

ABBAYCARE, INC.
HOME HEALTH CARE AGENCY
ABBAYCARE CHOICE, INC.
PERSONAL CARE PROVIDER

COVID-19 Preparedness Plan

POLICY:

The Agency (AbbeyCare, Inc.) will have protocols in place to ensure the safety and well-being of clients and employees during the COVID-19 outbreak. Agency staff will follow outlined guidelines for identifying COVID-19 and protocol for containment to ensure employee and client safety and reduce the risk of transmission of COVID-19.

PROCEDURE:

AGENCY:

1. The Agency will monitor the Minnesota Department of Health, the Centers for Disease Control (CDC), and local and county authorities' websites for updates and procedures. The Agency may adjust its response and plans according to the recommendations from these organizations.
2. The Agency will review, update (if needed) and implement an Emergency Preparedness Plan.
 - a. Responsibilities during Plan implementation will be reviewed with all administrative and field staff.
 - b. All steps taken and communication during Plan implementation will be documented by all staff.
3. During the World Health Organization (WHO) declared pandemic "Phase 4" period (sustained human to human transmission), the Agency will ensure adequate supplies and equipment are on hand so that cross contamination is contained.

EMPLOYEES:

1. Communication with employees will be ongoing throughout the declared pandemic and/or Agency emergency preparedness plan implementation. All communication will be documented.
2. Employees will be instructed on their responsibilities and education will be given to all caregivers on a continuing basis. All education will be documented.
3. The Agency will determine appropriate steps to follow for appropriate scheduling.



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PROTOCOLS:

1. Hygiene and source controls

The Agency shall reinforce handwashing routines and encourage the following protocols for all service recipients, staff, and visitors:

Hand Hygiene

- a) Wash hands before and after client contact, after contact with any potentially infectious material, and before and after donning protective equipment, including gloves and masks. This applies to clients and caregivers as well.
- b) Wash hands for at least 20 seconds with soap and water. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- c) Avoid touching your eyes, nose, and mouth with unwashed hands.
- d) Use tissue when coughing or sneezing and place used tissues immediately in a plastic bag for disposal in regular trash.
- e) Wear gloves for any contact with potentially infectious material (e. g., secretions, tissues, dirty linens).

For Agency office staff, the Agency shall:

- a) Provide paper towels and ensure a trash-receptacle is placed by the bathroom door so a paper towel can be readily disposed of when operating the door.
- b) Post handwashing and “cover your cough” signs.
- c) Provide tissues for proper cough/sneeze etiquette and no-touch disposal containers.
- d) Community drinking stations will not be available/used.
- e) Provide recommended protective supplies such as facemasks, gloves, disinfectant, etc.

The Agency will require field staff to implement the following droplet precautions for clients with suspected or confirmed COVID-19 for fourteen (14) days, or longer.



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All of the standard precautions, plus:

- a) Placing the client in a separate room away from other residents or family members, if possible.
- b) Wear a mask prior to entering the room.
- c) Eye protection is recommended to be worn as needed during care activities likely to generate splashes or sprays of blood, body fluids, secretions or excretions, or while working within 6 feet of a client with a persistent cough.
- d) Instruct clients to wear a mask, if possible, when leaving the home for appointments and to limit visitors to home.
- e) Instruct the client on self-quarantine and self-isolation procedures.

The Agency will require that staff with signs and symptoms of a respiratory infection **should not** report to work. Staff will be educated to the signs and symptoms of COVID-19 which may include:

- | | |
|--|---------------------------|
| a) fever or feeling feverish, chills | e) new muscle aches |
| b) cough | f) new headache |
| c) shortness of breath or difficulty breathing | g) loss of smell or taste |
| d) sore throat | |

The Agency will require staff experiencing signs and symptoms of a respiratory infection to do the following:

- a) Immediately stop work, put on a facemask, and self-isolate at home.
- b) Inform the Agency of information on individuals, equipment, and locations the staff member encountered; and
- c) Contact and follow the MDH recommendations for next steps (e.g., testing, locations for treatment)

When making a home visit, staff will identify clients at risk for having COVID-19 infections before or immediately upon arrival to the home.

The Agency's QP (Qualified Professional) will determine appropriate steps to follow for client care.



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Management of clients who have symptoms indicating possible COVID-19 infection during the pandemic will be handled by:

- a) Following any local, state, or federal guidelines during the pandemic
- b) Implementing source control measures, (i.e., placing a facemask over the client's nose and mouth)
- c) Separating clients with suspected infection from others in household.
- d) Instructing the client and family on hand hygiene (including the how to wash hands, use of hand sanitizer, and avoid touching eyes, nose and mouth with unwashed hands), proper disposal of tissues, etc.

2. Cleaning and disinfecting

The Agency shall follow MDH and CDC guidance for frequent cleaning and disinfecting of the Agency office space, especially shared spaces. The Agency will ensure that high-touch surfaces and other shared items are regularly cleaned and disinfected using EPA-registered disinfectants recommended by the CDC. The Agency shall minimize the use of shared supplies that cannot be sanitized.

The Agency shall provide the following information and encourage the following protocols for staff providing services to clients in their homes:

Definitions:

- **Cleaning** refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.
- **Disinfecting** works by using chemicals (EPA-registered disinfectants) to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on the surface after cleaning further reduces any risk of spreading infection.



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How to clean and disinfect:

- If surfaces are dirty, they should be cleaned using a detergent 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 can be found: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>. Always read and follow the directions on the label to ensure safe and effective use.
- For soft (porous) surfaces such as carpet floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. If items can be laundered, launder items in accordance with manufacturer's instructions.
- For electronics such as tablets, touch screens, keyboards, remote controls, etc. remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfecting products.
- Linens, clothing, and other items that go in the laundry: in order to minimize the possibility of dispersing virus through the air, do not shake dirty laundry. Wash items as appropriate in accordance with the manufacturer's instructions. Clean and disinfect hampers or other carts for transporting laundry.

3. Arrivals and departures

All clients and staff shall be screened for symptoms prior to each shift and/or immediately upon arrival.

Visitor and Staff Screening Tool

The Agency shall require all staff and visitors to self-screen prior to arriving to the Agency office or to client's homes. The Agency will provide the following self-screening tool:

Have you had any of the following symptoms since your last day at work or the last time you were here that you cannot attribute to another health condition? Please answer "Yes" or "No" to each question. Do you have:

- Fever or feeling feverish?
- Chills?



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- A new cough?
- Shortness of breath?
- A new sore throat?
- New muscle aches?
- New headache?
- New loss of smell or taste?

Protocol for Visitors and Staff Arriving to the Agency Office:

- Visitors and staff shall be advised not to enter if they are experiencing COVID-19 symptoms;
- To wash or sanitize their hands upon arrival;
- To wear face-coverings whenever possible; and
- To adhere to hygiene and social distancing instructions, signage and markings.
- The Agency shall stagger when people arrive and leave so that larger groups of people do not congregate during these times.
- Areas for pick-up and drop-off shall be clearly indicated
- The number of persons accompanying the service recipient shall be limited
- Use of shared items for check-ins (i.e. pens) shall be limited

4. Screening and policies for staff exhibiting signs or symptoms of COVID-19

The Agency shall implement the following protocols for staff exhibiting symptoms of respiratory illness:

- a) The Agency shall monitor office staff for signs of illness, including using health screening questions before beginning a work shift, and shall require staff providing care services to do the same. The Agency shall require all sick staff to stay home or return home if they are experiencing symptoms.
- b) Ensure sick policies are clearly communicated and shall be supportive of staff staying home when sick.
- c) Ensure staff know the signs and symptoms of the COVID-19 illness



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- d) Establish the above-mentioned protocols based on MDH guidance for when a staff member exhibits symptoms of COVID-19 or tests positive for COVID-19
- e) Ensure that emergency contact information for staff is up-to-date.
- f) Establish communication protocols for a positive COVID-19 case or potential exposure to ensure that an individual's identity is not disclosed. The Agency shall immediately notify service recipients of potential exposure.
- g) Notify MDH and follow their direction if a staff member is diagnosed with COVID-19.
- h) Have a plan for back-up staffing in case a staff member becomes ill during services.
- i) The Agency shall monitor service recipients for any potential symptoms following exposure.
- j) The Agency shall notify Workman's Compensation and MNDH

The Agency shall provide the following guidelines to staff exhibiting symptoms of respiratory illness:

When to Return to Work

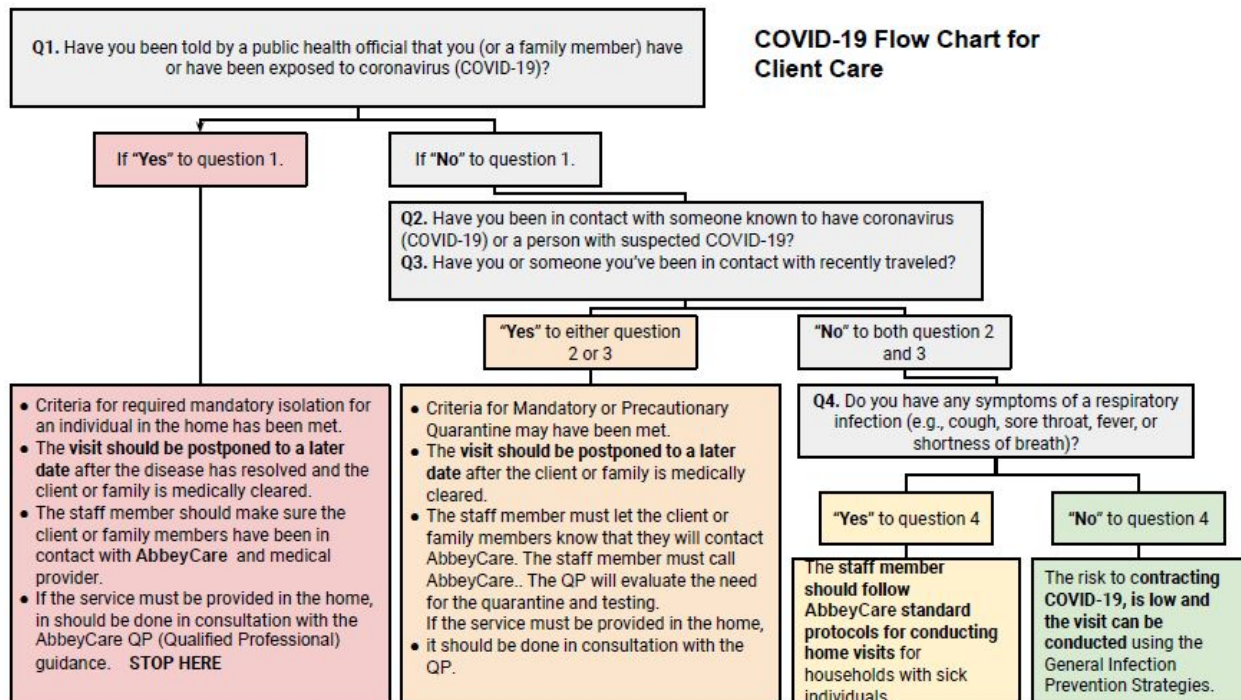
1. You are not sick, but someone in your household does not feel well:
 - If household member does NOT have COVID-19 symptoms, such as fever, cough, shortness of breath, chills, headache, muscle pain, sore throat, or loss of taste or smell, follow social distancing guidelines, wear a mask, follow hand hygiene guidelines.
 - If household member HAS symptoms of COVID-19, follow guidelines in sections
2. You were in contact with someone with COVID-19 but you are not sick:
 - Stay home, separate yourself from others in your household, and do not share anything (e.g. utensils, food, phone) for 14 days
 - Notify the Agency
 - Return to work after 14 days if you do not develop symptoms
3. If you develop COVID-19 symptoms and/or have been told by your health care provider that you have COVID-19 (based on a lab test or symptoms):
 - Separate yourself from others in your household
 - Stay home 14 days and for 3 days with no fever (without fever reducing medicine) and no respiratory symptoms whichever is longer.
 - Provide a release to work to the Agency from your health care provider
 - Contact the Agency prior to returning to work to obtain an authorization to resume regular work schedule.



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5. Screening and policies for service recipients exhibiting signs or symptoms of COVID-19

The Agency shall use the following protocols to determine appropriate responses to service recipients exhibiting signs or symptoms of COVID-19:



Additionally, the Agency shall enforce the following guidelines for field staff :

1. When making a home visit, staff will identify clients at risk for having COVID-19 infections before or immediately upon arrival to the home.
2. The Agency's QP (Qualified Professional) will determine appropriate steps to follow for client care.
3. Management of clients who have symptoms indicating possible COVID-19 infection during a pandemic will be handled by:
 - a. Following any local, state, or federal guidelines during the pandemic
 - b. Implementing source control measures, (i.e., placing a facemask over the client's nose and mouth)



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- c. Informing the Agency of the client's condition.
- d. Separating clients with suspected infection from others in household.
- e. Instructing the client and family on hand hygiene (including the how to wash hands, use of hand sanitizer, and avoid touching eyes, nose and mouth with unwashed hands), proper disposal of tissues, etc.
- f. Instruct the client and family on cleaning all “high-touch” surfaces everyday such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables.
- g. Discuss options for providing services remotely

6. Social distancing

The Agency shall enforce the following protocols for office social distancing:

- Staff must maintain social distancing in waiting areas, common areas, and other areas of congestion
- Seating and desks shall be sufficiently distanced to maximize the space between people
- Staff will be encouraged to maintain social distance when interacting with each other

The Agency shall provide the following guidelines to field staff:

- To the extent possible, maintain social distancing (6 feet apart) throughout the shift
- To the extent possible, make sure the room has good air flow. Open the window and turn on a fan (if possible) to increase air circulation
- Avoid having any unnecessary visitors
- Avoid using common areas in residential buildings
- Both service recipients and staff shall maintain good hand hygiene
- Both service recipients and staff are always required to wear masks
- Avoid sharing personal items



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7. Food preparation and meals

The Agency shall require service staff to follow the following protocols regarding food preparation and meals:

- Staff must ensure that service recipients have enough groceries to last minimum of 14 days.
- When assisting with groceries, discourage service recipients and their family from accompanying staff to the grocery stores. Utilize food/grocery delivery when possible.
- Prohibit food sharing between service recipients and family members/other people.
- Prohibit utensils and dishes sharing.
- The person who is sick should eat (or be fed) in their room, if possible.
- Wash dishes and utensils using gloves and hot water or in the dishwasher if available.
- Clean hands after taking off gloves or handling used items

8. Ventilation

The Agency shall encourage field staff to work to allow for the maximum amount of fresh air to be brought in (including opening windows if possible), limit air recirculation and properly use and maintain ventilation systems. Take steps to minimize air flow blowing across people, including repositioning seating and fans. The Agency shall ensure the foregoing protocols are followed to the extent possible in the Agency office and shall take steps to minimize the air flow blowing across people, including repositioning seating and fans.

9. Communications and training

- A copy of COVID-19 Preparedness Plan shall be provided to all staff and service recipients.
- Training shall be provided to all staff on how to follow the plan. Staff shall be provided with any updates to the plan via email, mail, the Agency's website updates.
- All service recipients, and as appropriate, parents, guardians, legal representatives, case managers, and residential providers will have this plan available to them and appropriate resources to follow the plan.
- Staff with concerns about their employer's COVID-19 Preparedness Plan or questions about their rights should contact MNOSHA Compliance at osha.compliance@state.mn.us, 651-284-5050 or 877-470-6742.

