

Gateway Center COVID-19 Protection Program

Please note, due to the fluid nature of the COVID-19 virus, this document may be revised as necessary. **Recently Updated: 1/15/212020**

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Introduction

We are committed to the protection of our clients, staff and visitors from the spread of infectious disease. In light of the recent spread of COVID-19 virus, we have defined specific protocols that we are implementing to help control and prevent the spread of the virus. Our goal is to continue to provide high quality care to the clients, who have been entrusted to us, while protecting our staff in the delivery of that care.

We have activated the following Covid-19 Emergency Operations Plan in response to this highly infectious disease. Our team has developed an emergency plan for COVID-19 that promotes collaboration, flexibility, and adaptability.

The following components and protocols will be followed to protect our clients, staff, consultants and visitors.

Staying Informed – Our Resources:

In dealing with the ever changing landscape of the Covid-19 virus we are closely following the recommendations of The CDC (Centers for Disease Control) and the WHO (World Health Organization). These two agencies offer the most primary, reliable and up-to-date guidance and information on safe operation of our facilities.

We also receive regular guidance, resources and contact tracing from: Monterey County Public Health; California Department of Public Health; San Andreas Regional Center; Community Care Licensing; Department of Developmental Services; California Association of Healthcare Facilities; National Center for Assisted Living and California Occupational Safety Health Administration for up to date guidance on safe operations of our facilities. Knowledge is the best way to combat concerns.

It is imperative that we provide all of our employees, vendors, and visitors with the actual facts about COVID-19 from the experts who are monitoring the virus. Our plan will be updated regularly to adjust to changing directives and communicated immediately to all staff, clients, vendors and families of those we serve.

We are committed to doing everything we can to protect our employees, clients, families, vendors, and visitors from any threat of this infectious disease.

Infection Control and Prevention:

- **DAILY MONITORING:** Daily temperature checks and symptoms/exposure screening will be performed as follows: for staff prior to each shift and for residents twice daily.
- **PHYSICAL DISTANCING:** Staff will follow safe distancing guidelines of maintaining a distance of no less than 6 feet at all times with other staff and as close to this as possible when working with clients.
- **FACE COVERINGS:** Staff are required to wear, and will be provided daily, approved surgical face masks to be properly positioned over their nose and mouth, at all times when on-site or when working with residents. In addition, face shields are provided and are to be worn when working with clients in providing personal care such as assisting with personal hygiene or feeding.
- **PPE:** to be utilized by staff when caring for a Covid-19 positive resident. These include N95 masks, face shields, surgical gowns, and gloves. Staff will be trained in the proper user of donning and doffing PPE, and properly fitted for N95 masks prior to providing care to a positive resident.
- **HANDWASHING:** Hand washing is the most effective infection control practice. All direct care staff will be required to practice proper hand washing at all times. Ongoing training will be provided to ensure that all staff know that they must wash their hands often and that they must scrub them for at least 20 seconds each time.
- **Use of HAND SANITIZER:** In addition to requiring proper hand washing, hand sanitizer will be provided (minimum 60% alcohol). It is to be used when hand washing cannot be done in a timely manner. Note: After using hand sanitizer three times, staff will be required to wash their hands with soap and water again.
- **RESPIRATORY HYGIENE:** Staff will be trained in and required to practice methods of good respiratory hygiene. This includes covering the mouth and nose with a bent elbow or a tissue when coughing or sneezing. Used tissue must be disposed of immediately in a covered receptacle followed as soon as possible by hand washing.
- **ENVIRONMENTAL CLEANING:** An aggressive cleaning schedule has been established for each part of our facility to ensure commonly touched surfaces are cleaned with the recommended cleaning agents to rid surfaces of any possible virus contamination. In addition, staff will continually disinfect frequently touched surfaces, multiple times daily, and at the beginning of each shift.
- **SIGNAGE:** Signs are posted at all entrances to inform staff and clients of protocols in place and to remind them of preventative methods (washing hands, maintaining six feet distance, not entering with symptoms, etc.)

- Dining and Sharing of Food: Communal Dining will be modified with a rotating shift schedule that allows staff and clients to remain 6 feet apart. Surfaces will be disinfected between each meal period/shift. Sharing of food will be prohibited between all staff and clients.
- GLOVES and PPE: A much higher level of PPE use will be implemented in the event of a positive case among residents. All staff working directly with suspected or positive Covid-19 residents will be provided with, fitted with and required to wear N95 masks, gowns, gloves and face shields. The facility is well stocked with a minimum of 14 days of PPE at all times and maintains a weekly count of stocked and available items.
- CLOSED SITE: All non-essential visitors will be excluded from entering the main ICF buildings. Other essential visitors will be screened prior to entry. Names and contact information will be logged for possible, future contact tracing.

Covid-19 Testing:

For the health and safety of our clients, staff and community, all staff will be strongly encouraged to test regularly for Covid-19. A Polymerase Chain Reaction (PCR) viral test will be made available to staff and clients, free of charge, through our contract with Avellino Labs or at designated sites in the community.

Costs related to testing will be 100% covered by employee's individual Insurance provider. Federal funds are available for employees who do not have insurance.

Surveillance testing of 25% of all staff will be made available at no cost to them, on a weekly basis.

If tests are not available either due to a shortage or difficulty in obtaining, a Symptoms Based approach will be implemented.

Aside from weekly surveillance testing, staff with suspected exposure or symptoms of any kind will be prioritized at the discretion of the RN (Registered Nurse) and PD (Primary Doctor) using the following general guidelines:

- New staff or those returning from leave/furlough
- New or returning residents at least 48 hours prior to moving into the facility.
- Anyone who self reports being in close contact with a Covid-19 laboratory positive or COVID suspect individual with symptoms.
- Staff or clients who have recently been to the ER or a medical clinic where there is a higher risk of exposure.
- Staff with previous symptoms of illness prior to returning (no less than 72 hours after symptoms subside without the use of medication)
- Any Clients presenting with symptoms or exposed to a Covid-19 laboratory positive individual will be tested.

- Residents are excluded from regular testing unless symptomatic, or if there is a positive case amongst a staff in their facility.

Testing Notification:

- New staff who have been tested outside of Gateway Center will be required to show proof of a negative test prior to their first shift on-site.
- All testing and test results will be held confidentially in electronic form. Only the Executive Director (ED), the Director of Operations (DO), The Registered Nurse (RN) or the designated Primary Doctor (PD) will have access to this information.
- If the need for testing is urgent, the RN's will notify the PD to request access to rapid testing through CHOMP, if available.
- If staff are tested on site and the test results are negative, staff will NOT immediately be notified.
- Staff have the option of contacting the DO for verbal or written results.
- Staff who test on-site and receive a POSITIVE result WILL be notified immediately by the RN, the ED or the DO. Notification will be made by phone and text and will include instructions for self-care and quarantining at home (See quarantine information attached) and information from Human Resources regarding pay and benefits, as applicable.
- ALL staff, vendors, residents and families will be notified of a positive case within 24 hours.
- All Notifications will be confidential and will include next steps for mitigating further spread.
- Ongoing testing and results will be utilized for future decisions on protocols in regards to infection control measures, resident placement, staff and resident cohorting.
- Covid-19 Positive staff will be required to remain at home for a minimum of 10 days from the date symptoms began, or as determined by Monterey County of Public Health.
- Returning staff will be required to obtain clearance from the Monterey County Public Health Department Health. Further testing upon return from previously Covid-19 positive staff will resume after 3 months.

ICF Client Illness: (Cough, NO FEVER) the following steps will be taken:

- Notify RN, Director of Operations, QIDP, and Executive Director as per standard protocol.
- Staff will notify and follow the orders given by the doctor, i.e. monitor (s/s,) etc.

- Reinforce proper infection control, hand washing, and environmental cleaning.
- Initiate a Nursing care plan if there is not one currently in place.
- Residents vital signs will be monitored twice daily
- If tolerated, the client will wear a mask while in communal space, if they will tolerate one.

ICF Client Illness: (Cough, Fever, difficulty breathing) the following steps will be taken:

- Notify RN, Director of Operations, QIDP, and Executive Director as per standard protocol.
- Staff will notify and follow the orders given by the doctor, i.e. monitor (s/s,) etc.
- Client will be closely monitored for worsening symptoms and moved into a separate room with access to a private bathroom for a minimum of 10 days from the on-set of symptoms.
- Client will be tested immediately upon display of symptoms and will be cared for by designated staff using full PPE.
- If Covid-19 negative, client will remain in an isolated room for 10 days from onset of symptoms, or 3 days after symptoms cease without the use of medications.
- The quarantine/ isolation room is to be kept closed as much as possible, with an open window for proper ventilation.
- Follow the orders given by the doctor, i.e. take to ER, Monitor (s/s,) etc.
- Initiate a nursing care plan if there is not one currently in place.
- Designated staff will be assigned to work exclusively with ill clients and provided the highest level of PPE available. Staff will maintain a safe 6 foot distance whenever possible.
- Clients will be asked to wear a mask, (if they will tolerate one), whenever staff are in the room or working close to the individual.
- All staff will continue to practice proper hand hygiene and infection control.

Management of Covid-19 positive resident (ICF Facility):

- Notify RN, Director of Operations, QIDP, and Executive Director as per standard protocol.
- Client will be closely monitored for worsening symptoms and moved into a separate isolation room with access to a private bathroom for a minimum of 10 days from the on-set of symptoms

- Isolation will be in a single room (as available) with a private bathroom and physically divided from the main ICF buildings.
- In the case of multiple positive cases, residents may share the same space with beds no closer than 6 feet apart with a curtain or physical barrier in-between.
- A covered trash can will be placed near exit for PPE removal.
- Windows will be open for proper ventilation.
- A separate medication and storage space for medical equipment and necessities.
- A regularly scheduled cleaning schedule of the room and restroom.
- Assigned Designated Staff (DS) will work ONLY with Covid- 19 positive residents for the 10-14 days period to avoid further cross contamination.
- Assigned DS will have access to the highest level of PPE.
- DS will have access to a separate break room and storage area for meals/breaks, and a separate area for donning and doffing PPE.
- DS will have the option to stay in a hotel under the “Hotels for Healthcare Workers” Program. This is free of charge during the duration of the isolation period or when actively working with Covid-19positive residents.
- Positive clients will remain in isolation for at least 10 days, PLUS AN ADDITIONAL 3 days (72 hours) after a resolution of fever, without medications AND with resolution of respiratory symptoms, or at the determination of their medical provider and Monterey County Public Health.

When to seek care/Call 911:

- If new symptoms worsen rapidly
- If client has trouble breathing
- If client has Bluish lips or face
- If client has persistent pain or pressure in the chest
- If client exhibits new confusion or the sudden onset of dementia-like behaviors
- ALL clients will be quarantined in their rooms (including meals) for a minimum of 10 days following a Covid-19 laboratory positive case among any residents or staff.
- Each facility will activate its Exposure Control Plan and provide PPE for all staff (gowns, masks, goggles, gloves and red bags for disposal of infectious waste).

- Complete SIR paperwork as required (See addendum)
 - Positive cases will be reported to CDPH, Monterey County PH, SARC, CCL within 24 hours.
 - OSHA will be contacted within 4 hours
1. If a staff is hospitalized
 2. If there are more than 3 positive cases in a 14 day period
 3. If there are 20 or more cases within a 30 day period.
- Initiate a nursing care plan for all consumers with the COVID-19 virus.
 - The facility will work with the County PH and follow CDC guidelines prior to the transfer of a resident to another facility for higher level care.
 - Returning clients will be quarantined for a 10 day period upon return or at the discretion of their medical provider and Monterey County PH.

Employee Illness: (Cough – NO FEVER)

Employees should self monitor for any signs or symptoms of illness, including cough, fever, and difficulty breathing. If staff displays ANY of these symptoms, they should:

- Report symptoms to their supervisor immediately.
- Supervisor will contact the DO or RN who will immediately assess the needs of the employee’s work site and next steps.
- If determined by RN that it is safe for the affected employee to continue working, all staff will be asked to wear additional PPE and monitor symptoms closely.
- All symptomatic staff will be tested immediately or at the earliest date either on site or in the community.
- If the employee’s symptoms persist or worsen, they will be asked to remain at home for a minimum of 3 days (72 hours), after all symptoms cease, without the use of medications, or upon a negative test result.

Employee Illness: (Cough & FEVER of 100 or higher)

Employees will be checked every day and should self monitor for any signs or symptoms of illness, including cough, fever, and difficulty breathing. If an employee has a cough and fever:

- They MAY NOT WORK and must go home immediately and seek medical attention.

- If any employee exhibits difficulty breathing while at work 911 should be called immediately.
- Employees may not return to work until they can provide proof a negative Covid-19 test; a minimum of (72 hours) have passed since the secession of all symptoms without the use of medications.

Employee Exposure to COVID-19

- Staff should notify their direct Supervisor immediately if they have been in contact with suspected Covid-19 positive person or persons.

Definition of “Exposure”: Individuals who are exposed to a laboratory positive individual (with or without symptoms) **for more than 15 minutes and with less than 6 feet of separation (with or without masks).**

- “Exposed” individuals will be tracked by our DO and RN’s to determine whether they are able to work on site.
- Testing can be administered at the next available testing day on-site, in the community or with their health care provider.
- “Suspected Exposed” individuals should remain physically distant, wear a mask, a face shield, and monitor symptoms twice daily. Testing can be administered **2 days** post-exposure, per CDC guidelines.
- In the event testing is not available, staff will be closely monitored for symptoms and asked to wear a higher level of PPE for a 10 day period.
- All employees must continually practice good infection control practices, regularly monitor themselves for fever and symptoms of respiratory infection, report any recognized exposure, and not report for work when sick.
- Staff may be asked to wear additional PPE and will be tested within 2-7 days, at the discretion of the RN/DO.

Employee Illness/Covid-19 Positive Return to Work:

Staffs that test positive for Covid-19 should remain at home and not return until the following conditions are met:

- Staff with mild to moderate symptoms can return to work after at least 10 days have passed since symptoms first appeared, and have received clearance from their health provider or the Monterey County Public Health Dept.

- Staff with more severe symptoms may return after at least 20 days have passed since symptoms appeared and at least 24 hours with no symptoms without use of medications and receive clearance from their health provider or the Monterey County Public Health Dept.
- Staff who have tested Covid-19 laboratory positive will not be tested for a 3 month period.

Communication and Reporting of laboratory positive Covid-19 cases of staff and clients:

- All staff, families, vendors and visitors (if at risk of exposure) will be notified via written notice, email and/or text/phone of the laboratory positive case within 24 hours.
- Such notification will also happen if there are 3 or more staff/residents presenting with symptoms within the facility in a 72 hour period by 5:00pm the next calendar day.
- Staff will be provided information on how to self monitor for symptoms and if appropriate, contacted by an RN for more specific information.
- Covid-19 testing will be made available on a priority basis, as determined by RN and PD
- If there is a positive case, the following agencies will be notified: San Andreas Regional Center, California Department of Public Health, and Monterey County Public Health and Community Care Licensing, as appropriate.

Employee contingency Plan for increased absenteeism

Understanding the implications and magnitude of the current COVID-19 situation, The Contingency Plan for possible staffing shortages is as follows:

- Longer shifts of available staff may be needed. The Executive Director will authorize additional overtime if necessary
- We will maintain a roster of staff available to work in a Covid-19 positive environment, and willing to work extra shifts, as needed. Note: this roster WILL NOT be posted in the facility in order to maintain employee privacy and to remain in compliance with labor law.
- Outside support of caregivers and certified care personnel may be contracted through Temp Agencies, County, and State resources, as available.
 - In the event of staff shortage, additional qualified support staff (LVN,CNA, RN as appropriate) may be contracted through temporary staffing agencies and through the County MHOAC officer:

Jeff Deandra: jdeandra@co.monterey.ca.us

mhoac@co.monterey.ca.us

831.234.9456

Family and Friend visits:

For the foreseeable future, resident clients will be prohibited from any-off-site visits with friends and family (both day and overnight).

Friends and family may schedule an appointment for visits with residents at Gateway's Congress Avenue site. These visits will take place outside in the front yard, in the open air gazebo. It has been modified with a safety shield of Plexiglas. Visits will be monitored by staff and all of the following safety precautions will be followed:

- Visits must be scheduled at least 24 hours in advance and may be cancelled at any time at Gateway's discretion. Anyone wanting to schedule a visit should contact the main office at 831.272.8002 x236 during regular business hours.
- Visits will be held outdoors as weather permits. Any indoor visits will need prior arrangement and approval from the DO.
- All visits will be cancelled (outdoor and indoor) in the event of any Covid-19 positive cases among staff or residents until the 14 day quarantine has lifted and there are no active cases in the facility.
- All visitors must check in at the front office to be checked for fever and other symptoms.
- When visitors sign in, they must include their name, date, and phone number for possible, later contact tracing.
- The visiting area will be cleaned before and after each visit.
- Visitors must wear a face covering and remain at least 6 feet away from clients and staff at all times.
- Sharing of homemade food or gifts is not allowed.
- Visitors who have symptoms, who have been recently ill or who have been to an ER, clinic or out of the country will be asked to reschedule after 14 days.

Staff Trainings and Meetings

All meetings will be held over Zoom as much as possible, Staff and committee members will be notified via Calendar invites sent by email.

When indoor meetings are necessary, they must be limited to a maximum capacity per room and the room will be modified to allow proper spacing and ventilation.

- Staff will receive Covid-19 specific training on an as needed basis, and a minimum of twice monthly. These may include but are not limited to:
 - Proper use of PPE at all times and in a Covid-19 positive environment.
 - Proper and safe use of disinfecting and cleaning materials in the home.
 - Proper infection control practices: hand washing, use of sanitizer, maintaining distance, proper ventilation in the home and how to identify other potential hazards.
 - How to monitor for signs of illness.
 - Protocol for staff when they are experiencing symptoms.
 - Protocol for staff when a client is experiencing symptoms
 - Protocol when they or a client needs to Quarantine or isolate at home.
 - Protocol for when to seek medical care
 - Protocol for when to call 911.

Client medical Appointments

All routine appointments (30, 60-day, physicals and psych) will be conducted via telemedicine. In-person visits for routine care are cancelled until further notice. At the discretion of the RN's and medical provider, only clients with serious health issues and/or on-going psych issues should be brought to their doctor to be seen. Only those appointments deemed absolutely necessary should take place. The RN, in conjunction with the respective MD's, will make decisions about which appointments must happen.

Personal Protective Equipment (PPE)

As the CDC and WHO have indicated, supplies of PPE (personal protective equipment) are becoming more difficult to obtain. The Facilities Manager is in constant contact with our vendors to ensure that we have adequate supplies on hand for our staff.

We currently have the following PPE on hand:

- Masks
- Gloves
- Approved cleaning products
- Hand sanitizer
- Tissues
- Paper Towels
- Face Shields
- Gowns (if there is confirmed exposure)
- N95 Masks (if there is confirmed exposure/fitted accordingly)
- Red Bags (if there is confirmed exposure)

The QIDP or Administrator will monitor and inventory supplies on a daily basis and report this information to the Facility Manager or ED. (See addendum for list of suppliers).

Environmental Cleaning & Supplies

Products used to clean the facility are EPA Registered Antimicrobial Products approved for use against Novel Coronavirus COVID-19. The following products are currently being used in the facility for infection control against COVID-19:

Chemical Active Ingredients:

- Sodium Hypochlorite (Active ingredient in bleach)
- Dimethyl Benzyl Ammonium Chloride (FDA Approved)

Specific Products:

- Diluted bleach with water (Sodium Hypochlorite)
- Bleach wipes (Sodium Hypochlorite)
- Pure Bright bleach (Sodium Hypochlorite)
- Lysol spray (Dimethyl Benzyl Ammonium Chloride)
- Lysol wipes (Dimethyl Benzyl Ammonium Chloride)
- 1 minute Cavi Wipes (Dimethyl Benzyl Ammonium Chloride)
- Sani-Wipes (Dimethyl Benzyl Ammonium Chloride)
- Carroll Clean Concentrate (Dimethyl Benzyl Ammonium Chloride)
- SSS Aerosol Spray (Dimethyl Benzyl Ammonium Chloride)

Material Safety Data Sheets are on file and available for all products listed above. Management staff will monitor and inventory supplies on a daily basis and report this to the front office. Gloves and all PPE are easily accessible and available throughout the facility. They are kept in a secure storage unit located downstairs in the Congress Ave building.

A cleaning schedule has been prepared and is available for all products listed above. Staff have been assigned cleaning duties and must record completion of these duties as indicated on cleaning schedule. Management will monitor daily.

- Regular cleaning schedule for all restrooms.
- Placement of no less than 20 hand sanitizing stations located throughout the facility.
- Deep cleaning of high traffic areas daily by janitorial staff.
- Routinely cleaning and disinfecting all frequently touched surfaces (doorknobs, light switches, tabletops, countertops, etc.)
- Cleaning of all equipment used regularly by clients before and after each use.
- Close monitoring of laundry, food service, utensils, and medical waste disposal in accordance with routine, virus abatement procedures.
- Windows and doors will remain open for extra ventilation (as appropriate).
- Use of battery operated chemical sprayers which utilize the Dimethyl Benzyl Ammonium Chloride cleaner for large surface and area cleaning within moments.

Smitty's Janitorial Contact:

Owner: Don Smitty
(831) 235-1500 or (831)-726-5177 (cell)
dsmittysis@aol.com

Cleaning Schedule:

The cleaning schedule, labor hours, and scope of work has quadrupled since the start of the pandemic. The current cleaning crew is on site Monday-Friday 6:00 AM until 11:00 AM, and on weekends if the need arises. This includes daily cleaning and sanitizing of all high traffic areas, and increased cleaning of areas that are no longer on used on a multi weekly basis. This is in addition to in house staff cleaning and sanitizing practices which applies to all employees multiple times per day.

The Facility Manager will contact the janitorial crew for any updates or changes as needed. Gateway Center Management can directly address the janitorial crew to increase cleaning in any room or area as they see fit.

Smitty's is prepared to clean in a COVID positive environment given notice prior to arriving on site. Smitty's Janitorial have the necessary PPE for a COVID-19 positive environment, which they will provide. This includes but not limited to: N95, full body suits, boots, gloves, and face shields.

Day Programs and Without Walls:

- All non-residential Day Program participants will be utilizing remote/alternative services until cleared by the County and the Department of Developmental Services, San Andreas Regional Center and Community Care Licensing (effective as of 3/13/2020).
- The Salinas Day Program– is closed until further notice (effective as of 3/13/2020).
- Without Walls will continue to operate as a remote only program until clearance has been received.

Supported Living and Independent Living Services:

Our SLS and ILS programs continue to serve clients in their homes during this time. Our staff follow the same precautions and preventative measures outlined in this Response plan in addition to the following:

- An Emergency Data form will be placed in a binder in each individual's home, including but not limited to: Emergency contacts; Medical data; Medication information and level of support needed; Dietary needs and restrictions; Daily schedule.
- Each individual needing assistance with medication will have a pre-filled medication caddy in the event of an emergency isolation/quarantine situation. Staff and managers will indentify in advance which individuals will need the additional support.
- Clients will be trained in the areas listed above in "staff trainings".
- Information will be presented individually with the client served, their staff and/or Manager, and the Director of Operations. Trainings will be held in an outdoor location or via ZOOM.

- Accommodations will be made per client as appropriate in regards to: physical and intellectual capacity; format of information (visual, verbal, etc).

Reindollar Adult Residential Facility:

Our Adult Residential Facility will continue to serve clients in their homes during this time. ARF staff follow the same precautions and preventative measures outlined in this Response Plan.

Vaccinations:

The Covid-19 vaccine is highly recommended and encouraged by health professionals, the Centers for Disease Control and the World Health Organization. Gateway Center will strongly encourage all residents, clients and staff to receive the vaccine as it becomes available.

- We are partnered with the County CVS to receive the 2 dose vaccinations starting in early January.
- Each client/staff will need to complete a Consent Form for CVS and they will need a copy of your health Insurance card, front and back. These will be sent out as soon as we receive dates. Please complete these in a timely manner once received.
- ICF residents and staff will be given first priority due to their advanced age, congregate living situation and medical needs which put them at a higher risk of experiencing more severe symptoms and complications.
- We are working with local Public Health and Department of Developmental Services to advocate that all people with DD are in the next phase of vaccinations as they become available.
- The vaccine does not utilize a live or inactive virus. Instead, it uses a genetic code to stimulate an immune response against Covid-19. Designed on a computer, it is made up of mainly sugars and fats. No cells of any kind were used, it is NOT protein based, and does not affect or disrupt ones' DNA.
- At this time, it is NOT known if the vaccine prevents transmission. Staff will continue to wear appropriate PPE, wash hands, maintain distance and practice all preventative measures.
- Staff needing medical accommodation will be asked to provide a written exemption from their medical provider.