



Health & Safety Plan 2020

Health & Safety Plan: Serve, Inc.

The purpose of Serve, Inc.'s Health & Safety Plan is to provide procedures to help protect individuals, students, and staff from the spread of communicable diseases. The health and safety of our individuals, students, staff, and families is the driving force behind our decision-making process. This plan is based on Bradford County's current "green" designation per Governor Wolf's guidelines. Serve, Inc. is prepared to offer service options which include, in person services, full remote services, and a hybrid between the two.

Serve, Inc. recognizes the impact that remote services, economic turbulence, and inconsistency in services tends to have on our most vulnerable populations. We will strive to meet the needs of all of our individuals and students despite the challenges they may face.

Individuals with disabilities may have more difficulty with the social and emotional aspects of transitioning out of and back into the day program and school setting. Staff will review Individual Support Plans (ISP) and Individual Education Plans (IEP) to determine individual needs and adjust to ensure each individual is receiving necessary services.

Serve, Inc. administration, management, and safety committee will serve as the Pandemic Team. The team will draft and approve the Plan and make decisions regarding response efforts in the event of a confirmed positive case or exposure among staff and students. Serve, Inc. will follow the requirements of the Office of Developmental Programs for our day program.

Serve, Inc. plans to remain open to provide services to individuals and students, depending on additional actions, orders, or guidance provided by the Pennsylvania Department of Health (DOH), Pennsylvania Office of Developmental Programs (ODP), and/or Pennsylvania Department of Education (PDE) designating the county as being in the red, yellow, or green phase. This means that Serve, Inc. accounts for changing conditions in our Health & Safety Plan to ensure fluid transition from more or less restrictive conditions in each of the phase requirements as needed.

Serve, Inc. will continue to attempt to meet the needs of the individuals served in our programs. We will be operating with a reduced overall capacity at the Community Participation Supports (CPS) facility. We will be offering staggered schedules; alternating arrival/departure times; social distancing; individual assigned areas, staff, activities, and transportation vehicles. When it is not feasible or safe for individuals receiving CPS services to receive services in the facility, Serve, Inc. will continue to provide CPS services to the individual in an alternative location, such as the individual's private home, if requested.

Screening/Monitoring Individuals, Students, and Staff Health

Staff, individuals, and students will be monitored to ensure they are healthy and not exhibiting signs of illness. Symptom screening will be done by administrative staff each morning. If a staff, individual or student exhibits any signs or symptoms, they will be isolated and family/guardian/group home will be notified. Monitoring will take place daily, and the

administrative assistant will be responsible for maintaining records. Serve staff will educate and discuss symptoms and prevention with students and individuals.

Daily Protocol:

- Everyone sanitizes or washes hands upon arrival.
- All Serve, Inc. staff, individuals, and students will be screened daily, specifically:
 - Direct service professionals or other staff, contractors or consultants that render face-to-face services to individuals
 - Family or friends with whom the individual will have a face-to-face facility visit before the visit takes place
 - Individuals receiving services, unless the individual is currently diagnosed with COVID-19.
- Visitors and volunteers are screened at the main entrance prior to entrance to the building.
- **Screening Questions:**
- Do you have a fever equal to or higher than 100.4 degrees?
 - If you have a temperature of 100.4 or higher and don't feel any symptoms, your temperature will be checked again in 30 minutes. If the temperature has not gone down, you will be sent home.
 - If you have a temperature of 100.4 or higher and have symptoms, you will be isolated and sent home.
- Do you have any of the following respiratory symptoms?
 - New or worsening cough
 - Shortness of breath
 - Diarrhea
 - Chills
 - Repeated shaking with chills
 - Muscle pain and/or body aches
 - Headache and/or confusion
 - Sore throat
 - New loss of taste or smell
 - Difficulty staying awake or waking up
 - Congestion and/or runny nose
 - Nausea and/or vomiting
- In the past 14 days, have you had a potential exposure to a person with COVID-19?
 - A potential exposure means a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID-19 for at least 10 minutes. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.
- In the past 14 days, have you visited any of the following states listed in the PA DOH's travel advisory?
 - If so, you will be required to quarantine for 14 days upon return.

- Have you tested positive for COVID-19, have a test pending for COVID-19, or been told by a medical provider that you may or do have COVID-19?
- Additional screening considerations for individual with Intellectual Disabilities/Autism (ID/A):
 - In addition to the typical symptoms of COVID-19 as identified by the CDC, in individuals with ID/A, COVID-19 has caused muscle aches, weakness or a change in baseline behavior without or prior to respiratory symptoms emerging. Providers should closely observe individuals for weakness or other changes in behavior that may be indicative of infection.
- Any individuals, students, or staff exhibiting symptoms will be required to immediately wear a face covering and wait in an isolation area until they can be transported home or to a healthcare facility.
- Persons who have had COVID-19 symptoms or tested positive and were directed to care for themselves at home may discontinue isolation under the following conditions:
 - 14 days from the onset of symptoms
 - Resolution of fever without the use of fever-reducing medications for the previous 72 hours
 - Improvement in respiratory symptoms (e.g. cough, shortness of breath)
 - OR a negative COVID-19 test result
- Notify staff and families of confirmed cases while maintaining confidentiality.

Notification Process

When any staff or individuals receiving services are diagnosed with, or have close contact with, someone diagnosed with COVID-19, Serve, Inc. will alert Administrative Entities, staff, individuals, students, families, and emergency contacts as follows:

- **Staff or an individual who received services was asymptomatic, diagnosed with COVID-19, and the date of exposure is unknown.**
 - Serve will notify staff and individuals who received services and had or may have had close contact with the staff or individual diagnosed with COVID-19 at any point starting two (2) calendar days before the test date. Emergency contacts for impacted individuals must be notified as well.
- **Staff or an individual who received services was asymptomatic, diagnosed with COVID-19 and the date of exposure to COVID-19 is known.**
 - Serve will notify staff and individuals who received services and had or may have had close contact with the staff or individual diagnosed with COVID-19 at any point starting two (2) calendar days after the diagnosed person was exposed to COVID-19. Emergency contacts for impacted participants must be notified as well.
- **Staff or an individual who received services exhibited symptoms of, and was tested for, COVID-19.** (Notification is required upon learning that testing occurred and not after the staff or individual received his or her test results.)

- Serve will notify staff and individual who received services and may have had close contact with the staff or individual who exhibited symptoms and was tested for COVID-19 at any point starting 48 hours prior to the time the person started exhibiting symptoms of COVID-19. Emergency contacts for impacted individuals must be notified as well.

To ensure proper communication occurs, the emergency contact information for each individual or student receiving services must be reviewed and confirmed.

The notification must not include any personal identifying information of who has or is suspected of having COVID-19, including his or her relationship to the individual in alignment with the guidance issued by the PA Department of Health; emergency contacts are informed that the individual may have been exposed to someone who is diagnosed with COVID-19 while infectious, but are not able to disclose who the diagnosed person is.

Situations Requiring Closure

To mitigate the spread of COVID-19, the following situations require program closure:

- **Staff who rendered services or an individual/student who receives services:**
 1. Tested positive for COVID-19
 2. Is asymptomatic and
 3. Does not know the date of exposure to COVID-19
- **Closure Guidance:** Serve, Inc. must close if the staff or individual was present at Serve at any point starting 48 hours before the test date.
- **Staff who rendered services or an individual/student who receives services:**
 1. Tested positive for COVID-19
 2. Is asymptomatic and
 3. Knows the date of exposure to COVID-19
- **Closure Guidance:** Serve, Inc. must close if the staff or individual was present at Serve at any point starting 48 hours after the diagnosed person was exposed to COVID-19.
- **Staff who rendered services or an individual/student who received services:**
 1. Exhibits symptoms of COVID-19 and
 2. Subsequently tested positive for COVID-19
- **Closure Guidance:** Serve, Inc. must close if the staff or individual was present at Serve at any point starting 48 hours prior to the time the person started exhibiting symptoms of COVID-19.

Closure Requirements

If there is a confirmed COVID-19 diagnosis, Serve, Inc. will close for fourteen (14) calendar days starting from the notification date. Serve, Inc. will follow re-opening guidance from the Office of Developmental Programs and the Department of Health. Serve, Inc. encourages all staff, individuals, and students who were present in the facility to quarantine at home for fourteen (14) days. Back-up plans ensuring the health and welfare of all individuals impacted by the closure must be implemented.

Notification of closure and re-opening activities

Serve, Inc. will notify:

- Individuals who receive services in the facility
- Supports Coordinators of individuals who receive services in the facility
- Administrative Entity
- ODP Regional Office

Cleaning, Sanitizing, Disinfecting and Ventilation

Serve, Inc. will follow CDC cleaning and disinfection recommendations for schools and community facilities; consider spacing/social distancing, staggered scheduling, transportation, eating area, and waiting areas.

Serve, Inc. will ensure all buildings are cleaned and ready for individuals, students, and staff each day. Safety procedures and protocols have been implemented for cleaning, sanitation, and disinfecting to maintain staff, individual and student safety. All high-touch surfaces will be disinfected regularly. Serve, Inc. has developed procedures for cleaning and disinfecting throughout the day and at end of day. Staff will be trained on sanitizing, disinfecting, and ventilation protocols.

Cleaning/Disinfecting Requirements/Action Steps:

- Signs/reminders have been hung throughout the facility, please familiarize yourself with them.
- Wear disposable gloves for all cleaning and disinfecting tasks, including handling trash.
- Practice routine cleaning of frequently touched surfaces.
- Disinfect areas regularly throughout the day. More frequent cleaning and disinfection may be required based on level of use.
- Clean and disinfect at least daily (or more, depending on use patterns) frequently touched surfaces and objects such as:
 - Doorknobs and handles
 - Pens, pencils, staplers
 - Desks and chairs
 - Tables and chairs
 - Countertops
 - Microwaves
 - Light Switches
 - Handles on equipment, refrigerators
 - Shared toys
 - Shared remote controls
 - Shared telephones
 - Shared desktops
 - Shared computer keyboards and mice

- Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. Clean and disinfect them before and after use.
- Water filling stations will be cleaned routinely.
- Follow manufacturer's instructions for cleaning and disinfecting electronics. If no guidance, use alcohol-based wipes or sprays containing at least 60% alcohol. Dry surface thoroughly.
- Outdoor facilities (pavilion, picnic tables) will not be disinfected as it is not proven to reduce risk of COVID-19 to the public.
- High touch surfaces in the outdoor facilities (poles, railings) should be cleaned routinely.
- Disinfecting: Always read and follow the directions on the label to ensure safe and effective use, following MSDS protocol.

Serve, Inc. has limited the sharing of items between individuals and students. Shared items are cleaned and disinfected between uses. All individual belongings are separated from others' and in individually labeled containers, cubbies, lockers or other areas.

Cleaning/disinfecting Facilities if Suspected/Confirmed Case

If Serve, Inc. experiences a suspected/confirmed case, the following will be done:

- Identify areas used by the person who is symptomatic.
- Close off areas visited by the symptomatic persons.
- Open outside doors, windows, and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection.
- Clean and disinfect all areas identified as used by the person who is symptomatic, such as offices, bathrooms, common areas, shared electronic equipment, i.e. tablets, touch screens, keyboards, remote controls.
- Once the area has been appropriately disinfected, it can be opened for use.
- Workers without close contact with the person who is symptomatic can return to work immediately after disinfection.
- If more than 7 days since the person who is symptomatic visited or used the facility, additional cleaning or disinfection is not necessary.
- Wear disposable gloves for all cleaning and disinfecting tasks, including handling trash.
- Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
- Wash your hands often with soap and water for 20 seconds.
- Always wash immediately after removing gloves and after contact with a person who is symptomatic.

Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

Social Distancing/Building Access

Serve, Inc. will follow the guidelines to the best of our ability in the areas of social distancing and other safety protocols. Areas will be organized to promote social distancing to the maximum extent possible to mitigate spread. Individual scheduling, student transitions, and groups will be adjusted to limit the number of individuals, students, and staff who will come in contact with each other on a daily basis. The use of common areas (kitchen, bathroom) will be monitored to ensure social distancing guidelines are followed and to allow for a high degree of safety. If needed, outdoor spaces will be available to implement social distancing strategies where space is limited.

- Every room in each building is arranged to maximize separation between individuals and staff to the extent possible. To the extent feasible, students and individuals will be socially distanced six feet apart pursuant to the CDC and PDE guidelines.
- Student classrooms will be set up to maximize the learning space with student desks.
- Student desks will be facing the same direction and not grouped together.
- Students and individuals will be socially distanced at tables to the maximum extent possible.
- Common areas and hallways will be monitored to ensure social distancing.
- Individual schedules are staggered throughout the week to ensure appropriate staffing, spacing, and social distancing.
- Arrival/dismissal times vary to ensure spacing and social distancing.
- Hygiene routines including handwashing and the application of hand sanitizing are encouraged. Hand sanitizing stations are in every room and set strategically throughout all buildings.
- Visitors and volunteers are monitored at the entrance to the main building. They will be asked questions regarding symptoms, exposure, and temperature taken.
- Access to Serve buildings is limited to essential visitors, following the screening protocol.
- Social distancing, handwashing, and mask wearing training are part of the daily routine for all individuals and students.

The front door to Serve, Inc.'s main building will be locked for visitors. All visitors must report to the main building prior to accessing ANY Serve properties. When entering Serve, Inc.'s main building, staff and individuals are to use Door C (entering into the Rec Room). Upon entrance, screening, face coverings, hand washing or sanitizing is required.

Hygiene Practices

Handwashing prevents the spread of infection. The CDC recommends washing your hands frequently and avoiding touching your face. Wash your hands when entering and leaving the home or community setting; when adjusting or putting on or off facemasks or cloth face coverings; or before putting on and after taking off disposable gloves.

- Handwashing: (follow these five steps every time)

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.
- Teach and reinforce handwashing with soap and water for at least 20 seconds and increase monitoring to ensure adherence.
- If soap and water are not readily available, hand sanitizer that contains at least 60% alcohol can be used.
- Encourage staff, students, and individuals to cover coughs and sneezes. Disposable masks will be available to anyone who needs a replacement.
- Hand sanitizer stations are in each room and other strategic locations throughout the buildings.
- See Use of Face Coverings for mask policy

Signs/Reminders

Serve, Inc. has posted signs in highly visible locations that promote everyday protective measures and describe how to stop the spread of germs (such as properly washing hands and properly wearing face coverings). Serve, Inc. regularly shares messages about behaviors that prevent the spread of COVID-19 with staff and families.

Use of Face Coverings

Serve, Inc. requires staff who provide direct services to students or individuals to wear a mask that covers the nose and mouth during the entirety of service provision. The mask must be a cloth covering or other mask that offers a higher degree of protection. The only exception is if the staff person lives with the individual. This applies to ALL services. For staff, plastic face shields are not acceptable alternatives to masks.

- Masks should be worn by individuals and students during activities in the community.
- In accordance with current Centers for Disease Control (CDC) guidance, cloth face coverings should:
 - Fit snugly but comfortably against the side of the face
 - Be secured with ties or ear loops
 - Include multiple layers of fabric
 - Allow for breathing without restriction
 - Be able to be laundered and machine dried without damage or change to shape.
- Masks should not be placed on children younger than 2 years of age, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the covering without assistance. If an individual or student has trouble breathing or other

medical or mental health conditions that may be worsened with wearing a mask, seek clarification with the health care practitioner regarding mask use.

- Mask use is not mandatory for individuals or students who are communicating or seeking to communicate with someone who is hearing-impaired or has another disability, where the ability to see the mouth is essential for communication.
- If, for medical or other reasons, an individual or student receiving services is unable to wear a mask as recommended by the PA Department of Health and the CDC, the use of a full face shield as an alternative may provide some benefit, particularly against spread of respiratory droplets, and should be permitted.
- For individuals who have difficulty adjusting to a mask or are afraid or unsettled when others wear masks, the ODP Individual Transition Guide contains some questions that address the use of face masks. In addition, the following may help an individual adjust to wearing a mask:
 - Ensure that the individual knows that the individual will be able to breathe while wearing a mask if that is a concern
 - While wearing a mask, look in the mirror and talk about what it is like to wear a mask
 - Decorate a mask so the mask is personalized and fun to wear
 - Show the individual pictures of other people wearing masks
 - Use a mask with a clear window where staff or caregiver's mouths can be seen
 - Pin a picture of the staff or caregiver without a mask on the staff or caregiver's shirt
- Other infection control practices, including screening, frequent hand washing and social distancing remain important even if staff and the individual receiving services are wearing masks.

Please note: Cloth face coverings are not considered Personal Protective Equipment (PPE) and should not be worn in place of recommended PPE when caring for an individual with COVID-19.

Serve, Inc. staff who do NOT provide direct services (production, management, administration) are not required to wear masks in private office/work areas. Face masks are encouraged for use during times when passing each other or are in close proximity; face masks are required when in close proximity of any individuals or students. Serve, Inc. recommends you carry a mask with you as it is often unpredictable as to when you will be approached by an individual or student.

NOTE: Failure to wear a mask during service provision is not subject to ODP's Incident Management requirements and failure does not need to be reported as an incident in the Enterprise Incident Management (EIM) system unless otherwise directed by ODP.

Community Participation Support Services

Per Office of Development Announcement 20-089, individuals will return to facility-based services based on the following criteria:

- If the individual lives with family and if the family relies on CPS services to support the individual.
- If the individual has struggled, including with isolation, because the individual has been unable to receive facility-based services.
- If the individual has a high desire to return to facility-based services.

If Serve, Inc. is unable to deliver the authorized amount of CPS services due to restrictions related to COVID-19, Serve will contact the Administrative Entity to establish a team meeting to discuss changes to the individual's Individual Support Plan (ISP) and if CPS services will be reduced or suspended. When COVID-19 restrictions are lifted and individuals can resume receiving CPS services as authorized in their ISPs prior to the COVID-19 pandemic, Serve will strive to ensure that each individual will be able to have their facility-based CPS services restored if desired.

Serve, Inc. will not issue termination notices to individuals who have expressed an unwillingness to resume CPS services during the COVID-19 pandemic due to health concerns.

Traveling Guidelines

The following are Serve, Inc. travel guidelines and guidelines for visitors that you knowingly come into contact with from specific states. As per the PA.gov coronavirus guidelines for travelers, the following is the list of states (updated 07/31/2020),

- Alabama
- Arizona
- Arkansas
- California
- Florida
- Georgia
- Idaho
- Iowa
- Kansas
- Louisiana
- Mississippi
- Missouri
- Nevada
- North Carolina
- Oklahoma
- South Carolina
- Tennessee
- Texas
- Utah

If you travel to one of these states, you will be required to:

- Isolate at home 14 days from the date of return or exposure

- OR produce a negative COVID-19 test result performed after the date of return or exposure.

If you knowingly come into close, extended contact with an individual from these states, you will be required to closely monitor your symptoms and report if the individual presents with symptoms.

Serve, Inc.'s Health & Safety Plan is available to every staff, every individual receiving services and their emergency contacts to ensure they are aware of the steps that Serve is taking.

Additional information is available on the PA Department of Health's website, as well as the COVID-19 resources page on myodp.org and <https://aidinpa.org>.

Serve, Inc. administration, management, and safety committee have reviewed and approved the Health & Safety Plan.

Signatures and Dates Approved:

Donald A. Black, MSW
Chief Executive Director

Stacey E. Nybeck, MBA
Chief Operating Officer

Nathan J. Rice, BS
Safety Committee Chairperson