

Sertoma Centre, Inc.
Pandemic Guidelines

9/2020

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Introduction

Sertoma Centre, Inc. has incorporated guidance from the Illinois Department of Public Health (IDPH), Illinois Department of Human Services Division of Developmental Disabilities (IDHS-DDD), the Centers for Disease Control (CDC) and the Restore Illinois Plan to set forth the agency's pandemic procedures.

This document outlines health and safety protocols to ensure consumers, staff, and customers can remain safe in our buildings.

Management team will ensure individuals wear face coverings and other PPE appropriate to their duties and risk of exposure, wash hands frequently, conduct symptom and temperature checks before entering the building, regularly clean and sanitize buildings and equipment, restrict the borrowing or sharing of items, and limit capacity in any space to promote social distancing. Individuals who show *any signs or symptoms of illness* should stay home.

This document outlines what to do if someone appears ill while working, attending programs or volunteering and further considerations for specific areas, such as restrooms, program rooms, water fountains, outdoor areas, hallways, offices, and lunchrooms. This document also contains considerations for specific programs, functions and departments, such as counseling services, fingerprint services, medical clinics, and Instructor Led Training. Managers and supervisors should clearly communicate safety protocols and expectations to consumers, staff, customers and families in advance.

Emergency Planning

- **Communication**
 - Participants, guardians, families and stakeholders receive updates and communication from Sertoma Centre staff via, including for updates to any unexpected suspension of services related to COVID-19:
 - Phone
 - Email
 - Website
 - US Postal Service
 - The following positions are primarily responsible for communication with participants, guardians, families, staff and stakeholders regarding operational protocols, health and safety, and updates to workplace preparedness strategies:
 - Executive Director
 - Assistant Executive Director
 - Director of Safety and Training
 - Director of HR
 - Director of Community Programs
 - Service Facilitators

- In addition to communication plan, participants, guardians, families, staff and stakeholders can access COVID 19 resources on the Sertoma website.

<https://sertomacentre.org/home/covid-19/>

- **Visitor policy**

- Visitors to Sertoma Centre will be restricted to essential personnel (i.e. maintenance or repair services) and will be subject to all screening procedures.
- Non-essential visitors will not be admitted to the building during the reopening process. It is important to note that these requirements are subject to change pursuant to updated public health guidance and changing public health conditions. Sertoma Centre's administrative team will remain alert for any changes.

- **General operational protocols**

The General Operational Protocols will be found throughout this document. Please refer to the Table of Contents to locate specific protocols and their location within this document.

- **Quality Assurance**

- The CDS Program will be reviewed on an ongoing basis to ensure that safety, engagement and satisfaction is addressed through the strategies instituted. Sertoma Centre will seek input from our stakeholders including our parents, guardians and participants on a regular basis. We recognize that the safety of the participants and staff is paramount as we re-open and ongoing evaluation must be conducted routinely.
- The Quality Assurance team will also assess program implementation to ensure that a variety of in house and appropriate community based opportunities are presented. Lastly, participant satisfaction must be routinely probed to capture important information on the quality and variety of program opportunities and the individual responses to these changes.

- **Reviewing the Plan**

Status of the reopening will be reviewed at the weekly COVID with key members of the management and leadership teams. Members of the CDS Re-engagement team will attend the following meetings to review guidance from the CDC, IDPH and DHS:

- DHS meeting, webinars and bulletins for updates and clarification on guidance as scheduled.
- IDPH meetings for briefings, new guidance and Q&A sessions as scheduled.
- Meetings twice monthly with Intersect agencies pertaining to implementation strategies in light of the virus and utilize peer to peer support for suggestions and modifications.

Based on updates from the CDC, IDPH and DHS, the CDS Re-engagement Team will meet to update and revise the plan on an as needed basis.

Delivering services

Consumers and families were surveyed in summer of 2020, to gather information about choice of programming options, acceptable risks families would be willing to take for consumers to re-enter CDS services, etc. This information was tallied and used to assist in determining future CDS options. Families continue to be consulted using the COVID Risk assessment tool

Curriculum/Schedule-Sertoma has a weekly schedule that allows for choice and is based on past interests. This schedule is inclusive and comprehensive in activities offered. We have a range of activities from health and wellness self-advocacy, art and adaptive skill development. We offer both individual and group activities.

Transportation

****Due to the current social distancing mandate (participants must be spaced at least 6 feet apart), Sertoma Centre will not be providing transportation services at this time. Participants and families are encouraged to make arrangements for transportation to and from CDS locations once they open. It is important to note that these requirements are subject to change pursuant to updated public health guidance and changing public health conditions. Sertoma Centre's administrative team will remain alert for any changes.***

Preventing the Spread of Infection

Consumers and their families will be reminded to stay home if sick, showing symptoms or have known exposures prior to the start of program services.

● Screening Procedures

- Signs will be posted at the program entrance.
- Upon arrival consumers will be screened before entering the program in the marked designated location area.
- All consumers and employees will be screened by a staff member with a touchless thermometer and using the symptoms screening checklist; included in Appendix A.

- If anyone exhibits the symptoms from the checklist will not be allowed in the program area and will wait in the pickup location located in the marked designated area for each program space.
- All consumers and staff will use hand sanitizer before entering the program area after they have been screened and approved for entrance.
- Visitors to the building are required to be screened using a touchless thermometer and the screening tool in Appendix A. Visitors may include employees that do not primarily work in the building, interns, volunteers, deliveries, and training participants.
- **Signage and Visual Cues**
 - The Center for Disease Control and Prevention (CDC) recommends posting signs and messages in highly visible locations to reinforce safety precautions and promote everyday protective measures, such as handwashing, social distancing and face coverings.
 - Sertoma Centre has marked our building with a variety of social cues to prompt hand sanitizing and social distancing. There is tape marking the floor, as well as directional arrows indicating flow of movement within the building. One way entrance and exit signs have been created in green and red to assist nonreaders in directing movement. Hand washing signs are posted in all the bathrooms and kitchens.
- **Traffic Flow throughout the Buildings**
 - To adhere to social distancing requirements and IDPH limitations on gathering sizes, consider the following procedures:
 - Employees will limit the number of consumers within hallways at any given time.
 - Employees will monitor the number of persons using bathrooms.
 - Hallways have marked one-way paths and certain staircases are designated one-way only, as possible.
 - Floor markings have been placed to delineate 6-foot distance in locations where consumers line up.
 - Visual reminders depicting 6-foot distancing have been hung up.
 - Extra furniture has been removed to discourage congregating in certain areas.
 - Limit signs have been posted in the program area, conference rooms, elevators, bathrooms, and other shared spaces.
- **Social Distancing**
 - Program will follow procedures to ensure 6-feet physical distance from other persons at all times. The expectation pertains to consumers and staff members

in all areas and settings to the greatest extent possible. Programs will post visual reminders throughout buildings and lay down tape or other indicators of safe distances in areas where consumers congregate or line up (e.g., arrival and departure, lunchroom lines, hallways, and transition periods.).

- The expectation should be explicitly taught to consumers and reinforced, as needed. Consumers and staff may break social distance if face coverings and other appropriate PPE is utilized; however, prolonged contact should be minimized.
- Programs will “stagger” schedules for arrivals/dismissals, transition periods, mealtimes, bathroom breaks, smoking breaks, etc. to ensure consumer and staff safety. Employees and consumers should abstain from physical contact, including, but not limited to, handshakes, high fives, hugs, etc
- Employee break areas are arranged to facilitate social distancing. Break times are staggered to minimize eating with masks off near others.
- **Infection Control**
 - Employees and Consumers will be proactively prepared to prevent the spread of COVID-19 or any other infectious disease. All employees are trained on health and safety protocols related to COVID-19 prior to resuming in-person services.
- **Preparing for when a consumer or an employee becomes sick**
 - Programs staff will respond effectively when there is a case within the agency, whether it be a consumer or staff member participating in services. Consumers and employees are required to stay home if they test positive for COVID -19 or are showing any sign or symptoms. Service Coordinators will communicate with families and/or caregivers if they were exposed to someone who tested positive for COVID-19. The Human Resources Department will inform any employee that may have been exposed to COVID-19.
 - Consumers or staff returning from COVID-19 related illness will follow the symptom based strategy to return to service, which is completion of a 14 day isolation and resolution of symptoms. Program and management staff can require returning staff or consumers to follow the test-based strategy depending on the circumstances.
 - Any individual who shows symptoms will be immediately separated from others. CDS consumers will use the first aid room and Employment services will use the screening room to quarantine any individuals who are experiencing COVID-19-like symptoms and may be awaiting pickup/evaluation.
 - When interacting with consumers or staff who may be sick, personnel should follow CDC guidance on standard and transmission based precautions. Staff will

document all staff and consumers in contact with staff who may be sick and prepare for contact tracing.

- If there is a PUI case in a CDS program the exposed area will be disinfected by the Janitorial department using a mist sprayer sanitization system.

- **Cleaning and disinfecting**

- Close off any areas of the building used by a sick person and do not use these areas until after proper cleaning and disinfection procedures have been completed.
- Open windows to increase air circulation in the area.
- For disinfection we will use either Morning Mist or Proxoy Clean. We will follow the manufacturer's instruction for all cleaning and disinfecting products.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment, etc.
- Vacuum the space if needed with a high-efficiency particulate air (HEPA) filter, if available. Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night and temporarily turn off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
- Once the area has been appropriately disinfected it can be opened for use.
- Ensure cleaning products are stored and used a safe distance away from consumers and staff.
- All high contact surfaces will be cleaned every two hours.
- Janitorial staff will use the mist sprayer to disinfect the building two times a week at minimum.

- **PPE**

- All employees and consumers are required to wear cloth face masks at all times while in common areas. Employees will utilize cloth face masks, disposable gloves, and disposable gowns when assisting with personal care. Wash hands immediately for 20 seconds once gloves are removed.
- Employees will wear gloves, masks and gowns when cleaning and disinfecting. Gloves and gown should be discarded after each cleaning. Wash hands immediately for 20 seconds once gloves are removed.
- Additional PPE may be required depending on the risk. Additional PPE may include: goggles, shoe covers, KN95 mask, face shield and gowns.

- **PPE Supply**

- Adequate stock of PPE obtained and stored at the CDS site location.

- Director of Safety and Training monitors and manages supply of all PPE and is responsible for identifying minimum supply levels based on most current operations.
- PPE is obtained on an ongoing basis through local resources and donations.
- **Face Coverings**
 - Programs must follow the guidance of the CDC, IDPH and IDHS on the usage of face coverings for staff, consumers, and visitors.
 - There is significant evidence that face coverings provide protection and decrease the spread of COVID-19.
 - Ensure that the face covering fully covers the mouth and nose, and that the covering fits snugly against the sides of the face with no gaps.
 - Reusable face coverings should be machine washed or washed by hand and allowed to dry completely after each use.
 - The agency will maintain a supply of disposable face coverings in the event that a staff member, consumer, or visitor does not have one for use.
 - Staff, consumers and volunteers will be provided training to put on and remove face coverings for purposes such as eating. After use, the front of the face covering is considered contaminated and should not be touched during removal or replacement.
 - Hand hygiene should be performed immediately after removing the face covering.
 - Refer to the PPE sequencing documents in appendix Band Face Covering guidance in appendix D
 - Programs will consider how to meet the needs of consumers for whom wearing a face covering may cause harm or impediment (e.g., consumers with hearing impairments, asthma, anxiety, etc...). Programs will consult families and medical professionals, as appropriate. Consideration of these situations will be addressed so that consumers/staff members understand/normalize that some persons may not be wearing a face covering and these situations do not need any intervention from others (e.g., reminders).
- **Employee and Consumer Training**
 - Employees and consumers will be trained on all policies and procedures in the Pandemic Response Plan prior to reporting to work or services. Consumers will be required to discuss training policies and procedures with service coordinator via phone or Zoom and will receive additional training upon their first day of attendance at CDS.
 - Covered training topics are included in Appendix D.
- **Illness and Diagnosis Monitoring**

- Employees and consumers are required to stay home or go home if they exhibit any symptoms from the screening checklist.
- Staff and consumers will follow our Testing guidance and flowcharts found in Appendix E.
- **Quarantine Guidelines**
 - In the event a consumer or employee test positive for COVID-19; exhibits symptoms or comes into contact with an affected person, the following quarantine steps must be taken.

Nature of Situation	Quarantine Time Frame
Employee exhibits symptoms	36 hours symptom free without med+10 days.
Employee test positive	24 hours symptom free with not meds=14 days
Employee has close contact with infected person. Will not be in contact with them again	14 days from last contact with infected person
Employee lives with infected person but can avoid future contact.	14 days from when infected person began home isolation.
While under quarantine, employee comes in close contact with an infected person.	Restart 14 days from date last in contact with affected person
Employee lives with infected person, but cannot avoid contact	14 days after infected person ends home isolation.
Employee lives with a person who was in close contact with an infected person (secondary contact)	Symptom free.

- Close contact is defined as being within 6 feet for 15 minutes or more of an infected person.
- Testing will not be required prior to returning to work. Sertoma is following the CDC recommended symptoms based strategy.
- The same quarantine rules apply to consumers.
- **Isolation Rooms for Sick Consumers**
 - If a consumer becomes ill at the day program, the family will be contacted and the consumer must be picked up in 30 minutes. The consumer will be isolated and monitored by staff until picked up. Staff will wear a mask, isolation gown, gloves and a face shield while supporting the ill consumer. If the staff member becomes ill at work, they must leave the premises immediately.
- **Travel outside the State of Illinois**
 - If a staff member or consumer plans to travel outside of the state of Illinois, they must inform their supervisor or Service Coordinator, respectively. Consequently, the Director of Training and Safety will be informed for tracking purposes.

- Additionally, the employee and consumer will follow the Sertoma Travel Ban Guidance in **Appendix F**.

Person Centered Planning

- **Risk Benefit Tool**

- A committee was established to enhance the COVID Risk Assessment that DHS offered to community providers.
- The enhanced risk assessment was completed for all consumers enrolled in CDS.
- The completion of the risk assessment included a conversation about a consumer's desire to return to CDS.
- This completed document is reviewed by the by the service team to assist in determining consumer selection for initial return to CDS in balancing their desire to return with their health risks.
- Completed assessments placed are placed in the consumer file.

- **Concerns about return to service**

While completing the Risk Assessment the following areas are discussed in order to address potential concerns about return to service:

- Potential health risk factors, such as asthma, diabetes, autoimmune disorders
- Exposure to COVID, either the consumer or family members
- Others in family that may be in "high risk" categories
- Individual ability follow universal precautions with or without support (e.g. wearing PPE, understanding social distancing, supports needed for washing hands and touching)
- Choice of transportation options (at this time, Sertoma is not relying on PACE transportation, due to inconsistency in timeliness of pick up and/or drop off and Sertoma not having back up transportation available to assist).

- **Time Frames/Pace for Re-entry**

- CDS will operate AM/PM sessions 5 days per week. The AM shift is 9-12. The PM shift is 1-4. This allows more consumers to access services and allows adequate time for cleaning between sessions.
- Sertoma will take a phased approach to CDS Re-entry.
 - *Phase 1:* Monday, September 28, approximately 20 consumers
 - *Phase 2:* Monday, November 2, approximately 40 consumers
 - *Phase 3:* Monday November 30, approximately 60-80 consumers
- Consumers who do not return to CDS immediately in Phase 1 will have it documented in their Implementation Strategy and Personal Plan that they are on hold from services until CDS services become open to more individuals. This is

per DHS guidelines. **Note:* This is subject to change based on CDS guidance and DHS directives and/or operational limitations.

- **Changes and updates that have occurred**
 - Consumers will be asked to submit to COVID testing prior to re-beginning to CDS services. (It should be noted that when surveying consumers/families about return to CDS several months ago, the results showed overwhelmingly that families would agree to testing prior to return).
 - Staff will be providing a “testing day” where consumers can get tested, at no charge, and Sertoma will receive results along with families.
- **Staff flexibility**
 - Workforce capacity has been addressed and Sertoma will have 2 DSP’s, an Operations Supervisor, 1-2 Service Coordinators, on sight, to provide services to consumers for Phase 1 reopening.
- **Consumer safety**
 - Information packets will be sent home to families apprising them of ways Sertoma will keep them safe including cleaning schedules, mask usage, physical distancing set ups in building.
 - Consumers will be provided with masks if they do not have one.
 - Physical distancing will be noted by use of tape, visual charts and verbal reminders.
 - Daily, all consumers and staff will be subject to a screening checklist, based on CDC recommendations. Any consumer/staff who doesn’t pass the screening will be sent home.
- **Transition expectations**
 - During the implementation of the Risk Assessment as well as ongoing conversations with families, the choice of DRS referral is offered to families/consumers as a possible option.
 - Employment Services will also be offering employment readiness classes, possible janitorial training programs to prepare for DRS enrollment and to begin/continue a course of employment.

Training and Support

All employees are trained on the agency's pandemic emergency preparedness plan and updated guidance’s using ZOOM, THINK HR and Paycor LMS. All training will be documented and maintained in the Paycor Learning Management System. New employees will be given

information at orientation and will be required to complete web based training in the first 15 days of hire. Training will include the following areas.

- **Proper Hand Hygiene**

- Employees are required to wash their hands frequently, but especially upon arrival to and departure from program; after blowing one's nose, coughing, or sneezing; following restroom use; before food preparation or before eating; before/after routine care for another person; after contact with a person who is sick; and following glove removal.
- Employees are provided the necessary supplies such as; such as soap and paper towels, hand sanitizer, tissues, etc., which are placed in all common areas of the building.
- Handwashing visuals will be posted in the bathrooms, program rooms, and other areas, as appropriate.
- Programs will also post additional signage to display on the correct methods for sneezing and coughing.
- Staff and consumers will be directed and encouraged to avoid touching the face (eye, nose, mouth) to decrease the transmission of COVID-19 or other infectious diseases.
- Handshaking and other forms of personal contact have been prohibited. Employees are encouraged to use other non-contact methods of greeting
- General Handwashing principles include:
 - Turn on water
 - Wet hands
 - Apply Soap
 - Pay attention to wrists, top of hand, nails, and in between fingers
 - Wash hands with soap and water for 20 seconds.
 - Dry with paper towel; use to turn off faucet and exit.
 - Dispose of paper towel in hands free receptacle.
- Hand sanitizer
 - Alcohol-based hand sanitizers will be used under supervision with proper safety precautions and stored out of reach to reduce unintended, adverse consequences. Program employees will ensure that consumers do not ingest hand sanitizer or use it to injure another person.
 - Alcohol-based hand sanitizers are stored away from high temperatures or flames; in accordance with National Fire Protection Agency recommendations.

- Hand sanitizers are not effective when hands are visibly dirty, soap and water should be used in place.
 - Hand sanitizer is available in the common area of the building such as; lobby, meeting rooms and mail room.
- **Social distancing**
 - All employees will be trained on social distancing for their program prior to reporting to work.
- **Proper use of PPE**
 - Appropriate personal protective equipment (PPE) is available to employees, as needed, based on exposure risk. Employees are required to complete a blended learning training prior to the using any PPE, including donning (putting on); doffing (removing) PPE and requesting PPE.
 - In addition, training also includes directions on the proper disposal of PPE since inappropriate application or removal of PPE can increase the transmission. As required, Sertoma Centre is in compliance with Occupational Safety and Health Administration (OSHA) standards on blood borne pathogens, including the proper disposal of PPE and regulated waste.
- **Use of cleaning and disinfecting products**
 - Programs will follow the sanitation procedures per the recommendations of the CDC, IDPH, IDHS and local health departments. This includes:
 - Visibly dirty areas should be scrubbed to remove visible dirt/soiled and then an approved disinfectant should be used to kill germs.
 - Janitorial employees will clean frequently touched surfaces in common areas (e.g., door handles/knobs, countertops, light switches, phones in common areas, sinks ,faucets, toilets, soap dispenser, microwave, refrigerator, garbage cans, and handrails) on a regular basis as determined by the need but at least every 2 hours.
 - Program staff will clean program areas every two hours.
 - Janitorial employees will determine means to sanitize soft surfaces, such as carpeted areas, rugs and curtains
 - Programs will post scheduled cleaning times and maintain appropriate documentation upon the completion of cleaning.
 - Approved EPA disinfectant cleaners have been provided at key locations so common used surfaces can be wiped down by employees before and after use.
 - Cleaning refers to the removal of germs dirt and impurities from the surface.
 - Disinfecting refers to using chemical to kill germs on a surface.

- All employees using the EPA germicidal cleaning agent will be required to complete the Safety Data Sheet training per the OSHA Hazard Communication Standard.
 - Each employee will clean and disinfect their workstation and the beginning and end of their shift; focusing on frequently touched surfaces. (e.g. desktops/tabletops, countertops, light switches, pencil sharpeners, computer keyboards, hands-on learning items, phones, fidgets, copy machine, printers, chairs, and remote controls))
 - Gloves and other appropriate Personal Protective Equipment must be used during cleaning and disinfection. Ensure that appropriate PPE is made available to and used by staff, as appropriate, based on job-specific duties and risk of exposure.
 - Always follow label directions.
 - Allow the required wet contact time.
 - Keep all disinfectants out of the reach of consumers.
 - Do not mix bleach or other cleaning products and disinfectants together.
 - Prohibit consumers and employees from bringing in any personal cleaning supplies; cleaning supplies used in programs should only be those provided by the agency.
- **Recognizing signs and symptoms**
 - Employees will be trained on the most current signs and symptoms to aid in the identification of COVID-19
 - People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Fever
 - Chills
 - Muscle pain
 - Sore throat
 - New loss of taste or smell
 - This list is not all possible symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting, or diarrhea.
- **Communications with employees, individuals, families and caregivers**

- Sertoma Centre communicates regularly with employees, individuals, families and caregivers through social media, website and individual calls from the Service Coordination Department.
- The COVID-19 Team meets on a weekly basis to problem solve, plan and assign tasks. Information discussed is disseminated at team meetings through the supervisor.
- Supervisor employees are required to attend COVID guidance trainings when new guidance or procedure is developed.
- Employees are instructed to stay home if they feel sick and report symptoms to their supervisor.
- Employees are required to follow the COVID-19 reporting procedure; testing procedure; discontinuing home isolation and managing suspected or confirmed cases in CILA guidance; see Appendix H.

Community Based Services

Due to the current social distancing mandate (participants must be spaced at least 6 feet apart), Sertoma will not be providing community-based activities related to transportation issues and limitations at this time. However, Sertoma will occasionally re-evaluate and utilize outdoor spaces on site in order to allow participants time outdoors for movement activities, art, or nature observation activities. It is important to note that these requirements are subject to change pursuant to updated public health guidance and changing public health conditions. Sertoma's COVID administrative team will remain alert for any changes.

Additional Guidelines

Sertoma has developed additional guidelines around

- **Program Rooms/Group Rooms**
 - Develop a marked path of travel inside the rooms to maintain social distancing. Rearrange desks or chairs so that there is a 6-foot distance. Use air purifiers for increased ventilation.
 - Only allow supervisors and staff who are required to provide programming to be in the room. Build in time for hand hygiene and/or schedule hand hygiene breaks, including before/after eating snacks/meals and upon exiting and returning to the room. Ensure adequate hygiene supplies, including tissues, hand sanitizer, extra face coverings (if required), hand washing supplies if sinks are present, soap, paper towels, and gloves for staff, are present in the classroom.

- Computer keyboards and/or touchscreens can be difficult to clean, so consider utilizing keyboard covers to facilitate cleaning. Shared computers should have signs posted instructing proper hand hygiene before and after computer use, with handwashing facilities or hand sanitizers readily accessible.

- **Shared Objects**

- Restrict or discourage the borrowing or sharing of any items. The CDC recommends that electronic devices, toys, books, and other games or learning aids not be shared.
- Electronics, including, but not limited to, tablets, touchscreens, keyboards, remote controls, door entry systems, etc., should be cleaned before and after use. Consider using a wipeable cover on electronics and clean per the manufacturer's instructions or use wipes or sprays of at least 70 percent alcohol and dry completely.
- For items that must be shared or communally used, it is recommended that at a minimum the item be cleaned after use and that the individuals perform hand hygiene between each use.
- Note that the use of liquid disinfectants is harmful to library and archives materials and is not recommended. UV ray exposure as a means of sterilization is also not recommended. Utilizing hand sanitizer before and after use of books or library material is recommended.
- Use materials that can be thrown out, cleaned after one use, or labeled for individual use.

- **Instructor Led Classes**

- CPR/FA and Medication Training will resume as an Instructor led classes in Phase Three. Once the state reaches Phase Four we will consider reintegrating the following instructor led trainings: Mission and Philosophy, CPI, Welcoming Diversity Workshop and Diversity Controversial Issues. If Instructor Led Training is not recommended we will offer a combination of web-based, virtual and blended.
- All in person classes will follow the IDPH, IDHS and American Red Cross guidelines which include:
- Screening: participants will be asked to self-monitor and take temperature before attending an in person training. All participants will be screened, prior to entering the class. Screening will include a temperature check and completion of the screening checklist. If the participant has a temperature of 100.0 or greater or answers yes to any of the screening questions they will be asked to reschedule.
- Social Distancing: participants will be required to social distance, 6 feet, while in the training. The training environment will be set up to promote social distancing.
- Face Coverings: Participants will be required to wear a face cover while in the training, unless medically contraindicated

- Traffic flow: Participants will be mindful to follow the arrows or directions when arriving and leaving the building. Building access will be limited.
- Cleaning and Disinfecting: The rooms used for training, screening rooms, and material will be disinfected by trainers and janitorial staff once the training has been concluded. Staff will focus on the following areas and equipment:
 - Tables
 - Arms of Chairs
 - Lights switches
 - Faucet
 - Door handles
 - Binders
 - Mannequins
 - Hygiene: Complete hand hygiene with soap and water or hand sanitizer, as appropriate. Hand sanitizer will be placed in each training room. There will be no eating or drinking in the training rooms.
- **Medical Clinics**
 - Podiatry, psychiatric and medical clinics will recommence. Nursing staff will schedule two CILA homes at a time. Staff and consumers will be staged in the Bridge 2 program room. Once a CILA home has left the building the next CILA home will be allowed to enter the staging area. Clinic will follow the IDPH and IDHS guidelines below.
 - Traffic flow: Staff and consumers will enter through the middle stairwell from the front of the building. They will proceed to Bridge 2 program area, which will be the staging area for all clinics. Traffic patterns will be visual marked throughout the building. Staff and consumer will exit through the same method and entering the building. Nursing staff will greet staff and consumers and provide directions.
 - Clinic procedures: Clinicians will have full access to the clinic for diagnostic and treatment procedures. Clinicians will be responsible for disinfecting the area and any equipment between consumers. There will be two chairs placed in the hallway for consumer to wait for their appointment. Consumers will be instructed to hand sanitize before and after their appointment. Once the consumer is done, they will return to Bridge 1. Once the entire home has been seen they will clean the table and chair and exit the building.
 - Social Distancing: While in the staging area staff and consumer will be required to socially distance, 6 feet. The staging area will be set up to promote social distancing.

- Face Coverings: Staff and consumers will be required to wear a face cover while in the building, unless medically contraindicated. Nursing staff will provide disposable masks to consumers and staff that need them before entering the building.
- Cleaning and Disinfecting: The staging area, clinic hallway, clinic, bathrooms, and elevator will be disinfected by the janitorial staff after the clinic has concluded. Nursing staff will be responsible for disinfecting any equipment. CILA staff will disinfect the table and chairs once all the consumers have been seen. Janitorial and Nursing Staff will focus on the following high touch areas:
 - Tables
 - Arms of Chairs
 - Lights switches
 - Faucet
 - Door handles
 - Hygiene: Complete hand hygiene with soap and water or hand sanitizer, as appropriate. Hand sanitizer will be available in the staging area and the clinic.
 - Screening: CILA staff will be responsible to screen consumers and themselves prior to leaving for the Clinic appointment. Screening will include the symptoms checker and taking temperatures. If the consumer temperature of 100.0 or greater or answers yes to any of the screening questions they will need to stay home and contact the Director of Nursing.
- **Restrooms**
 - Programs should consider means to maintain social distancing in restroom areas. Programs may wish to consider scheduling restroom breaks and escorting individual groups to the restroom area to monitor social distancing, as appropriate. Consider added physical barriers, such as plastic flexible screens, between bathroom sinks and urinals. Appropriate sanitation of restrooms should be completed as scheduled. Post signs encouraging hand hygiene procedures in the bathrooms, hallways, program areas. Encourage consumers to properly wash hands following restroom use. Ensure availability of supplies, such as soap and paper towels.
- **Water Fountains**
 - Water fountains will not be available for use. Individual cups of water will be made available to consumers.
- **Administrative Offices and Staff Workspaces/Lounges**
 - Limit any nonessential visitors, volunteers, and activities involving external groups or organizations, as possible. Restrict any visitors (if allowed) to the main office area, when possible. Hand hygiene facilities or hand sanitizer should be readily available for visitors to use upon entry.

- Keep accurate records of visitors, including the individual's reason for visit, contact information, and all locations visited, in case contact tracing is needed.
- Consider an outdoor drop box for material drop-off. Any meetings should be held remotely, to the greatest extent possible. However, if participants are unable to engage in a required meeting remotely, socially distanced in-person meetings may be held.
- Employee workstations should be properly distanced so that employees may maintain a 6-foot distance from one another. Consider installing physical barriers within main offices, as needed. Consider using plastic rather than glass as COVID-19 virus has been shown to survive on glass for 96 hours and for 72 hours on plastic).
- Provide readily accessible cleaning and disinfecting supplies, access to handwashing facilities or hand sanitizer, and gloves for employees, as appropriate. Maintain a regular cleaning and disinfection schedule of frequently touched items, which may include phones, desktops, fax machines or copiers, door handles, etc.
- Where possible, provide each employee with a personal supply of office supplies, such as staplers, tape dispensers, pens, and pencils, to eliminate transmission through shared items. Any shared office supplies should be disinfected after each use. Staff workrooms and lounges also must adhere to 6-foot distancing. Consider capacity limitations depending on the size of the space and availability of seating. Make cleaning supplies available and establish protocols for cleaning frequently touched items, such as copy machines, table surfaces, refrigerator door handles, microwaves, coffee makers, etc. Consider removing any items that cannot be properly cleaned and disinfected for reuse. Consider providing disposable plastic utensils. Post signs regarding proper hand hygiene, capacity limits, and other protocols.

Appendix A

Sertoma Centre, Inc. CDS and Employment Groups

Consumer Health Screening Tool (COVID-19)

- *Consumers should enter the building through an entrance assigned for their group. Entrances will be marked.*
- *Consumers wear a mask during the screening process.*
- *Consumers will be screened before entering the building.*

Staff completing screening:

1. Practice social distancing at all times
2. Wear gloves and a mask
3. Use the thermometer to take the consumer's temperature
4. Read the temperature and wipe down thermometer
5. Complete document and leave in screening binder

Consumer:
Date and Time:
Screener:
Temperature:

Have you traveled out of state in the past 14 days? Yes ___ No ___

If Yes, review the travel restrictions list published each Tuesday and determine the need to quarantine.

<https://www.chicago.gov/city/en/sites/covid-19/home/emergency-travel-order.html>

Date returned from travel to High Risk state: _____ Quarantine required until (14 days): _____

Symptom Checklist

Do you have a:	Yes	No	Comments
Fever (>99.9)			
New or worsening cough *			
Shortness of breath			
Sore throat			
Chills or shaking with chills			

Muscle pain			
Headache (new or unusual onset)			
New loss of taste or smell			

**Exclude known chronic illness such as COPD*

If the answer to all symptoms is **NO** the consumer may proceed to the program area for group services. A mask must be worn at all times while moving throughout the building.

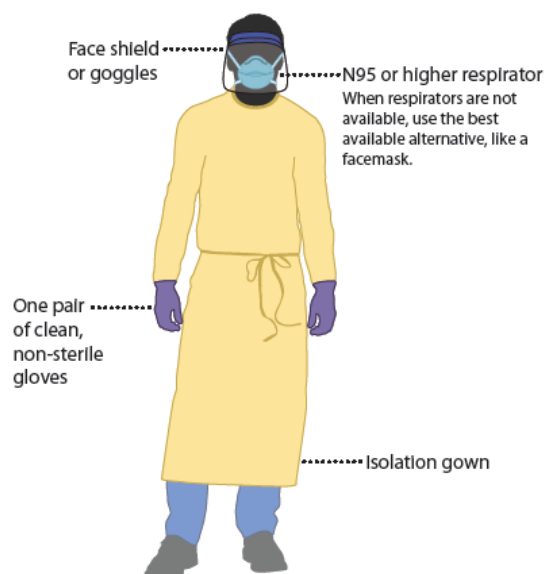
If the answer to any of the above questions is **YES** the consumer should be directed to wait in the designated area and contact their transportation provider to be picked up. Consumers cannot return to the program until cleared to do so. We will follow current IDPH guidelines regarding quarantine and return to services.

The Director of Safety will be consulted for guidance on current procedure for all individuals who are sent home due to not passing the screening.

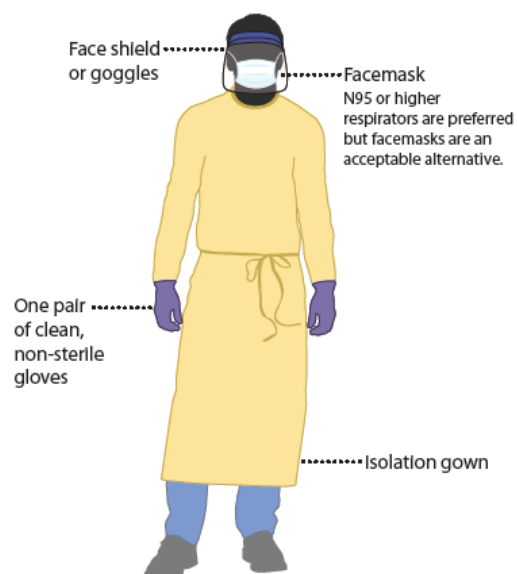
Appendix B

COVID-19 Personal Protective Equipment (PPE) for Healthcare Personnel

Preferred PPE – Use N95 or Higher Respirator



Acceptable Alternative PPE – Use Facemask



CS 15838-C 03/22/20

[cdc.gov/COVID19](https://www.cdc.gov/COVID19)

Use Personal Protective Equipment (PPE) When Caring for Patients with Confirmed or Suspected COVID-19

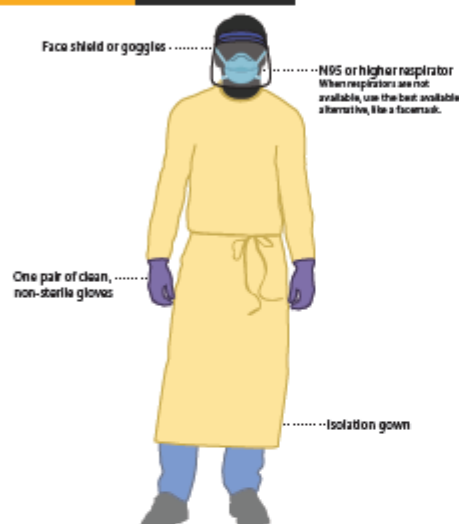
Before caring for patients with confirmed or suspected COVID-19, healthcare personnel (HCP) must:

- **Receive comprehensive training** on when and what PPE is necessary, how to don (put on) and doff (take off) PPE, limitations of PPE, and proper care, maintenance, and disposal of PPE.
- **Demonstrate competency** in performing appropriate infection control practices and procedures.

Remember:

- PPE must be donned correctly before entering the patient area (e.g., isolation room, unit if cohorting).
- PPE must remain in place and be worn correctly for the duration of work in potentially contaminated areas. PPE should not be adjusted (e.g., retying gown, adjusting respirator/facemask) during patient care.
- PPE must be removed slowly and deliberately in a sequence that prevents self-contamination. A step-by-step process should be developed and used during training and patient care.

Preferred PPE – Use N95 or Higher Respirator



Acceptable Alternative PPE – Use Facemask



Donning (putting on the gear):

More than one donning method may be acceptable. Training and practice using your healthcare facility's procedure is critical. Below is one example of donning.

1. Identify and gather the proper PPE to don. Ensure choice of gown size is correct (based on training).
2. Perform hand hygiene using hand sanitizer.
3. Put on isolation gown. Tie all of the ties on the gown. Assistance may be needed by another HCP.
4. Put on NIOSH-approved N95 filtering facepiece respirator or higher (use a facemask if a respirator is not available).
If the respirator has a nosepiece, it should be fitted to the nose with both hands, not bent or tented. Do not pinch the nosepieces with one hand. Respirator/facemask should be extended under chin. Both your mouth and nose should be protected. Do not wear respirator/facemask under your chin or store in scrubs pocket between patients.*
 - » Respirator: Respirator straps should be placed on crown of head (top strap) and base of neck (bottom strap). Perform a user seal check each time you put on the respirator.
 - » Facemask: Mask ties should be secured on crown of head (top tie) and base of neck (bottom tie). If mask has loops, hook them appropriately around your ears.
5. Put on face shield or goggles. When wearing an N95 respirator or half facemask elastomeric respirator, select the proper eye protection to ensure that the respirator does not interfere with the correct positioning of the eye protection, and the eye protection does not affect the fit or seal of the respirator. Face shields provide full face coverage. Goggles also provide excellent protection for eyes, but fogging is common.
6. Put on gloves. Gloves should cover the cuff (wrist) of gown.
7. HCP may now enter patient room.

Doffing (taking off the gear):

More than one doffing method may be acceptable. Training and practice using your healthcare facility's procedure is critical. Below is one example of doffing.

1. Remove gloves. Ensure glove removal does not cause additional contamination of hands. Gloves can be removed using more than one technique (e.g., glove-in-glove or bird beak).
2. Remove gown. Untie all ties (or unsnap all buttons). Some gown ties can be broken rather than untied. Do so in gentle manner, avoiding a forceful movement. Reach up to the shoulders and carefully pull gown down and away from the body. Rolling the gown down is an acceptable approach. Dispose in trash receptacle.*
3. HCP may now exit patient room.
4. Perform hand hygiene.
5. Remove face shield or goggles. Carefully remove face shield or goggles by grabbing the strap and pulling upwards and away from head. Do not touch the front of face shield or goggles.
6. Remove and discard respirator (or facemask if used instead of respirator).^{*} Do not touch the front of the respirator or facemask.
 - » Respirator: Remove the bottom strap by touching only the strap and bring it carefully over the head. Grasp the top strap and bring it carefully over the head, and then pull the respirator away from the face without touching the front of the respirator.
 - » Facemask: Carefully untie (or unhook from the ears) and pull away from face without touching the front.
7. Perform hand hygiene after removing the respirator/facemask and before putting it on again if your workplace is practicing reuse.



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*Facilities implementing reuse or extended use of PPE will need to adjust their donning and doffing procedures to accommodate these practices.

www.cdc.gov/coronavirus

Facemask Do's and Don'ts

For Healthcare Personnel

When putting on a facemask

Clean your hands and put on your facemask so it fully covers your mouth and nose.



DO secure the elastic bands around your ears.



DO secure the ties at the middle of your head and the base of your head.

When wearing a facemask, don't do the following:



DON'T wear your facemask under your nose or mouth.



DON'T allow a strap to hang down. DON'T cross the straps.



DON'T touch or adjust your facemask without cleaning your hands before and after.



DON'T wear your facemask on your head.



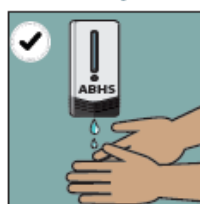
DON'T wear your facemask around your neck.



DON'T wear your facemask around your arm.

When removing a facemask

Clean your hands and remove your facemask touching only the straps or ties.



DO leave the patient care area, then clean your hands with alcohol-based hand sanitizer or soap and water.



DO remove your facemask touching ONLY the straps or ties, throw it away*, and clean your hands again.

*If implementing limited-reuse: Facemasks should be carefully folded so that the outer surface is held inward and against itself to reduce contact with the outer surface during storage. Folded facemasks can be stored between uses in a clean, sealable paper bag or breathable container.

Additional information is available about how to safely put on and remove personal protective equipment, including facemasks:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html>.



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cdc.gov/coronavirus

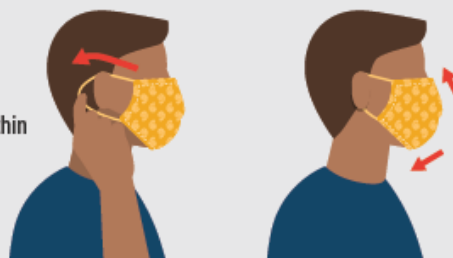
Appendix C

How to Safely Wear and Take Off a Mask

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

WEAR YOUR MASK CORRECTLY

- Wash your hands before putting on your mask
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE A MASK TO HELP PROTECT OTHERS

- Wear a mask to help protect others in case you're infected but don't have symptoms
- Keep the mask on your face the entire time you're in public
- Don't put the mask around your neck or up on your forehead
- Don't touch the mask, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR MASK CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place mask in the washing machine
- Wash your hands with soap and water



CS 3164981 08/19/2020

Personal masks are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a mask, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

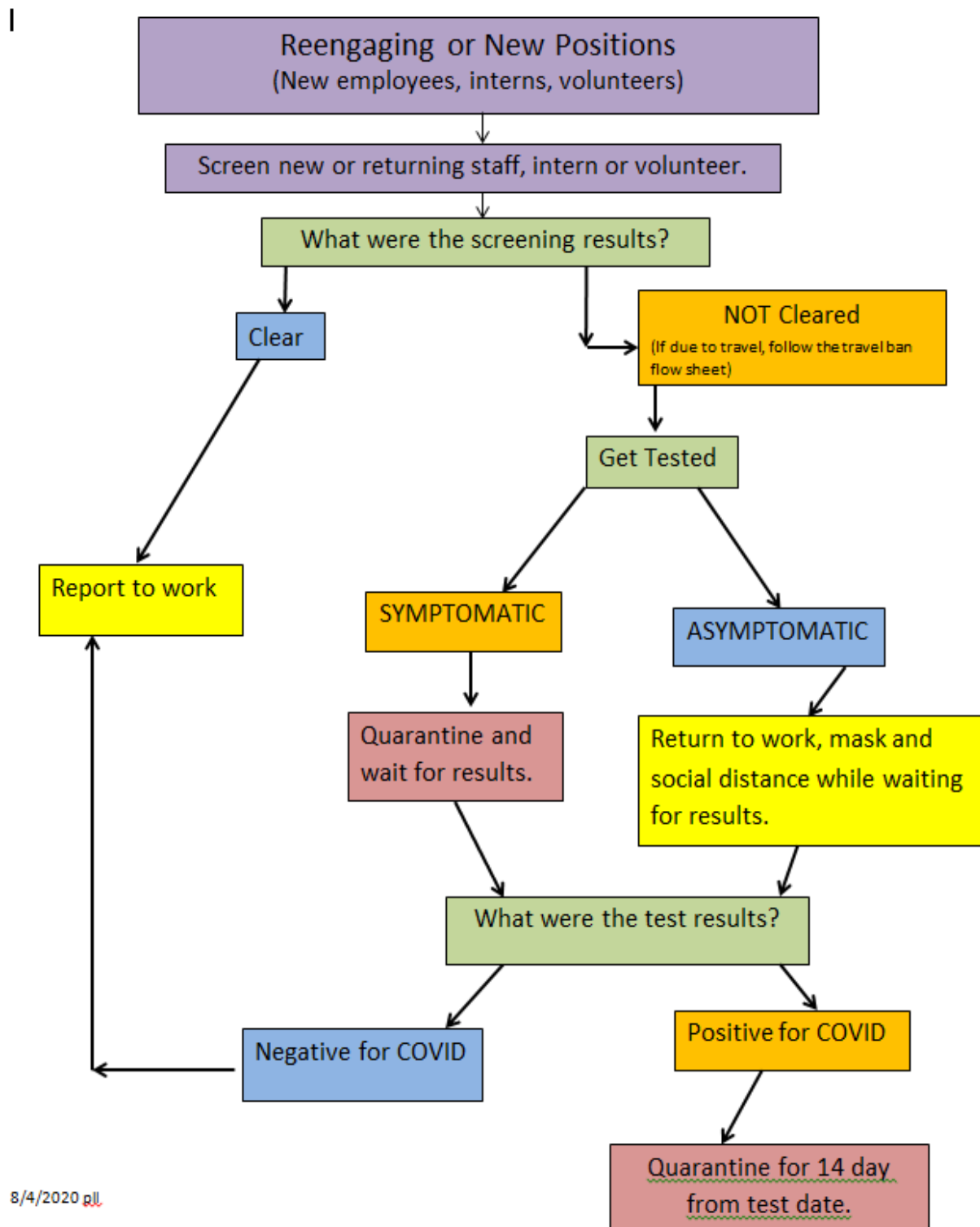
Appendix D

TRAINING CONTENT

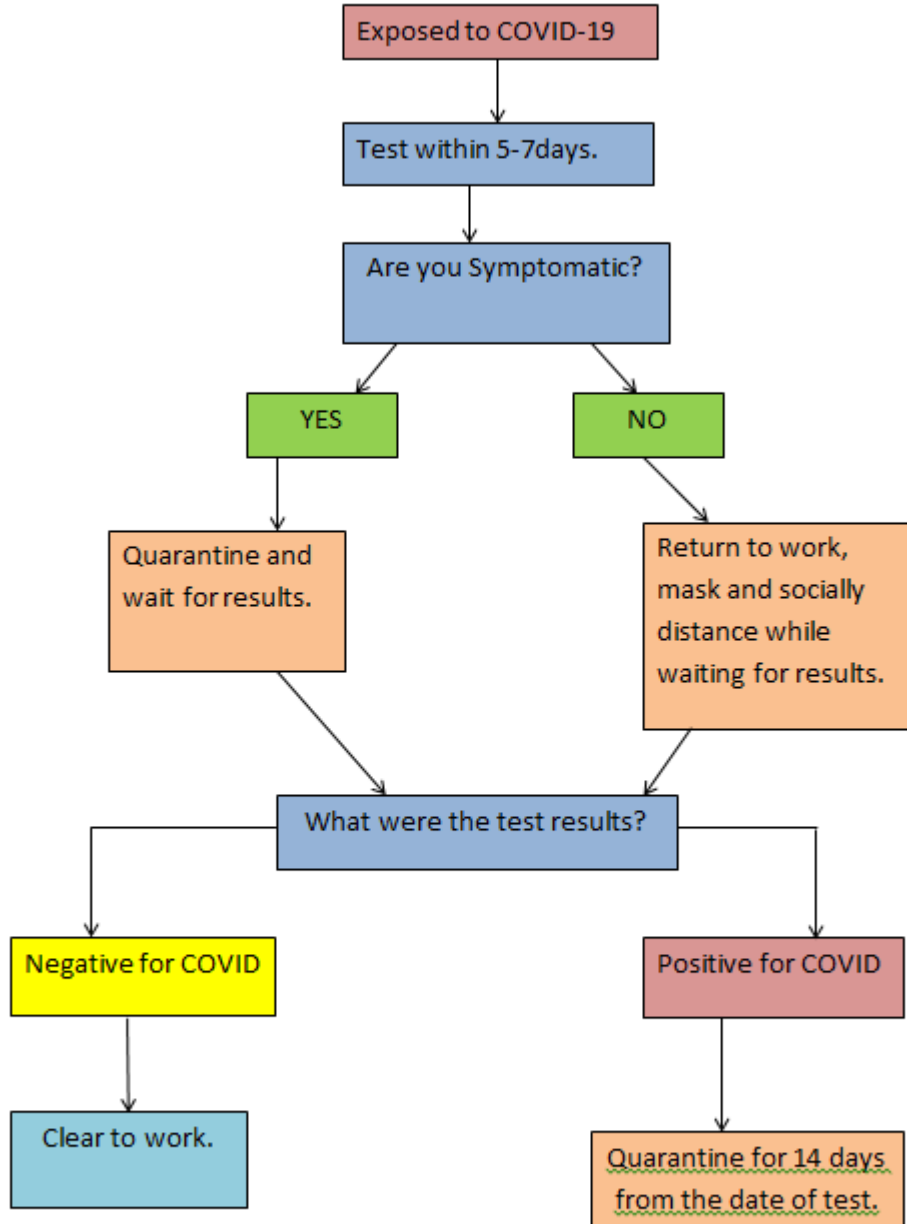
- Sources of exposure to the COVID-19 virus
- Hazards associated with exposure to the virus
- Best practices to reduce exposure to the virus, including but not limited to general hygiene, social distancing and use of face coverings and other PPE (e.g., how to put on, how to clean and maintain)
- Appropriate workplace protocols to prevent/ reduce likelihood of exposure to the virus, including but not limited to:
 - Disinfection of common workspaces, materials, equipment, etc.
 - Use of face coverings by customers and other visitors
 - Safe work practices
- Symptoms of COVID-19 and what to do if sick
- Definition of high-risk populations
- Isolation of individuals with suspected or confirmed COVID-19
- Reporting of possible cases

Appendix E

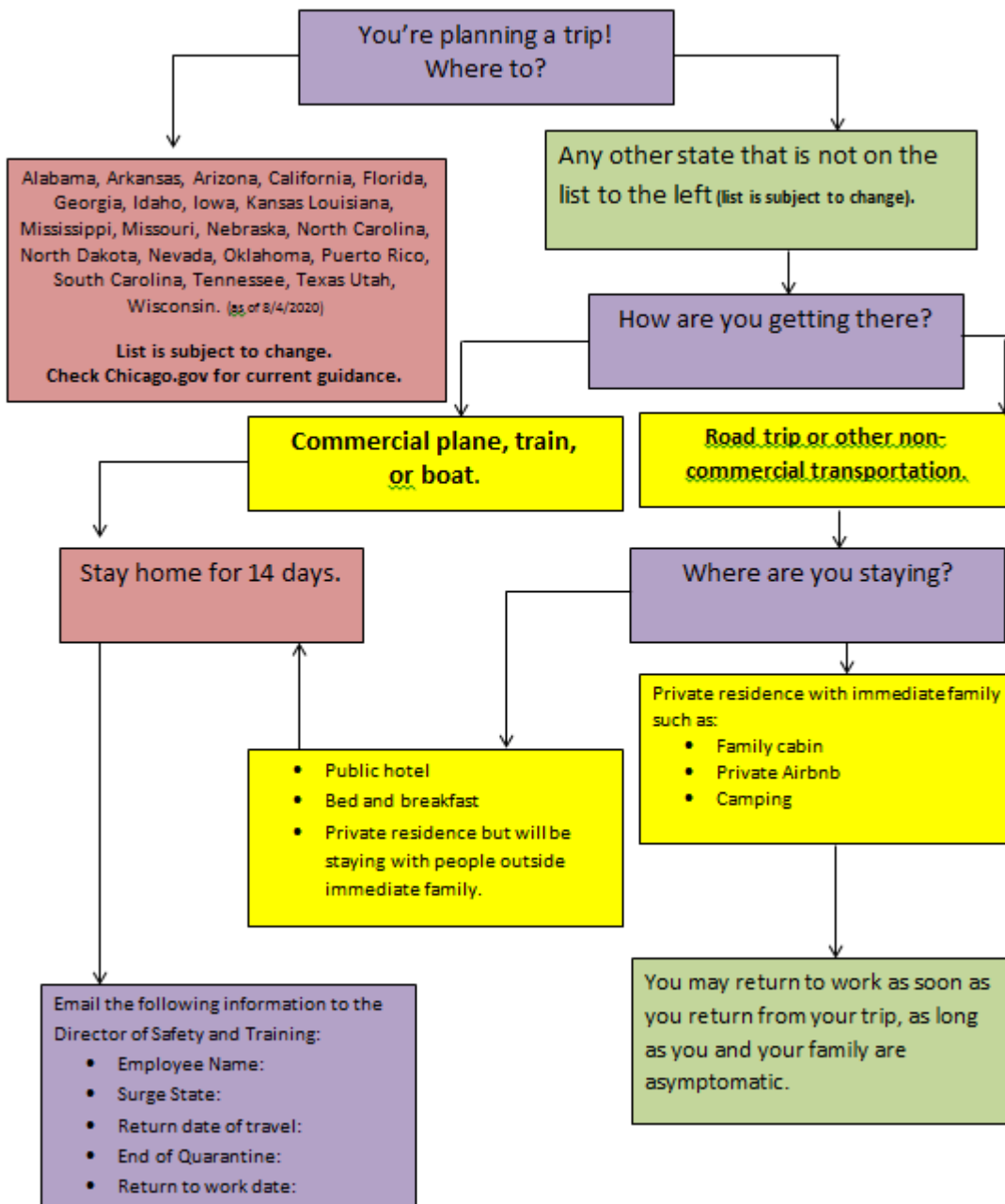
Testing Requirement Flowchart



PUI Flowchart



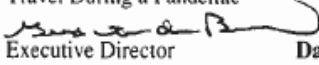
Travel Ban Flowchart



Appendix F

SERTOMA CENTRE, INC.

STANDARD POLICIES AND PROCEDURES

Subject: Travel During a Pandemic
Approved By: 
 Executive Director **Date Approved:** August 10, 2020
Effective Date: August 10 2020 **Revised:**

Purpose:

The objective of the policy is to mitigate the exposure of the COVID-19 virus and promote a healthy work and home environment for staff and consumers.

Definition:

A pandemic is a global outbreak of disease. Pandemics happen when a new virus emerges to infect people and can spread between people. COVID-19 is a new disease, caused by a novel (or new) coronavirus not previously seen in humans. COVID-19 was identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China, that has spread around the world, including all 50 states of the United States of America.

Policy:

It is the policy of Sertoma Centre, Inc. to provide guidance for traveling to a surge state or any other state to reduce COVID-19 exposures.

Procedure:

Sertoma Centre, Inc. will follow the guidance outlined below when an employee travels to a surge state or any other state:

Traveling to surge state:

- Supervisor will notify employee that they will be required to quarantine for 14 days before returning to work.
- The 14-day quarantine period will not be paid unless employee is eligible to work remotely, is eligible for FFCRA benefits or has PTO available. STD will not be approved for the 14-day quarantine period.
- Supervisor will email the following information to the Director of Safety and Training:
 - Employee name
 - Surge state
 - Return date of travel
 - End of quarantine
 - Return to work date

Travel to other states:

List of surge states is subject to change. Supervisors will need to check Chicago.gov for current guidance upon receipt of employee vacation request.

Commercial Travel: *Commercial plane, train, boat or bus.*

SERTOMA CENTRE, INC.**STANDARD POLICIES AND PROCEDURES****Subject: COVID-19 Testing****Approved By: Executive Director****Date Approved: May 27, 2020****Effective Date: May 27, 2020****Revised: 8/4/2020 ; 9/9/20****Purpose:**

The objective of the policy is to mitigate the exposure of the COVID-19 virus and promote a healthy work and home environment for staff and consumers.

Definition:

A pandemic is a global outbreak of disease. Pandemics happen when a new virus emerges to infect people and can spread between people. COVID-19 is a new disease, caused by a novel (or new) coronavirus not previously seen in humans. COVID-19 was identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China, that has spread around the world, including all 50 states of the United States of America.

Policy:

It is the policy of Sertoma Centre, Inc. to provide guidance for testing procedures related to COVID-19 exposures.

Procedure:**IDPH Guidelines:**

Sertoma Centre, Inc. will follow the testing guidance set forth by the Illinois Department of Public Health as described below:

Testing at the community-based testing sites is now available for people who:

- Have COVID-19 symptoms (cough, shortness of breath and fever) OR
- Have a risk factor, such as
 - Contact with someone confirmed to have COVID-19

- A compromised immune system or a serious chronic medical condition

Testing at the community-based testing sites is also available for those with or without symptoms who:

- Work in a healthcare facility
- Work in correctional facilities, such as jails or prisons
- Work as a government employee
- Serve as first responders, such as paramedics, emergency medical technicians, law enforcement officers, or firefighters
- Support critical infrastructure, such as workers in grocery stores, pharmacies, restaurants, gas stations, public utilities, factories, childcare and sanitation

Sertoma Centre Testing Procedures:

Required Testing:

- Any employee that has been contacted about a possible exposure is required to get tested for COVID-19.
- Per CDC guidelines, testing should be within 5-7 days after the exposure.
- Essential staff members can return to work while waiting for their results as long as they are asymptomatic and wear proper PPE.
- Non-essential staff members must quarantine themselves for 14 days.

Recommended Testing:

- Any employee who is working or may be working in the CILA homes is recommended to get tested for COVID-19.
- Any position that is being reengaged may return to work without testing as long as they are asymptomatic and have practiced social distancing and proper masking.
- Testing sites can be found on the IDPH website.
- Payment for testing will be the employee's responsibility.

Test Results:

- Employees will report test results to the Director of Safety and Training and will forward documentation to the Director of Human Resources or designee.
- If an employee tests positive for COVID-19, they are required to self-quarantine for 14 days. The employee must be symptom free in order to return to work.
- If an essential employee tests negative for COVID-19, the employee may return to work. They are expected to monitor their symptoms and report any changes to their supervisor immediately. If they become symptomatic, they will be sent home and required to get tested.
- If a non-essential employee tests negative, they must quarantine for 14 days.

- Sertoma Centre will maintain the confidentiality of the sick person as required by the Americans with Disabilities Act (ADA) and, if applicable, the Health Insurance Portability and Accountability Act (HIPAA).

Reporting:

- Sertoma Centre, Inc. will notify employees that they have been exposed within 24 hours of discovery.
- The agency will notify the Illinois Department of Public Health for all positive cases and the Illinois Department of Human Services for any consumers that test positive.
- The agency will submit weekly status reports to the Illinois Department of Human Services and The Illinois Department of Mental Health Services.
- A general email will be sent to notify the entire agency regarding confirmed cases.

SERTOMA CENTRE, INC.

STANDARD POLICIES AND PROCEDURES

Subject: COVID-19 - Discontinuing Home Isolation

Approved By: Executive Director Date Approved: May 27, 2020

Effective Date: May 27, 2020 Revised: 8/5/2020

Purpose:

The objective of the policy is to follow IDPH procedures for discontinuing home isolation and guide staff through this process.

Definition:

Pandemic

A pandemic is a global outbreak of disease. COVID-19 is a new disease, caused by a novel (or new) coronavirus not previously seen in humans. COVID-19 was identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China, that has spread around the world, including all 50 states of the United States of America.

Quarantine

Quarantine is used to keep someone who might have been exposed to COVID-19 away from others. Someone in self-quarantine stays separated from others, and they limit movement outside of their home or current place. A person may have been exposed to the virus without knowing it, or they could have the virus without feeling symptoms. Quarantine helps limit further spread of COVID-19.

Isolation

Isolation is used to separate sick people from healthy people. People who are in isolation should stay home. In the home, anyone sick should separate themselves from others by staying in a specific “sick” bedroom or space and using a different bathroom (if possible).

Policy:

It is the policy of Sertoma Centre, Inc. to follow the isolation and quarantine guidelines to prevent spread of the COVID-19 virus.

Procedure:

Home isolation for people with COVID-19 can be discontinued under the following conditions:

Symptom Based Strategy

If you have not been retested to determine if you are still contagious, you can leave home after these three things have happened:

- You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers),
AND
- other symptoms have improved (for example, when your cough or shortness of breath have improved),
AND
- at least 10 days have passed since your symptoms first appeared.

Testing Based Strategy

If you have had a test to determine if you are still contagious, you can leave home after these three things have happened:

- You no longer have a fever (without the use of medicine that reduces fevers),
AND
- other symptoms have improved (for example, when your cough or shortness of breath have improved),
AND
- your retest results were negative.

If you **DID NOT** have COVID-19 symptoms, but tested positive and have stayed home (home isolated) you can leave home under the following conditions:

- If you have not been retested to determine if you are still contagious, you can leave home after these two things have happened:
 - At least 10 days have passed since the date of your first positive test
 - AND**
 - you continue to have no symptoms (no cough or shortness of breath) since the test.
- If you had a test to determine if you are still contagious, you can leave your home after:
 - Your retest results are negative.

NOTE: In all cases, follow the guidance of your doctor and local health department. The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments.

SERTOMA CENTRE, INC.

STANDARD POLICIES AND PROCEDURES

Subject: Pandemic Reporting Procedures

Approved By: Executive Director Date Approved: May 26, 2020

Effective Date: May 26, 2020 Revised: 8/21/20; 9/9/20

Purpose:

The objective of the policy is to ensure effective communication and follow through with the Illinois Department of Public Health and their reporting procedures.

Definition:

A pandemic is a global outbreak of disease. Pandemics happen when a new virus emerges to infect people and can spread between people. COVID-19 is a new disease, caused by a novel (or new) coronavirus not previously seen in humans. COVID-19 was identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China, that has spread around the world, including all 50 states of the United States of America.

Policy:

It is the policy of Sertoma Centre, Inc. to report positive cases of COVID-19 to the appropriate regulatory agencies in a timely manner.

Procedure for Employees Testing Positive for COVID-19

1. When an employee receives a positive test result for COVID-19 they will contact the Director of Safety and Training or designee as soon as results are received.
2. The Director of Safety and Training or designee will immediately notify the appropriate director for the employee and the Director of Human Resources.
3. The Director of Safety and Training will follow up with the employee regarding safe isolation and quarantining, retesting and contact tracing, which is:
 - 14 days from onset of symptoms *or*
 - 14 days from date of test
4. The Director of Safety and Training will notify the employee's director of any other exposures identified from the 14 day tracing.
5. Quarantine and isolation resources will be sent to the employee.
6. Sertoma Centre will follow the symptom or test based guidelines set for by the CDC to determine requirements for employee to return to work. Refer to the Discontinuing Home Isolation guideline for detailed information.
7. The Director of Safety and Training will contact exposed staff and direct them to get tested at Physicians Immediate Care or other available testing site.
 - Employees with insurance do not require a Medical Authorization form. They will need to present their current insurance card at the time of visit or upon arrival.
 - Employees without insurance will need a medical authorization form sent prior to their testing.
 - The medical authorization form will be sent to the employee via email. The employee can print or show a picture to the testing facility staff.
 - The medical authorization form can be generated by the Director or Human Resources, the Human Resources Generalist, the Director of Safety and Training or any director, manager or supervisor.
8. The Director of Safety and Training will email the Human Resource Director and the HR Generalist those employees that are being referred for testing.

9. The Human Resources Director or Human Resource Generalist will follow up with Physicians Immediate Care Center and the employee if results are not received in 48 hours.
10. The Director of Human Resources or the Human Resource Generalist will follow up with employees who have been tested.
11. The Director of Safety and Training will report positive employee COVID-19 cases to the Illinois Department of Public Health for all employees and consumers.
12. The Director of Safety and Training will report COVID-19 consumer statistics to the Illinois Department of Mental Health and the Illinois Department of Human Services weekly.

Procedure for CILA Consumers testing positive for COVID-19

1. The Director of Nursing will call The Director of Residential Services and the Director of Safety and Training upon receipt of a positive COVID-19 test result for a consumer.
2. The Director of Nursing will email the Director of Safety and Training the following information in order to report to IDPH and IDHS:
 - Name of consumer
 - DOB
 - Age
 - Address
 - County
 - # of Residents In CILA
 - Current Status
 - Service Coordinator Agency
 - Program Code
 - Test Date
3. The Director of Residential Service will contact the Assistant Executive Director and the Director of Day Program Operations.
4. The Assistant Executive Director will contact the Executive Director and will notify the Program Leadership Team.
5. The Director of Safety and Training will notify Illinois Department of Public Health and Illinois Department of Human Services.
6. The Director of Day Program Operations will schedule and host an emergency ZOOM meeting.
 - Meeting will be held as soon as possible.
 - Service Coordinator, House Manager, Assistant Director of Consumer Services, Director of Consumer Services, Director of Residential Services, Assistant Executive Director and the Director of Nursing will be invited.
 - The team will review exposure, risk, staffing, responsibilities, and checklist associated with consumer and staff reporting.

7. The Director of Day Program Operations will notify all staff members who came to work in the CILA home for 14 days from the date of the test, or for the date of symptoms to the date the test was completed, and all staff since the date of the test.
8. The Director of Day Program Operations will email the list of exposed staff to the Director of Safety and Training, Assistant Executive Director, Director of Human Resources, Human Resource Generalist, Director of Nursing and Director of Residential Services.
9. The Director of Safety and Training will add their names to the Person Under Investigation (PUI) spreadsheet.
10. The Director of Human Resources or Human Resources Generalist will monitor results.
11. The Assistant Director of Consumer Services will ensure Service Coordination Team Notifications are completed, including:
 - Working with the Service Coordinator for the home and coordinating the following:
 - Notifying the consumers who are positive and other consumers in the home
 - Notifying all ISC's
 - Notifying all guardians

Notifications

- Agency wide staff notifications
 - The Director of Safety and Training will notify the entire agency via email regarding confirmed cases.
 - Sertoma Centre will maintain the confidentiality of the sick person as required by the Americans with Disabilities Act (ADA) and, if applicable, the Health Insurance Portability and Accountability Act (HIPAA).
- Public Notifications
 - The Executive Director will work with the Advancement Team to develop notifications for all stakeholders and update Sertoma Centre website and social media as needed.

