



CORONAVIRUS DISEASE (COVID-19) INFORMATION
Best Practices for Vendors/Service Providers

FACILITY STAFF INFORMATION AND PROTECTIVE PROCEDURES	
1.	All vendored facilities shall post sign “COVID-19 ALERT” signs posted in central places in the building which states “no visitors or family will be allowed in the facility during COVID-19 crisis. Only staff that are providing medical treatment and care in the facility will be allowed entry at this time.”
2.	The Facility Administrator or designee will take and document all staff temperatures at the beginning of each shift. If the staff has a fever and/or is complaining of flu-like symptoms such as fever, shortness of breath/difficulty of breathing, body aches and pain, the staff will be required to leave and will not provide care to the resident.
3.	COVID-19 symptomatic staff must stay home and self-isolate for a minimum of 7 days after the symptoms first appeared AND at least 3 days after recovery. Recovery is defined as being without fever for 72 hours (3 days) without the use of fever reducing medications and without respiratory symptoms (e.g. cough, shortness of breath).
4.	Any staff who have been in close contact with an individual with as diagnosed case of COVID-19 while that individual was ill or at any time beginning two days prior to the onset of symptoms shall be quarantined at home for 14 days.
5.	The facility administrator will have to assess all the residents and staff in the facility who had close contact with individuals with tested diagnoses of COVID-19. Such individuals are at risk and must home quarantine for 14 days from the time of their last close contact with the symptomatic individual and or during the 48 hours before symptoms appeared. If the staff remain asymptomatic for 14 days, the time span over which the virus generally appears, they may return to work safely.
RESIDENT ISOLATION, QUARANTINE, AND PROTECTION	
1.	All residents in vendored facilities must observe social distance staying at least 6 feet from other individuals.
2.	All residents must have a private room in facilities making certain the room has good air flow (e.g. use of a fan or, air conditioner)
3.	If possible, to prevent exposure to other residents and staff in the facility, one staff should be assigned to resident(s) that have confirmed diagnosed COVID-19 infections (who are on mandatory isolation).
4.	COVID-19 infected residents must be in quarantine for a minimum of 14 days or until physician clears the individual for the virus. Even once medically cleared of the virus, recovered individuals must observe 6 feet social distancing from the other individuals in the vendored facility.
5.	The facilities’ staff will take residents’ temperatures at least twice daily in the morning and at bedtime. The staff will document each temperature in the appropriate log and notify a physician if residents develop a fever.

6.	All staff must seek medical attention immediately- call 911 and primary care physician for the following symptoms in residents: Shortness of breath/difficulty in breathing, persistent pain or pressure in chest, new confusion or inability to arouse the individual served.
7.	If a resident has a confirmed COVID-19 test, a private bathroom is recommended in the facility.
8.	If a resident has been exposed to COVID-19 and private bathroom is not available, the facility's staff must clean and disinfect the shared restroom daily and after each time a resident uses the restroom.
9.	Staff will always wear N95 masks or other protective face masks, gloves and isolation gowns when providing all personal care for individuals served, including but not limited to all activities of daily living (including but not limited to feeding, oral care, assist with toiletry/grooming).
10.	All vendored facility residents must wear a face mask that covers the residents' mouth and nose when leaving the facility (for physician or other appointments).
11.	All facilities staff must engage in frequent hand washing with soap and warm water for a minimum of 20 seconds: a. Before and after providing any activities of daily living: (<i>e.g. bathing, feeding, changing bed linens, taking temperature, preparing food</i>). b. Before and after applying protective gloves for individual's care.
12.	Staff must assist residents in the facility on frequent hand washing (for 20 seconds) throughout the day especially before eating and after using the restroom.
13.	Staff must use hand sanitizer if soap and water is not readily available. The hand sanitizer must contain at least 60% alcohol. The staff must cover all surfaces of hands and rub them together until hands feel dry. If hands are visibly dirty, staff must wash their hands with soap and water.
FACILITY CLEANING AND DISINFECTING	
1.	Staff must disinfect the facility at least three times daily with EPA registered household disinfect and cleaner.
2.	Staff must use household cleaning and disinfectant on any surfaces that may have exposure to body fluids according to the product label instruction. Staff should follow the instruction on the label of the EPA-registered household disinfectant (<i>e.g. Clorox Multi Surface Cleaner and Bleach Clorox Disinfecting Wipes</i>). Staff should keep the cleansed surface wet for a period of time to allow for maximum product impact.
3.	Staff must use precautions such as wearing gloves while cleansing the facility and ensure to maintain good ventilation during the use of a cleaning product on high touch surfaces (<i>e.g. counters, tabletops, doorknobs, bathroom, fixtures, toilets, phones, keyboards, tables and faucets</i>).
SANITATION OF CLOTHING, PPE, TOWELS AND LINENS	

1.	All facility staff must remove PPE equipment and discard mask, gloves and gowns (as applicable) into a designated container that should be clearly marked: DISPOSABLE PPE EQUIPMENT.
2.	When emptying such containers, staff should wear gloves and mask discarding them in a colored trash bag that is clearly marked as “contaminated items.” Facility administrator(s) should call local sanitation company for their city to remove contaminated waste on a frequent basis.
3.	COVID-19 positive residents’ clothing and linens/towels should be washed separately from other residents in the home using hot water and EPA-registered cleansers and disinfectants.

RESOURCES:

- New York State of Opportunity/Office for People with Developmental Disabilities/ Staff Guidance for the Management of COVID19 in OPWDD Programs 03/25/2020
- California Department of Public Health
- Centers for Disease Control and Prevention
- California Department of Developmental Services