



The Arc Jacksonville Reopening Day Services Plan Mitigating Risks of COVID-19

Statement of Reopening

The Arc Jacksonville is striving to provide day services and other necessary supports to individuals and families in a COVID-19 impacted world. Our aim is to provide the most effective services while promoting safety practices in an environment where possible exposure to COVID-19 will be present for the foreseeable future. Keeping the safety and health of clients and staff in the forefront is a key consideration to our reopening process. This will require collaboration with and communication among clients, staff, families, caretakers and other key partners to be most effective. Our efforts to re-open services will be in phases that consider general health indicators and specific trends occurring in local communities and in our client populations. We recognize that each setting and group of clients may require different considerations beyond what is listed and we will seek to make the best decisions possible for our clients and our community.

COVID-19 -- General Information

COVID-19 is a virus that does not have a vaccine or a cure. This virus will cause people to get sick, and people who are particularly vulnerable can experience severe symptoms. In extreme cases, the virus can cause death. The Arc Jacksonville wants to take precautions during reopening of day services to protect our vulnerable population.

What does it mean to be vulnerable to COVID-19?

Being vulnerable to COVID-19 means that some people are at higher risk to experience complications or to get extremely sick with COVID-19, including the possibility of death. People 65 years of age, people with underlying medical conditions, and people living in congregate

living facilities are considered vulnerable to COVID-19. Underlying medical conditions including chronic lung disease, moderate to severe asthma, heart conditions, compromised immune system, obesity, diabetes, high blood pressure, chronic kidney disease, liver disease and smoking are some risk factors associated with a higher risk of serious complications and death from COVID-19. If you have questions about your vulnerability to COVID-19 we recommend consulting your medical doctor.

What are the symptoms of COVID-19?

People with COVID-19 have reported a wide range of symptoms – from mild symptoms to severe illness. Symptoms may appear two to fourteen days after exposure to the virus. People who are sick with COVID-19 may have a fever or chills, sore throat, cough, shortness of breath or difficulty breathing, congestion or runny nose, headache, new loss of taste or smell, nausea or vomiting, diarrhea, muscle pain, general fatigue, or other symptoms. If you have questions about symptoms of COVID-19 we recommend consulting your medical doctor.

Reopening Day Services in Phases

On April 29, 2020, Governor DeSantis announced a plan to gradually reopen the state through a three-phase process. Our day service programs will also reopen in stages, which will be different than the state’s reopening phases. The purpose of reopening in stages is to reopen carefully, evaluate progress, and gradually reopen more in phases, keeping risk at a minimum. We will open more slowly than many other settings because we serve a vulnerable population.

General Considerations

Decisions about how to move through the reopening stages will be based upon several factors. The Arc Jacksonville will consider multiple sources of information pertaining to the spread of the COVID-19 virus, including information coming from state and local sources, as well as specific information pertaining to our agency. All of these factors will be considered when determining when and how to proceed through the reopening process.

The Staged approach considers:

- Local and statewide sustained reduction or stability in new cases for 14 or more days as measured by positivity rates.
- Adequate practice of mitigation strategies at the day service location.
- The continued availability of sufficient Personal Protective Equipment (PPE), symptom monitoring equipment, and cleaning supplies.
- Cooperation from families and other providers of services.
- Community-wide sustained and increased diagnostic testing with consistent or decreased test results turnaround time.
- Sustained or increased public health capability to rapidly interview new cases, identify close contacts, and ensure that isolation and quarantine are effective.
- Relevant emerging up-to-date data across the state.
- Protection of vulnerable populations to include people with intellectual and developmental disabilities.
- The healthcare system is able to safely care for all patients, including having appropriate personal protective equipment for direct care staff professionals.

Stage Changes Based Upon Results

The staged approach is designed to have flexibility to reduce the likelihood of infections and avoid threats that may prevent movement into the next phase of reopening. This means stage guidelines serve as a general framework and stages may be adjusted as the understanding of local transmission and other factors change. To manage risk it may become necessary to move back to a previous stage (example Stage 2 → Stage 1) if the data suggest moving back to a previous stage is most prudent to protect health and safety.

Incorporating State and Local Emergency Orders

Emergency orders coming from the Governor of the State of Florida will be a key factor in determining transition into a new stage. The Arc Jacksonville will follow State and County Emergency Orders and may implement stricter measures in our day services to protect our vulnerable population. Generally speaking, we will not move faster than state and local emergency orders permit, but we may go slower and exercise more caution due to our vulnerable population.

Communicating Stage Changes

Stage changes will be communicated to our employees, families, clients and other stakeholders during the reopening process. Communications methods will include using our websites, social media, text or email, and physically posting. We will include instructions on how to access this information on our main phone recorded message.

Reopening Involves Everyone

The reopening of our day services will require the efforts of everyone. It will take the commitment of our professional staff, clients, families, and other community partners to help reduce the risk of an outbreak of COVID-19.

COVID-19 Partnership Agreement

Reopening in the midst of the COVID-19 pandemic has risks. People can get sick and some people may become very sick. It's important that everyone do their part to the best of their ability to make mitigation efforts as effective as possible. Everyone has a responsibility to follow the rules in the reopening stages to the best of their abilities. Everyone will review and sign a COVID-19 Partnership Agreement before attending the reopening of day services. The COVID-19 Partnership Agreement is located in the back of this document. (see Appendix 1).

COVID-19 Vulnerability Assessment

Everyone planning to attend the reopening of our day service programs will fill out a COVID-19 Vulnerability Assessment. This document is designed to assess your general risk for COVID-19. These are general questions to help determine if you are at increased risk of currently having COVID-19 or have increased risk of becoming sick with COVID-19 following the reopening of day services. If you are at increased risk you may be asked to delay your return to day services to a later stage, you may be asked to get tested for COVID-19 before attending the reopening of day services, or be asked to see your physician. This document is not intended to be a substitute for medical advice or services. We urge anyone who has questions about their health and their vulnerability to COVID-19 to seek consultation with their medical doctor. Your day service location will need to receive this form prior to your attending the reopening of your day service. This assessment will help our day services professionals assign you to the stage (Stage One, Stage Two, Stage Three) where you can begin attending the reopening. It will also be used to design specific individualized precautions, if indicated by increased risk factors. Examples of individualized precautions may include a delay in returning until Stage Two or Stage Three, increased length of time of social distancing, an increased focus on mitigation skill acquisition, and other reasonable precautions. The COVID-19 Vulnerability Assessment is located in the back of this document. (see Appendix 2)

Day Services Reopening Mitigation Strategies

Mitigation efforts cannot be successful unless accompanied by effective strategies and consistent practices that support them. Our day services will implement practices to help minimize the risk of contracting COVID-19. However, we must remember that reopening day services involves risk. It's possible to contract COVID-19 during the reopening of our day programs. This purpose of mitigation is to reduce risk – risk of infection cannot be eliminated.

COVID-19 Vulnerability Assessment

People will fill out a COVID-19 Vulnerability Assessment. This may indicate increased risk of contracting or spreading COVID-19. People at significant risk may use PPE for longer periods of

time, be asked to be tested, advised to see their medical doctor, and may not participate in Phase One or Phase Two reopening.

COVID-19 Partner Agreement

Clients will read and sign and COVID-19 Partnership Agreement indicating they understand there is risk to reopening and they agree to do their part to keep everyone safe. Family and Providers will accept responsibility to keep people home if sick, agree to pick them up immediately if they become sick and to pursue medical care and/or testing for COVID-19.

Health Screening Checkpoints

Clients will have their temperature taken, wash their hands and complete a health assessment questionnaire as they enter the day service program, checking for symptoms of illness.

COVID-19 Testing

We will strongly encourage testing for COVID-19 and in some cases it may be mandatory for Clients and Employees.

Social Distancing

Programs will practice social distancing by arranging the environment allowing people adequate space, implementing social distancing rules, and the phasing-in of attendance consistent with the size of the environment, number of people, and compliance to state and local orders.

Nose and Mouth Masks

Clients and staff may be required to wear masks during transportation to and from day service programs. This decision will be made in relation to mode of transportation, the numbers of people in the vehicle, and the stage of reopening. Masks will be required for staff and recommended during day services for clients.

Daily Cleaning

Facilities will have routine cleaning and sanitizing routines to reduce the likelihood of the COVID-19 virus remaining on surfaces. Cleaning supplies will be kept in each room for easy access. Cleaning logs will be kept.

General PPE Rules

There will be rules about the use of PPE's and clients and employees will be required to follow these rules to protect the group. Used PPE will be properly disposed of.

COVID-19 Learning Programs

Day programs will implement ongoing learning opportunities to help educate staff and clients about COVID-19 and give clients opportunities to practice mitigation skills.

Posting Signs with Pictures

The Arc Jacksonville day services programs will post signs with pictures to help prompt clients and staff to practice mitigation strategies, like washing hands, social distancing, recognizing signs of COVID-19, and reporting illness.

Visitors

Visitors will not be permitted to enter the facility unless they have an urgent need, wash their hands upon entering, have their temperature taken, fill out a questionnaire regarding their health and travel status and sign the visitor's log. If a visitor is permitted to enter, they will be required to stay in the office where their business is taking place.

Monitoring COVID-19 mitigation

The Arc Jacksonville will make efforts to monitor facility practices to help evaluate how well people are practicing mitigation strategies. This information may be used to improve compliance, evaluate practices, make changes, and help determine stage changes.

Sickness Isolation Area

Each facilities will have an isolation area to be used in the event that a client or staff becomes sick or arrives to the program sick with suspected COVID-19.

Facility Monitoring Meetings

The Arc Jacksonville Leadership Team will have meetings to discuss how well clients and staff are following COVID-19 mitigation procedures, where improvements can be made, review any instances of illness within the facilities, discuss local and statewide orders and infection data,

and availability of supplies to make adjustments to mitigation strategies and make decisions about reopening Stage changes.

Communicating with Stakeholders

Information will be shared with stakeholders regarding COVID-19 mitigation strategies and stage changes. People can call The Arc Jacksonville's main phone or visit our website to be directed to where this information is available.

Supplies and Equipment

The Arc Jacksonville will make a concerted effort to maintain the supplies necessary to prevent the spread of the virus, recognizing key supplies may not be available at all times. The following list of supplies and products are considered important in the process of maintaining a sanitary environment.

Cleaning and Disinfectant Supplies:

- Cleaning products for surface cleaning
- Soap and water for hand washing
- Disinfectant surface spray
- Disinfectant wipes
- Hand Sanitizer
- Washable rags

Personal Protective Equipment (PPE)

- Gloves, multiple sizes
- Masks (cloth and/or disposable), enough on hand to support likely contamination during use.
- N95 masks, if available, vs surgical/procedure for supporting someone experiencing suspected COVID-19 symptoms

- Face Shields, if available, for supporting someone experiencing suspected COVID-19 symptoms
- Protective Gowns, if available, for supporting someone experiencing suspected COVID-19 symptoms
- Forehead thermometers used to detect fever

Public Signs with Pictures

- Post signs for handwashing
- Post signs for symptoms of COVID-19
- Post signs for reporting illness

Transportation

Agency vehicles used to transport individuals to and from the day programs will be cleaned and sanitized daily. A sanitization log will be kept to verify that all cleaning and sanitization has taken place as scheduled. Individuals will be seated allowing as much social distancing as possible (i.e., seated on opposite sides of the vehicle, sitting in every other seat) and will be required to wear masks in the vehicles. The driver will be required to wear a mask.

Facility Sickness Protocol

The sickness protocol involves prevention, isolation and containment strategies. The best way to manage the COVID-19 virus is to avoid exposure. We will treat potential suspected COVID-19 cases by following CDC and DOH guidelines.

- Programs will follow the guidelines as provided by the State of Florida, Department of Health and the CDC related to signs and symptoms and protocol for entering programs.

The Arc Jacksonville Reopening Plan

- Decisions with sick clients, staff, volunteers and other community members will be based on these guidelines.
- We will have an isolation location available for suspected COVID-19 cases.
 - The location will be isolated from other ADT clients.
 - We will have enhanced PPEs available for staff to monitor the client.
 - The room will be cleaned and disinfected following use.

In the event that a person is suspected COVID-19 at the day program, we will:

- Isolate the person
- Assess symptoms
- Call 911, if needed
- Notify Department of Health
 - Follow DOH instructions.
 - Have basic medical information available
- Contact local APD and notify of possible COVID-19 case
- Contact family members, guardians, group homes and peers to alert them to the potential of exposure risk and to isolation procedures
 - Practice HIPAA by only giving the needed information to keep everyone safe in the environment.
- Assist DOH with risk assessment / contact analysis
- Follow DOH plan – including treatment / isolation / notifications
- Complete APD incident report / and follow-up reports

Day Services Reopening Stages

PRIOR TO STAGE ONE

We will invite a select few individuals to our downtown facility to participate in work related activities and mental health services under the same conditions as stated in Stage One.

STAGE ONE

Group 1 (September 1, 2020)

Stage One will include more individuals who will be invited back to do production work at our downtown location. Stage One will also include only residents from The Arc Jacksonville's five group homes attending a non-work adult day training program at our Westside location. Stage One is the most restrictive phase and may include the following initiatives. These initiatives will be used throughout all phases:

- Compliance with all COVID-19 state Emergency Orders
- Compliance to all county COVID-19 Emergency Orders
- Clients must have completed and fully executed COVID Partnership Agreement
- Clients must have completed and fully executed COVID-19 Vulnerability Assessment
- Everyone will be health screened upon entry to building
- Entry may be staggered to avoid a tight crowd making it difficult to social distance
- People with symptoms will be isolated and appropriate action will be taken to obtain needed medical attention and to remove them from building.
- Attendance will be limited to accommodate a *minimum* of 6-foot social distancing
- Learning opportunities for COVID-19 mitigations skills will be provided
- People will strongly be encouraged to wear masks
- People will routinely wash their hands and use hand sanitizer

STAGE TWO

Group 2 (Anticipated October 1, 2020)

The purpose of Stage Two will be to allow more people to participate in day services while maintaining robust mitigation practices. There will continue to be a high emphasis placed upon reducing risk of contracting and spreading COVID-19, including all of the initiatives instituted in Stage One. Stage Two will occur when all aspects of Stage One have been achieved successfully,

mitigation practices are consistently practiced, and it is determined that additional clients can safely be integrated into the service.

STAGE THREE

Group 3 (To Be Determined)

The purpose of Stage Three is to allow even more people to participate in day services while maintaining sensible COVID-19 mitigation practices. Stage Three will include more people with increased vulnerability factors as long as they can practice enhanced mitigation practices consistent with their individualized needs. There will be increased access to the broader local community consistent with the practices of The Arc Jacksonville and the clients served. There will still be a strong emphasis placed on reducing risk of contracting and spreading COVID-19 consistent with reasonable practices based upon the level of mitigation success within the day services environment, the local community, and the state. There will continue to be a high emphasis placed upon reducing risk of contracting and spreading COVID-19, including all of the initiatives instituted in Stage One.

Informational Links to COVID-19

https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/Schools-Decision-Tree.pdf?mkt_tok=eyJpIjoiTXpRd09EVmhaVGN3WkdNMCIlnQiOiJ3WDNEzd3eWU2b1dISStkQU5XK21DZjVnbG1DajJGeW9uTGywQklyQVJuY2RaVm3Tk40ME5SU3pyc002UjR3TEZWUmlpRjhxaFB4bU1FeSttWFBL6G16M1FQZkVjSW5TTXA2SzFCYndmcG5RdEpFZlBIT094NGFLS0RcL1IGZHcifQ%3D%3D

<https://www.dropbox.com/sh/1q29uwq5yyzyoy/AACQZPIXAJFLdlrQcmt8iwj2a?dl=0&preview=key-messages-and-actions-for-covid-19-prevention-and-control-in-schools-march-2020.pdf>

https://www.centerforhealthsecurity.org/our-work/pubs_archive/pubs-pdfs/2020/200417-reopening-guidance-governors.pdf

https://www.centerforhealthsecurity.org/our-work/pubs_archive/pubs-pdfs/2020/200417-reopening-guidance-governors.pdf

COVID-19 Partnership Agreement

Reopening in the midst of the COVID-19 pandemic has risks and everyone needs to help to make reopening as safe as possible. Everyone has a responsibility to help reduce the chance of getting COVID-19 during reopening. Because reopening has risks we will reopen slowly in Stages. It is important to remember that people can get sick and some people could become very sick during reopening. This is why everyone must do their part to the best of their ability to make mitigation efforts as effective as possible. Everyone has a responsibility to follow the rules to the best of their abilities during the reopening Stages.

By signing this agreement, I acknowledge and understand the following:

- Reopening of day services has risks of people becoming sick
- People have died from COVID-19
- I agree to participate in COVID-19 mitigation efforts
- I agree to wear Personal Protective Equipment (PPE) such as masks, gloves, face shield, etc. if required by the rules of reopening Stages
- I agree to wash my hands and avoid touching my face
- I agree to practice social distancing
- Families/caretakers agree to practice reasonable mitigation efforts at home and teach the same
- Families/caretakers will not send anyone to a day service who is sick
- Families/caretakers will immediately pickup their family member/resident if they become sick at a day program, even if that means leaving work or other activity
- I will participate in symptom monitoring (temperature, symptom questions, etc.)
- I will follow safety rules during each Phase of reopening
- I will participate in activities designed to help me become more informed about COVID-19 and how to reduce the risk of becoming sick or spreading sickness
- I agree to follow specialized instructions if I'm more vulnerable to COVID-19

I voluntarily agree to assume all of the foregoing risks and accept sole responsibility for myself in connection with my attendance at any program of The Arc Jacksonville. I, for myself (or as guardian on behalf of the Client), hereby release and hold harmless The Arc Jacksonville, their officers, officials, agents, employees, and/or other program participants (Releases) with respect to any and all illness, disability, death, or loss or damage to person or property, whether arising from the negligence of Releases or otherwise, to the fullest extent permitted by law.

I HAVE READ THIS RELEASE OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT, FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND SIGN IF FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT.

All applicable signatures need to be present before participation in reopening phases.

Client's Name _____ **Date** ____/____/____

Client's Signature _____ **Date** ____/____/____

Guardian's Name _____ **Date** ____/____/____

My Guardian's Signature _____ **Date** ____/____/____

Residential Provider's Name _____ **Date** ____/____/____

Residential Provider's Signature _____ **Date** ____/____/____

COVID-19 Vulnerability Assessment

This document is designed to assess your general risk for COVID-19. These are general questions to help determine if you are at increased risk of being sick now with COVID-19 or have increased risk of becoming sick with COVID-19 during the reopening of our day services. If you are at increased risk you may be asked to delay your return to our day program to a later Stage, you may be asked to get tested for COVID-19 before attending day services, or be asked to see your physician. This document is not intended to be a substitute for medical advice or services. We urge anyone who has questions about their health and their vulnerability to COVID-19 to seek consultation with their medical doctor. Your day service location will need to receive this form prior to your attending the reopening of your day service.

Please do your best to answer these questions to the best of your ability with help from caregivers, family, guardian or medical professional.

Questions – Circle the answer

I recently had a fever, sore throat, cough, headache, shortness of breath, fatigue, muscle or body aches, loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea	Yes	No
I have felt sick lately	Yes	No
I was recently exposed to someone with COVID-19	Yes	No
I have recently traveled outside of the Jacksonville area	Yes	No
I have a medical condition(s) that place me at higher risk for COVID-19	Yes	No
I take public transportation to day services	Yes	No
I have recently been in crowds with no masks or social distancing	Yes	No
I have difficulty understanding social distancing	Yes	No
I have difficulty washing my hands	Yes	No

I have much difficulty not touching my face	Yes	No
I have difficulty wearing a face mask	Yes	No
I have difficulty not touching people	Yes	No
I have moderate to severe asthma	Yes	No
I have chronic lung disease	Yes	No
I have diabetes or serious heart condition	Yes	No
I'm treated with dialysis for kidney problems	Yes	No
I am severely obese	Yes	No
My immune system is compromised	Yes	No
I have liver disease	Yes	No

All applicable signatures need to be present before a Client can participate in reopening stages.

Client's Name _____ Date ____/____/____

Client's Signature _____ Date ____/____/____

Guardian's Name _____ Date ____/____/____

My Guardian's Signature _____ Date ____/____/____

Residential Provider's Name _____ Date ____/____/____

Residential Provider's Signature _____ Date ____/____/____