

# Bona Vista *Return to Services Plan*

## Reopening Decisions and Risk Assessments

While Bona Vista Programs, Inc. has remained an essential services provider within the healthcare arena and have remained open during the COVID-19 pandemic, other internal programs deemed nonessential have maintained temporary closures or have changed the nature of their typical operations. Not only has this led to significant business disruptions, like others, it has critically impacted our service delivery model and bottom line.

Stay-at-home regulations were scaled back on May 1, 2020 through Governor Holcomb's Back on Track Indiana Plan. Using pieces from that plan, along with current local county ordinance guidance, Bona Vista's *Return to Services Plan* was drafted to include the following information. ***At any point throughout the Return to Services Plan timeline, the President can change or modify phase in plan dates.***

- **Review guidance from state and local governments**—The COVID-19 pandemic impacts states and regions in different ways. Bona Vista Programs, Inc. will approach reopening within each program based on all relevant state and local orders. There will be multiple layers and phases during the upcoming weeks and months.
- **Understand the risks**—Bona Vista Programs, Inc. has conducted risk assessments through guidance from the Indiana State Department of Health (ISDH), OSHA, state and local agencies, industry associations as well as the local health department. Bona Vista understands the critical need to consult the expertise of legal, insurance and other professionals prior to reopening.
- **Development and execution of agency-wide crisis management plan**- The goal of this plan is intended to protect the entire agency in the case of an emergency or disaster. More specifically, the agency-wide crisis management plan will analyze both internal and external factors of the organization to determine how it will handle specific emergencies, how it will develop specific response plans, create any necessary interim operations, embark upon recovery and property restoration efforts for main building structures, provide crisis recovery assistance for staff members and persons served, and focus on long-range recovery plans. The agency-wide crisis management plan will also include the agency's media plan, contact procedures and designated spokespersons, and the identification of necessary contractors, vendors and suppliers. Finally, the plan will develop business continuity plans, especially in light of business and billing operations, and network and IT operations.

## Conducting a Risk Assessment

Bona Vista Programs, Inc. conducted risk assessments to determine what steps must be taken as part of the initial agency-wide crisis management plan. While the complexity of risk assessments will differ from department to department, they typically involve the following steps:

- **Identifying the hazards**— When it comes to COVID-19, Bona Vista Programs, Inc. leadership must think critically about any exposure, particularly if an infected person served or staff enters

an agency building or home. Being an essential healthcare provider, direct care tasks performed by staff creates a higher risk of exposure to COVID-19 when performing their job duties.

- **Deciding who may be harmed and how** - Evaluating workforce and client exposure risks to COVID-19 is part of this evaluation; we serve a high-risk population.
- **Assessing current policies and procedures**— In order to maintain a healthy working environment, all staff members should remember to follow all health-related policies in Bona Vista's Safety & Health Policies & Procedures, including all infection control policies, and all Universal Precautions. Staff members should be aware of proper hygiene procedures, such as hand-washing, and to remember not to report to work when they are showing symptoms of contagious illnesses or diseases. In cases of a medically-related crisis, this will assist in making recovery efforts faster and prevent the spread of viruses in the case of a pandemic.

### Modifying the Workplace

To prevent the spread of COVID-19 after reopening, Bona Vista Programs, Inc. will continue to make office and program space modifications. These workplace modifications are in response to current COVID-19 suggested precautionary measures provided by the CDC surrounding safety and social distancing protocols.

As part of our plan, the following is in effect until further notice:

1. **Physical workspace modifications**—Because COVID-19 spreads through close contact, we will make necessary changes to employee workstations, client program space and overall floor plans, as needed.
  - Separating desks and workstations to ensure that there are 6 feet between each station
  - Closing common spaces, including conference rooms, break rooms and cafeterias
  - Modifying high-touch surfaces (e.g., propping doors open) to avoid unnecessarily touching surfaces
  - Posting signage around the office to remind employees and persons served of social distancing protocols
  - Providing additional safety barriers at reception areas
  - Continuing contactless drop zones for all deliveries including mail, packages and food
  - Continuing all visitor and vendor restrictions
  - All staff are required to wear a mask when they are not isolated in their own office or workspace
  - Direct care departments have program specific regulations to be followed during the COVID-19 matter, you will receive more information from each program Vice President
2. **Agency protocols**— In an effort to keep everyone safe, current precautions and restrictions are to remain in place as follows:
  - Prohibiting in-person meetings and encourage the use of virtual meeting platforms
  - Limiting the size of in-person gatherings and meetings based on the following schedule:
    - 25 or fewer people (Phase 1/2)
    - 100 or fewer people (Phase 3)

- 250 or fewer people (Phase 4)
- Employees should avoid sharing workstations or equipment
- Temperature checking/screening question protocol at each location and in each Community Living and Group Home site
- Hand sanitizing and handwashing protocols in place at each location and in each Community Living and Group Home site
- Disinfecting/cleaning protocols
- Use of PPE

Departments and programs may have alternate guidelines that will be followed as we continue to navigate COVID-19 when the guidance is distributed by State and Federal agencies. As needed, alternate guidelines have been issued through memo or email communication to staff, families, clients and the Board of Directors, and information will continue to be disbursed in that manner until further notice by Executive Leadership staff.

### 3. Employee Schedules—

Within our *Return to Services* Plan, the following schedule will assist in maintaining minimal staff in buildings as we navigate through the next several weeks:

- Week of May 18: All Admin staff in the building at least 25% of the time
- Week of June 1: All Admin staff in the building at least 50% of the time
  - Specific department's staff determined within program area plan
- Week of June 15: All Admin staff in the building at least 75% of the time
- Week of June 29: All Admin staff in the building at least 100% of the time

**\*\* The President, any time, can reduce or increase the % based on current COVID-19 numbers and CDC guidance.**

As part of our COVID-19 response efforts, the following was initiated:

- Permitting only essential employees in the office
  - Encouraging employees to work remotely, if possible, for a determined amount of time
- Quarantine teams were identified as staff were willing to isolate within a Group Home or Community Living site for a two week period in an effort to reduce the spread of COVID-19 in a home that had a person served or staff test positive
  - We have not had to initiate a team to date

### Disinfecting the Workplace

Bona Vista Programs has maintained a cleaning schedule for every building and residential location. Janitorial services will follow all CDC cleaning guidelines. The following is part of current cleaning protocol:

- **Wear proper PPE—** Staff will wear PPE, including gloves and a mask, while cleaning any space. Staff should avoid touching their eyes, face or mouth, or any personal electronic devices, while cleaning.

- **Clean first, then disinfect**—Disinfectant works best on already clean surfaces. As such, Janitorial staff, or an outside cleaning company, will perform a general cleaning by disinfecting any office or building workspace. Heightened cleaning efforts will give attention to the following areas:
  - Entryways and exits
  - High-touch common surfaces (e.g., light switches and plate covers, doors, cabinets, sinks, stair railings, countertops, beverage machines, refrigerators and elevator buttons, if applicable)
  - Employee workstations
  - Electronics
  - Tables, chairs and desks, from the lobby to the conference room
  - Bathroom locations
  
- **Disinfect all spaces with an EPA-registered disinfectant**

### Establishing Employee Screening, Exposure and Confirmed Illness Protocol

Keeping employees safe is a priority and given the contagious nature of COVID-19, Bona Vista Programs implemented formalized screening and exposure protocols at the onset of Covid-19. All protocols are currently in place and will remain in place until the President announces the protocol has been lifted.

#### Employee Screening Protocols

To keep employees safe, screening procedures were implemented to identify potentially ill employees before they entered the office. Bona Vista Programs, Inc. requires every employee to measure his/her body temperature before remaining at work for the day. Every employee is to document their temperature at each temp checking station, or in the home of the person served on a communication log. Screening questions are also utilized upon start of shift and in place when home visits resume prior to the staff providing any service.

#### Exposure and Confirmed Illness Protocol

Employees or persons served who test positive for COVID-19, or believe they have been infected, will be instructed to follow the advice of a qualified medical professional or the local board of health. Bona Vista Programs will follow the agency communicable disease notification protocol as follows:

- If a Bona Vista client or staff is **tested for or diagnosed with** a communicable disease, like COVID-19, the program Vice President and Human Resources must be notified immediately
- The President and Human Resources department will determine the appropriate response on a case-by-case basis in collaboration with guidance from the local Health Department
- The President and Human Resources department are responsible for appropriate notification to department staff, guardians and health authorities

When an employee tests positive for COVID-19, deep-cleaning procedures will be initiated immediately by agency janitorial staff. Furthermore, employees or persons served who have been potentially exposed to a Bona Vista employee or person served who has tested positive for COVID-19 will be contacted and instructed by Human Resources to follow board of health guidance.

## Isolation Plan

In an effort to prepare and plan for a positive COVID-19 case within Bona Vista Community Living or Residential Services, we established designated agency locations and staffing plans for a suspected or confirmed COVID-19 case.

If isolation at the individual's personal residence or group home is unavailable, due to health and safety concerns, the 1226 E. Hoffer St. location and 1800 S. Plate St. location will be utilized as quarantine sites. The following will be followed per quarantine and isolation protocol:

- Persons served with known or suspected COVID-19 should be cared for in a single-person (private) room with the door closed
- Persons served with known or suspected COVID-19 should not share bathrooms with other roommates or staff
- All persons served returning from the hospital with suspected or confirmed COVID-19 should be cared for in a private room
- Persons served whom have been in close contact with a confirmed COVID-19 patient (e.g., roommate or infected staff without wearing PPE) should be isolated and follow 14 day self-monitoring guidelines outlined by the local health department
  - If they develop symptoms, and are confirmed or suspected to have COVID-19, they should remain in isolation until at least 14 days after illness onset or 72 hours after resolution of fever, without use of fever reducing medication, and improvement in symptoms (e.g., cough) whichever is longer
- The President or Vice President, Human Resources will contact the local and Indiana State Department of Health at 877-826-0011 (open 24/7) to determine if site testing is needed at any time during COVID-19

## Designated Isolation Room Protocol:

If any person served or staff person become ill and need isolated at an agency administrative location, stations have been identified as isolation rooms until he/she can leave the building. The Community Living and Residential Department management team will follow the protocol listed below:

- Identify a bedroom or bathroom in the home for only the positive COVID-19 person served or staff to use
- Place one large trash can (13 gal) that has step opening lid lined with a trash bag in the room for soiled linen and clothing
- Provide a set of vital sign equipment (thermometer, alcohol wipes to wipe earpiece, if needed) and hand sanitizer
  - This is to remain in the room and only be used for the positive COVID-19 patient
  - Place equipment in a large plastic Ziploc bag when not in use
- Disinfecting supplies and cleaning supplies for only these rooms, placed in bathroom or closet
  - Follow agency cleaning protocol
  - Cleaning of the rooms should be done daily, high touch areas such as fixtures, toilet, phones, tablets, tables, door handles, should be cleaned and disinfected
- Use only disposable plates, bowls, cups, eating utensils for the positive COVID-19 individual

- Dispose of in the room, do not bring anything out of the room that is not bagged and closed in a trash bag
- Hygiene supplies for the individual: Soap, shampoo, toothpaste, deodorant, skin lotion, etc.
  - If we cannot supply a separate bathroom facility, a portable commode would be provided, in addition to 2 small basins (1 for bed baths, 1 for washing hands, brushing teeth if he/she cannot perform these acts in the bathroom.)
- Quarantine kits are available and include:
  - Gloves (4 pair)
  - Surgical Mask-4
  - Gown-4
  - NK95 Mask-4
  - Shoe Covers-4
  - Eye Protection-4
  - Air Mattress
  - Linens-1 set
  - Towels/Washcloth-2
  - Blanket-1

The following locations would isolate during services, if needed:

- 1220 E. Laguna St. – Nurses station
- 1221 S. Plate St. – Nurses station
- 1800 S. Plate St. – Nurses station
- 1226 E. Hoffer St. – Office location
- 123 N. Buckeye St. – First floor conference room
- 125 N. Main St., Peru – Nurses station

### Creating Employee Safety Training Materials

The success of our agency *Return to Services* plan, no matter how well drafted and comprehensive it may be, is largely contingent upon how well employees follow health and safety guidance. Employee safety training materials will cover the following topics.

#### Social Distancing Guidelines

Employees are asked to follow social distancing best practices throughout all facilities, including but not limited to: person served eating areas, common spaces and office spaces. Specifically, employees are encouraged to:

- Stay 6 feet away from others when working or on breaks
- Avoid job tasks that require face-to-face work with others when possible
  - If this is unavoidable, employees will be provided face masks, face shields, physical barriers and other workplace controls to ensure their safety
- Avoid contact with others whenever possible (e.g., handshakes)
- Avoid touching surfaces that may have been touched by others when possible
- Distance themselves from anyone who appears to be sick
- Avoid gathering when entering and exiting the facility
  - Employees should also only enter and exit designated areas

- Follow any posted signage regarding COVID-19 social distancing practices
- Disinfect their workspace often
- Avoid touching their face
- Avoid nonessential gatherings or outings

#### Use of Personal Protective Equipment (PPE)

It has been determined that employees will be highly encouraged to use PPE while at work, regardless of department. Per the ISDH, masks are mandated for all group home locations. Employees will be provided with cleaning instructions before and during use of PPE per CDC guidelines.

- Face masks and eye protection — Every employee will have access to a mask as part of our plan.
  - Pick up and Drop off Protocol in place
- Travel kits are available and include:
  - Gloves x2
  - Sanitizer Wipes-5
  - Hand Sanitizer
  - Medical Mask

#### Personal Hygiene and Etiquette

Agency employee safety training materials will include guidance for employees as it pertains to personal hygiene and etiquette to prevent the spread of COVID-19. Specifically, we will include guidance for the following:

- **Respiratory etiquette and hand hygiene**—Encourage good hygiene to prevent the spread of COVID-19. This can involve:
  - Placing hand sanitizers in multiple locations to encourage hand hygiene
  - Reminding employees to not touch their eyes, nose or mouth
  - Following CDC guidelines
- **Staying home when sick**— Employees are to follow current Covid-19 safety precautions until further notice. If you think you are symptomatic, call your healthcare provider. If you have a fever of 100, do not report to work until you are fever free without fever reducing medication for 72 hours.

#### Cleaning Responsibilities

Because COVID-19 can remain on surfaces long after they've been touched, it is vital that Bona Vista Programs, Inc. frequently cleans and disinfects each building and residential location. Employees are responsible for ensuring that they do their part in workplace cleanliness. Some best practices we have instituted to promote cleanliness include:

- Discouraging workers from using other workers' phones, desks, offices, or other tools and equipment, when possible
  - If necessary, clean and disinfect them before and after use
- Providing disposable wipes so that commonly used surfaces can be wiped down by employees before each use
  - Wipe Down Wednesday protocol instituted

## COVID-19 Emergency Response Team

A pandemic response team is a cross-functional team that recommends and oversees agency protocols to reduce the spread of COVID-19. The scope and design of our team will vary depending on your specific business, but it should at least include the following roles:

- The President is responsible for the overall action plan
  - The Coordinator, Nursing Services is responsible for working with company stakeholders and relevant health and safety bodies to manage this action plan.
  - In the absence of the Coordinator, the Director of Safety and Maintenance will be responsible.
- **COVID-19 prevention and protocols lead**—The Vice President, Human Resources, is responsible for recommending and developing protocols to ensure the wellness of all employees. They are also tasked with overseeing procedures for isolating employees should they become sick at work.
- **Sanitization and disinfection lead**—Tammy Price, Director, Safety and Maintenance, and Ron Eller, Safety Coordinator, manage logistics related to daily and periodic sanitation and disinfection efforts. Their responsibilities include ensuring that routine cleanings are completed and that the necessary cleaning supplies are readily available.
- **Communication lead**—Brittnee Smith, Vice President of Early Learning and Development, is tasked with managing any and all pandemic-related communications. She will work with HR and internal communication stakeholders to ensure COVID-19 training is completed and that employees and their managers understand their role in preventing the spread of the disease. The President will provide COVID-19 related updates on a bi-weekly basis and as needed.

**Employees**—Employees play a critical role in COVID-19 prevention efforts. In an effort to stop the spread of COVID-19, employees and persons served should follow the following guidance:

- **Understand the signs and symptoms of COVID-19, and stay home if you are feeling sick**—Any employee who is experiencing symptoms of COVID-19 (e.g., fever, cough, shortness of breath, sore throat, runny nose, body aches, chills and/or fatigue) should stay home. Employees should contact their medical care provider for guidance.
- **Practice good hygiene**—Employees should clean their hands often, either with an alcohol-based hand sanitizer or soap and water. Hand sanitizers should contain at least 60%-95% alcohol, and employees should wash their hands with soap for at least 20 seconds. In addition, employees should avoid touching their face and cough into their arm.
- **Practice social distancing**—Social distancing is the practice of deliberately increasing the physical space between people to avoid spreading illness. Current CDC guidance is to remain at least 6 feet from another individual.



## Reviewing Personnel Policies

Bona Vista reserves the right under this *Return to Services* plan to make exceptions to agency policies when an emergency or crisis becomes severe enough to warrant such action. Any exceptions made to agency policies under this *Return to Services* plan will be distributed by memo. The President will have the ability to determine when such policy exceptions shall begin and when these exceptions shall end, as dictated by the emergency or crisis at hand. Once an exception to an agency policy has ended, the agency policy, as previously written, will remain in full force and effect, unless it is revised through other avenues.

## Agency Next Steps

The following schedule per department is a tentative schedule on dates Bona Vista will begin reopening services. At any time, the President can reduce or increase the speed at which we are reopening based on the health and safety of persons served, staff and community partners.

Each program area will implement individually specific plans within each phase as described below.

### General Plan Phase Guidance:

- Phase 1 – May 18 through May 31
- Phase 2 – June 1 through June 14
- Phase 3 – June 15 through June 28
- Phase 4 – June 29 through July 12
- Phase 5 - July 13 through July 26 (if needed)

### Definitions:

- Executive Leadership: President, CFO, or Vice President
- Administrative Staff: Executive Leadership, Directors, Assistant Directors, and Coordinators
- Agency Personnel: Clerical Staff, QIDP's, Home Visitors, Employment Specialists, Direct Care Staff, Teachers, Therapists, Department Staff (Business Office, Human Resources, Development, IT), Maintenance and Janitorial Staff
- Personal Protective Equipment – PPE
- Visitors or Vendors – Any individual or agency personnel who visits, performs work at, or otherwise enters a building or property owned or operated by Bona Vista Programs, Inc.

### Agency protocols remain in place as follows:

- Prohibiting in-person meetings and encourage the use of virtual meeting platforms
- Limiting the size of in-person gatherings and meetings based on the following schedule:
  - 25 or fewer people (Phase 1/2)
  - 100 or fewer people (Phase 3)
  - 250 or fewer people (Phase 4)
- Employees should avoid sharing workstations or equipment
- Temperature checking/screening question protocol at each location, used by staff that serve children, adults or families in the community or at home setting, and in each Community Living and Group Home site
- Hand sanitizing and handwashing protocol in place at each location and in each Community Living and Group Home site

- Disinfecting/cleaning protocol
- Use of PPE
  - Face Masks: Every employee is required to wear a mask while working a direct care shift within any program
  - All non-direct care staff are also required to wear a mask if they are not working in a space where they are the only person in that area (for example, their individual office and/or if they telework)
  - If you are working in a building where you are around other staff due to necessary daily work assignments, you must wear a mask regardless of distance or frequency when not isolated
  - Please make all PPE requests through your department Vice President to manage inventory, and they will provide you with directions on how to obtain and care for masks
- In an effort to remind staff and persons served throughout the day of CDC guidelines, a designated staff person will announce social distancing guidance, hand washing etiquette reminders, and stay home if you are sick messaging, every 2-3 hours within each agency building.

As we continue to work through the *Return to Services* plan, we are working toward the return of Adult Day Services, phase two, tentatively planned for June 1. Discussion will continue on how to best lift current restrictions over the next six to eight weeks within all programs, but specifically Community Living and Group Home sites.

### Phase 1, May 18-June 1

- Keys for Kids Preschool
  - Open with protocols in place
- Early Head Start
  - Remain closed
  - Teleservices extended
- Outpatient Therapies
  - Teleservices extended
- First Steps
  - Teleservices extended
- WorkForce Diversity
  - Teleservices extended
- Pre-ETS
  - Teleservices extended
- Adult Day Services
  - Current restrictions extended
- Community Connections
  - Current restrictions extended
- CHIO/PAC/RSPO
  - Current restrictions extended
- Behavior Management
  - Teleservices extended
- Wellness
  - Teleservice extended
  - Face to Face services as deemed necessary by IDT

- Community Living (RHS)
  - Addendum to be sent separately by Vice President, Community Living and Residential Services
- Residential Services
  - Current restrictions extended
  - Addendum to be sent separately by Vice President, Community Living and Residential Services
- Ivy Tech location, Peru
  - Current restrictions extended through June 1
- Cass County Services
  - Current restrictions for services provided in Cass County extended