

Champaign Residential Services, Inc.
Temporary Amendments to Policy and Procedure during a Pandemic State of Emergency

During a pandemic State of Emergency, it is necessary to adjust our policies and procedures to meet the needs of individuals we serve, our employees, and comply with changes in federal, state, and local regulations. All business operations must shift to ensuring the health and safety of our individuals served, employees, and the community-at-large.

The procedures listed below are the amendments to CRSI policies that will be in effect during this time. Due to the rapid changes presented with this unprecedented pandemic, it may be necessary to temporarily implement emergency procedures and alter any current policy in place. The CRSI Management Team will send these alerts through email as well as posts on the CRSI website.

AMENDMENT SUMMARY

1. Temporary Reassignment of Employees

Due to Adult Day Services closures, transportation restrictions, guardians choosing to care for their family members at home, or increased service needs, all CRSI employees may be temporarily reassigned to another work area. Whenever possible, CRSI will offer hours within your typical working schedule, but due to an individual's needs, that may not be possible. Employees may be required to work alternate hours to maintain their employment status. Employees who refuse to work their temporary assignments may be terminated according to CRSI policy.

2. Staffing During a Pandemic State of Emergency

Due to the critical nature of our mission, all CRSI employees may be called upon to provide direct care services for any individual, at any location, alternate shift, or assisting DODD, County Board or another provider to ensure the continuity of care in the Ohio DD system. It is the expectation that all employees cooperate with the urgent needs of those receiving services at this time. Refusal to respond to reasonable instruction from supervisory staff may result in disciplinary action for insubordination.

3. PTO Procedures

CRSI will abide by the PTO Policy currently outlined in your CRSI handbook. During the State of Emergency, CRSI must continue to ensure the health and safety of all individuals served, employees, and the community-at-large. CRSI will do everything possible to assist employees during this time with their PTO requests. However, due to the emergency needs at this time, all staff are expected to be mindful that the individuals depend on our care and PTO requests may be denied based on emergency coverage needs. CRSI will abide by any temporary changes presented through federal, state, or local governmental direction or legislation related to leaves of absence or other employee-related benefits.

4. Attendance Policy

CRSI will abide by attendance procedures currently outlined in your CRSI handbook. However, due to orders from the State of Ohio, CRSI must adhere to the screening procedures outlined in #5 of the amendments below. This means you may not be allowed to start work based on these guidelines. During the State of Emergency, CRSI must continue to ensure the health and safety of all individuals served, employees, and the community-at-large. CRSI will do everything possible to assist employees during this time. Due to the emergency needs stemming from the

pandemic crisis, all staff are expected to be mindful that the individuals depend on our care and attendance for scheduled work times is both essential and increasingly critical.

5. Health screening of employees

The State of Ohio has ordered certain health screening of all employees, visitors, and individuals during this pandemic crisis. CRSI will comply with the CDC/EMA/State of Ohio direction, which requires all employees to take and record their temperature before beginning each shift. It also requires each employee to answer the COVID-19 screening questions shown below. This form will be collected and kept on file for each shift of employees.

Entry Screening Process for Prevention of COVID19 Transmission

1. Do you have symptoms of respiratory infection? (fever, cough, shortness of breath)
 - No – proceed to work
 - Yes – Employee will be sent home. Employee may return to work when no longer symptomatic (typically 24-48 hours). Does not require a doctor’s release.
2. Have you traveled outside of the United States to any of the following countries within the past 14 days: China, Iran, Italy, Japan, South Korea or any of the level 2 or 3 countries identified by CDC **OR been exposed to someone with confirmed COVID-19?**
 - No – proceed to work
 - Yes, and non-symptomatic (fever, cough, shortness of breath) – employee will be required to stay at home for 14-days from the time they left the impacted country **or were exposed to confirmed COVID-19**
 - Yes, and exhibiting signs or symptoms (fever, cough, shortness of breath) – employee is required to contact their Primary Care Clinician (PCC). Employee is required to stay home for 14 days from the time they left the impacted country and may return to work when cleared by their PCC
3. Temperature of 100.4 degrees Fahrenheit or greater
 - No – proceed to work
 - Yes, and did not travel to one of the impacted countries – employee will be sent home until no longer symptomatic for at least 72 hours (3 full days) and 7 days have passed since symptoms first began.
 - Yes, and traveled to one of the impacted countries – employee will be sent home and directed to contact their Primary Care Clinician (PCC). Employee is required to stay at home for 14 days from the time they left the impacted country and released by their PCC.

6. Hiring/Recruitment/Onboarding/Orientation

- All job postings will be through electronic methods only; no job fairs, group interviews, or other events permitted during this time.
- Applications through social media may be accepted during this time.
- HR will attempt to contact all applications within one business day of receipt.
- All interviews will be completed over the phone or using other technology during this time.
- **The employee will not be permitted to work until HR confirms the completion of abbreviated DSP training modules.**

- HR will communicate with the department head via email for work location and placement on schedule after abbreviated employment criteria are met.
- **These staff are not permitted to give medications and must be with someone who is trained on CPR/First Aid until completion of CPR/First Aid and Med-Admin Certification.**
- HR will track those hired under the emergency abbreviated process and ensure all of these employees receive required training within 90 days after the emergency waiver of training is lifted.

7. Employee Annual Training

All staff will be required to complete Annual training through virtual methods when possible during this time. Staff are required to complete electronic training to meet all topic requirements through Relias Online Learning. **All staff must complete the Annual Acknowledgement Form and Annual Training Signature Form indicating completion of required training to meet compliance requirements.** If technology or assistance is needed to ensure training needs, all employees should contact the Training Coordinator for assistance.

8. Staff Meetings/Plan Meetings/Other Training

All staff, team and other meetings should be completed through virtual methods during this time. If technology or assistance is needed to ensure meeting needs, all employees should contact Technical Support for assistance. Face-to-face meetings should be prevented unless necessary for any emergency need. 6-foot physical distancing and universal precautions must be followed for any face-to-face meetings.

9. Supplies

CRSI is working diligently to obtain needed supplies. As you know, some items have been limited. CRSI Administration will try to obtain items and will secure drivers to deliver directly to the location to staff/individuals. This is to limit outside exposure as much as possible.

CRSI will comply with COVID-19 Personal Protective Equipment (PPE's) reduction guidelines and will use PPE's for emergency priorities.

At CRSI offices, all vendors or outside deliveries should come through the front door entrance only. At CRSI homes, delivery personnel will notify staff of arrival and should make deliveries outside of the CRSI location. **All deliveries, vendors, and contractors should be limited to essential needs only.**

10. Visitors/Volunteers/Interns

No CRSI employee is allowed to have outside visitors at any worksite or location at this time. This means no volunteers or un-paid interns unless essential to health/safety.

ICF Locations -At this time, no visitors are permitted to ICF facilities. All attempts will be made to assist with virtual visitation and communication with individuals and staff through iPad's, phones, cell phones, etc. If assistance is needed to set up virtual methods, please contact Technical Support. If an individual is at end-of-life, an urgent waiver of visitation may be requested through the Program Administrator and, if approved, the visitor **MUST** complete health screening requirements, as well as limit exposure to any other person in the facility.

Waiver Locations - At this time, visitors are not recommended to any CRSI Waiver site. All attempts will be made to assist those wishing to visit virtually through iPads, phones, cell phones, etc. If assistance is needed to set up virtual methods, please contact Technical Support. If a family or visitor is persistent or does not comply, please contact the Program Administrator for immediate assistance. A waiver of this recommendation must be approved by the local Program Administrator and President/CEO.

11. Essential Employee Designation

All CRSI employees that provide direct or medical service in any capacity are considered essential personnel. Therefore, in the State of Emergency order for shelter in place, CRSI employees are required to report to work due to the critical nature of our field. CRSI has letters to designate essential status, verification of employment and an employee badge for staff to carry with them. These should be presented if any questions arise regarding the essential designation of your position.

12. Incident Reporting Procedures

All incident reporting, UI, MUI, and investigative procedures remain in effect per CRSI policy. They are available 24/7 to report any urgent issue and will convey immediately to the CRSI Management Team. All communications for emergencies should follow our current policies. Incident investigations should be completed remotely, unless necessary for emergent abuse/neglect cases only. They should utilize fax, email, and electronic methods to obtain needed documents from outside locations.

13. Corrective Actions/Disciplinary Measures

All supervisors should limit staff traveling to offices whenever possible. Additionally, face-to-face meetings should be eliminated. Therefore, coaching notes or written corrective actions may be presented using phone or virtual methods. Supervisor and witness must be present for any phone or virtual presentation and sign with date/time/witness name as well as a screenshot/photo of evidence of the interaction proving staff's presence. To protect staff and provide confidentiality, witnesses should not be a peer to the staff.

14. Events/Transportation/Community Experiences

All events or activities which involve the potential for a group of people to congregate are prohibited. **This also means that rental of our buildings for events is prohibited.** Community experiences for our individuals will be limited to those essential for employment, health and emergent situations.

15. Medical Appointments/Consults

Face-to-face medical appointments may be completed for essential medical reasons only. Routine appointments may be rescheduled after extra precautions have been lifted if not considered emergent or necessary. Staff should contact treatment professionals in advance to inquire about the medical necessity of the appointment or to see if virtual/telemedical options may be available to eliminate the need for face-to-face contact. CRSI will assist those needing telemedical options. If assistance is needed to set up virtual methods, please contact Technical Support. A Health Appointment form will be created to document a canceled/rescheduled appointment as well as document a virtual appointment.

16. Isolation Designation/Quarantine Procedures

In the event of a recommendation for isolation or quarantine designation:

Isolation/quarantine will be conducted in a manner that is in the best interest of the individual, staff, and community-at-large. This is to be completed on-site, in the facility, and with the involvement of the Local Health District if needed.

If quarantine is initiated, our Nurses will work together to ensure one Nurse is assigned to this designated location to oversee health and safety as well as give instructions to the Management Team. The Nurses and Management Team will direct staff in the proper process to ensure the best possible health and safety measures for all involved. CRSI will follow recommendations, work with local, state, and federal authorities, and follow policies and procedures to ensure the health and safety of all involved. **See the attached CDC updated recommendations for guidelines for those sick with COVID care at home.**

Any media contact should be directed to the President/CEO only.

17. Work from Home Procedures

Due to the extreme nature of this pandemic, there may be times where CRSI employees will be permitted to do work from their homes. Their Department Manager must approve any employee working at home. When performing pre-approved work at home, all CRSI employees are required to complete proper clock-in and out procedures to be paid. They must comply with all CRSI policies and procedures during the work time. A summary of work completed for each shift must be submitted via email to the Department Manager or supervisor. Even if working at home, all CRSI employees must be available to respond to emergency coverage needs to provide direct services or support when needed. They must be available by phone during working hours and return any missed call within 30 minutes. Any technology needs to facilitate working at home should be forwarded to Technical Support.

18. Tours/Intakes

Tours and intakes should be limited to emergency needs only at this time. Whenever possible, intake meetings and tours should be completed virtually with paperwork completed using online methods.

19. COVID-19 Communications/Updates/Procedures

The Management Team is committed to transparent communications, therefore, all notices will be sent through mass email and One Call distributions. If you are not receiving mass email communications, please work with your regional HR Specialist to verify your email address is correct within Paycor. If this is correct, reach out to Technical Support for further assistance.