**ORI COVID-19 (Coronavirus) Response Plan**

March 19, 2020

Please note that this plan is subject to change, as circumstances warrant.

This Response Plan has been created to direct how we provide services during the COVID-19 pandemic. We want to assure that we are all taking the necessary precautions to prevent the spread of infection and to assure that our clients and our staff remain healthy. The ORI Management Team continues to closely monitor guidance from the Centers for Disease Control and Prevention (CDC) and other health and government authorities. We will communicate with you and adjust our COVID-19 Response Plan as needed.

We are all accountable for following these procedures. And we are each responsible for coaching and encouraging one another. Don’t worry about seeming rude - people will be glad that you care about their well-being enough to take the time to remind them of these precautions.

COVID-19 Background

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person and has now spread to the United States. Risk of infection with COVID-19 is higher for people who are in close contact (within about 6 feet) with someone known to have COVID-19, for example healthcare workers, or household members. Other people at higher risk for infection are those who live in or have recently been in an area with ongoing spread of COVID-19.

The virus is thought to spread mainly through respiratory droplets produced when an infected person coughs or sneezes. It may also be possible to get COVID-19 by touching a surface or object that has the virus on it and then touching your own mouth, nose, or possibly eyes, but this is not thought to be the main way the virus spreads. Patients with COVID-19 may have mild to severe respiratory distress with symptoms of fever, cough, and shortness of breath. Although it has similarities to the flu, COVID-19 is a different virus. People who have developed some immunity to the flu virus will not have natural immunity to COVID-19.

**Preventing the Spread**

The same **universal precautions** that help prevent the spread of flu or other viruses are used to prevent COVID-19-

* Avoid close contact with people who are sick
* Avoid touching your face. Do not touch your eyes, nose, or mouth with unwashed hands
* If you cough or sneeze, use a tissue; dispose of the tissue immediately. If tissues aren’t available, sneeze or cough into your elbow. Wash your hands.
* Wash your hands often with soap and warm water for at least 20 seconds throughout the day and always after using the restroom. After drying your hands, use the paper towel to turn off the faucet, open the door, and turn off the lights. Dispose of used paper towels immediately.

The CDC recommends washing hands at a minimum:

* Before, during, and after preparing food
* Before eating food
* Before and after caring for someone who is sick
* Before and after treating a wound
* After using the toilet and/or after assisting others with using the toilet
* After changing diapers
* After blowing your nose, coughing, or sneezing
* After touching an animal, animal feed, or animal waste
* After handling pet food or pet treats
* After touching garbage, used garbage bags, and trash cans
* After spending time in a public place
* In the event that soap and water are unavailable, use hand sanitizer
* Always wash hands with soap and warm water if hands are visibly dirty
* Do not use the keyboard, mouse or phone on other people’s desks
* Carry and use your own pen
* Open lever handled doors (on push side) with your elbow, instead of your hand
* Use your elbow, foot or foot pedal to activate automatic door openers
* Regularly clean and sanitize your cellphone/smartphone and the steering wheel of your car
* Clean frequently-touched surfaces at your personal workspace at least twice a week. Specifically, clean and disinfect the desktop, keyboard, mouse, doorknob, and phone handset. It is advisable to take similar steps with personal and work cellphones
* To reduce the need for people to touch doorknobs, unless you have a confidential meeting, leave the door to your workspace open

**Respirators:**

Should I wear a respirator in public?

* CDC does not recommend the routine use of respirators in the community. Most often, spread of respiratory viruses from person-to-person happens among close contacts (within 6 feet). CDC recommends everyday preventive actions to prevent the spread of respiratory viruses, such as avoiding people who are sick, avoiding touching your eyes or nose, and covering your cough or sneeze with a tissue. People who are sick should stay home and not go into crowded public places or visit people in hospitals. Workers who are sick should follow CDC guidelines and stay home when they are sick.

**Social Distancing**:

* All employees are required to practice social distance when possible. **This means to maintain 6ft distance from other people.**
* Employees will not make physical contact by shaking hands, fist bumps, giving high fives or other physical contact greetings. Employees will wave or give air high fives instead. Staff will need to explain to clients that this is to help keep us all healthy and safe.
* We encourage all staff with children or other dependents to be proactive in arranging a plan should schools or day care facilities close abruptly.
* All non-essential in-person meetings (including group trainings) away from ORI facilities are to be postponed until it has been determined that these functions can be conducted with reduced risk. Please work with your supervisor regarding any essential functions that you believe cannot be postponed.

**If You or Other Staff Become Sick**

* If you have symptoms of acute respiratory illness, a fever of 100.4 degrees Fahrenheit or higher, or have come into contact with someone ill or diagnosed with COVID-19, do not come to work. Because it is likely that multiple people may become sick at the same time, try to provide as much advance notice of your absence as possible to your supervisor.
* If staff coverage cannot be obtained, the Manager of the program contacts members of the ORI Management team to discuss coverage needs and to problem-solve. This may mean that, in a crisis, some staff who have not yet fully completed the required training are assigned to perform direct care duties. The Manager schedules these temporary relief staff on shifts with more experienced team members, or problem-solves the issue with the Management team in advance.
* If you experience COVID-19 like symptoms (temperature of 100.4 degrees F. or higher, fatigue, respiratory or breathing difficulties or discomfort), contact your healthcare provider immediately and ORI as soon as possible. It is imperative that you seek medical attention if you have shortness of breath, unremitting fever, weakness or lethargy as these may be signs of pneumonia. The CDC also recommends that people seek medical attention if they recently traveled to a coronavirus-infected area or had close contact with a known infected person and have a fever, cough or trouble breathing. Older people and those with underlying medical conditions, such as diabetes, heart disease or chronic obstructive pulmonary disease, are more at risk for severe illness. Individuals who fall into one or more of those categories and who feel unwell should act quickly to seek medical attention.

**All ORI Sites**

* Upon arrival to the programs, use hand sanitizer or wash your hands.
* Each site identifies frequently-touched surfaces that will be cleaned often. At a minimum, frequently-touched surfaces are cleaned three times during each shift (at the beginning, mid-point and end of the shift). At the end of the shift, use hand sanitizer or wash your hands.
* When using the restroom, wash your hands and use a paper towel to dry your hands, turn off the water, open the door, and turn off the light, then dispose of the paper towel. Wastebaskets have been moved close to the doors so you can throw used paper towels away as you exit the restroom.
* If you use an ORI vehicle, disinfect all surfaces that may have been touched prior to driving the vehicle. Disinfect all surfaces at the conclusion of the trip.

**If a Member of Your Household Exhibits Symptoms**

* If your family or household member has COVID-19 symptoms, immediately contact your supervisor. Do not come to work unless instructed to do so. We will work with you to minimize the risk of spreading COVID-19 to others.

**Only Necessary Visitors to ORI Programs**

Visitors to ORI programs and sites are only allowed if necessary. When you greet and bring a visitor into a meeting room, after you close the door, use hand sanitizer if available. Offer hand sanitizer to your visitor. Following the meeting, escort the visitor out and close the door to the meeting room as you leave. After saying goodbye to the visitor, return to the meeting room to clean all high-touch surfaces, including:

* Tabletops
* Tops of the backs of meeting room chairs
* Phone, if used
* Meeting room door knobs
* Markers, erasers, etc.
* When you are finished cleaning the room, leave the door open (indicating that the room is ready for use), dispose of used cleaning supplies, return the cleaning products to proper storage, and use hand sanitizer or wash your hands.
* Assure that door handles and all surfaces that visitors may have come into contact with are disinfected anytime someone comes into the program. This applies to all visitors: family members, state or other provider personnel, delivery drivers, and others who come into the program for any reason.

**Community Group Homes/Congregate and Supported Living:**

Upon entering the home, use hand sanitizer or wash your hands. You are responsible for using proper hand hygiene and encouraging clients to use proper hygiene – washing their hands (if possible) or using hand sanitizer at a minimum – before each new contact. Perform hand hygiene as recommended by the CDC above, and before and after completing the following activities-

* Providing the client with hands-on assistance
* Touching the client's belongings
* Preparing food and assisting in food prep
* Touching other commonly used items, such as television remote control, etc.

If a Community Group Home/Congregate/Supported Living Client Exhibits Symptoms:

* Encourage the client to stay in their room. Immediately call to schedule a medical appointment. It is important to call in advance (even to walk-in or same-day clinics) to alert medical personal of the client’s symptoms so that they can take precautions prior to the client arriving at the facility, or direct us NOT to come in based on their capacity and protocols
* Once the client has left the home or other location to seek medical attention, the client’s room and any other surfaces they came into contact with are wiped down with disinfectant
* All medical recommendations are followed
* If the client is instructed to self-quarantine, either pending test results or as the result of a positive diagnosis, the Manager takes immediate action to implement a quarantine to the client’s bedroom. The Manager promptly works with staff and the ORI Management Team to develop a plan for a quarantine of two weeks or longer, as directed by medical personnel. Additional steps, including disinfecting the house, are taken as needed. Upon diagnosis, the appropriate notifications are made.

**Choices Day Program**

Upon entering the program, use hand sanitizer or wash your hands. You are responsible for using proper hand hygiene and encouraging clients to use proper hygiene – washing their hands (if possible) or using hand sanitizer at a minimum – before each new contact. Perform hand hygiene as recommended by the CDC above, and before and after completing the following activities:

* Providing the client with hands on assistance
* Touching the client's belongings
* Preparing and assisting in food prep
* Touching other commonly used items, such as car keys, etc.

The Choices Day Program maintains a supply of-

* Soap and hand sanitizer
* Disinfectant

If a Choices Day Program Client Exhibits Symptoms:

* Encourage the person to stay in a room away from others. Immediately call or text the client’s emergency contact to request that the client be picked up from Choices
* Once the client has left the Choices building, disinfect any surfaces that the person came into contact with
* The Choices Coordinator remains in contact with the client’s family; if the client receives a positive diagnosis, the appropriate notifications are made.

If too many staff and/or clients are ill to assure the safe continuation of services, program capacity may be restricted or the program may be closed. ORI management makes every effort to contact the clients and families at least twenty-four hours in advance if services are suspended by ORI.

**Home-based Visits, Supported Living Services, Job Coaching sites**

* Prior to a visit, contact the family or the client to assure them that you are healthy. Inquire if anyone in the household has been diagnosed with COVD-19, exhibits symptoms, or has been in contact with anyone who has been diagnosed. If any of these conditions exists, indicate that you’ve been instructed in such cases to reschedule your visit. Keep in mind that this is likely an extremely stressful time for vulnerable families; offer them encouragement and compassion for the difficulties they face.
* Upon entering the client’s home, use hand sanitizer or wash your hands if possible. Use social distancing and avoid touching surfaces as much as possible. Upon completion of your home visit or shift, use hand sanitizer if available; wash your hands immediately upon your return home or to the office.
* If upon arrival you see that a client or a member of the client’s household appears to be sick, contact your supervisor immediately. If you can’t reach your supervisor, notify the family in a compassionate tone of voice that you’ve been instructed to take extra measures to prevent the spread of COVID-19, and that you must leave the home as a precaution. Before leaving, or as soon as possible thereafter, reschedule the visit.
* Depending on the needs of the client, we may temporarily reduce the number and/or nature of visits. Decisions are made by the supervisor and team on a case-by-case basis, with consideration of the circumstances as the situation evolves.
* If tele-visiting is an option with the client, please work with your supervisor to approve this in advance.
* If circumstances warrant a sick client receiving essential services from ORI (e.g. food delivery, medication delivery, transport to a medical appointment, etc.), follow all recommended and required precautions when working with the client, including disinfecting all surfaces the client may have come into contact with, washing your hands frequently, and using hand sanitizer when the visit or shift has concluded. Wash your hands when you return home or to the office, or when you arrive at the next client’s home.

**Through All of This, We Remain Who We Are at ORI**

I would like to thank you for your continued support, patience, and concern during these extraordinary times. During these times of uncertainty I want to say thank you for the support, dedication, and understanding we are seeing here at ORI from our staff, consumers, board, and the community at large. This support is so needed and meaningful at this time that Thank You is not enough!

As of March 19, 2020

We have made the decision to extend the restrictions below to at least 3/27/2020:

* + At ORI’s Main office (Russell Street) we are strongly encouraging all of our client members to stay home and the building is closed to all visitors.
  + At this time there will be no outside visitors to any of our facilities.
  + If you are sick, notify your supervisor immediately and stay home.
  + Please reread the ORI COVID-19 (Coronavirus) Response Plan as we continue to update it as we get new information (Up Dates highlighted)
  + Follow the precautions outlined in the ORI COVID-19 (Coronavirus) Response Plan at all sites at all times

I would like to also ask you all to take a minute to focus on is the impact the current situation may be having on all of our mental health. We can all do small things to support ourselves and each other such as:

* Take care of your body. Take deep breaths, stretch or meditate. Try to eat healthy, well balanced meals, exercise regularly, get plenty of sleep and stay hydrated.
* Make time to unwind and remind yourself that strong feelings will fade. Take breaks from watching, reading or listening to news stories. It can be upsetting to hear about the pandemic and see images repeatedly. Try to doing a different activity to you enjoy to return to a sense of normalcy.
* Connect with others. Share your concerns and feeling with friends and family members and maintain healthy relationships.
* Take advantage of ORI’s Employee Assistance Program (EAP)

If you have any questions or concerns please feel free to reach out to me. We are in unchartered waters, and we will rise to meet the challenge with which we are presented.

Thank you for your extra diligence and dedication in implementing these measures. If you have any suggestions or questions, please visit with your supervisor or a member of the ORI Management Team.