



COVID Preparedness and Response Plan

Protecting the health and safety of clients, staff and visitors has and always will be a primary goal of this agency. The COVID-19 pandemic has the potential to jeopardize this goal and requires action from all in order to protect those that live and work in this environment.

In coordination with local, state and federal guidance we have altered our daily practices and overall operations. These measures have the potential to protect our workers and those we serve from catching or spreading the virus. Success is dependent on cooperation from all to follow the strategies to the fullest.

The guidance has been fluid and is expected to continue to undergo changes and prioritizations. The attached COVID Preparedness Plan reflects our most current actions and instructions in order to promote awareness, education, consistency and prevention.

COVID Task Force: The Infection Control Committee

Task Force Members	Task Force Duties
<ul style="list-style-type: none"> -Monica Van Acker -Beth Litkewycz -Helen Lask -Rosie Unterborn -Debbie Kangas -Kim Piotrovsky -Katie Collar -Kathleen Coll 	<ul style="list-style-type: none"> -Monitor and implement public health authority guidance -Monitor and implement regulatory authority guidance -Monitor and implement governmental guidance -Monitor, implement and report on COVID-19 control strategies at Willowbrook -Procure, inventory, tracking and distribution of PPE -PPE training during conventional, contingency and crisis supply -Infection Control Training -Monitor Infection Control Practices - Sanitizing/disinfecting enhancements -Staff resource, scheduling and surge capacity -Engage environmental strategies -Procure, inventory, tracking and distribution EPA approved sanitation/disinfecting products -Safety and Emergency Preparedness -Liaison with local, regional, state and federal public health and emergency planning authorities -Communication and Reporting



What is COVID-19?

It is a new Coronavirus that has been identified and spread to pandemic proportions. The complete picture with regard to COVID-19 is not fully known. Confirmed cases have ranged from asymptomatic to severe symptoms. Information so far suggests seniors and people of all ages with severe underlying health conditions seem to be at greater risk of developing serious covid-19 illness.

How does COVID-19 spread?

The virus that causes COVID-19 is spreading person-to-person between people via respiratory droplets produced by an infected person. Respiratory Droplets are estimated to project several feet, hover in the air and remain on surfaces for extended periods. COVID-19 is considered highly contagious. Asymptomatic carriers can unknowingly spread the virus. As a result a broad range of mitigation strategies are in place at Willowbrook based upon regulatory guidance and governing authority.

RISK MITIGATION STRATEGIES



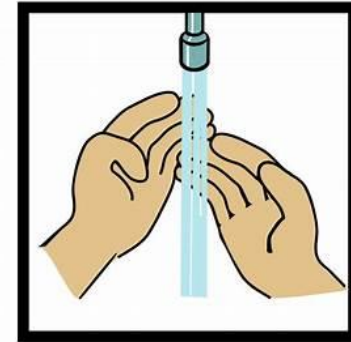
1. Do not come in if you are sick

- Conduct self-assessment prior to arrival at the facility for symptoms.
- No facility entry if experiencing symptoms of COVID-19.
- Signage is posted alerting no entrance if sick and contact number for further instructions.
- Employees are to report symptoms, direct exposure or positive diagnosis to their Nurse manager or COVID Task Force Member.
- When allowed, visitors shall provide exposure and symptom history and follow infection prevention strategies through visit.
- When allowed, clients returning from home visits shall provide direct exposure and symptom history during LOA. Further contingencies may apply.
- Symptom screening and face masks are required for all who enter our facilities.



2. Symptom Screening and Response

- Symptom Screening is conducted upon entrance to the facility and through workday as needed.
 - Triage stations established for taking/recording of temp, symptom review, exposure history, environment tracing, and follow up reporting instructions.
 - Triage station equipped with hand sanitizer, thermometer, alcohol wipes, triage record, non-touch waste container, social distancing floor mats.
 - A supply of Masks will be made available if needed. NOTE: Not all clients will be able to tolerate wearing a face mask. This should be assessed with alternative recommendations made.
- Screening Questions include:
 - Are you experiencing symptoms of cough, chills, shortness of breath, muscle pain, new loss of taste or smell, or sore throat?
 - Is temperature reading 100 degrees or higher?
 - Have you been in close contact with anyone who has been asked to self-quarantine or diagnosed with COVID-19 (last 14 days)?
- If yes is answered to any of the screening questions, report it to nurse manager, or member of COVID Task Force.
- In the event any person responds yes to triage questions or begins to develop symptoms while onsite, they will be asked to wait outside or directed to as isolated an area as possible until a COVID Task Force member can offer further assessment and secondary instruction.
- Symptom triage is available in multiple worksites within facility to minimize congestion.
- Residential Clients triaged at residential facility with reporting instructions to Nurse Manager.
- Signage posted to include not to enter facility if sick or with presumptive symptoms, to wash hands, to wear a mask, to follow triage entrance protocols, to maintain social distancing.
- Client and Staff Symptom Tracking in place to monitor evolution/resolution of symptoms; through non-testing strategy or preferably test based strategy as able; Return to Work/Discontinue Isolation strategies for after symptoms or positive test per CDC are followed.



3. Hand Hygiene

- Frequent and thorough hand washing is promoted
- Handwashing is required immediately upon arrival to facility
- Additional key times to wash hands include:
 - After blowing one's nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - After contact with animals or pets
 - Before and after providing routine care for another person who needs assistance
- Alcohol based hand sanitizer available at entrance triage locations and throughout facility where soap and running water not immediately available
- Hand hygiene signage posted throughout facility and in bathrooms
- Staff are discouraged from using other workers' phones, desks, offices, or other work tools and equipment when possible.
- Staff is to perform hand hygiene before and after all patient contact including meds, before serving and preparing foods, immediately after removing gloves and after performing any cleaning tasks.
- Staff will cue and assist clients with frequent and thorough handwashing



4. Respiratory Etiquette

- Respiratory etiquette, including covering coughs and sneezes is promoted.
- Tissues and non-touch trash receptacles available throughout facility.
- Wash hands after coughing, blowing nose or sneezing
- Respiratory Etiquette signs posted in facility.



5. Social distancing

- Signage posted throughout facility.
- Physical distancing floor markers at 6 ft or greater in lobby, communal and smoking area of Center and Lodge facilities.
- Lobby area occupancy reduction strategies via positioning of chairs and social distancing markers.
- Alternating schedules employed that can reduce the total number of persons in a facility at a given time when risk level indicates.
- Special hours for treatment of highly vulnerable clients in rehab clinic is accommodated when possible.
- Telehealth or virtual visits are utilized where possible.
- Meetings are held by teleconference or online options when possible.
- Lunch hour at center is suspended or staggered depending upon guidance with social distancing table/chair placement at center.
- Staggered meal time encouraged at residential facilities.
- Community outings are limited to outdoor venues or locations that afford physical distancing when risk level indicates. Masks must be worn.



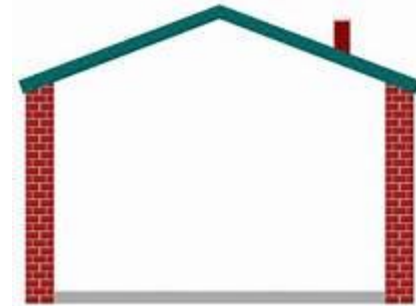
6. Personal Protection Equipment

- Willowbrook provides their workers with PPE needed to keep them safe while performing their jobs.
- Staff, clients and visitors are supported to consistently and properly wear PPE.
- PPE is selected and distributed based upon the hazard risk assessment.
- Staff and clients (with assistance where needed) regularly inspect, maintain, and replace, as necessary following CDC strategies for optimizing the Supply of PPE.
- Staff receive training and clients are supported to properly remove, clean, and store or dispose of PPE to avoid contamination of self, others, or the environment.



7. Disinfecting and Sanitizing

- Cleaning and disinfecting of surfaces, equipment, and other elements of the work environment continue through standard Infection Control practices.
 - Enhanced sanitation and disinfecting of high touch surfaces, equipment and other elements of the work environment.
 - Therapists to disinfect treatment area between each client contact.
 - High touch surfaces in vehicles are sanitized after each run
 - See Safety Enhanced Infection Control Sanitation Checklist for Center and Residence
- Environmental Protection Agency (EPA) approved sanitizing and disinfectant products are used at Willowbrook
 - (see list of disinfecting agents used at facility with EPA registration number)
- Training and support is provided on how to clean and disinfect
- Deep clean protocols (per CDC guidance) for rooms inhabited by presumptive or confirmed positive persons will be utilized as needed.
- The effectiveness and contingencies of sanitation and disinfecting products are monitored.



8. Environmental Strategies

- High efficiency air filters used in ventilation system.
- Frequency of air filter replacement increased.
- Staff are encouraged to open windows at the therapy clinic where available to increase ventilation.
- Physical barriers such as Plexiglas in use in treatment and service locations.
- Furniture and equipment is rearranged to promote optimal social distancing.
- High use interior doors selected to be propped open to minimize frequent touching and also increase ventilation.



9. Training/Education

- Employees are provided with routine education and competency based training regarding infection control protocols for their work setting
 - Increased frequency of education and training is provided related to COVID-19
 - Up-to-date education and training on COVID-19 risk factors and protective behaviors are provided when guidance and recommendations indicate.
- Staff training/education provided to encourage use of protective behaviors and infection control strategies outside the workplace
- Client training/education and support provided to encourage use of protective behaviors and infection control strategies within the facility.
- Staff training and support provided for use of protective clothing and equipment; how to don, use/wear, doff, dispose of or store correctly in the context of their current and potential duties.
- Client training and support provided regarding proper use of masks and preventative behaviors to mitigate spread of COVID-19.
- Direction provided on steps that need to be taken to notify Willowbrook of any exposure to or symptoms of COVID-19
- Suggestions and recommendations from employees to improve response plan are encouraged as is reporting of unsafe or unsanitary conditions
- Multiple training and education methodologies employed with clients and staff members including but not limited to online training, direct instruction, games, return demonstration, modelling and reminders based on observational studies.
- Training, education and support provided to clients re-engaging with the community and worksite via training and education tools and competencies.



10. Vehicle transport

- PPE use by occupants
- Increased sanitation and disinfection practices
- Pick up and drop off locations dispersed to adhere to social distancing



11. Administrative Strategies

- Operational capacity decisions are made in response to MI Safe Start Plan and related orders.
- Reduction of non-essential health care services in periods of high risk per state guidance.
- Attendance and leave policies accommodate employees impacted by COVID-19.
- Restrict business related travel to essential travel only.
- Maximize use of intra-facility mail, email and phone communication.
- Staggered scheduling for lunch and break periods at center.
- Suspension or easing of visitation and home visits per Michigan guidance.
- Provide for Continuation of essential services and supplies (See COVID Limited Resource Plan for Staff, Pharmacy, Medical Supplies, Medical Equipment)
- Work with local public health authorities, physician practices and local testing sites to facilitate testing for virus and antibodies.
- Participate in mandated weekly reporting to MDHHS.
- Increased frequency of internal infection control and managerial meetings with agenda components dedicated specifically to COVID-19.



12. Visitors, Vendor and Delivery Protocol

- Signage to guide entrance options in keeping with state guidance.
- Accommodations for essential visitors. Further contingencies may apply.
- Vendors and delivery persons to wait outside or leave packages outdoors
- If needing facility access
 - Must wear face mask
 - Follow triage protocols.
 - Money exchanges are given in plastic baggies with exact amounts



13. Communication

- The COVID Task Force will provide frequent and detailed communication to all stakeholders.
- Communication methods may include phone, email, texts, page, posts to website, signage.
- Reporting of positive COVID-19 cases to the local health department and any known person to who may have come into contact with the confirmed positive case.
- Ongoing liaison with local, regional and federal emergency and public health authorities.
- COVID-19 Preparedness Plan available to all stakeholders in print and electronic versions.



14. Plan for Positive or Presumptive Positive Resident

- Willowbrook will follow health authority guidance on care, transfer and readmission of Positive or Presumptive Positive Resident with regard
 - Census
 - Ability to isolate and cohort
 - Availability of PPE and other essential services