

September 24, 2020

To: All Hope Stakeholders

From: Senior Leadership Team

COVID-19 General Policy for Hope Community Resources Inc.

Hope's COVID-19 Policy includes guidance and mandates from the Federal Center for Disease Control, the State of Alaska Department of Health and Social Services mandates, the State of Alaska Public Health Department, Senior and Disabilities Services, the Department of Licensing, and the Municipality of Anchorage Emergency Orders.

Effective July 28, 2020 Governor Dunleavy released this guidance for Alaska...

Local Mitigation Guidance					
Recommended Mitigation Level	Face coverings / masks	Social Distance	Large Gatherings	Restaurants	Bars and Nightclubs
High	Masks/face coverings <u>must be worn</u> when: 6 feet of distance can't be maintained from others, this is for outdoors and indoor public spaces	6 feet of distance must be maintained	Gatherings of more than 50 people indoors is not recommended Encourage outdoor events	Indoor capacity is reduced to 50% Dining parties limited to family units Encourage delivery/ carryout/ curbside or outside dining in family units. Employees must wear masks	Indoor capacity is reduced to 25% Encourage outdoor serving with social distancing 6 foot of distance maintained all times Employees must wear masks
Moderate	Masks/face coverings must be worn when: indoor public spaces and 6 feet of distance can't be maintain from others Masks/face coverings recommended when: outdoors and 6 feet of distance can't be maintained from others	6 feet of distance must be maintained	Gatherings of more than 100 people indoors is not recommended Encourage outdoor events	Indoor capacity must be reduced to maintain 6 feet of distance. Encourage delivery/ carryout/ curbside or outside dining in family units. Employees must wear masks	Indoor capacity reduced to 50% Encourage outdoor serving Employees must wear masks
Minimal	Masks/face coverings recommended when: 6 feet of distance can't be maintained from others	6 feet of distance should be maintained	Strong recommendation for limiting gathering size so a minimum distance of 6 feet can be maintained	Delivery/carryout/curbside encouraged. Outdoor dining encouraged.	Indoor capacity must be reduced to maintain 6 feet of distance Employees must wear masks

Borough/Regional Current Alert Levels

Region	Alert Level	Cases – Last 14 days	Cases – Avg Last 14 days	Case Rate
Municipality of Anchorage	Red	588	42.0	14.39
Other Interior Region	Red	63	4.50	19.19
Fairbanks North Star Borough	Orange	119	8.50	8.86
Mat-Su Borough	Orange	79	5.64	5.3
Kenai Peninsula Borough	Orange	73	5.21	8.93
City and Borough of Juneau	Orange	24	1.71	5.36
Northwest Region	Yellow	14	1	3.65
Y-K Delta Region	Yellow	3	0.21	Not Reported
Southwest Region	Yellow	7	0.50	1.73
Other Southeast Region North	Yellow	13	0.93	4.54
Other Southeast Region South	Yellow	11	0.79	3.94

Hope's Policies embrace the responsibility of all community members to practice these measures, especially as cases continue to rise in Alaska.

BALANCING PERSON-CENTERED LIVES while REOPENING RESPONSIBLY

While many of the current restrictions emphasize Hope's value of safety and security bringing other values of relationship, joy, choice, opportunity, individuality and dignity into focus is equally important. Hope is utilizing an existing structure of support team meetings to assess and implement risk/benefit discussions. Accessing meaningful life opportunities as Alaska re-opens and experiences the effect of increased cases, this approach maintains Hope's approach of "the language of Yes" and avoids a "one size fits all" restriction level.

Guardians or family members who live in-state may use the support team planning process with some additional discussion tools to develop an individualized approach and also addresses risks to other residents. These include:

- The AADD COVID-19 emergence for SDS matrix to understand a variety of factors in considering safety/restriction levels
- The AADD Reopening Risk Benefit Discussion Guide May 2020 to assess what risk level and additional safeguards might be needed based on situational, age, health and residential factors
- The AADD Risk Level descriptions for Community Settings and possible additional safeguards to consider for lowering risk

- The Support Planning Team Notes document to record the discussion regarding the individual, and including the Care Coordinator for potential Appendix K amendment need
- A Home Alliance Team record (as applicable) to assure that other residents and guardians are in alignment

Remaining diligent in staying safe while not working is equally important to following the specific policies (summarized below) for:

- 1. Employee Ready for Work Policy (All Environments)**
- 2. Assisted Living and Congregate Settings**
- 3. Independent and Natural Home Settings**
- 4. Community Based Activities, including Medical Appointments, Group Activities, Recreational Opportunities, and Therapeutic Activities**
- 5. Office and Administrative Settings**

Employee Ready for Work Policy (All Environments)

Hope expects employees to act responsibly when at work or off duty by:

- Staying home if you are feeling sick
- Washing hands frequently
- Wearing a face mask whenever six feet distancing cannot be maintained, or indoors in a public setting
- Practicing social distancing of six feet or more from non-family member
- Complying with travel mandates for the State of Alaska as applicable to Hope

Hope requires employees getting ready for work to:

- Review daily health screening questions before leaving their home
- Check that their temperature is below 100.3 deg F
- Assure they have personal protective equipment such as gloves, face mask, or face shields and outer protective clothing as required

Hope requires employees reporting for work to:

- Have their temperature scanned before entering a worksite building
- Complete an electronic daily health screening using the online survey monkey tool, unless an exception is granted to complete a paper form

Training has been enhanced to teach all COVID-19 policies as part of new hire orientation.

CLEARANCE FOR RETURN TO WORK AFTER COVID-19 QUARANTINE

Receiving a phone call or letter from a Public Health nurse stating you have completed a home-isolation period does not clear you for return to work at Hope. Due to working with individuals at higher risk of COVID-19 infection, Hope is applying a higher standard for clearance to return to work.

Any employee returning from quarantine must have an interview with Hope's Medical Director, Dr. Browner and have evidence of a second negative COVID-19 test within 10-14 days if they were quarantined for a positive test. COVID-19 test results must be from the nose or throat swab, not a blood test.

Assisted Living and Congregate Settings

Hope's Policies are reflective of our organizational values seeking to achieve balance between safety & security and joy, relationships, choice and independence while incorporating compliance with health mandates and guidance from funding and regulatory authorities.

The Department of Health and Social Services issued COVID-19 Recommended Guidance for Congregate Residential Settings on June 30, 2020 outlining consideration and mitigation steps with criteria that MUST be met prior to transitioning to the next re-opening phase.

Phase I is the highest level of vigilance

Phase II allows limited visitation for compassionate care, essential medical professionals and close family members

Phase III allows visitation of non-essential healthcare/contractors and volunteers

These considerations include:

- Community Case status in the region (average cases per 100,000 per day over 14 days)
- Congregate setting Case status (no new cases in the setting for 14 days)
- Adequate Staffing
- Access to Adequate Testing
- Access to Adequate Personal Protective Equipment and Universal Precautions
- Resident/Staff Testing
- Dining/Group Activities
- Community Trips
- New Admissions

Hope's Senior Leadership Team conducts a weekly review of active cases within the State as reported by DHSS and the trends indicated. Cases for both residents and non-residents are

significant as travel into the State of Alaska is not closely managed for quarantine purposes and many exposure events are directly related to travel activities.

Data from September 23, 2020 reports show that support **Hope remains in high vigilance (Phase I) for assisted living homes**, with continued use of a value based risk/benefit discussion tool to develop person-centered mitigation plans to encourage safe outdoor activities, exercise and family visits.

Anchorage Region: 2818 active cases, 14.2 avg case rate last 14 days (trending up from 12.8 avg case rate one month ago)

Kenai Region: 356 active cases, 15.1 avg case rate last 14 days trending up (trending up from 7.6 avg case rate one month ago)

Kodiak: 5 active cases

Matsu Region: 375 active cases, 4.8 avg case rate last 14 days (trending down 7.0 from avg case rate one month ago)

We understand that many residents in assisted living homes are struggling with the inability to see their parent/guardian/family members in person. While non-essential visits inside the Assisted Living Home are NOT permitted, (including State of Alaska Licensing inspections and Care Coordination visits), late summer weather encourages outdoor meet-ups.

Guardians or family members who live out of state have access to each home via a tablet and ZOOM capability or traditional phone calls. Zoom meetings allow visual connection.

Senior and Disabilities Services maintains the COVID-19 Guidance for Long Term Care, Residential and Assisted Living Facilities issued March 23, 2020 by the State of Alaska Public Health Department Epidemiology.

The components of Hope's policy already in place, based on this planning guidance includes:

- A. Hope Health line to answer questions and assist staff**
- B. Actively watching for changes in symptoms of recipients daily**
- C. Screen all staff at the beginning of their shift (with the Daily Screening Form)**
- D. Restrict and log all visitors, except essential visitors such as medical providers or home. Communicate with all visitors why restrictions are in place and how important it is to protect residents. (This sets the current expectation that NO VISITORS are allowed into Assisted Living Homes, including guardians and parents).**
- E. Cancel all group activities, except within the same household**

Hope has designated and equipped separate home environments which will be used to isolate any recipients who may contract COVID-19 and receive positive test results.

Independent and Natural Home Settings

Hope's policy in residential environments that are not owned and operated by Hope emphasize safety for the resident, and encourage out-of-the home activities as much as possible.

Recipients living in Independent apartments who need assistance in maintaining their residence, and to enter stores to purchase groceries and supplies must follow additional precautions to avoid contamination. The recipient will be coached in social distancing, planning to minimize shopping in stores, and handwashing/decontamination practices. These include wearing personal protective equipment of gloves and face masks, then immediately disposing of used gloves when leaving the store.

Lack of access to personal care services like hairdressing salons, and other services that normalize life, like a phone replacement may be increasingly challenging for our recipients! If there is a pressing need to access these services, make a plan and contact the Hope Health Line for approval.

In Natural Home settings, out-of-home activities and supports are encouraged to avoid entry into the home. For situations that require entry into the home, a person centered plan utilizing the risk/benefit discussion guide needs to be completed and submitted to the Hope Health Line for approval.

For the protection of staff, Hope supervisory representatives will also make weekly check-ins with these environments to evaluate risk levels based on occupants adhering to the State of Alaska guidance and mandates regarding social distancing, wearing face coverings, and travel activity.

Community Based Activities including Medical Appointments, Group Activities, Recreational Opportunities, and Therapeutic Activities

Activities for recipients outside the home are encouraged for getting fresh air and exercise with face coverings and where social distancing of at least six feet from other people in public can be maintained!

Medical Appointments: As more “non-essential procedures” and services are becoming available, contact the provider to learn what their personal protective procedures are and whether accompanying staff are allowed into the appointment. Ask the provider if not doing the procedure or keeping an appointment would more harmful than the risk of COVID exposure. Ask if the procedure requires a COVID test to be completed beforehand. Make a plan for keeping the appointment and send it into the Hope Health Line at least 72 hours before the appointment for approval or plan adjustment.

Group Activities: Alternatives to summer camps will include group activities utilizing guidance from local authorities and the American Camp Association in addition to the DHSS Guidance for Congregate Non-Residential Settings updated on June 29, 2020.

In addition to the general protocols, a hybrid model of distance learning and outdoor activities will be utilized. Additional personal protective equipment protocols apply to participants unable to appropriately wear a face covering throughout, and additional distancing will occur during physical activity periods. Some planned mask breaks will be managed closely also to ensure safe distancing.

Staff will be assigned to no more than three recipients at a time and will work consistently with the same group at their activity station. Each activity station will have a maximum of 10 people.

Transportation for Community Activities, including Day Habilitation or Community Mental Health

Transportation usually reduces social distancing, so extra care must be taken before transporting recipients in Hope vehicles with staff who are not living with the recipient. The State of Alaska has also authorized many of these services to be delivered remotely or in the person's residence.

We encourage recipients to get out and receive fresh air and a change of scenery but before transporting, ask the following questions:

1. Can the service be provided in the home or neighborhood while maintaining social distance from others?
2. Is driving essential to providing the service?
3. If so, do you have the necessary PPE including face masks and gloves for yourself and the recipient?
4. Do you have supplies to disinfect the vehicle after returning from the outing?
5. Does the transportation meet a Day Habilitation goal in the person's Plan of Care?