

Respondent

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26:15
Time to complete

1. Select Provider from drop-down (Note: if not in list select Other at bottom of list and type Provider name) *

2. Provider Primary Contact Name

3. Provider Primary Contact eMail *

4. Provider Prime Region *

- North
- South
- West

5. Number of individuals served in DSO/DSH as of March 6, 2020 *

6. Number of individuals served in GSE/GSH as of March 6, 2020 *

7. Number of individuals served in Individual Supported Employment as of March 6, 2020 *

8. Number of individuals served in Employment Transitional Services as of March 6, 2020 *

9. Number of individuals served in Individualized Day Non-Vocational (IDN) as of March 6, 2020 *

10. Number of individuals served in Individualized Day Vocational (IDV) as of March 6, 2020 *

11. Please provide the number of individuals the agency is planning to work with in each phase of the re-opening. Include the number of individuals by service type, service sites, and the number of staff at each site. *

ISE and IDV services continued throughout the COVID-19 crisis. GSE/GSH will support 30 individuals during Phase 1. In Phase two they will support 46 individuals, with 17 staff including management. DSO will support 51 individuals in Phase 1, and 76 in Phase 2 with 25 staff including management. IDN will support 10 people in Phase 1 and 11 people in Phase 2 with a total of 11staff.

12. What criteria will be used to identify those individuals that will be offered on site programming in Phase 1 and in Phase 2? (criteria may include: primary caregiver is deemed an essential employee, type of setting a person lives in, staffing intensity level, high risk based on CDC guidance) *

For Phase 1, we are planning to support people onsite that are able to comply with wearing PPE equipment and social distancing. These people will be lower risk to surviving COVID-19. People who are easily redirected, and those who have 1:1 staffing ratios or more. Individuals living at home and in CCH settings have been made a priority in this first phase. However, a mix of people living in all settings will be a part of this phase. We have determined each buildings square footage and the CDC requirements to align with social distancing. Some programs have ample space to separate the groups of people who refuse or unable to wear PPE equipment. Phase 2, includes people from all settings. Each site is identifying a location were people not wearing mask and or social distancing can receive services. In Phase 3 we will fully open programs following the directives/guidelines provided by DDS and CDC. MidState has measured all programs square footage and have determined that we have enough space to provide services that coincide with social distancing. In addition we will continue to keep our services as versatile in accordance to the flexibility provided in Appendix K.

13. What other programming will be made available to those who will not meet the criteria to return to on site programming? *

Virtual services are provided to all people supported by the agency via Facebook, Zoom, phone calls, and Claris Companion in our homes. Weekly wellness checks will remain in place until person returns to work/day services. MidState will be purchasing tablets that can be set up and

delivered to the folks who are unable to return to day program. Our support coordinators have reached out to families to offer supports in connecting devices for those who already have technology. Teams are also reaching out to their individuals daily if tolerated to have casual conversations and check in. This is done on a case by case base as not everyone would like to be called daily. When able we have provided services out of the person's home which is something we will continue to offer during all three phases.

14. FACILITIES: What is your agency's plan to prepare your facilities for reopening: (workspace, cleaning, disinfecting, signage, square footage allowed) *

Each employee will have their own workspace when possible. If two employees share an office space they will work opposite days, staggered shifts, or work stations will be six feet apart. We have created one way hall ways with floor and wall signs; We have posted all the recommended signage for cleaning stations and directions throughout the buildings and at entryways. MidState Arc has measured all building space to ensure we are in compliance with the CDC social distancing requirements for all of the people we support (even in phase 3). We have hired professional cleaners to come out to each site for a deep cleansing and sanitation. Cleaning – Sanitizing - Disinfecting Getting our lives back to normal and returning to work is something we are all looking forward to, but must be done slowly, thoughtfully and in a manner which keeps all of our employees, staff, individuals and safe. MidState Arc has created the following procedure to outline new cleaning and sanitation requirements to ensure we maintain clean environments throughout the agency in both our administration, residential and day/employment settings. MidState Arc has contracted with a sanitizing company (pure one) to pre clean all of our locations. Prior to re-opening day and employment services, all employees located at the facility/home will be trained on proper cleaning, sanitizing and disinfecting procedures. MidState Arc will ensure all supplies needed to complete the cleaning/sanitizing and disinfecting procedures are available to employees. MidState Arc will only utilize chemicals approved by the CDC/EPA. MidState Arc will ensure the necessary PPE equipment required for the cleaning/sanitizing and disinfecting process are available to all employees. In order to assist all employees, a poster will be provided at all locations which will support with understanding the difference between a cleaner, sanitizer, and disinfectant as well as how-where to use them. For sanitation, OSHA recommends EPA registered products. For Day/Employment Programs: Employees in that area/department will be responsible for the daily cleaning. A soap for multi-purpose surfaces such as (Mr. Clean, Lysol, Spic & Span) and water solution (following the recommended portions on the label) will be mixed and available throughout the day. Cleaning of all frequently touched surfaces will be done twice a day AND when a different person is going to utilize an area such as a table, desk ect.... See list of surfaces to be cleaned below. At the end of the day Employees will clean all frequently touched surfaces (see list below) and will then mix a sanitizing solution 10 parts water to 1 part bleach and spray down all of the surfaces that have been washed down. Leave solution on the surface for at least 1 minute. • To make a bleach solution, mix: o 5 tablespoons (1/3rd cup) bleach per gallon of room temperature water OR o 4 teaspoons bleach per quart of room temperature water These solutions are only good

for 24 hours and should be made at the beginning of each day and discarded at the end of each day. For positioning beds: beds should be only used by one person, if that is not possible, bed should be cleaned and disinfected and bed sheets should be changed in-between each person; if single person use, sheets must be cleaned at the end of the day. Individuals in day programs should not use the same sheets as others during personal care. PLEASE NOTE: Any items handled by multiple people must be disinfected daily at the beginning of each shift to ensure the health and safety of all staff and individuals.

15. SCHEDULING: What is your agency's plan related to days and hours open during phase 1 and phase 2? Will you be staggering start and end times? Will you be offering part time services or reduced schedules for individuals? *

In Phase 1 DSO will operate during the hours of 9am until 12pm at the building. For people who have decided not to return to day program, services are provided home in the pm, as well as weekends (some families have refused services in their homes, virtual services are available). In Phase 2 DSO will operate from 9am until 2pm. Some people we support will continue to receive services from home as indicated above. In Phase 1 GSE will be open from 8:30am-11:30am. Alternate services will be offered based individuals need and the agencies ability to provide staffing. In Phase 2 the hours will be from 8:30am until 1:30pm. Teams will meet with person's identified for each Phase to coordinate services that are conducive to the needs of the individual, as well as our ability to provide these flexible services based on our staffing capabilities. During phase three we will be open full hours of operation.

16. HEALTH AND SAFETY: What is your agency's plan for health screening, use of PPE, and possible exposures? Please note DDS clinical guidance, Health and safety and use of PPE. *

Staff/people supported will be required to fill out a COVID self screen/signs and symptoms form that has been created in JOT form before every shift and or before services begin. This is electronically sent to our HR department. Temperature will be checked before entering any facility or vehicle. If symptoms are noted staff/people supported will not be allowed to report to work or program. Staff will be asked to be tested if two or more symptoms are noted on the form filled out. If staff is unable to wear a face mask for health reasons, a face shield will be provided (See Exposure to COVID 19 protocol).

17. Please estimate your agencies need for PPE per week. Provide an estimated amount for staffing weekly, and an estimated amount for individuals you support weekly. *

In Phase 1 we are estimating 750 PPE per week. In Phase 2 we estimate 1,125 per week. This number is not reflective of services provided in our residential setting.

18. WORKFORCE: What is your agency's plan for training of staff regarding to health and safety, staffing ratios, protocols and procedures? What has or will the agency do to support staff and individuals in case of illness, childcare needs or care of a family member? See Reopening Guidance document for DSO page 5. *

HR team will be providing video training, written protocol/procedures, as well as live zoom meetings. Training will include how to complete procedure for staff returning to work; JOT form; procedure for building re-entry; PPE protocols; vehicle protocol, cleaning-disinfecting sanitizing protocol; DDNCS guidelines for illness, and exposure to COVID-19 protocol. We have staff that work in various program areas. When the need arises for additional staffing our management team work the floor, and reach out to HR for staffing supports. Our HR department reaches out to Delta and Norton whom provide us with emergency staffing and temp to hires. The Director of Human Resources has been working with all employees one on one if and when any cases and/or exposures have occurred related to testing, restrictions, doctors' notes, and follow up and once the individuals return to program, the Director of Human Resources will be handling providing the requirements needed for testing, quarantine, doctor's note, and follow up directly with the individuals, their family members and/or residential provider via email contact. MidState Arc's Support Coordinator will be forwarding the contact information, for all individuals supported, to the Director of HR. The Director of HR will keep a data base of the family/residential provide email contact list. The Director of HR will keep the tracking on all cases and provide the information to the Program Managers as to the ability for the individuals to return and/or whatever is necessary for protocols related to testing of the program staff when any exposures have occurred. Childcare issues will be handled by the HR department following the FMLA guidelines. MidState Arc has been fully compensating staff during COVID-19 illness. In Residential program we provide total care for individuals that are ill. Day programs/Employment people will be sent home to receive care.

19. TECHNOLOGY AND EQUIPMENT: What additional technology and equipment will the agency need to provide all the necessary services to individuals as safely as possible? Is your agency positioned to continue providing virtual services and how will that become part of your service delivery system? *

Our agency will continue to offer virtual classes through Facebook, Zoom and other virtual platforms that we learn off that may make the process easier for the people we support. We will obtain tablets for the individuals that don't have any source of technology. The idea is to have all apps available at a click of a button to make it easier for the people we support to log on to our virtual classes. As we reopen FB classes will be incorporated as part of our base site schedule for DSO, and GSE. Virtual classes will include individuals at day program, as well as home. MidState Arc has/is installing touch-less entries, touch less temperature locations, automatic lights, touch-less soap and sanitizer dispensers, video door bells, automatic doors, automatic faucets, paper dispensers and cleaning stations to keep people as safe as possible.

20. TRANSPORTATION: What is your agency's plan for transportation of individuals to and from program/employment sites? (Plan to include details regarding cleaning, distance, and screening of passengers). Please note transportation in Phase 1 and Phase 2 *

In Phase 1 our agency will not be providing transportation nor going in the community for people attending DSO. Families/Residential homes will be welcome to drop individual off at program. People being serviced in IDN, IDV, ISE, and GSE that are volunteering or going to a work site will follow our transportation guidelines set by agency. Changes will be made based on CDC guidelines as we progress through the stages. Procedure for use of vehicles Personal Use of Vehicles 1. JOT form to be completed (see JOT procedure) 2. Screening and temperature taken prior to entry into vehicle (temp below 100.4) 3. One person transported at a time; unless people from the same home are being transported. 4. Masks/face shields will be strongly encouraged for the person supported, taken in to consideration the person's behavioral and medical condition. Surgical masks or above grade are required for all staff at all times when working with people supported. 5. Increased circulation of air in the vehicle by opening windows to allow air flow and by using the outside circulation option on the HVAC. 6. It is preferred that the person being transported ride in the back seat if it does not cause behavioral concerns. 7. Cleaning vehicle after each use (see cleaning procedures) 8. Cover cloth seats with plastic covers that are washable. Agency Use of vehicles 1. JOT form to be completed (see JOT procedure) 2. Screening and temperature taken prior to entry into vehicle (temp below 100.4) 3. Masks/face shields will be strongly encouraged for the person supported, taken in to consideration the person's behavioral and medical condition. Surgical masks or above grade are required for all staff at all times when working with people supported. 4. Increased circulation of air in the vehicle by opening windows to allow air flow and by using the outside circulation option on the HVAC. 5. The seating on the van will be one person on each bench seat sitting on opposite sides on each bench (ie first bench person sits all the way to the driver side; second bench person sits all the way to the siding door side, etc..) unless people from the same home are being transported. 6. Cleaning vehicle after each use (see cleaning procedures) 7. Cover cloth seats with plastic covers that are washable 8. One person per bench sitting on opposite sides to promote distance

21. INNOVATION OF SERVICES: What new programs has or will you agency look to provide individuals that is outside the norm but meets the definition laid out in Appendix K? *

We will be providing services as much as possible in the individual's home. Supports will be provided to those in employment at their job site. MidState will continue to provide virtual classes. These classes have included but are not limited to virtual field trips to different parts of the world; museums; art classes; music classes; cooking classes; exercise classes; classes conducted by individuals (Exercise with Kim); cultural classes; and learning sign language. We continue to keep in touch with individuals and families by conducting conference calls. Various Zoom training and discussions. We have collaborated with other agencies to support one another's needs. Individuals who are not ready to go back to work due to fear or job being closed will have the option to work on resume building, interviewing skills, various work skills, hygiene, wearing PPE desensitization etc. Blended services will be provided to all who are interested; this will be determined by staff availability as well as teams input for each person supported.

22. COMMUNICATION: How does the agency plan to communicate with individuals and the DDS Case Manager to keep the re-opening process as person centered as possible? *

Each individual identified in all three phases will have a virtual team meeting to explain what the agency has available and to determine the best way to support each individual and family through this process. The new protocols and expectations will be sent out to families prior to opening and after each update/revision. Teams will be update of the daily form that will be required to be filled out to determine the person is symptom free, and what will occur if symptoms are noted. Our agency will keep DDS case manager aware of any changes or issues that may occur as we move through each phase. We will continue to provide zoom updates for families bi-weekly.