



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.

Contents

For Employees at Community Services for Every1	1
Locations.....	2
Physical Distancing	3
Protective Equipment.....	5
Hygiene and Cleaning	5
Communication.....	6



Community Services
FOR EVERY1

Screening 7
Entrance to Site Based Programs 7
Gatherings in Site Based Programs 8
Micro-Cluster Zone 9
Travel Restrictions 11
Essential Employee COVID Guidance 13

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 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 – we are in 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. Community Services is discouraging in-person meetings. 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.



Community Services

FOR EVERY1

- Individuals receiving services must wear face coverings, if they can medically/sensory tolerate one whenever social distancing cannot be achieved.
- 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 medial treatments. All appropriate PPE and hygiene must be utilized.



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FOR EVERY1

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.



Community Services FOR EVERY1

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.



Community Services FOR EVERY1

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. (4) traveled outside of NYS in the past 14 days, and tested positive for COVID-19.

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.

If a visitor answers yes to any of question or presents with a fever, access will be denied into the location.

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 Thiebolt, 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.



Community Services FOR EVERY1

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)
- ✓ 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.

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.



Community Services
FOR EVERY1

Micro-Cluster Zone

As of 10/30/2020 Governor Cuomo has introduced a new strategy to aggressively respond to micro-clusters in order to limit COVID-19 spread. It’s called the **CLUSTER ACTION INITIATIVE**.

The initiative focuses response in defined geographic areas by zip code. They fall within:

- Red Micro-Cluster Zone
- Orange Warning Zone
- Yellow Precautionary Zone

Purpose:

- To inform agencies who operate IRA’s of limitations on visitation in red or orange zones.
- To inform agencies who operate Certified Day Services or Group Non-Site Based Services Suspension in red and/or orange zones.
- To ensure safety of residents and staff.

Program Suspension/Reduction and Proactive COVID19 Testing Table:

The scope of enhanced testing and program suspensions/reduction is summarized in the following tables:

Type of Activity	Red	Orange	Yellow
Certified Site-Based Day Services (day habilitation, site-based prevocational services, site-based respite, pathway to employment)	SUSPENDED	SUSPENDED	OPEN -In compliance with OPWDD’s Interim Guidance for Day Services Reopening and the Day Program Reopening Safety Plans
Group Non-Site-Based Services	SUSPENDED	OPEN	OPEN



Community Services

FOR EVERY1

<p>(day habilitation without walls, community based prevocational services, non-site-based respite, community habilitation-group, supported employment-group)</p>		<p>-10 Person capacity (inclusive of individuals and staff) -Weekly Testing Recommended</p>	<p>-In compliance with OPWDD’s Interim Guidance for Day Services Reopening and the Day Program Reopening Safety Plans -Weekly Testing Recommended</p>
<p>Non-Group Non-Site-Based Services (services provided to 1-3 individuals: community habilitation, respite, employment training, SEMP, community based prevocational services)</p>	<p>OPEN -2 Person capacity (inclusive of individuals and staff) -Weekly Testing Recommended</p>	<p>OPEN -4 Person capacity (inclusive of individuals and staff) -Weekly Testing Recommended</p>	<p>OPEN Weekly Testing Recommended</p>
<p>Residential (certified residences, free standing respite, day services and community habilitation being temporarily delivered in a certified residence)</p>	<p>OPEN -visitation suspended -Weekly Testing Recommended</p>	<p>OPEN -visitation based on COVID status of home -Weekly Testing Recommended</p>	<p>OPEN Weekly Testing Recommended</p>

Agency Notification:

Community Services will be notified of our designated status by OPWDD. They will identify if any of our operating programs are within the designated zones. They do this to ensure we respond according to the table above. Sites/employees will be notified accordingly of the status and direction to adhere to.

What happens if I work at a location that falls in a Red or Orange Zone and is suspended?



Community Services FOR EVERY1

Employees will be contacted by their supervisor if an alternate work site has been identified for the duration of the suspension. It's important to note that the work change is a temporary change in location and possible duties given the circumstance.

What if I live in one of the designated zones, do I need to obtain a COVID19 test as precautionary?

When agency employees reside in an identified zone, OPWDD would like to see that staff are being proactively tested for COVID19. Community Services would like to support you in doing that.

There is no cost associated with testing if you go through the Department of Health testing sites. If you choose to go elsewhere, you *may* be charged a fee, this fee *will not* be reimbursed by the agency. Therefore, we suggest you go to the following link <https://www2.erie.gov/health/index.php?q=covid-19-testing-information> or call the Dept. of Health directly to request testing based on the cluster initiative 716-858-2929.

For those who live outside of Erie County:

Call the NYS COVID-19 hotline at 1-888-364-3065 or go to the following link to go directly to your County: https://health.ny.gov/contact/contact_information/

**Community Services for Every1 acknowledges that the County has revised its guidance for testing. We still encourage you to contact the county for cluster initiative testing.

Travel Restrictions

We recommend that any employee planning to travel out of state, specifically to those states considered "restricted states" consider whether or not the potential of infecting themselves, their loved ones, their friends and co-workers or the people they support is a risk they feel comfortable taking. We understand some out-of-state travel is unavoidable but please consider rescheduling travel plans if you can to protect yourself and others.

Employees should submit ample PTO to cover any travel, and mandatory COVID testing upon return. Employees must discuss plans with their supervisor.

Full Advisory can be found here and attached: <https://coronavirus.health.ny.gov/covid-19-travel-advisory>

Governor Andrew M. Cuomo has announced new guidelines allowing out-of-state travelers to New York to "test out" of the mandatory 14-day quarantine. **Essential workers will continue to be exempt from full quarantine - but will need to adhere to the guidance below.**



Community Services FOR EVERY1

The new protocol is effective Wednesday, November 4.

Exemptions for Essential Workers – This includes Clinical, Direct Support Professional and other Facility Personnel in Programs/Services.

Exceptions to the travel advisory are permitted for essential workers and are limited based on the duration of time in designated states, as well as the intended duration of time in New York.

Short Term – for essential workers traveling to New York State for a period of **less than 12 hours**.

- This includes instances such as an essential worker passing through New York, delivering goods, awaiting flight layovers, and other short duration activities.
- Essential workers should stay in their vehicle and/or limit personal exposure by avoiding public spaces as much as possible.
- Essential workers should monitor temperature and signs of symptoms, wear a face covering when in public, maintain social distance, and clean and disinfect workspaces.
- Essential workers are required, to the extent possible, to avoid extended periods in public, contact with strangers, and large congregate settings.

Medium Term – for essential workers traveling to New York State for a period of **less than 36 hours**, requiring them to stay overnight.

- This includes instances such as an essential worker delivering multiple goods in New York, awaiting longer flight layover, and other medium duration activities.
- Essential workers should monitor temperature and signs of symptoms, wear a face covering when in public, maintain social distance, and clean and disinfect workspaces.
- Essential workers are required, to the extent possible, to avoid extended periods in public, contact with strangers, and large congregate settings.

Long Term – for essential workers traveling to New York State for a period of **greater than 36 hours**, requiring them to stay several days.

- This includes instances such as an essential worker working on longer projects, fulfilling extended employment obligations, and other longer duration activities.
- Essential workers should seek diagnostic testing for COVID-19 as soon as possible upon arrival (within 24 hours) to ensure they are not positive.
- Essential workers should monitor temperature and signs of symptoms, wear a face covering when in public, maintain social distancing, clean and disinfect workspaces for a minimum of 14 days.
- Essential workers, to the extent possible, are required to avoid extended periods in public, contact with strangers, and large congregate settings for a period of, at least, 14 days.



Community Services FOR EVERY1

- Essential workers and their employers are expected to comply with previously issued DOH guidance regarding return to work after a suspected or confirmed case of COVID-19 or after the employee had close or proximate contact with a person with COVID-19.

All other Community Services Personnel must adhere to the following:

**All travelers entering New York from a state that is not a contiguous state, or from a CDC Level 2 or 3 Travel Health Notice country, shall quarantine for a period of 14 days consistent with Department of Health regulations, unless:

1. For travelers who traveled outside of New York for more than 24 hours, such travelers must obtain testing within 72 hours prior to arrival in New York, AND
2. Such travelers must, upon arrival in New York, quarantine according to Department of Health guidelines, for a minimum of three days, measured from time of arrival, and on day 4 may seek a diagnostic test to exit quarantine.

For travelers that meet the criteria above, the traveler may exit quarantine upon receipt of the second negative test result.

Contiguous states are Pennsylvania, New Jersey, Connecticut, Massachusetts and Vermont. Travelers from these states are not subject to this guidance.

Travelers who leave New York State for less than 24 hours do not need to obtain a diagnostic test before departing and do not need to quarantine upon return. However, such travelers must fill out the traveler form upon entry and must obtain a diagnostic test on the fourth day after arrival in New York. A copy of this form can be found at: <https://coronavirus.health.ny.gov/covid-19-travel-advisory#traveler-health-form>

Providers may locate the guidance document issued by the New York State Department of Health titled "Interim Guidance for Quarantine Restrictions on Travelers Arriving in New York State Following Out of State Travel" at: <https://coronavirus.health.ny.gov/covid-19-travel-advisory>

Essential Employee COVID Guidance

Community Services for Every1 Essential Employee Guidance for Clinical, Direct Support Professional or other Facility Staff:

If an absence of personnel would result in staffing shortages that would adversely impact operation of the site/department, Community Services under guidance of OPWDD will allow personnel to continue working under these stipulations (Department Directors to be consulted for remote work as applicable):



Community Services

FOR EVERY1

Asymptomatic:

- Employees who have been in close contact to a confirmed or suspected case, should work. Employees should self-monitor twice a day (at least every 12 hours) for a fever (temperature equal to or greater than 100.4) and cough or shortness of breath.
- Personnel who are asymptomatic contacts of confirmed or suspected cases must wear a facemask while working and utilize universal precautions.
- To the extent possible, direct care professionals and clinical staff working under these conditions should preferentially be assigned to individuals at lower risk for severe complications, as opposed to higher-risk patients (e.g. severely immunocompromised, elderly).
- Personnel allowed to return to work under these conditions should maintain self- quarantine when not at work.
- Personnel allowed to return to work under these conditions should maintain self- quarantine when not at work.
- At any time, if the personnel who are asymptomatic contacts to a positive case and working under these conditions develop symptoms consistent with COVID-19, they should immediately stop work and isolate at home. All staff with symptoms consistent with COVID-19 should be immediately referred for diagnostic testing.

Symptomatic:

- To be eligible to return to work, personnel with confirmed or suspected COVID-19 must have maintained isolation for at least 10 days after illness onset, must have been fever-free for at least 72 hours without the use of fever reducing medications, and must have other symptoms improving.
- Personnel who are severely immunocompromised as a result of medical conditions or medications should consult with a healthcare provider before returning to work.
- If a staff member is asymptomatic but tested and found to be positive, they must maintain isolation for at least 10 days after the date of the positive test and, if they develop symptoms during that time, they must maintain isolation for at least 10 days after illness onset and must have been at least 72 hours fever-free without fever reducing medications and with other symptoms improving.
- Personnel who are recovering from COVID-19 and return to work after 10 days must wear a facemask while working until symptoms have completely resolved, so long as mild symptoms are improving, if they persist.

**Refer to additional travel guidance in above section for employees who have chosen to travel.

Personnel who are placed on leave due to isolation, or because they do not meet the above conditions for returning to work, qualify for paid sick leave benefits.



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FOR EVERY1

*****If you are experiencing any COVID19 symptoms you must notify the Flu Box at 716-883-8888, ext. 477.***