP) standard (29 CFR 1910.1030), including information about how to recognize tasks that may involve exposure and the methods, such as engineering controls, work practices, and PPE, to reduce exposure.

### **Participant Training**

Prior or upon return to service(s), all policies and procedures related to reopening will be reviewed with participants and Via will continue to train and update participants on an ongoing basis. Training related to COVID-19 will cover changes to the facility/service location, daily operations, social distancing, hygiene and infection control, communication and infection protocols and proper use of PPE.

## **Personal Protective Equipment (PPE)**

### **Face Masks**

Consistent with the CDC's recommendations, Via requires employees to wear a mask when:

- Working in licensed spaces at Via of the Lehigh Valley while participants are being served in those spaces
  - This includes both sides of the Workshop where vocational services occur back to the entrance of the Bale Area, the hallways from Reception Area to both Workshop Entrance Doors and to the Cafeteria, the Cafeteria, and Adult Training spaces. Excluded are the Bale Area, Loading Dock and Storage Shed off the Loading Dock.
- Providing transportation to participants, regardless of vaccination status.
- The participant you are serving prefers that you wear a mask while delivering services.
- **For those who ARE vaccinated**, masks are optional while in the office setting.
- **If you are NOT vaccinated**, masks continued to be required when:
  - Working in a common area or shared space even if six (6) feet away from other people.
  - If you work in a private office, anytime you leave your office or if another person enters your office.
  - Meetings should be held remotely whenever possible.

If the participant you are supporting is not vaccinated, it is recommended that you wear a mask.

If, for medical or other reasons, a participant is unable to wear a mask as required, the use of a full-face shield as an alternative may provide some benefit, particularly against spread of respiratory droplets, and is permitted.

### **How to Wear a Face Mask**

- Wash hands with soap and water for at least 20 seconds or use hand sanitizer to clean hands. Check to make sure that the mask has no holes.
- Secure the mask with ties behind the head. If it has loops, pull them behind the ears. Fit the mask around the nose and mouth, and under the chin. There should be no space between the face and the mask. Pinch the top edge of the mask around the bridge of the nose and ensure that the mask covers the nose.
- The mask should fit tight around the face but still feel comfortable. Do not wear a mask if it is hard to breathe.
- Do not touch the mask while wearing it.

## How to Remove and Clean a Mask

- Take the mask off after each wear or if it gets damp. Try not to touch the front of the mask when removing it (since that is where the germs are). Instead, pull it off by the ear loops or ties. Always wash hands with soap and water or use hand sanitizer to clean hands.
- Surgical masks are single-use only and meant for healthcare workers. If worn, after use, put it in a plastic bag and then in the trash. Always wash hands with soap and water or use hand sanitizer to clean hands.
- Wash cloth masks with hot water and detergent or soap after each wear. Put the masks in a washing machine and hang them to dry. Always wash hands with soap and water or use hand sanitizer to clean hands.

## SourceAmerica Sites

A cloth face covering is required to gain access to property under the jurisdiction, custody, or control of the General Services Administration (GSA) and while in GSA controlled facilities and recommended social distancing measures are difficult to maintain. This guidance applies to all GSA contractors and all individuals transacting business with or visiting GSA employees or GSA contractors while on or in GSA-controlled facilities.

- Exceptions may apply for reasons such as impracticality, health, or other bases, and shall be approved by the Contracting Officer.
- Cloth face coverings will not be provided to contractors by the Government.

Reference the *SourceAmerica Pandemic Plan* for more information.

NOTE: Failure to wear a mask during service provision is not subject to ODP's Incident Management requirements and failure does not need to be reported as an incident in the Enterprise Incident Management (EIM) system unless otherwise directed by ODP. ODP will respond to mask-related inquiries and situations on a case-by-case basis.

**Social distancing, not touching the face, followed by washing hands thoroughly or using hand sanitizer to clean hands is a reasonable approach to avoid acquiring the virus in the facility/service location.**

## **Disinfection Protocols**

### ***How to Clean and Disinfect***

#### Hard (Non-porous) Surfaces

If surfaces are dirty, clean using a detergent or soap and water prior to disinfection. For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available [here](#).

Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.

### Soft (Porous) Surfaces

For soft (porous) surfaces such as carpeted floors, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:

- If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
- Otherwise, use products that are EPA-approved for use against the virus that causes COVID-19 and that are suitable for porous surfaces.

### Electronics

For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

### Personal Protective Equipment (PPE) and Hand Hygiene

The risk of exposure to cleaning employees is inherently low. Cleaning employees should wear disposable gloves for all tasks in the cleaning process, including handling trash. Gloves should be compatible with the disinfectant products being used. Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash. Gloves should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves. Reusable (washable) clothing should be laundered afterwards. Clean hands after handling dirty laundry. Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.

Cleaning employees should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor. A potential exposure means a household contact or having close contact within six (6) feet of an individual with confirmed or suspected COVID-19 for a total of 15 minutes or more over a 24-hour period. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.

Cleaning employees and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 70% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands. Additional key times to clean hands include:

- After blowing one's nose, coughing, or sneezing.
- After using the restroom.
- Before eating or preparing food.
- Before and after providing routine care for another person who needs assistance such as a child.

## Social Distancing

Social distancing, also called “physical distancing,” means keeping space between the self and other people outside of your home. To practice social or physical distancing:

- Stay at least six (6) feet from other people.
- Do not gather in groups.
- Stay out of crowded places and avoid mass gatherings.

### ***Why practice social distancing?***

COVID-19 spreads mainly among people who are in close contact for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. However, this is not thought to be the main way the virus spreads. COVID-19 can live for hours or days on a surface, depending on factors such as sun light and humidity. Social distancing helps limit contact with infected people and contaminated surfaces.

Although the risk of severe illness may be different for everyone, anyone can get and spread COVID-19.

Everyone has a role to play in slowing the spread and protecting themselves, their family, and their community.

### ***Tips for Social Distancing***

- Follow guidance from authorities.
- Stay at least six (6) feet away from others, even when wearing a face covering.
- Cover the mouth and nose with a cloth face cover when around others, including when going out in public, for example to the grocery store.
- Avoid large and small gatherings in private places and public spaces, such as parks, restaurants, shops, or any other place.
- Stay connected while staying away. Call, video chat, or stay connected using social media.

## Workforce Responsibilities

It is critical that employees, contractors and interns NOT report to work while experiencing illness symptoms such as fever, cough, shortness of breath, chills, muscle pain, sore throat, and new loss of taste or smell.

Employees, contractors and interns that develop emergency warning signs for COVID-19 should get medical attention immediately. Emergency warning signs include\*: Trouble breathing, persistent pain or pressure in the chest, new confusion, or inability to arouse, bluish lips or face.

*\* This list is not all inclusive. Consult a medical provider for any other symptoms that are severe or concerning.*

### ***Responsibility to Report Potential or Actual Exposure***

Via is required to report suspected and confirmed cases of COVID-19 amongst employees providing direct support to participants. Refer to *Via Protocols for Handling Potential Exposure* and notify the VP of HR immediately. A potential exposure means a household contact or having close contact within six (6) feet of an individual with confirmed or suspected COVID-19 for a total of 15 minutes or more over a 24-hour period. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic or when a test was administered if the person is asymptomatic.

Close contact is defined by CDC as someone who was within six (6) feet of an infected person for at least 15 minutes starting from 48 hours before illness onset, or for asymptomatic individuals, within 48 hours of when the test was administered. The World Health Organization (WHO) additionally includes persons with direct physical contact with a probable or confirmed case, direct care for an individual with probable or confirmed COVID-19 disease without using proper personal, and other situations as indicated by local risk assessments.

Via is required to report suspected and confirmed cases of COVID-19 amongst participants. Refer to *Via Protocols for Handling Potential Exposure*, complete a *Via Incident Report* and notify the Program Manager/Director immediately.

If an employee, contractor or intern has been tested for COVID-19 (because of symptoms or exposure) and is in the waiting period for the test results, the following should occur:

- The employee, contractor, or intern will quarantine until the test result is completed.
- Any participant who the individual supported in the last 48 hours (from first symptom or date of exposure) will be notified as well as any other person who worked with the individual that had the test; the interaction must have been for more than 15 minutes.
- Via will not be able to provide services to the participants served until the individual's test is returned, or it has been 14 days since the service last occurred.
- If the test returns positive for the individual, Via will notify potentially affected individuals to be tested themselves and/or quarantine.
- If the test returns negative for an individual with symptoms, he/she can return to work with proper medical documentation. For exposure, the individual must still quarantine for the full 14 days (24 days if they live with the person they were exposed to).

Refer to *Exposure: COVID-19 Protocol Flow Charts* for step-by-step process information in the Addendum.

Use the [Days Calculator](#) to assist in time calculations between dates.

### ***Continued Exposure/Quarantine Info for Vaccinated Individuals***

If it has been at least two (2) weeks from receiving the second dose of a two (2) Dose Vaccine, or at least two (2) weeks from receiving a one (1) Dose Vaccine, and no more than three (3) months, employee/participants do not need to quarantine if they have an COVID-19 exposure or potential exposure. If an employee/participant has an exposure or potential exposure, the notification process remains in place. Contact HR and your supervisor if this occurs and watch for symptoms for 14 days after exposure.

### ***Workforce Personal Responsibilities to Prevent Exposure***

- Complete the Paylocity Survey COVID-19 Symptom Check prior to reporting to work each day.
- Wear a face covering as required.
- Do not share drinks with others. It is recommended to bring water and drinks from home to stay hydrated.
- Avoid touching the face with unwashed hands.
- Upon arrival at work and prior to departing, clean hands. Hands should also be cleaned before putting on and removing face covers, eating, drinking, etc.
- Clean hands often by washing with soap and water for at least 20 seconds or using an alcohol-based sanitizer that contains at least 70% alcohol. Soap and water should be used preferentially if hands are visibly dirty.
- Cough and sneeze into the elbow.
- Use sanitizing wipes before and after touching shared surfaces like copiers, coffee makers, refrigerators, water coolers, etc.

### **Workforce Social Distancing Responsibilities**

- Stay away from close contact in the facility/service location – at least six (6) feet.
- Social distancing is required – six (6) feet minimum distance between workers – unless the safety of the participant or workers require deviation.
- Conduct meetings and trainings virtually (i.e., by phone or through the internet). If a meeting must be held in person, limit the meeting to the fewest number of people possible – not to exceed ten (10) persons at one time and maintain a social distance of six (6) feet until further notice.
- Avoid using other workers' phones, desks, offices or other work tools and equipment when possible.
- Clean commonly used equipment with wipes before and after use.
- Avoid physical contact such as hand-shaking and other contact greetings.
- Avoid handing items to coworkers. Place printed materials in assigned mailboxes or scan and email.
- Prohibit non-essential visitors to the facility/service location.

### **COVID Travel Guidelines**

Via encourages employees to minimize non-essential travel in accordance with state and local regulations and guidance from the CDC, ODP and DOH.

1. Employees will request the time off using the preferred method of requesting time off in their department and submit to their supervisor.
2. Employees are required to use any accrued Paid Leave Bank (PLB) time that they have, and then time off without pay will be granted.
3. When considering travel, employees will check the CDC's [COVID-19 Travel Planner](#) for state, local, tribal, and territorial government restrictions before traveling. As the COVID-19 situation is ever changing, the CDC is monitoring COVID-19 risk and making travel recommendations.

The CDC has frequently asked questions specific to travel that can be found [here](#).

### **Documentation**

- Via will maintain daily documentation of employee and participant temperatures taken at arrival to the service location and throughout the day if needed. Via must document employee and participant temperatures 100.0° F or greater.
- Via will maintain daily documentation of any employees or participants who were refused entry or returned home due to exhibiting symptoms of virus.
- Via will document daily sanitization of the day service areas prior to opening.
- Via will document daily participant attendance and staffing numbers.
- Via will maintain daily documentation of the number of participants or employees returned home due to implementation of measures to maintain social distancing. This includes participants who must return home because they cannot comply with social distancing due to a mental or physical condition.

## Resources

- [Hand washing](#)
- [CDC: Stop the Spread of Germs](#)
- [If Sick](#)
- [Full List of EPA Disinfectants](#)
- [CDC: Cleaning and Disinfecting Surfaces](#)
- [Guidance for Infection Control and Mitigation for ODP Home and Community Based Services Providers \(ODP Announcement 21-048\)](#)
- [COVID-19 Early Warning Monitoring System Dashboard](#)
- [CDC Guidance for Direct Service Providers](#)
- [CDC Guidance for Direct Service Providers, Caregivers, Parents, and People with Developmental and Behavioral Disorders](#)
- [CDC Protect Yourself When Using Transportation](#)
- [CDC Participants at Adult Day Services Centers and Their Caregivers](#)
- [CDC Guidance for Adult Day Services Centers](#)

This is a rapidly evolving situation. To stay up to date, please refer to:

- [Pennsylvania's Department of Health website](#)
- [Guidance from the Pennsylvania Department of Health related to COVID-19](#)
- [Centers for Disease Control and Prevention website](#)

Contact the Vice President of Human Resources with any COVID-19 related questions.

## PARTICIPANT GUIDELINES

If you are not fully vaccinated, please consider talking with your healthcare provider and support team to determine what services are the best fit for you. If you wish to change or alter the services provided to you by Via of the Lehigh Valley, please contact your Program Coordinator to make those arrangements.

### Participant Arrivals

- Upon arrival, a member of Via's workforce will meet each participant at the door or their vehicle.\*
- Prior to having access to the service location, each participant will have their temperature checked, preferably before exiting their vehicle.
- Any participant with a temperature of 100.0°F or higher and/or displaying symptoms of respiratory issues, coughing, shortness of breath, and/or diarrhea will not be permitted to attend service(s) and will be sent home to consult their health care provider.
- A designated representative will ask the questions below to all participants prior to entering the facility/service location. If they answer "yes" to any, they should be sent home immediately. Anyone asked to leave should not return to the facility/service location until 72-hours after they are free from a fever or signs of a fever without the use of fever-reducing medication.
  - Do you have a fever equal to or higher than 100.0 degrees?
  - Do you, or a member of your household, have respiratory symptoms such as new or worsening cough, shortness of breath, or sore throat?
  - Do you, or a member of your household, have a fever, muscle aches, weakness, or a change in baseline behavior?
  - In the past 14 days have you, or a member of your household, had potential exposure to COVID-19? A potential exposure means a household contact or having close contact within six (6) feet of an individual with confirmed or suspected COVID-19 for at least 10 minutes. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.
  - Are you, or a member of your household, currently diagnosed with COVID-19, have a test pending for COVID-19, or been told by a medical provider that you may or do have COVID-19?
- Prior to admission to their service location, participants must wear a mask during service hours and to wash/sanitize their hands.

*\*For participants arriving by LANtaVan, the process is similar. A Via employee will meet the participants at the door of the LANtaVan, take the participants temperature, and ensure it is below 100 degrees. As the number arriving by LANtaVan is low, the wait time to be screened is very short. There is an exterior overhang that protects participants from inclement weather as they screened. Screening questions are asked once temperatures are checked.*

### Transportation

The transporting of participants will occur according to CDC business guidance:

- If possible, measures will be instituted to physically separate and follow social distance guidelines. These may include use of physical partitions or visual cues (e.g., floor decals, colored tape, or signs) to indicate to participants where they should not sit or stand near the agency driver.
- If possible, participant should sit in the backseat diagonal to the driver to practice social distancing.
- The participant(s) and driver should always wear a facial covering.
- Drivers will use disposable cleaning wipes to clean agency vehicles before and after use (including the end of driver shift).

- Drivers will use non-contact thermometers to screen participant before boarding the agency vehicle.
- Drivers will use disposable cleaning wipes to wipe down commonly touched surfaces after a participant leaves and before picking up a new participant.

## Community Activities

Activities in the community may not include more than three (3) participants as currently approved in the Consolidated, Community Living, Person/Family Directed Support and Adult Autism waivers. If possible, groups should include the same group members each day, and the same direct support professionals should remain with the same group every day.

Via will work with participant Individual Plan teams and use the guidance in the *Individual Transition Guide* to make determinations about the number of people transported on a case-by-case basis. Some factors to consider include:

- The size of the vehicle and ability to separate passengers in the vehicle.
- If the participants have been grouped for regular daily contact with each other.
- Each participant's tolerance for wearing a mask while in the vehicle.
- The health and behavioral support needs of each participant transported and how they interact with others in the vehicle.

CPS and Day Habilitation services can continue to be rendered remotely or in private homes when participants are not ready to resume activities in the community or licensed facility locations.

## Face Masks

It is important to keep in mind that some participants may not be able to tolerate a face mask or may be afraid or unsettled when others wear face masks. The *Individual Transition Guide* contains some questions that address the use of face masks.

In addition, the following may help a participant adjust to wearing a face mask:

- Using the Wearing a Mask Social Story on the [ASERT website](#).
- Ensure that the participant knows that he/she will be able to breathe while wearing a mask if that is a concern.
- While wearing masks, look in the mirror and talk about what it is like to wear a mask.
- Decorate a mask so the mask is personalized and fun to wear.
- Show the participant pictures of other people wearing masks.
- Use face masks with a clear window where employee mouths can be seen.
- Pin a picture without a face mask of the employee on his/her shirt.

## COVID Travel Guidelines

Via encourages participants to minimize non-essential travel in accordance with state and local regulations and guidance from the CDC, ODP and DOH.

When considering travel, Via recommends that participants check the CDC's [COVID-19 Travel Planner](#) for state, local, tribal, and territorial government restrictions before traveling. As the COVID-19 situation is ever changing, the CDC is monitoring COVID-19 risk and making travel recommendations.

The CDC has frequently asked questions specific to travel that can be found [here](#).

## DEPARTMENT/SERVICE-SPECIFIC PROCEDURES

### PREVOCATIONAL SERVICES

Starting March 14, 2020, the following process and daily cleaning schedules were implemented:

#### Prevocational Services Space Cleaning Process

- If surfaces are dirty, they should be cleaned using soap and water prior to disinfection.
- Wear disposable gloves when cleaning surfaces. Gloves should be discarded after each cleaning.
- Clean tables, chairs and other high touch surfaces with cleaner. Consult the manufacturer's instructions for how to use cleaning products.
- Clean hands immediately after gloves are removed.

#### Prevocational Services Space Cleaning Schedule

Instructors will use cleaner on tables and chairs and other high touch areas (doorknobs, light switches, etc.):

- If applicable, as each group or participant leaves for daily outing.
- Before and after lunch is eaten at workstation.
- If the cafeteria is used, as each group or participant leaves for lunch.
- At the end of the day when all participants have left.

#### Lunchtime Protocol for Participants

Upon participants return to service(s), participants will eat lunch at their workstation, to the extent that the job allows. Participants (with Instructor assistance, as needed) will put work away, wipe down the station, eat, and then clean the area again prior to work being put back on the station.

The cafeteria will be used on a limited basis and is only to be used when working on a job that requires significant tear down and set up time.

Prior to lunchtime, participants will be directed to wash their hands. Participants in the workshop section by the pallet wrapper can use the ATF sink. Participants in the section outside of the ATF office can use the half circle sink and those on the other side of the workshop can use the restroom sinks. This will cut down on the number of people using the restroom sinks prior to lunch.

Water fountains will be closed but cups and water will be available.

#### Cafeteria Schedule

When Cafeteria is in use, the Cafeteria Duty employees will clean all cafeteria tables and kitchen counters in the cafeteria using cleaner:

- In the morning, after last person has left from Community Connections.
- At the end of the day, after the last person has left from Community Connections.

Supervisors, on a rotating schedule, will clean all cafeteria tables and kitchen counters in the cafeteria using cleaner:

- After first lunch.
- After second lunch.

### **Face Masks**

Beginning December 9, 2020, Prevocational Services participants and employees will receive disposable three (3) layer facial masks daily to wear throughout the day, provided by Via.

- Masks continue to be required while receiving services at Via's Vocational workshop.

### **Social Distancing**

Beginning July 20, 2021, Prevocational Services participants and employees are to maintain a social distance of at least six (6) feet, whenever possible.

Daily Health and Temperature Screenings for participants and employees will continue, per CDC recommendations.

### **ADULT TRANSITIONAL FACILITY (ATF)**

Starting March 14, 2020, the following process and daily cleaning schedules were implemented:

#### **ATF Cleaning Process**

- If surfaces are dirty, they should be cleaned using soap and water prior to disinfection.
- Wear disposable gloves when cleaning surfaces. Gloves should be discarded after each cleaning.
- Clean tables, chairs and other high touch surfaces with cleaner. Consult the manufacturer's instructions for how to use cleaning products.
- Clean hands immediately after gloves are removed.

#### **ATF Cleaning Schedule**

Instructors will use cleaner on tables and chairs and other high touch areas (doorknobs, light switches, etc.):

- If applicable, as each group or participant leaves for daily outing.
- Before and after lunch is eaten in the ATF.
- If the cafeteria is used, as each group or participant leaves for lunch.
- At the end of the day when all participants have left.

#### **Lunchtime Protocol for Participants**

Upon participants return to service(s), participants will eat lunch either in the community, the ATF section by the pallet wrapper, or in the ATF room at their designated seating area. Participants will put their activities away, wipe down the station, eat, and then clean the area again prior to continuing their activities.

Prior to lunchtime, participants will be directed to wash their hands. Participants in the community can utilize a public bathroom and hand sanitizer. Participants in the ATF section by the pallet wrapper can use the ATF sink. Participants in the ATF room can use the sink in the medical room. This will cut down on the number of people using the same sinks prior to lunch.

Water fountains will be closed but cups and water will be available.

#### **Cafeteria Schedule**

When Cafeteria is in use, the Cafeteria Duty employees will clean all cafeteria tables and kitchen counters in the cafeteria using cleaner:

- In the morning, after last person has left from Community Connections.
- At the end of the day, after the last person has left from Community Connections.

### Face Masks

Beginning December 9, 2020, ATF participants receiving facility-based services and employees will receive disposable three (3) layer masks daily to wear throughout the day, provided by Via.

- Employees may use their own fabric masks, if preferable.
- Masks continue to be required while receiving services at Via's Adult Training Facility location.
- When services are provided in community settings, state and local guidelines for physical distancing and masking for the applicable setting should be followed.
- **For those who ARE vaccinated**, masks are optional while in community settings. Guidelines for specific locations must still be followed (i.e. public transportation, doctor offices, etc.).
- **If you are NOT vaccinated**, masks continued to be required while receiving services.
- Masks are required at all times while transportation is provided by Via employees, regardless of vaccination status.
- If you want your Direct Service Professional to wear a mask while providing services, Via employees will accommodate that request.

### Social Distancing

Beginning July 20, 2021, ATF participants and employees are to maintain a social distance of at least six (6) feet, whenever possible.

Daily Health and Temperature Screenings for participants and employees will continue, per CDC recommendations.

### COMMUNITY CONNECTIONS/AUTISM SERVICES

The transporting of participants will occur according to CDC business guidance:

- If possible, measures will be instituted to physically separate and follow social distance guidelines. These may include use of physical partitions or visual cues (e.g., floor decals, colored tape, or signs) to indicate to participants where they should not sit or stand near the agency driver.
- If possible, participant should sit in the backseat diagonal to the driver to practice social distancing.
- The participant(s) and driver should always wear a facial covering.
- Drivers will use disposable cleaning wipes to clean agency vehicles before and after use (including the end of driver shift).
- Drivers will use non-contact thermometers to screen participant before boarding the agency vehicle.
- Drivers will use disposable cleaning wipes to wipe down commonly touched surfaces after a participant leaves and before picking up a new participant.

### Face Masks

- When services are provided in community or home settings, state and local guidelines for physical distancing and masking for the applicable setting should be followed.
- **For those who ARE vaccinated**, masks are optional while in community or home settings. Guidelines for specific locations must still be followed (i.e. public transportation, doctor offices, etc.).
- **If you are NOT vaccinated**, masks continued to be required while receiving services.
- Masks are required at all times while transportation is provided by Via employees, regardless of vaccination status.
- If you want your Direct Service Professional to wear a mask while providing services, Via employees will accommodate that request.

Daily Health and Temperature Screenings for participants and employees will continue, per CDC recommendations.

CPS and Day Habilitation services can continue to be rendered remotely or in private homes when participants are not ready to resume activities in the community or licensed facility locations.

### **SUPPORTED EMPLOYMENT**

Supported Employment employees will work remotely whenever possible while social distancing measures are still enforced. When Supported Employment employees need to provide one-on-one service to participants, all social distancing measures will be adhered to as much as possible.

#### **Face Masks**

- When services are provided in community settings, state and local guidelines for physical distancing and masking for the applicable setting should be followed.
- Guidelines for your worksite must be followed.
- Masks are required at all times while transportation is provided by Via employees, regardless of vaccination status.
- If you want your Direct Service Professional to wear a mask while providing services, Via employees will accommodate that request.
- Please Note: CDC guidance recommends that Direct Service Professionals providing services in community settings wear a mask while at work.

Direct support professionals coaching participants at an employment site do not need to take the participant's temperature or complete the COVID questionnaire. Participants are to follow the safety policies and protocols identified by the employer (including worksite protocols for daily Health and Temperature Screenings).

### **SMALL GROUP EMPLOYMENT**

Participants are to follow the safety policies and protocols identified by the employer (including worksite protocols for daily Health and Temperature Screenings).

#### **Face Masks**

- Guidelines for your worksite must be followed.
- **For those who ARE vaccinated**, masks are optional while in community settings. Guidelines for specific locations must still be followed (i.e. public transportation, doctor offices, etc.).
- **If you are NOT vaccinated**, masks continued to be required while receiving services.
- Masks are required at all times while transportation is provided by Via employees, regardless of vaccination status.
- If you want your Direct Service Professional to wear a mask while providing services, Via employees will accommodate that request.

Masks are required for all Participants and Employees at the following worksites:

- Cigars International
- ABEC
- Cahn Federal Courthouse
- Lehigh Valley International Airport Transportation Security Administration (TSA)
- Sgt Ashly Moyer Memorial US Army Reserve

When services are provided in community settings, state and local guidelines for physical distancing and masking for the applicable setting should be followed at the following worksites:

- Habitat ReStore
- Habitat for Humanity Offices
- Kolbe Academy
- St. John Vianney Regional School
- Trinity United Church of Christ
- Via Thrift Store

Daily Health and Temperature Screenings for employees will continue, per CDC recommendations.

### **EARLY INTERVENTION (EI)**

EI therapists will follow all guidance from the CDC and Pennsylvania Department of Health (DOH) while providing services to ensure the health and safety of children, their families/caregivers, supporters and therapists.

When a team determines that an in-person EI session is necessary:

- The EI therapist will contact the family within 24 hours prior to the home visit to ask the following health screening questions. The therapist should document the responses to each question on the COVID-19 Screening for Families Participating in Early Intervention Services form or on the session note.
  - *Has anyone in the home tested positive or suspected of having COVID-19?*
  - *Does anyone in the home have signs or symptoms of a fever, new or worsening cough, sore throat, shortness of breath, respiratory illness?*
  - *Has anyone in the home had contact within the last 14 days with someone with or under investigation for COVID-19?*
  - *Will a person with a weakened immune system, a person who is over the age of 65 years, or a person that has chronic health conditions (e.g. heart disease, lung disease, diabetes), or other factors that pose a risk if the person becomes infected with COVID-19 be present during the visit?*
  - *Has anyone from the household traveled outside of Pennsylvania in the past 14 days?*
- If the therapist believes they are at risk of transmitting COVID-19 to the family or the response is yes to any of the questions above, it is recommended that the therapist communicate with the family the need to postpone the visit and to schedule a time to plan for a future visit.
- If the family chooses not to answer the screening questions tele-therapy will be offered.
- If the therapist is not able to contact the family before the home visit and decides to proceed with the visit, the therapist should ask the four health screening questions included above before entering the home to make sure the therapist is doing everything the therapist can to mitigate the spread of COVID-19.
  - The therapist should stand approximately six (6) feet from the doorway when asking the four health screening questions.
- If the answer is no to all of the health screening questions included above, and the therapist decides that going to the home is in the best interest of the child and family, then the therapist should take the precautions listed below to prevent the spread of COVID-19. Precautions include:
  - Therapist assessing their own health prior to providing services.
  - Following all CDC and PA DOH guidelines.
  - Whenever possible, maintaining a minimum six (6) foot distance between the provider of EI services and family members during a visit.
  - Provide visits outside of the home when possible.

- Therapists are required to wear masks or cloth face coverings to prevent the asymptomatic spread of COVID-19 and to provide protection when social distancing measures are difficult to maintain.
- It is a requirement of in person services that all family members above the age of two (2) wear a face mask during the entirety of the session. If the family is not willing/able to wear a mask tele-therapy will be offered. If the family is not interested in tele-therapy, the Supports Coordinator will be notified, and another therapist will be assigned to the case.
- Minimizing physical contact with frequently touched surfaces in the home.
- Washing hands with soap and water for at least 20 seconds before entering/going to the home and after exiting. If soap and water are not available, using a hand sanitizer that contains at least 70% alcohol.
- Avoiding touching eyes, nose and mouth.
- Disinfecting any items used in the home.
- Try to stay in one (1) room in the house
- Ask that a minimal number of family members are present in the home if possible.

### **LEHIGH CHILDREN'S ACADEMY (LCA)**

Any child over the age of two is required to wear a face covering while in the childcare facility unless they meet one or more of the following qualifying exceptions:

- Individuals who cannot wear a mask due to a medical condition including those with respiratory issues that impede breathing, mental health condition or disability.
- Individuals who would be unable to remove the mask without assistance.
- Individuals who are under two years of age.
- Individuals who are outdoors and able to maintain a social distance of six (6) feet from others.
- Individuals for whom a parent or guardian has been unable to place a face covering safely on the individuals face.

Also note that:

- No family members are permitted to enter the building or any childcare space until further notice.
- The LCA main parking lot now runs in the opposite direction. All cars will enter the lot around the 5920 building.
- No one is permitted to park in the LCA main parking lot until further notice.

### **Arrivals and Departures**

Before parents/caregivers arrive at the center, they must determine which line of traffic to enter in, either curbside or parking drop off. Face masks are required for all adults in the vehicle or exiting the vehicle:

- Curbside drop off is contact-less drop off and is reserved for those children who are able to unbuckle and buckle themselves out of and into the vehicle safely without any employee assistance. Employees are not responsible for checking the child's buckling or ensuring that it is done correctly.
  - An employee will approach the vehicle and open the back door to access the child(ren); if there is only one (1) child, rear passenger side will work best.
  - Before the child(ren) exit(s) the vehicle, the employee will take their temperature, ask some questions regarding the children's health, and do a quick survey of the child(ren) to assess suitability for childcare.
  - Once entrance is deemed appropriate, the employee will escort the child(ren) to the porch where another employee will take them into the building, help perform handwashing or hand sanitizing for the older children and take them to their classroom.

- Parking drop-off is for children who need assistance getting in and out of the car and walking or need additional help to ensure they are buckled correctly at departure.
  - Parents/caregivers will park in the designated drop off parking area facing away from the building and ensure there is at least one (1) parking space between each vehicle.
  - Parents/caregivers will remove their child(ren) from the vehicle and walk along the white striped path to meet up with a waiting employee. Only one (1) family member should be involved in this process and face masks are required for adults. Keep child(ren) in carrier(s) or have child(ren) walk to employees if possible. The same health checks will be performed to determine suitability for care. Children will be escorted by outdoor employees to the porch and another employee will help with hand hygiene and arrival to the appropriate classroom.
  - It may be necessary for parents/caregivers to wait in line for the daily health check. Social distancing at six (6) feet of distance between each individual will be maintained.
  - Loitering in the parking lot or congregating of families is prohibited.

For traffic patterns for arrival and departure, refer to the LCA Drop Off Map:

- Employees will monitor the parking lot from 6:30 am to 9:00 am and from 3:30 pm to 6:00 pm until further notice.
- Families/caregivers arriving between 9:00 am and 3:30 pm will need to call LCA to ensure that an employee is available for pick up or drop off.
- Families/caregivers are encouraged to arrive during the scheduled morning and afternoon drop-off times.

#### **Temperature Screening**

- All employees receive a temperature screening in the parking lot prior to entering LCA.
- All children will receive a temperature screening in the parking lot prior to entering LCA.
  - If a temperature of greater than 100.0 registers, the child will be sent home.
  - Anything in the 99 range warrants further discussion with the family/caregiver before the child is permitted to enter.
- Children passing the temperature screening will have a sticker placed on their back listing the temperature.
- Children will be escorted into the building by employees and receive assistance washing their hands.
- Employees will remove the sticker and record the data in Tadpoles.

Refer to the *LCA COVID-19 Health and Safety Plan* for more information.

# Exposure: COVID-19 Protocol - Via of the Lehigh Valley (Flow Chart 1)



Symptom: Fever | Cough | Shortness of Breath or Difficulty Breathing | Chills | Repeated Shaking with Chills | Muscle Pain | Headache | Sore Throat | New Loss of Taste or Smell





