



Community Services
FOR EVERY1

Office, Site, Home and Community Based Work Guidelines

For Employees at Community Services for Every1

These guidelines apply to **all** business activities within an *office setting and site based program*, i.e. Pre-Vocational Services, Day Habilitation, and Respite **and home/community based setting**, i.e. Behavioral supports, contracts, behavioral health, victims advocacy and self-direction.

Community Services for Every1 will stay up to date with all information passed to us from the CDC, our local Health Department and OPWDD and make necessary changes to this document as necessary.

It's important that in the re-opening of offices and program sites employees abide by all safety precautions as noted in the guidelines and posted at the office locations.

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Locations

The guidelines pertain to the following locations:

Location	Address
Abbott Offices and Habilitation	1377 Abbott Road Lackawanna, NY 14218
Delaware Offices	452 Delaware Avenue Buffalo, NY 14202
Genesee Offices and Habilitation	2180 Genesee Street Buffalo, NY 14217
Kenmore Residential Offices	1179 Kenmore Avenue Kenmore, NY 14217
Kenmore Staff Development, Buildings and Properties and Transportation Offices	1845 Kenmore Ave Kenmore, NY 14217
Oak Street Administrative Offices	180 Oak Street Buffalo, NY 14203
Humphrey Offices and Habilitation	175 Humphrey Street N. Tonawanda NY 14120
Jefferson Career Exploration Center	1485 Jefferson Avenue



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	Buffalo, NY 14208
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Physical Distancing

Effective July 15, 2020 as WNY – Erie County has entered Phase IV of re-opening, Community Services for Every1 must only limit the total number of occupants at any give time to no more than 50% in confined spaces, i.e. Elevators, Storage Rooms, Mailrooms, Restrooms, etc.

- No in-person meetings/gatherings larger than 10 involving **internal** employees. In-person meetings should only occur when the work/topic must be handled face to face, otherwise, host virtually. If an in-person meeting does occur, the option to attend virtually for those who prefer not to meet in person is required. Anyone who presents in person, must adhere to social distancing and wear a mask or face covering.
- No in-person **external/visitor** meetings/gathers until otherwise noted. Please host external meetings/gathers virtually utilizing technology, i.e. Zoom, Microsoft Teams, Go-to-Webinar, etc.... For example: Care Review, DDAWNY Committees, Trainings that invite external guests.

Community Services for Every1 has posted various signage at all locations to ensure employees and program recipients:

- Distance at least 6 feet in common areas, unless safety of the core activity requires a shorter distance, ensure face covering if so.
- **For Program Sites:** At least six feet of physical distance is maintained among individuals and staff, unless safety of the core activity requires a shorter distance or an individual’s treatment plan requires that closer contact be maintained with a staff member.
- **Group Programming on-site:** At least six feet of physical distance is maintained among individuals and staff, unless safety of the core activity requires a shorter distance or an individual’s treatment plan requires that closer contact be maintained with a staff member.
- Face coverings must be worn by all employees or visitors within 6 feet of another person, acceptable face covering must be worn ensuring that mouth and nose are covered. Employees should be prepared to don a face covering if another person unexpectedly comes within 6 feet.
- Individuals receiving services must wear face coverings, if they can medically/sensory tolerate one whenever social distancing cannot be achieved.



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- We are prohibiting the use of tightly confined spaces, like elevators for no more than **ONE person** at a time.
- Please adhere to posted signage within multi-stall restrooms. Limitations of persons utilizing the space has been noted as applicable.
- Limit interpersonal contact and congregations through various methods. Examples are: adjusting your office based working hours with supervisor, seek supervisor approval for remote working, while at office eat lunch in your office.
- Program Sites must ensure that groupings of staff/individuals receiving services are as static as possible by having the same group of individual's work with the same staff whenever and wherever possible. Group size must be limited to no more than 15 individuals receiving services. The restriction on group size does not include staff.
- Program Rooms must modify the use and/or restrict the number of seating areas to allow for social distancing. When distancing is not feasible between workspaces, the program must provide and require the use of face coverings or enact physical barriers.
- Prohibited use of tightly confined spaces, i.e. storage closets, kitchens, vehicles, restrooms, etc by more than one person at a time, unless both individuals and staff sharing such space is wearing face coverings. Occupancy must never exceed 50% of the maximum capacity of the space or vehicle.
- To reduce bi-directional foot traffic where appropriate in program sites tape or signs with arrows will be utilized.
- Social distancing may not always be possible when caring for individuals with higher medical, behavioral or adaptive support needs. Their specific treatment plans may necessitate physical contact to ensure health and safety during activities of daily living, i.e. toileting, eating, behavior intervention techniques or medical treatments. All appropriate PPE and hygiene must be utilized.



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Protective Equipment

Employees and those supported by the organization have been provided with face coverings at their request and on an on-going basis throughout the COVID-19 crisis. Should an employee or an individual supported require a replacement face covering, contact can be your supervisor or directly to Tammy Gorman at tgorman@csevery1.com who will arrange for pick-up/delivery of face covering(s).

Acceptable face coverings include but are not limited medical grade or cloth, example, homemade sewn, quick cut, bandana, surgical masks and face shields.

Employees are responsible for cleaning, replacing and prohibiting the shared use of a face covering. Refer to guidance document “Acceptable Face Mask/Covering for COVID-19” available on Employee Portal under the COVID-19 link.

Refer to the Acute Illness Policy regarding don, doff, clean (as applicable) and discard of PPE. The Acute Illness Policy can be located on the Employee Portal under the COVID-19 link.

Limit the sharing of objects, such as tools, laptops, notebooks, telephones, touchscreens, and writing utensils, as well as the touching of shared surfaces.

Community Services for Every1 has posted signage to ensure:

- Employees, visitors, individuals and contractors wear face coverings in common areas including elevators, lobbies, and when traveling around the office.

Hygiene and Cleaning

It is important that agency employees adhere to hygiene, cleaning and disinfection requirements from the [Centers for Disease Control and Prevention \(CDC\)](#) and [Department of Health \(DOH\)](#).

Hygiene and Cleaning practices can also be referenced in the Acute Illness Policy stored on the employee portal under the COVID-19 link.

All employees, individuals and visitors must perform hand hygiene immediately upon entering a building and throughout the day. While delivering services within the community, employees also need to periodically wash their hands or utilize hand sanitizer.

Cleaning and disinfection supplies will be made readily available at each location and in restrooms. We encourage you to use the supplies, followed by hand hygiene.



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Community Based: When providing services within a person or their families home, utilize cleaning & disinfecting supplies to sanitize the work area, before during and after provision of services. Contact your direct supervisor to obtain cleaning and disinfecting supplies as needed.

Janitorial Staff have been briefed on the cleaning and disinfection procedures and are responsible for cleaning all high-touch areas, common spaces, restrooms, etc. on a scheduled basis and documented as such.

Employees must ensure they wipe down personal space periodically as well, including computer, telephone, key board, door knobs, and desk surfaces. Moreover, limit use of shared objects and equipment among co-workers and those supported.

Reasonable measures to limit the sharing of objects, such as electronic equipment, arts and craft materials, touchscreens must occur. Sanitizing in between use and proper hygiene before and after use is a requirement.

We have ensured hand sanitizing stations are located throughout our locations for employee, individuals and visitor use and have supplied each work office with a bottle for personal use.

Community Services has posted signage within the buildings reminding employees of proper hand washing. Please adhere to the postings.

Communication

In an effort to help our employees adhere to the state guidelines for re-opening office-based and program locations, we've posted signage inside and outside of the locations to remind personnel and visitors to adhere to proper hygiene, social distancing rules, appropriate use of PPE and cleaning and disinfecting protocols.

Communication on changes to guidelines and/or additional guidance will be posted on the Employee portal that can be accessed from your home, mobile device, or work site. Contact Kelly Kinderman at kkinderman@csevery1.com if you are having difficulty accessing the portal.

Periodic communication will also be sent through the COVID19 Outlook Mailbox and COVID19 Therap S-Comm and Self Directed Group Email. Employees and external parties are able to email COVID19@csevery1.com with questions and concerns or by contacting 716-883-8888, Ext. 707.

Visitors must always sign in to all locations! Receptionists at each location will be responsible to ensure this occurs. Logs will be maintained on site.

If a worker or visitor was in close contact with others at the office location and tests positive for COVID-19, the agency must report the occurrence in-line with NYS and OPWDD. Additionally, the agency will perform contact tracing. Refer to the Acute Illness Policy for additional guidance.



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Screening

Employees who are sick should stay home or return home, if they become ill at work.

Every employee, contractor and visitor must be screened prior to entering office and site based locations. This will include: (1) COVID-19 symptoms in the past 14 days, (2) positive COVID-19 test in the past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days.

Receptionists will refer employees and visitors to the questions prior to entry. Receptionists will also have a touch less thermometer available to take temperatures of visitors. All visitors, including those supported by Community Services for Every1 will need their temperature taken. Office Based Employees are responsible to self-check prior to entering the building, but are free have their temperature checked as well by reception. **See next section related to Entrance to Site Based Programs for further guidance.**

Refer to Acute Illness Policy for additional screening guidance.

****Home and Community Based:** All screening questions will be asked of the program participants prior to the provision of services in their home or community by the support staff. If any questions are answered and reflect a potential exposure, staff must contact their supervisor immediately for further guidance.

If someone presents experiencing COVID-19 related symptoms, notify Jennifer Theilbolt, Benefits Manager by phone – 716-883-8888, Ext 167.

Entrance to Site Based Programs

All staff and individuals, as well as any essential visitor, must be screened prior to entry into the day program site and monitored for signs and symptoms of COVID-19 thereafter. Those who attend a site based programs will be screened at the time of pick-up by transportation representative.

Each day service/program has a designated supervisory level staff or health care professional or other identified person to conduct daily screenings as employees enter the building. Employees must self-report during the day if their symptoms change.

Screeners will wear PPE, including at a minimum, a face mask and gloves. Screeners can wear a gown and face shield as well. Screeners will document the following:

- ✓ Temperature check (If 100.4 or over see Acute Illness Policy)



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- ✓ Assessment of (1) have they experienced any COVID-19 symptoms the past 14 days, (2) positive COVID-19 Test in the past 14 days, (3) close contact with a confirmed or suspected COVID-19 case in the past 14 days and/or (4) traveled recently to any of the designated states with significant spread.

The screener will document health screenings of all individuals and staff. Staff screenings will document if the screening was passed or the staff/individual was sent home, this will be done by an electronic survey. Staff must self-report to the extent they are able if their symptoms change during the day.

Any individual or staff exhibiting signs or symptoms of COVID-19 upon arrival will not be allowed to enter the program building. They will be required to return home until they are fever free for 72 hours without the use of fever-reducing medications, i.e. Advil, Tylenol.

If symptoms begin while at the day program, the individual or staff must be sent home as soon as possible. The program must keep sick individuals and staff separate from well individuals and staff.

See Acute Illness Policy for more specific guidance.

Gatherings in Site Based Programs

Gatherings of more than 15 people (Excluding Staff) in a shared space, at any given time is prohibited.

Program rooms should include the same grouping of individuals with the same staff each day to the extent possible and avoid crossing programs with other rooms.

Where able, multiple program rooms will be utilized to allow for proper social distancing and smaller group activities.

Seating will be spaced out (6 feet apart) and or floor markers will be utilized to designate six-foot distances. Extra seating will be removed.

Break times for staff will be spread out to ensure social distancing.

Shared food and beverages are prohibited. Food brought from home should require limited preparation at the day program site, i.e. heating in microwave.

Buffet-style dining is prohibited.

External Visitors

Refer to the Acute Illness COVID-19 Policy in reference to visitations in certified group residential settings.



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External visitors at all other locations must be scheduled in advance.

**** Exception:** Visitors addressing health and safety needs and/or addressing business operations are permitted to enter the buildings with proper screening by reception or another designee. For example: an agency approved vendor, plumber, HVAC, etc...

Visitors from oversight bodies, i.e. OPWDD DQI, New York State Justice Center, Department of Health, etc. are also permitted entry with proper screening as well.