**FLYING FORWARD**

**Phases of Flying:**

Dove Pointe has outline, five phases of reopening. Each phase, as you will note expands services and provides additional opportunities for participation. It is imperative for staff, participants, and families to understand that the advancement of phases and tiers is based on a collection of data to include but not limited to; current COVID-19 cases within the county, tri county, eastern shore region and overall state of Maryland, guidelines published by local health officials, DDA, MDH and CDC. In addition, Dove Pointe will monitor the trends amongst our staff and participants. Safety is vital as we progress through expanding services, we reserve the right to advance and regress in phasing as the committee deems appropriate.

* Phase One: Remote Model
	+ Dove Pointe following the recommendations and guidance from health officials and Maryland Developmental Disabilities Administration, suspended face to face programs temporally. Following the “Stay at Home - Stay Safe” orders community-based participants and personal supports were decreased. Dove Pointe staff were established as essential personal status. Administrative staff were instructed to telecommute if possible. Remote services and telecommunications were initiated to maintain communication with participants and families. Residential homes remained “Safe in Place” suspended community outings/activities.

Dove Pointe employees were provided PPE and COVID-19 trainings completed routinely.

Health assessment screening for COVID-19 initiated. Dove Pointe minimized shared staff to reduce exposure. Tele-med appointments initiated for residential participants. Visits of any type temporally suspended to reduce risk of exposure. Delivery of medication & supplies perform with contactless guidelines.

* Phase Two: Hybrid Model
	+ Hybrid model, “Safer at Home – Safer a Part” Dove Pointe maintains strict workplace safety measures. Telework continued as available for administrative staff. Residential homes encouraged to participate in outdoor activities within their home. Planned visits to residential homes permissible in outside setting, with physical distancing. Personal Supports and Supported Employment resume within health and safety guidelines. Small groups of four participants were formed to participate in safe activities within the community. Expanding into designated “activity hubs” areas of the day program. There, activity hubs will be utilized for arts, crafts, planned events, or presentations for a scheduled group. Picking up of medication & supplies from center with social distancing guidelines resumed. Initiation of modified day supports. Remote supports increased to daily activities. Reduced capacity of all transportation vehicles. PPE is accessible for purchase.
* Phase Three: Blended Model
	+ Blended model, “Safer at Home” Dove Pointe maintains safe workplace practices. Remote services expanded with group activities routinely. Administrators return to work within health and safety guidelines. Essential visitors only within facility. Residential participants utilize center as activity hub within home cohort. Small groups expanded to less than 10 participates in community-based activities. Residential participants are completing in person medical appointments as scheduled. Transportation remains at a reduced capacity. Proper PPE usages are demonstrated routinely by Dove Pointe employees. Dove Pointe PPE supply is adequate.
* Phase Four: Reunite Model
	+ Reunite model, “Stay Safe - Limit Contact” Remote services expanded to all interested participants-reconnection among peers. Small groups expanded, participants with minimal health & safety impositions. Continued increase in remote services, with increased participation goal. On-site utilization of the day program as an activity hub would increase attendance while maintaining health and safety guidelines. Residential homes increase interaction with selected homes. Increased days of on-site activity. Transportation capacity is increased. Staff is actively following health and safety guidelines. Dove Pointe’s PPE supply is abundant. Less restrictive visiting protocol for residential participants. Increased community outings, activities and participation. Supports provided to participants from other agencies.
* Phase Five: Reopening Model
	+ Reopening model, “Stay Safe -Resume Interactions with physical distancing” the ultimate goal of Dove Pointe, maintaining the safety, health and overall wellbeing is the top priority. As we strive for this goal, Dove Pointe is committed to following the recommendations and guidelines of state and local health officials. We will work to tailor this phase to best serve our participants in the safest setting. Onsite participation resumes full operating schedule. Remote services, matured and offered routinely to all participants. Tele-med offered as requested and appropriate. Transportation capacity is increased to 100%. Visitors permitted within all settings following health and safety guidelines. Activities within local community become available.

**Team Effort:**

* As Dove Pointe introduces our various services settings and continues to expand services we must work together to keep everyone safe and healthy! Collaborating with participants, families, parents/guardians and CCS to better support the needs of participates remains the priority of Dove Pointe. Inclusiveness will ensure all team members are informed and providing supports in the safest and most appropriate manner.
	+ Day Services/Various Service Settings:
		- Currently defined as “small groups” of select participants and staff participating in person within the community for a scheduled time and day.
			* Case Managers will conduct a program survey and note participants interest of activities and services
			* Families/Guardians are required to provide Current Medical and Health Information
				+ Dove Pointe will assist participants in acquiring this information with a complete Release of Information consent;

Release of information consent allows Dove Pointe to get most recent medical records, notes and orders to ensure the most up to date information is on file.

* + - * Participants/Families/Guardians are required to Review and complete Dove Pointe Agreement and Acknowledgment for Covid-19 Procedures
			* Lastly, collaborate with participant, families and CCS to ensure the team agrees modified day is in the best interest of the participant.
			* Prior to initial interaction DSP staff is required to review resource book. Read, review and sign on all enclosed plans.
	+ If a participant and/or their family chooses not to participate in services or is only in agreement of minimal weekly contact, Dove Pointe will communicate these concerns with the team and the Coordinator of Community Supports. Staff should document, via carematic, conversation, rationale for not participating, and agreed frequency of contact. These particular situations should be discussed amongst the committee in efforts to provide any additional supports, suggestions or ideas.

**Emergency planning and closure:**

As Dove Pointe programs expand the following outlines are emergency planning and closure guidelines to include but not limited to, meaningful day program, children’s program, mentoring, supported employment and personal supports. For purposes of this plan the term “program” is interpreted as a small group within a designated area with specific set of staff.

* Isolation of a person we support showing signs and/or symptoms: If a person we support shows signs and/or symptoms of COVID-19, take the following actions to isolate the person and prevent exposure of others.
* Designate an isolation area, enclosed space, each designated area has a joining changing room, which will be utilized in this situation.
* Keep the person in the isolation area
* Ask the person to wear a facemask
* Provide all supports, such as med administration, to the person in the isolation area
* Keep doorways into the isolation area closed as much as possible
* Don PPE before entering and sanitize immediately after exiting the isolation area
* An adjoining restroom has been identified and can be used only by the person and sanitize the bathroom after each use
* Keep other people we support at least 6 feet away from the person and
* Sanitize all high-touch surfaces after each use
* Transportation of a participant who becomes ill while at program.
* Once the family or guardian is notified, transportation must be immediately arranged.
* Dove Pointe ask that the family/guardian come and pick up their loved one. If transportation is not possible on behalf of family, staff in full PPE will provide transportation in a large vehicle.
* Positioning the individual and the driver six feet apart and riding with windows rolled down if possible to permit airflow.
* After use the vehicle will be sanitized immediately.
* Emergency communication if exposure has occurred:
* Communication while at program:
	+ Contact Supervisor and Delegating Nurse
	+ Contact family/guardian to advise of signs and/or symptoms immediately.
	+ Human Resources or designee will contact local Health Department
	+ Director of Nursing or designee will contact DDA Regional Director/s
* Communication outside of program:
	+ Communication with participant, parents/guardians, staff and others will be notified by Human Resources and/or Administration immediately to advise of potential exposure.
* Cleaning and mitigating area if exposure has occurred:
* Mitigating area/s of exposure:
	+ Close off areas used by the person who is sick immediately.
	+ The program will not necessarily close operations if the area that was affected can be closed and isolated.
	+ The area of concern should be “aired out” opening outside doors and window to increase air circulation in the area.
	+ Wait 24 hours before cleaning or disinfecting. If 24 hours is not feasible, wait as long as possible.
	+ Clean and disinfect all areas used by the person who is sick such as offices, classrooms, bathrooms, common areas and shared equipment.
	+ Once the area has been appropriately disinfected, it can be opened for use.
	+ Employees and participants without close contact with the person who is sick can return to the area immediately after disinfection.
* Determination of isolation and quarantine:
* Dove Pointe programs will utilize the decision aids to assist in determining persons whom should be excluded from participating based on exposure and symptoms. The decision aids and current policies are based on CDC guidance. Any change to CDC guidance about release from isolation or quarantine would immediately supersede these guidelines.
* As noted participants who have COVID-19 will be excluded from participating in any face to face services for at least 10 days from onset of symptoms OR specimen collection in the event that there are no symptoms AND fever has been resolved at least 24 hours (without fever reducing medicine) AND any other symptoms have improved.
* Exposed: Any participants or staff who is EXPOSED to someone with COVID-19 must remain home and will be excluded from any face to face programs for 14 days following the exposure. Exposed is defined as being within six feet of someone with COVID-19 for more than 15 minutes, or any other event deemed to be an exposure by a local department of health.
	+ If a participant is excluded from participating in a face to face service/program due to isolation and or quarantine recommendations, Dove Pointe will continue to offer remote services to maintain communication and socialization opportunities. In addition, Dove Pointe will initiate “Well Check” communications with the participants and family
	+ Dove Pointe case managers will communicate isolation and or quarantine recommendations of a participant to the Coordinator of Community Services so that additional supports can be explored and provided as needed e.g. meal on wheels, delivery options for food and medications.

**Data, Local Rates and Trends;**

* Dove Pointe is committed to maintaining a safe and healthy environment for participants and staff. Dove Pointe Nursing department and committee participants will continue to monitor local infection rates, trends and any specific considerations for providing and expanding services. Continuous consulting to include but not limited to local and state health departments will be regularly reported to the committee and administrator staff.
* Make data-informed decisions
* Dove Pointe will continue to assess our data as an agency.
* Provide updates via Carematic outlining COVID-19 levels.
* Continue to collaborate with the DDA by sharing data when appropriate
* Monitor trends reported by Maryland DDA to include all regions.
* Continue to collaborate with the local health department and DDA immediately upon being informed of any positive COVID-19 test result by a participant or staff.
* Dove Pointe is committed to working with the local health department to trace all contacts within the workplace, therefore maintain accurate employee/visitor logs, daily work assignment sheets and employee schedules.

**Appendix A-1**

 Dove Pointe, Inc.

Salisbury, Maryland

Covid-19 Response Policies and Procedures

 **COVID-19 Symptom Screening**

Employee: Dove Pointe requires all staff to complete a COVID-19 Symptom Screening prior to the start of each shift in attempts to screen for possible Covid-19 exposure and/or symptoms.

By clocking in for work, employees are attesting and acknowledging that they do not have any of the following symptoms of COVID-19 (not caused by another medical condition, allergies or physical activity)

* fever or chills
* cough
* shortness of breath or difficulty breathing
* fatigue
* muscle or body aches
* headache
* new loss of taste or smell
* sore throat
* congestion or runny nose
* nausea or vomiting
* diarrhea

If you have any of the above symptoms or if you have had close contact with a COVID positive person without wearing PPE, contact your supervisor prior to reporting to work.

Dove Pointe requires participants and visitors to complete a COVID-19 Symptom Screening upon entering a Dove Pointe location or at the start of services in attempts to screen for possible Covid-19 exposure and/or symptoms.

Visitors and Participants are screened for:

* fever or chills
* cough
* shortness of breath or difficulty breathing
* fatigue
* muscle or body aches
* headache
* new loss of taste or smell
* sore throat
* congestion or runny nose
* nausea or vomiting
* diarrhea
* If they have any of the above symptoms or if they have had close contact with a COVID positive person without wearing PPE.

Visitors are allowed indoors based on the following CDC guidelines:

* Before allowing indoor visitation, the risks associated with visitation should be explained to participants and their visitors so they can make an informed decision about participation.
* Visitors will be screened and restricted from visiting if they have one or more of the following:
	+ Current COVID-19 infection
	+ Symptoms of COVID-19
	+ Exposure to COVID in the last 14 days
* Visitors will fill out Dove Pointe COVID-19 Visitor Screening Tool
* Visitors who test positive and have visited in the last 14 days must notify the Program Director/Case Manager ***immediately*** upon becoming aware of their positive test so Dove Pointe may take appropriate precautions.
* Visitors and residents must still wear a [well-fitting cloth mask, facemask, or respirator](https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html).
	+ Eating or having meals during the visit are not allowed at this time, as it requires the removal of your mask while eating.

Participants:

* Residential participants will receive a COVID-19 Symptoms Screening and temperature check at 8am & 8pm daily that is documented in Carasolva.
* Community participants will receive a COVID-19 Symptoms Screening and temperature check prior to the start of services that will be documented on the COVID-19 Symptom Screening log.
* If any participant answers “yes” to any of the questions, or if their temperature is above 100.40F, or 38oC, the DSP must reach out to their supervisor immediately.