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:

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| **Location** | **Address** |
| Abbott Offices and Habilitation | 1377 Abbott RoadLackawanna, NY 14218 |
| Delaware Offices | 452 Delaware AvenueBuffalo, NY 14202 |
| Genesee Offices and Habilitation | 2180 Genesee StreetBuffalo, NY 14217 |
| Kenmore Staff Development, Buildings and Properties and Transportation Offices | 1845 Kenmore AveKenmore, NY 14217 |
| Oak Street Administrative Offices | 180 Oak StreetBuffalo, NY 14203 |
| Humphrey Offices and Habilitation | 175 Humphrey StreetN. Tonawanda NY 14120 |
| Jefferson Career Exploration Center | 1485 Jefferson AvenueBuffalo, NY 14208 |

# Physical Distancing

Update: Effective May 19, 2021 Community Services for Every1 must only limit the total number of occupants at any given time in confined spaces, i.e. Elevators, Storage Rooms, Mailrooms, Restrooms, etc.

* No in-person meetings/gatherings larger than 10 involving **internal/external** 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.

**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, acceptable face covering must be worn ensuring that mouth and nose are covered. Office Based Employees who have private offices should be prepared to don a face covering if another person unexpectedly comes within 6 feet. Program Staff are required to wear face coverings at all times while delivering services.
* 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 in order to safely implement social distancing within the space available.
* 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 confided 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.
* 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.

# 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)](https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html) and [Department of Health (DOH).](https://coronavirus.health.ny.gov/home)

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 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 devise, or work site. Contact Kelly Kinderman at kkinderman@csevery1.com if you are having difficulty accessing the portal.

Periodic communication will also be sent thought 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.

# Screening

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

Employees are responsible for self-monitoring. Contractors and visitor must be screened prior to entering office and site-based locations.

**Screening Questions**

1. Do they have any symptoms of COVID to include, but not limited to: cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, new loss of taste or smell? UPON ARRIVAL TAKE THE PERSON’S TEMPERATURE.

2. Have they come in contact with anyone who has had symptoms of COVID (see above) and/or been in contact with anyone under a DOH quarantine in the last 14 days?

3. Have they been instructed to self-quarantine by the Department of Health (DOH), Center for Disease Control (CDC) or their medical provider in the last 14 days?

**Screening Determination**

If the person answers YES to ANY of the above the person cannot be allowed to come on agency property.

Should the visitor disagree with any visiting restriction, immediately contact management for further guidance, but the individual should not be allowed access.

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 (not employees, they are to self-monitor)*, including those who receive services from 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 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)
* 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 conformed or suspected COVID-19 case in the past 14 days.

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

Group size must be limited in order to safely implement social distancing within the space available.

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.

# Travel Restrictions

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

The travel guidelines require all New Yorkers, as well as those visiting from out-of-state or another country, to take personal responsibility for compliance in the best interest of public health and safety.

Asymptomatic travelers entering New York from another country, U.S. state, or territory **are no longer required** to test or quarantine as of April 10, 2021. Quarantine, consistent with the CDC recommendations, is **still recommended** for all travelers who are not fully vaccinated or have not recovered from laboratory confirmed COVID-19 during the previous 3 months. Symptomatic travelers must immediately self-isolate and contact the local health department or their healthcare providers to determine if they should seek COVID-19 testing.

All travelers must complete the [Traveler Health Form](https://coronavirus.health.ny.gov/covid-19-travel-advisory#traveler-health-form) unless the traveler had left New York for less than 24 hours or is coming to New York from a contiguous state. Contiguous states to New York are Pennsylvania, New Jersey, Connecticut, Massachusetts and Vermont.

Irrespective of quarantine, all travelers must:

* Monitor symptoms daily from day of arrival in New York through day 14;
* Continue strict adherence to all recommended non-pharmaceutical interventions, including hand hygiene and the use of face coverings, through Day 14 (even if fully vaccinated); and
* **Must immediately self-isolate** if any symptoms develop and contact the local public health authority or their healthcare provider to report this change in clinical status and determine if they should seek testing.
* **Fully vaccinated** is defined as being 2 or more weeks after the final dose (e.g., first for Janssen/Johnson & Johnson, second for Pfizer and Moderna) of the vaccine approved by the FDA or authorized by the FDA for emergency use. Vaccines that are not authorized by the U.S. Federal Drug Administration (FDA) for emergency use or approved by the FDA  do not satisfy this definition.
* **Recently recovered** is defined as 1) recovered from laboratory-confirmed COVID-19 by meeting the criteria for discontinuation of isolation, 2) within the 3-month period between date of arrival in New York and either the initial onset of symptoms related to the laboratory confirmed COVID-19 infection or, if asymptomatic during the illness, the date of the laboratory confirmed test, and 3) asymptomatic after travel or new exposure.

**Domestic Travelers**

Domestic travel is defined as travel lasting 24 hours or longer to states or US territories other than contiguous states (i.e., Pennsylvania, New Jersey, Connecticut, Massachusetts, and Vermont). Travelers must fill out the [NYS Department of Health traveler health form](https://forms.ny.gov/s3/Welcome-to-New-York-State-Traveler-Health-Form)

There are generally **no quarantine, work furlough, or testing requirements** for asymptomatic domestic travelers.

**All unvaccinated domestic travelers**who have **not recovered** **from COVID-19** in the past 3 months**are recommended** to get tested 3-5 days after arrival in New York, consider non-mandated self-quarantine (7 days if tested on day 3-5, otherwise 10 days), and avoid contact with people at higher risk for severe disease for 14 days, regardless of test result.

**International Travelers**

CDC and NYS recommend **delaying** international travel until the traveler is fully vaccinated.

International travelers must comply [CDC requirements](https://www.cdc.gov/coronavirus/2019-ncov/travelers/testing-international-air-travelers.html), which currently include proof of negative test or recent COVID recovery in order to board airplanes headed to the US. Travelers must complete the [NYS Department of Health traveler health form](https://forms.ny.gov/s3/Welcome-to-New-York-State-Traveler-Health-Form).

**Currently CDC does not require quarantine, work furlough, or testing requirements** for asymptomatic international travelers.

**New York follows that recommendation with the following exceptions:**

* **Fully vaccinated**individuals who have not recovered from COVID-19 in the past 3 months are **recommended to get tested 3-5 days** after arrival in New York from international travel.
* **All unvaccinated international travelers**who have not recovered from COVID-19 in the past 3 months**are recommended** to get tested 3-5 days after arrival in New York, consider non-mandated self-quarantine (7 days if tested on day 3-5, otherwise 10 days), and avoid contact with people at higher risk for severe disease for 14 days, regardless of test result.

**Canada**

Travelers from **Canada**, crossing at **land borders**subject to the agreement between the governments of the United States and Canada, are permitted to travel in accordance with said federal agreement and need not quarantine solely due to such federally authorized travel. Travelers flying between the US and Canada must follow the CDC guidance for international travel.

# 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):***

***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 to 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.

\*\*Asymptomatic personnel who have recovered from COVID-19 infection may not need to undergo repeat testing or quarantine if exposed to COVID-19 within 3 months after the date of symptom onset from the initial infection or date of first positive diagnostic test if asymptomatic during illness.

(CDC Guidance, “Testing Healthcare Personnel for SARS-CoV-2”, 2/14/2021, <https://www.cdc.gov/coronavirus/2019-ncov/hcp/testing-healthcare-personnel.html>).

1. 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.

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