

# ND Dept of Human Svc – Developmental Disabilities Division

## DD Operational Health Guidance

April 17, 2020

Updated July 8, 2020

### **Operational Guidance:**

This document will aid you in determining the course of action to take for various situations involving individuals who have been exposed to, are suspected to be positive, or have tested positive for the COVID-19 virus. There may be some situations that arise that are not covered here. If this occurs, contact the DD Division for assistance or contact your Local Public Health Unit/ND Department of Health (DoH). These guidelines are not mandatory but are based on guidance provided from the DoH and the Centers for Disease Control and Prevention (CDC). These guidelines are only applicable to the COVID-19 event.

### **Helpful Tips to Remember:**

- Use a checklist to screen staff before starting their shift. (Checklists examples: ND DoH - [Healthcare Employee Screening Protocol](#); ND DHS - [Home & Community Based Visit Precautions](#))
- Wash your hands often with soap and water for at least 20 seconds.
- Clean frequently touched surfaces and objects daily (e.g., pens, keyboards, tables, countertops, light switches, doorknobs, and cabinet handles).
- Call before going to the doctor if you are showing symptoms.
- Stay home if you are sick.
- If you have traveled, refer to the DoH guidance <https://www.health.nd.gov/diseases-conditions/coronavirus/travel>.
- Practice “Social Distancing” – avoid crowds and stay home as much as possible.

### **Rights of Persons Supported:**

An individual’s basic rights remain intact during a pandemic event. Quarantine and isolation should be voluntary whenever possible, and, when that is impossible, they should be enforced by the least intrusive means available. Although individual rights may need to be suspended to meet emergency health and safety needs related to quarantine and/or isolation, this should only be enforced when necessary and as directed by public health or other medical professionals.

It should not be forgotten that everyone reserves the right to make informed decisions and providers should make efforts to provide alternative solutions. The team should meet, via phone or other electronic means, to discuss each situation and determine the least restrictive actions that would best serve the person’s health and welfare.

### **Definitions:**

<p><b>Suspected</b> COVID-19 means there has been a test for COVID-19 (with results pending) or a physician has indicated that it is likely the person has COVID-19 and is told to self-isolate but is not being tested at this time.</p>	<p><b>Positive</b> COVID-19 means the test for COVID-19 was positive.</p>
<p><b>Quarantine</b> separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.</p> <p>This means that the person has been directed by Public Health/DoH or a physician to be isolated from others because a person has had an exposure or potential exposure to Covid-19 but is not yet displaying any symptoms. A test for COVID-19 may be completed at the direction of the DoH or physician. This means that the individual does not go to work or day service programs during this period.</p>	<p><b>Isolation</b> separates sick people with a contagious disease from people who are not sick.</p> <p>This means that the person has been directed by Public Health/DoH (or a Physician) to be isolated from others because they have a presumed positive COVID-19 test and are ill/displaying symptoms of COVID-19, or do not yet have a presumed positive COVID-19 test but are ill/displaying symptoms of COVID-19 while they await their test results. The individual does not go to work or day service programs during this period.</p>

**Resources:**

<p>ND Department of Health (DoH)</p> <ul style="list-style-type: none"> <li>- <a href="#">DoH COVID Information</a></li> <li>- <a href="#">Healthcare Employee Screening Protocol</a></li> <li>- <a href="#">Screening and Referral Guidance</a></li> <li>- <a href="#">Daily Symptom &amp; Temperature Log</a></li> <li>- <a href="#">COVID Exposure (not close contact)</a></li> <li>- <a href="#">COVID Exposure (close contact)</a></li> </ul>	<p>ND Department of Human Services (DHS)</p> <ul style="list-style-type: none"> <li>- <a href="#">DHS COVID Information</a></li> <li>- <a href="#">Home &amp; Community Based Visit Precautions (Checklist)</a></li> <li>- <a href="#">DD Program Management Guidance</a></li> <li>- <a href="#">DD Provider FAQ</a></li> <li>- <a href="#">GER Tracking via Therap Guidance</a></li> </ul>
<p>CDC</p> <ul style="list-style-type: none"> <li>- <a href="#">Long-Term Care settings preparedness checklist</a></li> <li>- <a href="#">Strategies to optimize PPE supplies</a></li> <li>- <a href="#">COVID-19 symptoms</a></li> <li>- <a href="#">How to protect yourself</a></li> <li>- <a href="#">If you think you are sick</a></li> <li>- <a href="#">High-risk populations</a></li> <li>- <a href="#">Resources for businesses</a></li> </ul>	<p>Other Links</p> <ul style="list-style-type: none"> <li>- <a href="#">COVID information for People with Disabilities</a> (written by Green Mountain Self-Advocates)</li> </ul>

**Scenario:** Residential Habilitation/ICF Setting client is **quarantined** due to potential exposure to COVID-19.

DDPM Response	DD Provider Response
<ul style="list-style-type: none"> <li>• Verify that the provider/client/family has notified local Public Health/DoH and follow DoH guidance.</li> <li>• Stay in communication with DD Provider.</li> <li>• Track result of testing (if completed)</li> <li>• Monitor supports via electronic communication.</li> <li>• Review, update and initiate back up plans as needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage client to stay in their own room or move client to their own room (with their own bathroom if possible). <ul style="list-style-type: none"> <li>○ Move clients to other group homes or settings/sites, <i><u>ONLY</u> if consistent with Public Health/DoH recommendations.</i></li> <li>○ Notify DD Division of any client relocations via spreadsheet.</li> </ul> </li> <li>• Follow DoH guidance on keeping medical appointments.</li> <li>• Notify DDPM</li> <li>• Maintain a log of all non-residents who interact with the resident who is <b>isolated</b> (including staff).</li> <li>• Restrict internal group activities to prevent exposure – this includes meals, recreation, etc.</li> <li>• Provide info to all staff and residents on heightened precautions</li> <li>• Require and provide Personal Protective Equipment (PPE) as recommended by DoH for staff. If they are not able to get required PPE at any time, notify DoH, Public Health, or the DD Division.</li> <li>• Facilitate electronic communication for family and friends.</li> <li>• Initiate required enhanced training and protocol review with DSPs and any other direct care providers.</li> <li>• Complete GER in Therap per guidance.</li> </ul>

**Scenario:** Residential Habilitation/ICF Setting client with **suspected** or **positive** case of COVID-19.

DDPM Response	Provider Response
<ul style="list-style-type: none"><li>• Verify that the provider/client/family has notified local Public Health/DoH and follow DoH guidance.</li><li>• Track result of testing (if completed).</li><li>• Discuss backup and emergency plan (including alternative or additional services or providers) with provider and begin steps to implement plan as appropriate.</li><li>• Stay in communication with provider.</li><li>• Ensure provider offers communication with family and friends via electronic means.</li><li>• Monitor supports via electronic communication</li></ul>	<ul style="list-style-type: none"><li>• Call physician.</li><li>• Notify and follow Public Health/ND DoH direction (via Physician).</li><li>• Notify DDPM.</li><li>• Implement <b>isolation</b> (as directed by Public Health/DoH or physician) and encourage client to stay their own room or move client to their own room (with their own bathroom if possible).</li><li>• Maintain log of all non-residents who interact with the resident who is <b>isolated</b> (including staff).</li><li>• Restrict internal group activities during this time to prevent exposure – this includes meals, recreation, etc.</li><li>• Provide info to all staff and residents on heightened precautions.</li><li>• Complete GER in Therap per guidance.</li><li>• Require and provide Personal Protective Equipment (PPE) as recommended by DoH for staff. If they are not able to get required PPE at any time, notify DoH, Local Public Health, or the DD Division.</li><li>• Facilitate electronic communication with family and friends.</li><li>• Initiate required enhanced training and protocol review with DSPs and any other direct care providers.</li></ul>

**Scenario:** Independent Habilitation client is **quarantined** due to potential exposure to COVID-19 or has a **suspected** or **positive** case of COVID-19.

DDPM Response	Provider Response
<ul style="list-style-type: none"> <li>• Verify that the provider/client/family has notified local Public Health/DoH and follow DoH guidance.</li> <li>• Ensure the person has necessary care, medications and food for <b>isolation</b> period.</li> <li>• Coordinate care if needed such as home delivered meals, leaving items at the home, providers to do ADL.</li> <li>• Review and update back up plan and implement as necessary.</li> <li>• Discuss backup and emergency plan (including alternative or additional services or providers) with provider and begin steps to implement plan as appropriate.</li> <li>• Encourage unpaid caregivers to get training as needed.</li> <li>• Monitor supports via electronic communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Notify and follow Public Health/ND DoH direction (via Physician).</li> <li>• Follow all Physician requirements, including <b>isolation</b>.</li> <li>• Notify DDPM with plan for supporting the client.</li> <li>• Restrict all visitors other than those necessary to ensure care as directed by DoH.</li> <li>• Require and provide PPE as recommended by DoH for staff. If they are not able to get required PPE at any time, notify DoH, Public Health, or the DD Division.</li> <li>• Support client with gathering needed supplies for <b>isolation</b> period.</li> <li>• Support client with moving to alternative setting if applicable.</li> <li>• Keep log of all individuals who interact with client (including staff).</li> <li>• Facilitate electronic communication for family and friends as appropriate.</li> <li>• Complete GER in Therap per guidance.</li> </ul>

**Scenario:** In-Home Support setting is **quarantined** due to potential exposure to COVID-19 or has a **suspected** or **positive** case of COVID-19.

DDPM Response	Provider Response
<ul style="list-style-type: none"> <li>• Verify that the provider/client/family has notified local Public Health/DoH and follow DoH guidance.</li> <li>• Ensure the person has necessary care, medications and food for <b>isolation</b> period</li> <li>• Assist in coordinating care if needed such as home delivered meals, leaving items at the home, providers to do ADL</li> <li>• Review and update back up plan and implement as necessary</li> <li>• Coordinate with family on alternative setting if care cannot be delivered in their home</li> <li>• Encourage unpaid caregivers to get training as needed</li> <li>• Monitor supports via electronic communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Notify and follow Public Health/ND DoH direction (via Physician)</li> <li>• Follow all Physician requirements, including <b>isolation</b></li> <li>• Restrict all home-visits other than those necessary to ensure care as directed by DoH</li> <li>• Require and provide PPE as recommended by DoH for staff. If they are not able to get required PPE at any time, notify DoH, Public Health, or the DD Division.</li> <li>• Support client with gathering needed supplies for <b>isolation</b> period</li> <li>• Keep log of all individuals who interact with client (including staff)</li> <li>• Facilitate electronic communication for family and friends as appropriate</li> <li>• Notify DDPM with plan for supporting the client</li> <li>• Complete GER in Therap per guidance.</li> </ul>

**Scenario:** Client's employment/day service setting has a **suspected** case of COVID-19.

DDPM Response	Provider Response
<ul style="list-style-type: none"> <li>• Verify that the provider/client/family has notified local Public Health/DoH and follow DoH guidance.</li> <li>• Communicate with Residential, In-Home Support Provider, or family to monitor the results of COVID-19 testing (if completed)</li> <li>• Monitor via electronic communication any clients served who were exposed and are quarantined.</li> </ul>	<ul style="list-style-type: none"> <li>• Send the client home (if they are at work or their day service program) and work with their residential provider or family to notify their doctor</li> <li>• Notify Public Health/DoH and follow all direction</li> <li>• Notify DDPM</li> <li>• Require and provide PPE as recommended by DoH for staff. If they are not able to get required PPE at any time, notify DoH, Local Public Health, or the DD Division.</li> <li>• Ensure the client does not return to work/day service setting until cleared by a physician <b>and/or DoH guidance. symptoms are gone for 72 hours.</b></li> <li>• Create a log of all individuals (including staff) who interacted with the client, <i>as directed by Public Health/DoH</i></li> <li>• Ensure staff continue to use precautionary measures, appropriate PPEs as recommended by DoH, etc.</li> <li>• Complete GER in Therap per guidance.</li> </ul>

**Scenario:** Client's employment/day service setting has a **positive** case of COVID-19.

DDPM Response	Provider Response
<ul style="list-style-type: none"> <li>• Verify that the provider/client/family has notified local Public Health/DoH and follow DoH guidance.</li> <li>• Assist DoH to identify everyone who attended with the <b>positive</b> client and was potentially exposed.</li> <li>• Monitor via electronic communication any clients served who were exposed and are quarantined.</li> <li>• Ensure program suspends any facility services until public health says people can return.</li> </ul>	<ul style="list-style-type: none"> <li>• Notify local Public Health/DoH and follow all direction.</li> <li>• Notify DDPM(s).</li> <li>• Complete GER in Therap per guidance.</li> <li>• If services are offered in a provider owned, operated or controlled setting – immediately suspend services until the facility can be cleaned as directed by DoH.</li> <li>• Work with DoH to ensure all individuals potentially exposed and their residential or in-home support providers are notified.</li> <li>• Ensure the client does not return until cleared by a physician <b>and/or DoH guidance. symptoms are gone for 72 hours.</b></li> <li>• Ensure staff exposed follow quarantine procedures <i>as directed by their physician or Public Health/DoH.</i></li> <li>• Create a log of all individuals (including staff) who interacted with the client in the last three days, <i>as directed by Public Health/DoH.</i></li> <li>• Initiate required enhanced training and protocol review with DSPs or other direct providers.</li> <li>• Ensure staff continue to use precautionary measures, appropriate PPEs as recommended by DoH, etc.</li> </ul>

**Scenario:** DD Provider Agency employee is **quarantined** due to potential exposure to COVID-19 or has a **suspected** or **positive** case of COVID-19.

DDPM Response	Provider Response
<ul style="list-style-type: none"> <li>• Work with provider to identify any clients/families, providers or program managers the agency employee may have had contact with.               <ul style="list-style-type: none"> <li>○ If the provider identifies any client receiving services who had contact with the staff:                   <ul style="list-style-type: none"> <li>▪ ensure all providers or family are aware;</li> <li>▪ review and update back up plans as needed;</li> <li>▪ increase remote/electronic monitoring</li> </ul> </li> </ul> </li> <li>• Assist in notifying individuals, families, etc. <i>at the direction of DoH.</i></li> <li>• Identify if the employee had any contact with any DDPM's <i>as directed by DoH.</i></li> </ul>	<ul style="list-style-type: none"> <li>• Notify local Public Health/DoH and follow all DoH direction.</li> <li>• Ensure using heightened precautions at all agency offices, facilities, etc.</li> <li>• Follow Provider emergency plan.</li> <li>• Restrict employee from returning to work until test is negative - follow any guidance from DoH (Work collaboratively with DoH).</li> <li>• <i>Follow DoH guidance on how and who to notify</i> - Work collaboratively with DoH</li> <li>• Notify DD Division and DDPMs of any client receiving DD services the staff may have had contact with.</li> <li>• Stay in contact with DD Division regarding test result, public health instruction, etc.</li> <li>• Clean any work site <i>as directed by Public Health/DoH.</i></li> <li>• Complete GER in Therap per guidance for any clients who may have been exposed.</li> </ul>

**Scenario:** DD Program Management staff is **quarantined** due to potential exposure to COVID-19 or has a **suspected** or **positive** case of COVID-19.

DDPM Response	Provider Response
<ul style="list-style-type: none"> <li>• Notify their DDPA and follow all internal procedures/guidelines.</li> <li>• Notify local Public Health/DoH and follow all direction.</li> <li>• Identify individuals or families, and providers who had contact with case manager <i>as directed by DoH.</i></li> <li>• Notify providers if DDPM was at a residence or program site, <i>at guidance of DoH.</i></li> <li>• Ensure using heightened precautions at any utilized offices.</li> <li>• Clean worksite as directed by DoH/DHS guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow direction of Public Health/DoH.</li> <li>• Complete GER in Therap per guidance for any clients who may have been exposed.</li> <li>• Follow above guidance for clients who may have been exposed to COVID-19.</li> </ul>