



COVID-19 PREVENTION and MITIGATION STRATEGIES NHCFS RESIDENTIAL PROGRAMS

North Homes Children and Family Services (NHCFS) has implemented health and safety strategies in response to the COVID-19 pandemic. The following strategies are intended for NHCFS residential programs; similar strategies have been implemented throughout NHCFS continuum of care. All NHCFS staff, clients, students and families are encouraged to educate themselves on most up-to-date recommendations regarding social engagement and mitigation strategies from the Centers for Disease Control and Prevention (CDC) and the MN Department of Health (MDH).

PREVENTION & MITIGATION STRATEGIES

Admissions

A pre-admission COVID-19 screening is conducted via telephone with the student's family and student (if able); during this call, the admission process and prevention strategies are discussed. Nursing follows up with the family prior to admission to answer any additional questions or address any concerns.

All students admitted to a NHCFS residential program are screened for signs of COVID-19 and actively monitored for fever and respiratory symptoms (i.e. shortness of breath, new or change in cough, sore throat). This quarantine period continues for up to 14 days, until cleared by nursing staff. Symptom monitoring is documented on the *Intake Symptom Screening Form*. Nursing staff check in on these youth daily.

If a student is not able to be quarantined due to non-COVID-19 related safety concerns (i.e. suicide precaution), a medical provider's order will be requested. The facility will assess the situation and evaluate other care options, if needed.

A unit at the Itaskin Center has been repurposed as an 'admission unit'. Students are transitioned to the appropriate unit or program following the quarantine period. NHCFS residential programs licensed for 10 or less follow the same quarantine protocols within the facility.

Personal Protective Equipment (PPE)

Staff working with students in quarantine are recommended to utilize the following PPE:

- Gloves
- Surgical mask
- Gown
- Eye protection (goggles or face shields)

No PPE is required for any activity that does not involve close contact with persons suspected or confirmed to have COVID-19.

Visitors/Non-Essential Staff

Visitors and non-essential agency staff are not permitted inside any of the residential facilities. All home visits and off-grounds visits are suspended; family contact has been enhanced via the use of telepresence and phone.

Vendors delivering supplies to the facility are discouraged from entering the building. Arrangements should be made with vendors prior to arrival to leave supplies and deliveries in the Sally Port at the Itaskin Center, or other non-contact arrangement at other residential facilities.

Enhanced Cleaning Practices

Common areas of the facility and high-touch surfaces are cleaned and disinfected at least three times a day (refer to the *COVID-19 Daily Cleaning Checklist* for specific information).

Hand Washing/Self-Protection

Students are continuously educated on proper hand-washing techniques and are encouraged to perform frequent hand hygiene.

Students are discouraged from touching his/her face.

Students are continuously reminded to cover his/her cough or cough into his/her elbow.

Social Distancing

Students are continuously educated on the meaning and importance of social distancing, including current recommended practices. Students are reminded to practice social distancing by keeping at least 6 feet between themselves and others at all times.

It is important that students and their families are informed that social distancing and quarantine/isolation related to exposure or prevention of COVID-19 is not considered a violation of a person's right. Rather, this is a point-in-time allowable response to a pandemic following the direction of public health and personal health care providers.

Temperature Protocol

All essential staff are required to have their temperature taken and documented prior to beginning their shift (refer to the *Temperature Protocol* for specific information on how this is accomplished in each facility).

Staff Screening

Staff experiencing symptoms of coughing, muscle aches, sore throat, shortness of breath, and/or a fever of 100.4 or higher are directed to stay home and self-quarantine until symptoms have improved; at least seven (7) days have passed since symptoms first appeared; AND at least three (3) days have passed since the resolution of fever without the use of fever-reducing medications.

If a staff has had close contact with someone diagnosed or suspected to have COVID-9, the staff is expected to self-quarantine at their home for 14 days. According to MDH, 'close contact' means: a person has been within 6 feet of a COVID-19 case or suspected COVID-19 case for a period of time (close contact can occur while caring for, living with, or visiting with a COVID-19 case) OR a person has had direct contact with body fluids of a COVID-19 case or suspected case from being coughed on, been intimate with, etc.

Staff are not expected to self-quarantine if another person living in his/her home has been instructed to self-quarantine due to possible exposure.

Staff that travel 50 miles or more from their home community are directed to self-quarantine for 14 days upon return to their home community prior to returning to work. NHCFS staff are expected to follow the Governor's 'Stay at Home Order'.

SUSPECTED OR CONFIRMED COVID-19

If COVID-19 is suspected, based on evaluation of a resident or prevalence of COVID-19 in the community, students with symptoms will be separated from asymptomatic ones. Room sharing might be necessary as roommates of symptomatic students might already be exposed; it is generally not recommended to separate the students in this scenario. Space in the facility (i.e. classrooms, conference rooms) will be repurposed and used to cohort students as needed to mitigate the spread of infection. **The MN Department of Health will be notified immediately; MDH will provide guidance to assist with these decisions. New admissions are likely to be suspended.**

If COVID-19 is confirmed, all students within the facility will be isolated for 14 days per CDC and MDH recommendations. **New admissions are suspended.**

In the event of a confirmed COVID-19 case, MDH will contact the facility immediately upon receiving the confirmation (within 48 hours). MDH will prioritize testing of staff and clients within the facility and assess risk exposure. The facility will be assigned a case management team; the team will provide recommendations tailored to the specific layout of the facility to minimize transmission and spread of the infection.

If a student requires a higher level of care or the facility cannot fully implement recommended precautions, arrangements will be made to transfer the student to another facility that is capable of meeting the student's treatment needs.

North Homes Children and Family Services (NHCFS) is monitoring the COVID-19 situation daily and continues to work closely with, and take guidance from: NHCFS executive leadership team (ELT), NHCFS contracted Medical Director, member association AspireMN, the MN Governor's office, the MN Department of Health (MDH), the MN Department of Human Services (DHS), the MN Department of Corrections (DOC), and the Centers for Disease Control (CDC).

Updated: 04/06/2020

Coronavirus Prevention Techniques and Protocol

- Youth will be prompted and encouraged to wash hands
 - Before all meals and snacks
 - After using bathroom
 - Before entering classroom in the morning and at noon
 - After rec time
 - Anytime they leave and reenter the building
- Staff will wipe all surfaces including counters, door handles, hand rails, etc. at least twice on every shift
- Bathrooms will be deep cleaned once on every shift with special attention to faucet handles, toilet flush handles and other surfaces that are touched.
- Hand hygiene, cough hygiene, and other educational materials will be presented to youth at least weekly and posters hung in common areas
- Staff will refrain from coming to work if they are experiencing cough, fever, and shortness of breath

- If a youth has cough, fever, and shortness of breath, staff will contact the local health facility and youth may need to be transported to the local hospital for evaluation
- In the event of symptoms, the youth with symptoms will be moved to a private bedroom with isolation from other youth until tested. If youth leaves designated area, they will be asked to wear a mask.
- If there is a confirmed case, the youth will be isolated from peers for 14 days per the recommendations of the CDC
- If there is a confirmed case, all intakes will be put on hold for at least 14 days
- If there is a confirmed case, all residents may be placed in isolation for 14 days per the discretion of the MDH

*****The MDH will be contacted with any cases of Coronavirus within any buildings of North Homes**

Important Phone Numbers:

Itasca Health and Human Services: 327-2941

Report an Infectious Disease: 651-201-5414, 877-676-5414

Grand Itasca Clinic and Hospital: 326-3401

Commonly touched surfaces and items should be cleaned and disinfected frequently (e.g. at least once a shift) to limit the potential spread of germs. When the facility is experiencing an outbreak, cleaning and disinfection of these surfaces and items is required more often. Remember to always work from clean areas to dirty areas.

General areas:

- Door knobs/frames/handles/other frequently touched areas on the door
- Locker doors/ storage bins
- Desks/tables/chairs/counter tops
- Hand railings
- Light switches
- Water fountains
- Shared equipment (such as games, sports equipment and musical instruments after each use, computer keyboards and mice, etc.)
- Telephones/faxes/photocopiers/intercoms
- Chairs and couches
- Floors

Kitchen/staff room:

- Food preparation areas and equipment
- Counter tops
- Fridge handles
- Microwaves
- Coffee pots/kettles
- Tables/chairs

Child and staff washrooms:

- Stall door edges and locks
- Paper towel dispensers
- Soap dispensers
- Taps/faucets
- Flush handles
- Toilet seats
- Toilet bowls and urinals

Important points to remember:

- Use single use cloths or disposable paper towels to clean sinks and toilets/urinals
- Ensure an adequate supply of paper towels and soap
- Do not top up partially empty dispensers; once empty, containers should be cleaned, disinfected, dried, and then refilled
- Soap/detergent must be rinsed off prior to disinfection



What to do if you are sick with coronavirus disease 2019 (COVID-19)

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate. When working with your local health department check their available hours.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.

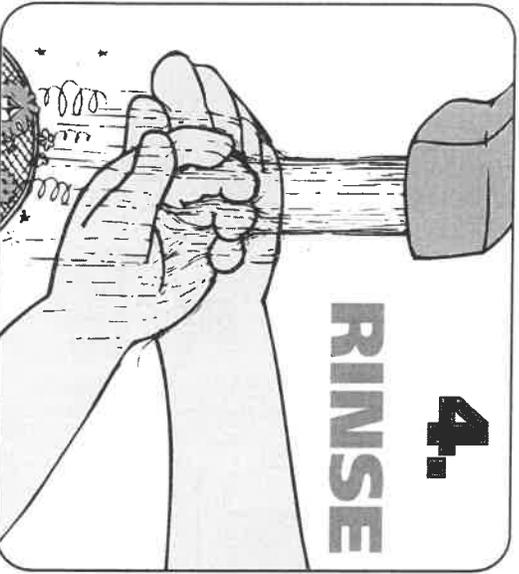
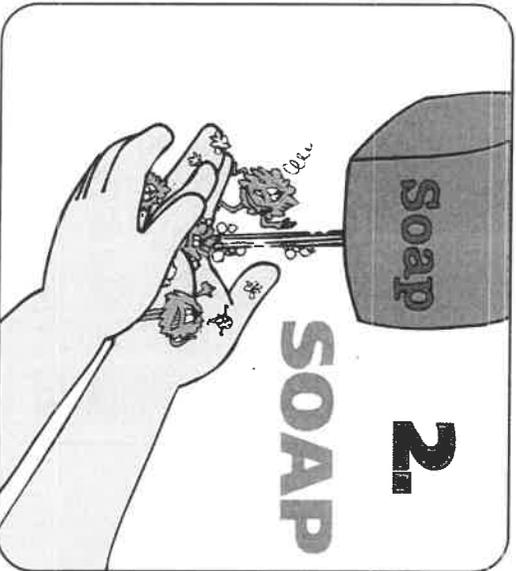
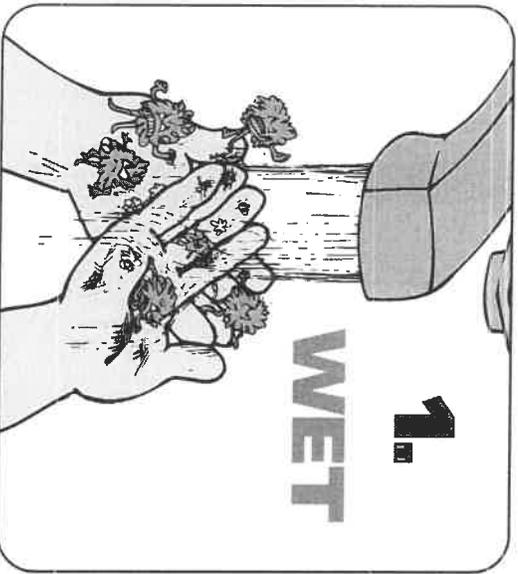


For more information: www.cdc.gov/COVID19



Be A Germ-Buster

WASH YOUR HANDS



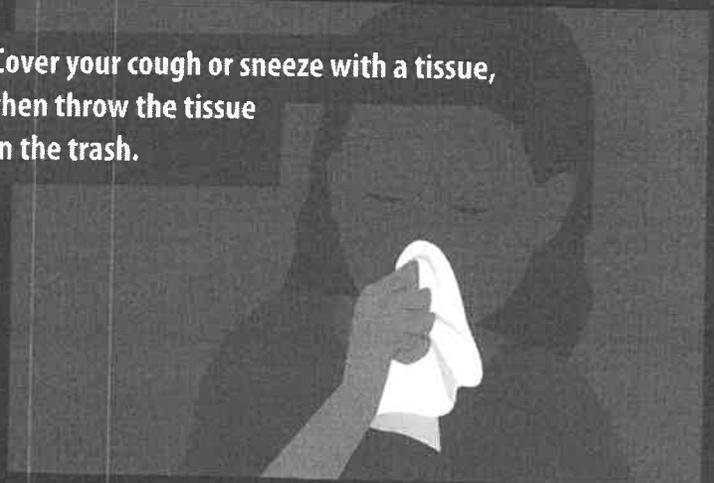
STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

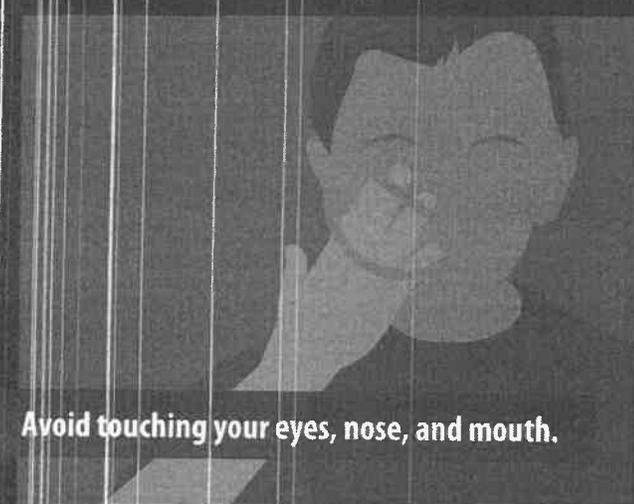
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: www.cdc.gov/COVID19

Temperature Protocol

Updated 4-1-20

1. All staff enter the building through the sally port/intake
2. Place the protective cover on the thermometer
3. Use the thermometer provided to take your temperature
4. Log your temperature in the log book
5. If your temperature is greater than 100.4, contact your shift manager and on-call supervisor
6. Wipe the thermometer with the bleach and throw paper towel and protective cover in the garbage
7. Wash your hands again before entering the unit

Employees with a temperature of 100.4 or higher will not be permitted on the unit for precautionary measures during this time

Thank you for following this preventative protocol and keeping our children and staff healthy 😊

NORTH HOMES CHILDREN & FAMILY SERVICES

****Wear disposable gloves to clean and disinfect****

Upon arriving to work:

- Wash hands
- Disinfect phone with Clorox or Lysol wipe

When clients arrive:

- Direct them to wash hands immediately
- Complete screening tool with clients when: new client, client has visited a "hot spot," OR client and/or family is presenting with symptoms.

After each group, wipe down:

- Tables (including sides/skirt & legs)
- Chairs (including backs & legs)
- Doorknobs
- Light switches
- Countertops
- Handles
- Other surfaces touched by clients/staff
- Spray Lysol on carpet surfaces

Mid-Day:

- Disinfect phone with Clorox or Lysol wipe
- Disinfect keyboard (if you've been doing office work) with Clorox or Lysol wipe
- Disinfect workspace

Before Eating:

- Disinfect surface you will eat at
- Wash hands

After Eating:

- Disinfect surface you ate at
- Wash Hands

Before Leaving for the Day:

- Wipe tables (including sides/skirt & legs)
- Chairs (including backs & legs)
- Doorknobs
- Light switches
- Countertops
- Handles
- Other surfaces touched by clients/staff
- Spray Lysol on carpet surfaces
- Remove and replace garbage bags
- Disinfect phone with Clorox or Lysol Wipe
- Disinfect keyboard with Clorox or Lysol Wipe
- Clean workspace with disinfectant

As Needed:

- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow, throw used tissues in the trash, & immediately wash your hands with soap and water for at least 20 seconds.

Supplies Needed (please notify supervisor when supplies are low):

- Clorox or Lysol wipes
- Hand Soap
- Disinfectant spray
- Disposable gloves
- Trash bags
- Hand sanitizer that contains at least 60% alcohol

NORTH HOMES CHILDREN & FAMILY SERVICES

1880 River Road Grand Rapids
218.327.3000

Standard Cleaning & Safety Procedures During COVID-19

Information was taken from Center for Disease Control unless otherwise noted.

****Wear disposable gloves to clean and disinfect****

WASH/CLEAN HANDS OFTEN

- Wash your hands often with soap and water for 20 seconds (see handwashing diagram):
 - Immediately after removing gloves
 - Upon entering the building
 - After blowing your 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
- Use a paper towel to turn off faucet if not automatic.
- **Avoid touching** your eyes, nose and mouth with unwashed hands.
- If hand washing is not possible at the moment, **use a hand sanitizer** that contains at least 60% alcohol.
 - Cover all surfaces of your hands and rub them together until they feel dry.

COVER COUGHS and SNEEZES

- **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

MAINTAIN DISTANCE WITH OTHERS

- Gatherings are limited to persons of 10 or less in any area of the building
- Maintain a distance between persons on grounds (staff and clients) to a minimum of six feet.

CLEAN & DISINFECT HIGH TOUCH SURFACES

- Clean the area or item with soap and water or another detergent if it is dirty. Then, **use a household disinfectant**.
- **Follow the instructions on the label** to ensure safe and effective use of the product. Many products recommend:
 - Keeping surface wet for a period of time (see product label)

- Precautions such as wearing gloves and making sure you have good ventilation during use of product.

High touch surfaces include, but are not limited to:

- Tables (including sides/skirt & legs)
- Chairs (including backs & under)
- Doorknobs
- Light switches
- Countertops
- Handles
- Desks
- Phones
- Keyboards
- Toilets
- Faucets
- Sinks
- Call boxes

SOFT SURFACES (carpeted floor, rugs, drapes and furniture)

- Clean the surface using cleaners appropriate for use on these surfaces (Disinfectant Spray)
- Follow the instructions on the label

ELECTRONICS (phones, tablets, touch screens, keyboards and remotes)

- iPhones: Using a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes, you may gently wipe the hard, nonporous surfaces of your Apple product, such as the display, keyboard, or other exterior surfaces. Don't use bleach. Avoid getting moisture in any opening, and don't submerge your Apple product in any cleaning agents. Don't use on fabric or leather surfaces. For more detailed instructions visit Apple support: https://support.apple.com/en-us/HT204172?mod=article_inline
- **Keyboards:** Use Lysol Wipes or Clorox Disinfecting Wipes to do the job. Do NOT use disinfectant sprays or wipes containing bleach.
 1. First turn off the computer, unplug the power cord and remove the battery if cleaning a wireless or portable keyboard.
 2. Using light, gentle strokes, wipe the keyboard first with a disinfecting wipe. (If a wipe is too wet, squeeze out excess liquid before using it. Don't allow the liquid from the wipe to remain on the area too long.) Wipe again with a damp, soft, lint-free cloth, such as microfiber.
 3. Dry with another soft, lint-free cloth.

TRASH

- Use gloves when removing garbage bags and handling and disposing of trash. Wash hands afterwards.

SICKNESS/SYMPTOMS

- Staff are expected to complete the TSA Screening Tool with clients when the following occurs: new clients, client has visited a "hot spot," client and/or family is presenting with any symptoms.
- If you or any household members have had any of the following symptoms, we expect you to stay home from work or programming. At a minimum, you shall not return to the building for work or programming until you have received direction from your medical provider regarding your symptoms and/or the symptoms of your household members.

- A) Fever
- B) Cough
- C) Sore throat
- D) Sneezing/runny nose
- E) Vomiting
- F) Diarrhea
- G) Headaches/ body aches

- We expect that before returning to work or programming, the individual call and discuss their situation with a supervisor or designated staff person. A doctor’s note may be required prior to return to ensure the safety of others.
- Please understand that if a client or staff arrive at the building with visible signs of illness, we will cancel their appointments, and ask that they leave the building.
- We will enforce zero tolerance practice for those staff and clients that do not follow the above expectations; you will be asked to leave and your return will be dependent on approval from supervisors.

Please review:

- The Coronavirus Disease 2019 (COVID-19): Protect Yourself page on the CDC website.
- Video on proper hand washing by Dr. Sanjay Gupta.

By signing below, I attest that:

- I have read and understood the information contained in this document
- I have reviewed the Coronavirus Disease 2019 (COVID-19): Protect Yourself page on the CDC website
- I have watched the video on proper hand washing by Dr. Sanjay Gupta.
- I have brought questions or concerns regarding the information contained in this document to my supervisor
- I will implement these cleaning and safety procedures in my workplace, specifically when completing the *Daily Cleaning & Safety Checklist*.
- I will notify my supervisor when necessary cleaning supplies are low.
- I understand that if I am not following the outlined cleaning and safety procedures, the process is:
 - Verbal reminder
 - Written warning
 - Formal corrective action plan

Staff Printed Name

Staff Signature

Date