



OPERATIONAL GUIDANCE CORONAVIRUS DISEASE 2019

**Section I: A Plan for Modifications and/or Closings of The
Provision of Services and Production**

**Section II: A Plan for the Safe Reopening of The Provision
of Services and Production**

TABLE OF CONTENT

Section I: A Plan for Modifications and/or Closings of the Provision of Services and Production	4
• Audience	4
• Purpose	4
• Discussion	4
• Lark's Plan	5
• Two-Week Planning Cycle	5
• Stage II	5
• Stage III	6
Section II: A Plan for the Safe Reopening of the Provision of Services and Production	8
Expectations for the Provision of Social Services	8
• Community Participation Support	8
• Small Group Employment	9
• Supported Employment and In Home and Community Support	10
• Transportation	10
• Other Conditions	10
• Additional Guidance for Services Rendered Face-to-Face	11
• The Planning Process	11
• Screening Guidance	11
• Screening Questions	12
• Additional Screening Considerations from ODP for Individuals with ID/A	12
Community Participation Support – Key Strategies and Screening Guidance for Congregate Settings	12
Expectations for Facilities/Production	14
• Orders of the Secretary of the Pennsylvania Department of Health Directing Public Health Safety Measures for Businesses Permitted to Maintain In-person Operations	14
• Repopulating Lark Facilities	15
• Elimination of Exposure	16
• Substitution Activities	16
• Engineering Controls and Healthy Building Strategies	16
• Administrative Controls	18
• Education, Infection Control and Training	19
• Personal Protective Equipment (PPE)	20
• Handwashing	20
Appendices – Policies and Procedures	21
• Cleaning and Disinfecting of Lark Property for Covid-19	
• Communication and Reporting Addendum for the Covid-19 Pandemic	
• COVID-19 Log	

- Covid-19 Log Completion Instructions
- Protocol for Employees Who Become Ill with COVID-19 at Work or During the Provision of Services
- Screening for COVID-19
- Social Distancing, Quarantine, and Isolation for COVID-19
- Utilization of Face Masks Due to the Covid-19 Pandemic
- What to do if You are Sick with COVID-19



Operational Guidance – Coronavirus Disease 2019 (COVID-19)

SECTION I:

A PLAN FOR MODIFICATIONS AND/OR CLOSINGS OF THE PROVISION OF SERVICES AND PRODUCTION

AUDIENCE:

All Stakeholders

PURPOSE:

In response to growing concerns about the spread of COVID-19 and its potential impact on the delivery of services to individuals with an intellectual disability or autism and the impact on the contracts for products and services we provide, Lark Enterprises, Inc. (Lark) has developed the following operational guidance.

DISCUSSION:

Lark will continue to monitor the recommendations and information being released by the Pennsylvania Department of Human Services (DHS) Office of Developmental Programs (ODP), the Pennsylvania Department of Health and the U.S. Centers for Disease Control and Prevention. On March 16, 2020 Governor Wolf of the Commonwealth of Pennsylvania closed facility-based community participation support (CPS) until further notice. CPS providers are charged with working with support coordinators and other providers to help ensure coordination of care. ODP has also advised Lark and all other CPS providers of the following expectations during this period of disruption of services:

- During the response to COVID-19, we may and should provide CPS in private homes.
- ODP requests that we arrange for in-home and alternate provision of the day service by facility staff when a service recipient's family or caregiver is employed in essential roles like healthcare, first responders or human services, and are reliant on the Community Participation Support day program for coverage during work.
- ODP requests that we prepare to redeploy staff from facilities to fill other essential staffing needs in our in-home and community support services offerings. Our staff who are redeployed must receive training on the participant's ISP for whom they are providing support.
- Lastly, ODP has requested that we form cooperative agreements with residential providers in our area to supply staff as needs arise.

LARK'S PLAN:

- Lark has eight families that fill the above stated requirements for fulltime day care provisions. Three of the eight families have expressed a need for the provision of services. The program specialists will design a plan for each family and work with administration and job coaches to determine the appropriate staff to fill the needs.
- The Coordinators of CPS will work with program specialists and job coaches to determine possible individuals in need of in-home community services through direct or indirect contact.
- When not needed for the providing of ODP CPS, job coaches will be utilized in the fulfilling of contracts in the prevocational program in place of the individuals in order to maintain contracts for when the individuals return.
- Our main focus will be on the completion of our PennDOT safety shirt contract, our Adams contract and our McKesson contract.
- Small group employment will be maintained in the areas of janitorial and staffing.
 - Janitorial has continued without interruption with only some scaling back due to closures on the part of places we are contracted to clean. The janitorial teams will fill this loss time with deep cleans in our two buildings.
 - Recycling will be handled by job coaches and other Lark staff through 03/27/2020. During this period program specialists, the administration and job coaches will be working together to design an appropriate means to continue this service as small group employment.
 - Adams staffing will be reinstituted as soon as possible (hopefully by Monday, 03/23/2020). Program specialists, administration and job coaches will work together to get this operational as soon as possible.
- PennDOT Photo ID Centers have been closed by the state and will remain closed until we are notified otherwise.
- The fiscal department began working from home as of Wednesday, March 18, 2020. They will be in the Green Ridge Administrative Offices as needed.
- As determinations are made for the provision of CPS services more staff will be moved to their homes to fulfill work requirements when possible.

TWO-WEEK PLANNING CYCLE:

- Plans will change in response to mandates from the state and/or federal governments. Changes will also arise in response to the movement of the virus through our work environment/community.
- If events do not mandate changes on shorter periods of time, no plan will go beyond a two-week period without review by the organization to determine if it is still appropriate to fulfill the needs of all stakeholders.

STAGE II:

The governor has shut down all non-life-sustaining businesses which causes a change to Lark's operational plan. Home and Community Based Services are considered life-sustaining and as such we will remain open. However, in light of the need to keep social distance as much as possible,

all areas of our work that can be done from home will be done from each staff's home. Each building will reopen on Monday for the day to plan for delivery of all services from the staff's home. The following staff are considered essential to day-to-day operations and will be reachable through email, text message or cellphone. While the plan is to work from home, this staff may be going to either of the buildings periodically.

- Susan Lautenbacher CEO
- Deb Leddon Director of Administrative Services
- Darla Moser Director of Fiscal Services
- Wendy McCutcheon Senior Director of Support Services
- Scott Campbell Director of Small Group Employment and Facilities
- Dave Freshcorn Director of Production

STAGE III:

The Pennsylvania Department of Human Services Office of Developmental Programs had to apply for 1135 Waivers in order for Lark to move into Stage III of our Operational Plan. 1135 waivers allow the United States HHS to waive various administrative requirements to increase access to medical services during a time of national emergency. The waivers ensure that sufficient health care items and services are available to meet the needs of Medicare, Medicaid and CHIP and that providers that provide such services in good faith can be reimbursed for them and not be subjected to sanctions for noncompliance, absent and fraud or abuse.

Two requirements had to be met for 1135 waivers to be issued: 1. a presidential declaration of disaster or emergency under the Stafford Act or National Emergencies Act and 2. the HHS Secretary to declare a public health emergency under Section 319 of the Public Health Service Act. These requirements were met as of March 13, 2020. The effective dates of the 1135 waivers is March 1, 2020 and continues until the termination of the emergency period, or 60 days from the date the waiver or modification is published, unless the HHS Secretary extends the waiver by notice for additional periods of up to 60 days. It is under the authorizations as found in these waivers that Lark is now providing our Home and Community Based Services.

Furthermore, during this period the Governor of Pennsylvania declared ODP Home and Community Based Services providers to be considered providers of essential services with some exceptions to service design. ODP required the shifting of operations from congregant settings, such as our CPS facilities and the suspension of community integration activities. All other ID/A services had to be provided in alignment with ODP instruction and the Governor's orders. CPS community services were to be provided to individuals who were not being supported in residential settings. Day services had to be provided to families who had day care needs due to being essential staff with ongoing responsibilities due to the COVID 19 outbreak.

CMS has encouraged states and providers to consider telehealth options as flexibility in combatting the COVID-19 pandemic and increasing access to care. Pennsylvania has utilized this great flexibility with respect to Medicaid by allowing the providing of services via telehealth. ODP has provided guidance for Home and Community Based Services being provided remotely. ODP

authorized the providing of Community Participation Support/Day Habilitation remotely while they went about the process to include this service in its Appendix K request.

As such, Lark began immediately to provide services via telephone or video conferencing. Video conferencing utilized such tools as Apple FaceTime, Facebook Messenger video chat, Google Hangouts video and/or skype. Staff were not allowed to utilize applications that were public facing such as, Facebook Live, Twitch, TikTok, and any similar video applications. Over time families did decide that calls were intrusive to their lives.



Operational Guidance – Coronavirus Disease 2019 (COVID-19)

SECTION II:

A PLAN FOR THE SAFE REOPENING OF THE PROVISION OF SERVICES AND PRODUCTION

Home and Community Based Services (HCBS) in counties designated by the Governor as Phase Yellow or Phase Green:

Lawrence, Mercer and Armstrong Counties entered the yellow phase for reopening on Friday, May 8, 2020. Butler and Beaver Counties remained in the red phase until the following week. What that meant for Lark's HCBS and production responsibilities was that in the counties we serve that were deemed to be in the yellow phase there was a reduction in restrictions on work and social settings. This operational guidance serves to guide Lark in the reopening period and will remain in effect until the virus is mitigated. Lawrence and Mercer Counties were allowed to move to the yellow phase and then to the green phase because of our low per-capita case counts, our ability to conduct contact tracing and testing, and a population density that allowed for the containment of spread. As other counties reached the same standards they too were moved to yellow and then to green. This guide expanded to include those counties at the time their status changed. Moreover, as Lawrence County has now reached the green phase, further relaxing of restrictions will continue to occur. It must be noted though that the Commonwealth of Pennsylvania is still under a disaster declaration which means there are still restrictions for the providing of services and engaging in production that must be followed no matter which phase an organization is under.

The decision to move to a yellow phase, and now to a green phase, places a great responsibility on Lark and our staff to follow all state and federal mandates, policies, and procedures tied to that decision. Broad reopenings that are not structured around **ongoing social distancing, universal masking, or other public health guidance** will most likely result in a spike of cases and new stay-at-home and closure orders. The following guidance is Lark's response to expectations for reopening in order to engage in the provision of services and production. These plans are being structured in such a way to allow us to move forward and when appropriate to lessen restrictions. All staff must follow this guidance when providing services for Lark.

Expectations for the Provision of Social Services:

Community Participation Support:

- In the green phase under Governor Wolf's Re-Opening Pennsylvania plan, facility-based Community Based Support (CPS) services are permitted to resume with appropriate precautions in place to ensure participant and staff safety.

- CPS licensed facilities must remain closed in the yellow phase, so during the yellow phase facility-based CPS cannot be rendered.
- CPS should continue to be provided in private homes and remotely until the ISP team develops a plan for resuming activities.
- Activities in the community and necessary supports for those activities should be established by using the ODP Individual Transition Guide. Any changes in support need, goals or outcomes that require ISP changes must be discussed with the ISP team.
- CPS in the community may resume in limited scope. Activities must be allowed by the Governor's order and all appropriate steps must have been taken for the individual to safely engage in the activity.
- Visitation with small numbers of friends and family is encouraged as long as staff and individuals are using proper social/physical distancing and the use of masks.
- Activities in the community may not include more than 3 participants.
- If transporting individuals, the total number of passengers in a vehicle should be limited to 3.
- Outdoor activities aimed at wellness are highly encouraged.
- If a vehicle is used to transport an individual, all surfaces must be cleaned using a disinfectant after each use.
- Individuals and staff must be screened for COVID-19 symptoms prior to engagement in face-to-face services and/or activities. Screening will entail the taking and recording of the staff's/individuals' temperature and in the two facilities the taking of staff and clients oxygen levels. Fever is considered 100.4 degrees. The correct oxygen level is between 90%-100%. A sign-in sheet with additional questions and the place to record temperature and oxygen levels will also be filled out prior to providing services.
- Individuals and staff must wear protective masks for the entirety of service provision and must abide by all protocols for hand washing and infection control.

Small Group Employment:

- Consider operating in smaller groups to allow for social/physical distancing while on the van/bus, it is encouraged not to exceed 3 passengers.
- Instead of gathering at the facility, consider alternate methods such as transporting directly from the participants' homes to the job site and back to their homes.
- Individuals and staff must be screened for COVID-19 symptoms prior to engagement in face-to-face services and/or activities. Screening will entail the taking and recording of the staff's temperature and in the two facilities the taking of staff and clients oxygen levels. Fever is considered 100.4 degrees. The correct oxygen level is between 90%-100%. A sign-in sheet with additional questions and the place to record temperature and oxygen levels will also be filled out prior to providing services.
- All vehicles used for transportation must be surface cleaned after each use by the job coach.
- All vehicles used for transportation must be deep cleaned at least once a week by the staff utilizing the vehicle.

Supported Employment and In Home and Community Support:

- All services should continue to be provided remotely whenever possible.
- Activities and necessary supports for those activities should be established by the ISP team using the ODP Individual Transition Guide.
- If service is provided face-to-face, the direct service professional and individual must wear a protective mask for the entirety of service provision and must abide by all protocols for hand washing and infection control.
- Staff and individuals must be screened for COVID-19 symptoms prior to services being delivered. Screening will entail the taking and recording of the staff's and individual's temperature and, in the two facilities, the taking of staff and clients oxygen levels. Fever is considered 100.4 degrees. The correct oxygen level is between 90%-100%. A sign-in sheet with additional questions and the place to record temperature and oxygen levels will also be filled out prior to providing services.
- All vehicles used for transportation must be surface cleaned after each use by the staff.
- All vehicles used for transportation must be deep cleaned at least once a week by the staff utilizing the vehicle.

Transportation:

- Transportation services may be provided for accessing the community as allowed by the Governor's order and as per the plan established by the ISP team using the ODP Reintegration/Transition guidance.
- Drivers and passengers must be screened for COVID-19 symptoms prior to services being delivered. Screening will entail the taking and recording of the staff's temperature and in the two facilities the taking of staff and clients oxygen levels. Fever is considered 100.4 degrees. The correct oxygen level is between 90%-100%. A sign-in sheet with additional questions and the place to record temperature and oxygen levels will also be filled out prior to providing services.
- It is encouraged that no more than 3 passengers should be transported at one time. At Lark we are encouraging one passenger for one driver whenever possible.
- Drivers and participants must wear protective masks.
- Consideration should be given to passenger for separation/proximity in vehicle.
- All transportation vehicles must be surface cleaned after each use.
- All transportation vehicles must be deep cleaned at least once a week.

Other Conditions:

- Visitation is restricted in each of our buildings. Visitors must have business concerns that necessitates their being in our building.
- Visitors must be screened for COVID-19 upon entering our building and must answer the screening questions, have his/her temperature taken and sign the recording form.
- Entrance must be limited to only the area they must be in to conduct their business.
- ISP teams will continue to be held through telecommunication.

- The limitations will continue until the virus has been eradicated, a vaccine has been discovered and/or a treatment has been developed. Continuation of these restrictions will be readdressed as needed.

Additional Guidance for Services Rendered Face-to-Face:

Individuals who are COVID-19 positive or suspected positive should continue to self-isolate regardless of the color designation of the county or counties served by Lark. Individuals who Lark serve who are COVID-19 positive or suspected positive may not be engaging in community activities.

During the yellow phase and/or the green phase, Lark will be providing some face-to-face and community activities as designated in the individuals' ISPs. This section provides guidance for services rendered face-to-face and in the community in those counties which are in the yellow phase and/or green phase. Any HBCS that is occurring in any counties while under a disaster declaration, screening protocols and mask use described on the succeeding pages must be followed.

The Planning Process

- The ISP team will use the ODP Individual Transition Guide in conjunction with the probe guidance in the annotated ISP to assess risk associated with COVID-19.
- The ISP team will determine for each individual which services and/or community activities may be resumed or started.
- The ISP team will determine what supports the individual must receive in order to be able to safely resume activities or engage in new activities.
- For those individuals where the ISP team has not met, activities in the community and necessary supports for those activities should be established by the individual, family, and currently authorized service providers, such as Lark, using the ODP Individual Transition Guide.

Screening Guidance:

Lark must screen the following:

- Direct Service Professionals (DSPs) or other staff, contractors or consultants that render face-to-face services to individuals.
- DSPs and all other staff, contractors or consultants when they are working in either of our two facilities.
- Family or friends with whom the individual will have face-to-face visits as organized by Lark staff.
- Individuals receiving services. Screening of individuals is not required if they are currently diagnosed with COVID-19.

Screening Questions:

1. Do you have a fever equal to or higher than 100.4 degrees or respiratory symptoms such as new or worsening cough, shortness of breath, or sore throat?
2. In the past 14 days, have you had a potential exposure to COVID-19? A potential exposure means a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID-19 for at least 10 minutes. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.
3. Are you currently diagnosed with COVID-19, have a test pending for COVID-19, or been told by a medical provider that you may or do have COVID-19.

Additional Screening Considerations from ODP for Individuals with ID/A:

- In addition to the typical symptoms of COVID-19 as identified by the Centers for Disease Control (CDC), ODP providers have noted that for individuals with ID/A, COVID-19 infection has caused muscle aches, weakness or a change in baseline behavior without or prior to respiratory symptoms emerging.
- Providers should closely observe individuals for weakness or other changes in behavior that may be indicative of illness.

Community Participation Support - Key Strategies and Screening Guidance for the Re-Opening of Congregate Settings (Lark's two facilities):

Lark will follow the Long-Term Guidance for Screening and Infection Control established by the CDC for our two facilities now and when individuals with disabilities return.

1. Lark will keep COVID-19 from entering our facilities as best as possible by following the CDC guidelines:
 - a. Lark will restrict all visitors except emergency personnel when and if necessary.
 - b. Lark will restrict all volunteers and non-essential staff for the providing of services, including deliveries and consultation services. Consultants will only be able to be in our buildings if absolutely necessary (e.g., IT Consultant if we are having technological issues) and after the work schedule of DSPs.
 - c. Lark will separate individuals with suspected COVID-19 and follow Lark's policy "Protocol for Employees or Individuals Who Become Ill with COVID-19 at Work or During the Provision of Services."
 - i. Upon a staff/individual stating they are feeling ill or observation by staff that another individual is exhibiting signs and symptoms of COVID-19, contact your immediate supervisor or the Safety Director.
 - ii. Direct individual to an isolated area (not the first aid room) where he/she should be provided with a mask (if not wearing one) and gloves to protect other staff and to reduce the spread of the potential virus.
 - iii. The individual must leave work and go home as soon as possible.
 - iv. If the individual is well enough and has an automobile, let him/her drive himself/herself home.

- v. If family is available to pick them up, call family.
 - vi. As a last resort, a designated driver from Lark will transport the individual home. The driver must keep a face mask or face covering on and wear gloves while transporting.
 - vii. The vehicle must be deep cleaned and disinfected after providing the ride.
 - viii. The isolated area and all other areas the staff/individual have been in must be thoroughly cleaned and disinfected. The staff cleaning the area must wear a facemask/covering and gloves while cleaning. These items must be discarded properly immediately upon completing the cleaning routine.
 - ix. The Administration will decide if the facility needs to be closed or if the situation could be handled by closing off a section of the facility.
 - x. The Administration will also decide if all other potentially exposed staff and individuals need to self-quarantine while waiting for a COVID-19 test result for the concerned staff/individual.
- d. Everyone entering a Lark facility will be screened according to this Operational Guidance and Lark's screening policy.
2. Lark will attempt to identify infections early.
- a. Lark will actively screen all staff and individuals daily and/or upon delivery of face-to-face services, if symptomatic Lark will immediately isolate and implement appropriate transmission-based precautions as described above.
 - b. Older individuals we serve may not show typical symptoms such as fever or respiratory symptoms. Atypical symptoms may include new or worsening malaise, new dizziness, or diarrhea. Identification of these symptoms should prompt isolation and further evaluation for COVID-19.
 - c. Lark will monitor staff and individuals twice daily for 4 hour shifts and 3 times daily for 6 hour shifts to quickly identify staff/individuals who need higher levels of care.
3. Lark will attempt to prevent the spread of COVID-19.
- a. Staff will be assigned a fixed cohort group to support in the facility. The cohort group will be determined by the work they are doing.
 - b. Lark has evaluated our space considerations, participant and staff numbers, our work flow in order to support social distancing at all times when the individuals and staff are in our facilities.
 - i. Lark will be alternating days and/or shifts for participants.
 - ii. Lark will be reducing the number of participants in the two facilities at any given time based on 144 square feet per individual.
 - iii. Lark will be installing plexiglass screen barriers to ensure an extra level of preventative measure in case clients struggle with face masks.
 - iv. Lark also has available to each client and staff face shields which may work better on the production floor.
 - v. Lark will give visual indicators to support our social distancing measures.
 - c. Staff and clients will be limited to entering by the top door at **Ellwood Road** and exiting by the bottom door. Screening will occur in the first office on the left at

- the beginning of the day. End of day screening and periodic screenings will occur in the Board Room.
- d. Staff and clients will be limited to entering by the visitors' entrance on the production side of **RIDC** and will leave by the lunch room door. Screening will occur in the small office behind the receptionist's desk at the beginning of the day. End of day screening and periodic screenings will occur in the office across from the production coordinator's office.
 - e. Arrival and departure times will remain staggered to ensure social distancing.
 - f. Lunch and breaks will be staggered in order to ensure social distancing during lunch/breaks.
 - g. All staff/clients will wear a facemask or cloth face covering for source control while in Lark's facilities. Face shields may be considered if a client has an adverse reaction to a facemask or cloth face covering. Plexiglass will be installed to support those individuals who struggle with masks as stated above.
 - h. If COVID-19 is identified in either of Lark's facility, the facility will be closed down for a deep clean and a sterilization fogging.

Expectations for Facilities/Production:

Orders of the Secretary of the Pennsylvania Department of Health Directing Public Health Safety Measures for Businesses Permitted to Maintain In-person Operations:

Lark Enterprises, Inc. is not only responsible for the services we provide under the Pennsylvania Department of Human Services Office of Developmental Programs; we are equally responsible for the contracts we accept in order to give the people we serve work opportunities. Furthermore, we must also follow the CDC and PA Department of Health guidelines intended for businesses to maintain in-person operations.

According to the PA Secretary of Health, the Novel Coronavirus (COVID-19) is a contagious disease that is rapidly spreading from person to person in the Commonwealth of Pennsylvania. COVID-19 can be transmitted from people who are infected with the virus even if their symptoms are mild, such as a cough. Additionally, exposure is possible by touching a surface or object that has the virus on it and then touching one's mouth, nose, or eyes.

COVID-19 is a threat to the public's health, for which the Secretary of Health may order general control measures, including, but not limited to, closure, isolation, and quarantine. This authority is granted to the Secretary of Health pursuant to Pennsylvania law. See Section 5 of the Disease Prevention and Control Law, 35 P.S. §§ 521.1, 521.5; sections 2102(a) and 2106 of the Administrative Code of 1929, 71 P.S. §§ 532(a), 536; and the Department of Health's (Department's) regulations at 28 Pa. Code §§ 27.60-27.68 (relating to disease control measures; isolation; quarantine; movement of persons subject to isolation or quarantine; and release from isolation and quarantine). Particularly, the Secretary has the authority to take any disease control measure appropriate to protect the public from the spread of infectious disease. See 35 P.S. §§ 521.5; 71 P.S. § 532(a), 1402(a); 28 Pa. Code § 28.60.

The Secretary has ordered the following expectations to ensure the health and safety of all individuals working for Lark.

Cleaning, disinfecting, and other maintenance and security services performed by building service employees are critical to protecting the public health by reducing COVID-19 infections in the Commonwealth. Based upon the manner of COVID-19's spread in the Commonwealth and in the world, and its danger to Pennsylvanians, I have determined that the appropriate disease control measure is the direction of building safety measures as outlined in this order to prevent and control the spread of disease.

Accordingly, to protect the public from the spread of COVID-19, I hereby order: Where a business is authorized to maintain in-person operations pursuant to the Orders issued by the Governor and Secretary of Health on March 19, 2020, as subsequently amended, including businesses operating pursuant to exemptions from those Orders, owners of buildings of at least 50,000 square feet used for commercial, industrial or other enterprises, including but not limited to facilities for warehousing, manufacturing, commercial offices, airports, grocery stores, universities, colleges, government, hotels, and residential buildings with at least 50 units, shall implement the following cleaning protocols in those areas where operations are conducted (Levine, 2020).

While none of us predicted the outbreak that is now upending our lives, there has been an ongoing investment in scientific understanding of buildings from a healthy/unhealthy perspective.

History tells us that buildings play a central role in the spread of disease. From measles to SARS to influenza and the common cold, the scientific literature is full of examples. But as much as buildings can spread disease, if operated smartly, they can also help us fight against it. Amidst the chaos, one thing is clear: We will all go back to work with new expectations about the buildings where we live, learn, work and play (Allen & Macomber, 2020).

Re-Populating Lark Facilities – We are becoming well aware that the events we are currently facing will continue to be with us for at least 12 months. In order to keep our staff and the people we serve safe, Lark will be utilizing a combination of approaches. First and foremost, we will continue to work with county, state and federal officials to ensure the access to widescale testing for our staff and clients. Testing will be essential to knowing when we can bring more people into our buildings safely. Lark also realizes that we will need to be nimble in regard to responding to when we will need to utilize periodic isolation strategies and quarantining. Furthermore, we will engage in the hierarchy of controls as found in the field of public health to minimize risk (Allen & Macomber, 2020).

Minimizing Risk in the Workplace

Using a hierarchy of controls as a response framework, companies can take a range of actions — weighing the effectiveness and financial impact of each — to combat Covid-19 in their buildings.



Note: "PPE" stands for personal protective equipment.

----- (Allen & Macomber, 2020)

Elimination of Exposure – the most effective control is to minimize social interaction. Lark has engaged in this extreme measure as much as possible since March 16, 2020. Lark and our staff have accepted some degree of risk as we have gone about providing face-to-face provision of services to those individuals in need. Lark has encouraged all staff to utilize remote provision of services as described by the Office of Developmental Programs. Staff will continue to provide telehealth as much as possible. The staff able to continue to work from home will continue to work from home until deemed otherwise.

Substitution Activities – Lark is currently evaluating our staff to determine critical, core workers who need to be onsite and create work teams that can be physically isolated from one another. This way, if one staff becomes sick and his/her close contacts need to self-quarantine, Lark will shut down that one group for two weeks and continue on with others who have not been exposed. Furthermore, Lark will continue to engage in the providing of services through telehealth and all other acceptable remote measures.

Engineering Controls and Healthy Building Strategies – We are working hard to boost our two buildings' defenses against the disease. We are enacting some key healthy building strategies. We are having Central Heating and Air Conditioning replace our filters to a level capable of filtering out the virus. The MAD company is going to sterilize each building to also help ensure the safety of all staff and clients. Our facility staff will make sure that our ventilation systems are operating properly. We will track ventilation as the CDC has also shared that there should be an increase of circulation of outdoor air as much as possible by opening doors and windows, using fans, or other methods. Lark's facilities' director and staff will continue to take steps to ensure that all water systems and features (e.g., drinking fountains) are safe to use after our prolonged facility shutdown to minimize the risk of Legionnaires' disease and other diseases associated with water.

Areas that are utilized in production will be cleaned routinely prior to the start of work, at the transitioning of staff working on production equipment, before and after breaks in break areas

Cleaning Protocols:

- Individuals cleaning will wear disposable gloves to clean and disinfect.
- Surfaces will be cleaned with soap and hot water.
- After the surface has been cleaned, then disinfectant will be used.

Accordingly, Lark shall implement the following cleaning protocols:

1. Lark will maintain our pre-existing cleaning protocols and add additional protocols to ensure for the health and safety of all staff and individuals.

a. Ellwood Road

- Lark Janitorial Services will clean Monday through Friday:
 - Offices – empty trash, dust, sweep, wipe down with disinfectant cleaner.
 - Cafeteria – wipe down tables with disinfectant cleaner, floor, desk, register and register area.
 - Production Area – empty trash, sweep, dust, wipe down tables, chairs and desks with disinfectant cleaner.
 - WAC Room – empty trash, sweep, dust, wipe down tables, chairs and desk with disinfectant cleaner.
- Assigned Staff – each day a staff will be assigned to do cleaning throughout the day.
 - Clean, sanitize and disinfect frequently touched surfaces between each use by a different staff.
 - Do not use or share items that are not easily cleaned, sanitized, or disinfected.
 - Follow labeling directions for the safe and correct application of disinfectants.
- Lark's Facility Director, the Director of Production and/or the Coordinators of CPS will each day:
 - Ensure that the ventilation systems operate properly and increase circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods.
 - Take steps to ensure that all water systems and features (e.g., drinking fountains) are safe to use after the prolonged shutdown to minimize the risk of Legionnaires' disease and other diseases associated with water.

b. RIDC – Green Ridge Drive

- Lark Janitorial Services will clean Monday, Wednesday, and Friday (Production); Tuesday and Thursday (administrative):

- Offices – empty trash, dust, sweep, wipe down with disinfectant cleaner.
- Cafeteria – wipe down tables with disinfectant cleaner, floor, desk, register and register area.
- Production Area – empty trash, sweep, dust, wipe down tables, chairs and desks with disinfectant cleaner.
- Classroom and Board Room – empty trash, sweep, dust, wipe down tables, chairs and desk with disinfectant cleaner.
- Assigned Staff – each day a staff will be assigned to do cleaning throughout the day.
 - Clean, sanitize and disinfect frequently touched surfaces between each use by a different staff.
 - Do not use or share items that are not easily cleaned, sanitized, or disinfected.
 - Follow labeling directions for the safe and correct application of disinfectants.
- Lark’s Facility Director, the Director of Production and/or the Coordinators of CPS will each day:
 - Ensure that the ventilation systems operate properly and increase circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods.
 - Take steps to ensure that all water systems and features (e.g., drinking fountains) are safe to use after the prolonged shutdown to minimize the risk of Legionnaires’ disease and other diseases associated with water.

Administrative Controls – Lark is designing provision of services for Community Participation Support (CPS) – facility in a manner that will allow for the de-densifying of our buildings in order to maintain social distancing. Lark’s Ellwood Road facility is 18,000 square feet. The workshop floor is 7200 square feet; the warehouse is 5,800 square feet; the cafeteria and office space are 5,000 square feet. In order to maintain 144 square feet per individual/staff (allowing for no less than 6 feet in all directions), for 30 individuals and 7 staff, Lark would need 5,328 square feet on the workshop floor. Maintaining 30 individuals and 7 staff on the workshop floor leaves an additional 1,872 square feet for social distancing that would exceed 6 feet in any given direction. The office and cafeteria space of 5,000 square feet would allow for open spaces for testing of staff/individuals when they enter and leave the building and at any time during the day. The additional square footage will also allow for 5 staff to support the needs of our individuals and space for individuals to get away, take a break and eat lunch. The 5,000 square feet contained in this area could accommodate 34 people at 144 square feet per person, ensuring more than enough room to accommodate the 5 staff and the individuals when they are taking a break. All break times will be staggered in order to minimize the number of people taking a break at any given time.

Lark’s RIDC facility is 18,335 square feet. The workshop floor is 8,434.8 square feet; production area offices and the lunchroom total 4,345.2 square feet; and the administration area including Supported Employment and In Home and Community Support is 5,555 square feet. In order to maintain 144 square feet per individual/staff, for 30 individuals and 7 staff, Lark would need 5,328

square feet on the workshop floor. Maintaining 30 individuals and 7 staff on the RIDC workshop floor would leave 3,106.8 square feet of empty space. This additional space allows for social distancing greater than 6 feet in any given direction. The 4,345.2 square feet of office space and lunchroom gives space for open spaces for testing of staff/individuals when they enter and leave the building and at any time during the day. The additional square footage will also allow for 2 additional staff to support the needs of our individuals and space for individuals to get away, take a break and eat lunch. The 5,555 square feet on the administrative side of the building will also allow for further spreading out when the need occurs.

Scheduling of the individuals we serve will also allow Lark to de-densify our building. Lark's daily census at RIDC is ~28 individuals. That census will allow us to run programming as we did prior to the pandemic. Our individuals spend time in our building for CPS and cohort groups go out to engage in small group employment in our recycling program. We will continue that design, limiting exposure of individuals by staying together within a cohort group in and out of the building. Our recycling program will limit its contact with our customers to further ensure a decrease in possible exposure. As in times prior, we will stagger our individuals' start times based on transportation to our facility.

Our administrative team (e.g., fiscal, administrative support) will continue to support provision of services from their home. Supported employment and in home and community support will continue to work from home; going directly to client support from their homes. This tactic will mitigate exposure to rush hour crunches in our public areas.

Lark's daily census at Ellwood Road is ~55 individuals. That census has called us to be more creative in the design of the provision of services. Lark will limit the facility census to 30 individuals on any given day with 7 staff. This will allow us to have 8 staff who are able to take 24 individuals out to participate in community participation support – community. Lark will alternate the cohort groups on a weekly basis. Each individual will be assigned to a cohort group of six within the larger cohort group of 28. On the week that one cohort is in the building; the other group will be in the community. On the next week the group that was in the facility will be out in the community. Lark will ensure the level of pay per paycheck that each individual is currently receiving. There will not be a decrease in income due to the necessity of dividing the access to work in half. Lark will seek independent revenue to cover this commitment. On the week an individual is in the community, he or she will be picked up from home and delivered back to home. This transportation design will further mitigate exposure occurring between the two cohort groups. Arrival and departure time for the facility will continue to be staggered as it was prior to the pandemic.

Education, Infection Control, and Training – Trainings of staff and individuals in order to support the behaviors needed to keep them safe will be held with staff and no more than 10 individuals at a time. Staff and individuals will be trained on the use of Personal Protective Equipment and handwashing to facilitate the mitigation of the virus at Lark. The following policies and procedures have been written to ensure the correct education, training and implementation to support the safe re-opening of Lark's facilities and provision of services:

- Cleaning and Disinfecting of Lark Property for COVID-19

- Communication and Reporting Addendum for the COVID-19 Pandemic
- COVID-19 Log
- COVID-19 Log Completion Instructions
- Protocol for Employees or Individuals Who Become Ill with COVID-19 at Work or During the Provision of Services
- Screening for COVID-19
- Social Distancing, Quarantine, and Isolation for COVID-19
- Utilization of Face Masks Due to the COVID-19 Pandemic
- What to do if you are Sick with COVID-19

All individuals and staff will be trained on the preceding policies and procedures upon returning to services. The policies and procedures can be found in the appendices to this Operational Guidance.

Personal Protective Equipment (PPE) – The last measure that Lark will employ to help mitigate COVID-19 is the utilization of PPE. Staff and individuals will wear masks while traveling to and from Lark, while in the building or out in CPS-Community. The proper utilization of PPE is covered on page 12, in the section concerning the preventing the spread of COVID-19. The section on page 12 also deals with the use of plexiglass as an extra level of defense.

Handwashing – handwashing prevents the spread of infection. The CDC recommends washing your hands frequently and to avoid touching your face. Staff and individuals should always put on and take off their masks with clean hands. Lark will encourage all staff and individuals to wash their hands with soap and water as much as possible throughout the day. Lark will also have hand sanitizer that contains at least 60% alcohol wherever staff and individuals are located. Lark will encourage everyone to utilize the hand sanitizer between the washing of hands.

When handwashing the following steps should be followed:

1. Wet hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather hands by rubbing them together with the soap. Lather the backs of hands, between fingers, and under nails.
3. Scrub hands for at least 20 seconds. 20 seconds equate to humming the “Happy Birthday” song from beginning to end twice.
4. Rinse hands well under clean, running water.
5. Dry hands using a clean towel or air dry them.

Ultimately, Lark realizes that there is no single strategy to sufficiently mitigate COVID-19. We realize that we must stay true to this layered defense if we hope to minimize the risk of COVID-19 for our staff and the individuals we support.

Appendices

Cleaning and Disinfecting of Lark Property for COVID-19
Communication and Reporting Addendum for the COVID-19 Pandemic
COVID-19 Log
COVID-19 Log Completion Instructions
Protocol for Employees or Individuals Who Become Ill with COVID-19 at Work or During
the Provision of Services
Screening for COVID-19
Social Distancing, Quarantine, and Isolation for COVID-19
Utilization of Face Masks Due to the COVID-19 Pandemic
What to do if you are Sick with COVID-19

Policy Title: Cleaning and Disinfecting of Lark Property for Covid-19		Policy Number:
Chapter: Pandemic Response		
Initiating Authority: Lark Enterprises, Inc.		
Compliance: Pennsylvania Department of Human Services, ODP Announcement 20-052 Update, 5/13/2020 United States of America Department of Health & Human Services Centers for Disease Control and Prevention		
Date Approved: May 15, 2020		Date Effective/Revised:
Approving Authority: CEO		Signature: <i>Susan Lautenbacher</i> Ph.D.

Policy: Cleaning and Disinfecting of Lark Property for COVID-19. It is the policy of Lark Enterprises, Inc. to ensure the safety of all individuals under the auspices of the organization. This includes a clean, safe workplace where infectious disease risks are minimized. Keeping the work environment clean and disinfected is key to stopping the spread of germs. Lark will implement the following guidelines in order to ensure the cleanliness and the utilization of the correct processes for the disinfecting of Lark properties.

Purpose: The purpose of this policy is to communicate agency guidelines for cleaning and disinfecting Lark properties to ensure and protect the health, safety and welfare of the staff and individuals we serve; as well as to remain in compliance with all regulatory bodies and codes.

Procedures:

1. Cleaning and Disinfecting Facilities – Interior and Exterior
2. Cleaning and Disinfecting Vehicles
3. Cleaning and Disinfecting a Facility when someone is sick.

Terms:

- **Cleaning:** To get rid of dirt, grime, marks, etc.
- **Sanitizing:** Reducing contamination, number of germs.
- **Disinfecting:** Killing all germs.

How to Clean and Disinfect Facilities:

- **Wear disposable gloves** to clean and disinfect.
- **Clean surfaces using soap and water, then use disinfectant.**
- Cleaning with soap and water **reduces number of germs, dirt and impurities** on the surface. **Disinfecting kills germs** on surfaces.
- **Practice routine cleaning** of frequently touched surfaces.
- More frequent cleaning and disinfection will be required based on level of use. All areas in the facilities must be leaned when a worker finishes in an area, when a worker changes work stations and/or finishes utilizing work equipment. **High touch surfaces include:** Production Equipment (e.g., PennDOT presses, blister pack machines, screen-print presses) tables, desks, chairs doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

- Common areas such as hallways, floor, windows, restroom, etc. will be cleaned throughout the day by an assigned staff.

Individuals must wear masks and maintain the recommended six feet distancing at all times.

Products for Use in Disinfecting:

The Environment Protection Agency has a list of recommended Disinfectants. The list can be found at [EPA-registered household disinfectantexternal icon](#).

Follow the instructions on the label to ensure the 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 the product.

Diluted household bleach solutions may also be used if appropriate for the surface.

- Check the label to see if your bleach is intended for disinfecting the surfaces you are going to utilize it on, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfecting.
- Unexpired household bleach will be effective against coronaviruses when properly diluted. **Follow manufacturer's instructions** for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
- **Leave solution** on the surface for **at least 1 minute. To make a bleach solution**, mix: 5 tablespoons (1/3rd cup) bleach per gallon of water or 4 teaspoons bleach per quart of water.
- Bleach solutions will be effective for disinfection up to 24 hours.
- **Alcohol solutions with at least 70% alcohol may also be used.**

Soft Surfaces:

For soft surfaces such as carpeted floor, rugs, upholstered chairs, etc.:

- **Clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.
- **Launder items** (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely; or,
- **Disinfect with an EPA-registered household disinfectant.**
- The following website lists disinfectants that meet EPA's criteria for use against COVID-19. <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Electronics:

For electronics, such as computers, iPads, iPhones, telephones, touch screens, keyboards, and mice: Consider putting a **wipeable cover** on electronics.

- **Follow manufacturer's instruction** for cleaning and disinfecting.
 - If no guidance, **use alcohol-based wipes or sprays containing at least 70% alcohol on hard surfaces**. Dry surface thoroughly.
 - Monitor and touch screens should be cleaned with distilled water or eye glass cleaner and a microfiber cloth.

Laundry:

For clothing, towels, and other items

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- **Wear disposable gloves** when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- **Do not shake** dirty laundry.
- Clean and **disinfect clothes hampers** according to guidance above for surfaces.

Remove gloves, and wash hands right away.

Cleaning and Disinfecting Outdoor Areas:

Outdoor areas, benches, cigarette receptacles, etc. generally require **normal routine cleaning**, but **do not require disinfection**.

- Do not spray disinfectant on outdoor items- it is not an efficient use of supplies and is not proven to reduce risk of COVID-19 to the public.
- High touch surfaces made of plastic or metal, such as grab bars and railings must be cleaned routinely (i.e., after each use).
- Cleaning and disinfection of wooden surfaces (benches, tables) or groundcovers (mulch, sand) is not recommended.
- **Sidewalks and roads should not be disinfected**. Spread of COVID-19 from these surfaces is very low and disinfection is not effective.

Cleaning and Disinfection for Vehicles:

The following are the general cleaning guidelines that must be followed by job coaches or staff providing face-to-face services for cleaning and disinfecting all Lark vehicles or staff's personal vehicles if utilized in the provision of services:

At a minimum, clean and disinfect commonly touched surfaces in the vehicle at the beginning and end of each shift and between transporting passengers. Ensure that cleaning and disinfecting

procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use. Doors and windows should remain open when cleaning the vehicle. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used, as well as any other PPE required according to the product manufacturer's instructions.

For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles (interior and exterior), seat belt buckles, light and air controls, doors and windows, and grab handles use disinfectant. For disinfection of hard, non-porous surfaces, appropriate disinfectants include:

- [EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2external icon](#), the virus that causes COVID-19. Follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfection products.
- Alcohol solutions with at least 70% alcohol.

For soft or porous surfaces such as fabric seats, remove any visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, use [products that are EPA-approved for use against the virus that causes COVID-19external icon](#) and that are suitable for porous surfaces.

For frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle, remove visible dirt, then disinfect following the manufacturer's instructions for all cleaning and disinfection products. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect.

Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available. Please place the disposable PPE in a plastic bag and tie the bag closed before disposal.

Lark's vehicles will be deep cleaned weekly by maintenance staff or facility staff assigned by Lark's Director of Facilities. Staff who provide IHCS and/or Supported Employment must deep clean weekly the personal vehicle they are using in the provision of services. The occurrence of the deep clean for IHCS and Supported Employment staff must be noted on your timesheet for payment and documentation of the cleaning.

- Vacuum to get all the debris out of the carpets, seats, air vents, trunk, and door pockets. Clean all hard surfaces with soap and water. For hard non-porous surfaces within the interior of the vehicle, such as hard seats, arm rests, door handles (interior and exterior), seat belt buckles, light and air controls, doors and windows, and grab handles, lean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application.
- For disinfection of hard, non-porous surfaces, appropriate disinfectants include:

- [EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2](#)^{external icon}, the virus that causes COVID-19. Follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfectant products. Alcohol solutions with at least 70% alcohol.
- For soft or porous surfaces such as fabric seats, remove any visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, use [products that are EPA-approved for use against the virus that causes COVID-19](#)^{external icon} and that are suitable for porous surfaces.
- For frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle, remove visible dirt, then disinfect following the manufacturer's instructions for all cleaning and disinfection products. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect.

Individuals should wear masks and continue the 6 feet distancing.

Video Demonstrating Cleaning a vehicle:

<https://www.wcia.com/health/coronavirus/how-to-properly-clean-and-disinfect-your-car-to-slow-the-spread-of-coronavirus/>

Cleaning and disinfecting your building or facility if someone is sick:

- **Close off areas** used by the person who is sick.
 - Companies do not necessarily need to close operations, if they can close off affected areas.
- **Open outside doors and windows** to increase air circulation in the area.
- **Wait 24 hours** before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect **all areas used by the person who is sick**, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- Once area has been **appropriately disinfected**, it **can be opened for use**.
 - **Workers without close contact** with the person who is sick can return to work immediately after disinfection.
- If **more than 7 days** since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
 - Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

For additional information go to:

www.cdc.gov

Resources: Cleaning your workplace – CDC.gov

Cleaning non-emergency vehicles – CDC.gov

How to Properly Clean and Disinfect Your Car to Slow the Spread of Coronavirus –
WCIA.com

Policy Title: Communication and Reporting Addendum for the Covid-19 Pandemic		Policy Number:
Chapter: Pandemic Response		
Initiating Authority: Lark Enterprises, Inc.		
Compliance: Pennsylvania Department of Human Services, ODP Announcement 20-052 Update, 5/13/2020 Pennsylvania Department of Human Services, ODP Announcement 20-049 Update, 4/27/2020 United States of America Department of Health & Human Services Centers for Disease Control and Prevention		
Date Approved: May 15, 2020		Date Effective/Revised: May 15, 2020
Approving Authority: CEO	Signature: <i>Susan Lautenbacher</i> , Ph.D.	

Policy: Communication and Reporting Addendum for the COVID-19 Pandemic. It is the policy of Lark Enterprises, Inc. (Lark) to provide guidance to staff on the communication and reporting needs that have risen out of the COVID-19 pandemic. Communication and reporting must include the many mandates of the state and federal government concerning the services provided by Lark to all stakeholders. Included in this policy is how the occurrences within Home and Community Based Services should be communicated and/or reported during this period, as well as how to communicate and/or report mandates on the production and services provided within the context of our businesses to the necessary stakeholders. Additionally, the policy involves the communication of the process and procedures necessary to ensure a smooth transition from workplace (CPS-facilities) closure to a safe reopening, as well as the reopening of the full scale of services in the areas of CPS-Community, Supported Employment, Small Group Employment, In Home and Community Support, Transportation, and Behavior Support.

As part of this policy Lark will follow the guidance issued by ODP on the reporting of COVID-19 cases. Lark will also communicate the Governor's mandates on how to reopen businesses in the yellow phase and eventually in the green phase.

Purpose: The purpose of this policy is to explicitly share the agency's guidelines for communication to ensure and protect the health, safety and welfare of the staff and individuals we serve; as well as to remain in compliance with all regulatory bodies and codes.

Procedure:

It is the intention of Lark to communicate on a regular basis the steps taken to protect employees and/or clients of the organization. It has never been more critical for us to stay connected and provide updated communications to each employee and/or client to ensure business continuity.

Clear, concise communication about health and safety requirements, as well as employee and/or client rights and obligations will be available to all personnel.

Continuous communication ensures that the message will register with employees, and also demonstrates Lark's commitment to a safe and sustainable working environment and ease employees' anxiety. In order to ensure all concerned are kept apprised of the happens in the agency due to the COVID-19 pandemic, a daily email shall be distributed from the CEO sharing relevant information and serving as emotional support during this most trying time. This email

will be distributed to all stakeholders with a need for information based on the information contained in the email. The CEO will also communicate with the Board of Directors and the Executive Committee of the Board to keep them apprised of all relevant information impacting the organization.

As outlined in the *Emergency/Disaster Preparedness and Recovery Plan (2017)*, communication is the key to good decision making

What should be communicated?

1. The agency's operational status report.
2. Damage assessment.
3. Services offered or changed.
4. Funds needed.
5. Volunteers needed.
6. Other needs.

To Whom should we communicate:

1. Disaster service partners.
2. Staff, individuals we support, their families, volunteers.
3. Funders
4. Media
5. General Public

Who should communicate the message?

The CEO is responsible for the message that is developed and communicated. The Director of Administrative Services or designee is responsible for the dissemination of appropriate releases to the local media once authorized by the CEO or the CEO's designee.

How should we communicate?

1. Electronic
2. Paper
3. Verbal
4. Combination

What will we prepare in advance?

1. The CEO, with the support of the Directors, will compose the agency's talking points/key message concerning the disaster and recovery. The CEO will seek the support of Lark's marketing consultant in the development of talking points/key message.
2. The CEO, with the support of the Directors, will compose the agency's disaster/emergency response press release. The CEO will seek the support of Lark's marketing consultant in the development of the agency's press release.

3. The Director of Administrative Services or designee will create and store, email, phone, cell-phone, and fax list in case of a disaster or emergency situation.

Employees are encouraged to raise questions and concerns throughout the course of the pandemic. Lark will continue with to utilize an “Open Door” policy where questions can be asked directly of the CEO, bypassing all layers of the organization.

Reporting Cases of COVID-19:

The Office of Developmental Programs remains committed to keeping Lark and all stakeholders informed with the latest information and guidance, necessitated by the evolving guidance from both federal and state government. As such, this policy contains the most update information and practice guidance for reporting cases of COVID-19 and contact tracing.

Activity	Action	Applies to:
Reporting cases of COVID-19 to PA Department of Health (DOH)	No action needed from providers, Private ICF/IDs, SCOs or AEs. Health care professionals are reporting positive cases to PA DOH. <i>Providers should check with local DOH regarding local reporting requirements.</i>	Providers Private ICF/IDs SCOs AEs
Reporting Cases of COVID-19 to ODP		
<i>Individuals</i>	Complete an accident report in Enterprise Incident Management (EIM) when an individual has been tested or is confirmed positive with COVID-19.	Providers Private ICF/IDs SCOs
<i>Direct Support Professionals/Provider and SCO Staff</i>	Submit an email to the ODP Regulatory Administration Unit at RA-PW6100REGADMIN@pa.gov when a staff member has been tested or is confirmed positive with COVID-19.	Providers Private ICF/IDs SCOs

Reporting Cases of COVID-19 to PA DOH:

At the onset of responding to the COVID-19 pandemic, ODP and DOH requested that providers report positive cases directly to DOH. This is no longer required because health care professionals are reporting all positive cases to DOH.

Reporting Cases of COVID-19 to ODP:

To help mitigate the spread of COVID-19, Lark is required to report suspected and confirmed cases of COVID-19 for individuals receiving services and for people that work directly with service recipients.

- **Suspected** means that a person has been tested for the COVID-19 virus and is awaiting the test results or a test has been ordered by a health care practitioner, but the person has not been tested yet.
- **Confirmed** means that a person was tested for the COVID-19 virus and the test was positive or was diagnosed with COVID-19 by a health care practitioner even if no test was completed.

Reporting Individuals:

Suspected and confirmed cases among individuals are required to be reported in the EIM system.

When an individual is suspected of having COVID-19, the incident must be classified as “Emergency Room Visit – Illness New” in the **Initial Section** of the incident report. A yes/no question reading *“Incident involves suspected/confirmed COVID-19 diagnosis”* has been added to the incident classification page; users must select “yes” in response to this question.

A yes/no question reading *“Incident of involves confirmed COVID-19 diagnosis (resulting from a positive test or documentation from a health care practitioner)”* has been added to the **Final Section** of the incident report.

- If an individual’s test results return a positive result (i.e. the individual has COVID-19), users must select “yes” in response to this question.
- If an individual’s test results return a negative result (i.e. the individual does not have COVID-19), users must select “no” in response to this question.

To ensure that ODP has access to data involving near real-time diagnoses of COVID-19, Lark has been asked to update the incident report as soon as the test results are available including when there is a confirmed case of COVID-19 either through testing or diagnosis by a healthcare practitioner.

In order to accomplish this, ODP has asked users to initiate the Final Section document and answer the question “Incident involves confirmed COVID-19 diagnosis (resulting from a positive test or documentation from a healthcare practitioner)” contained on the Verification of Incident Classification page of the incident report. Once answered, this page must be saved. Once the page is saved, this data element will be populated to the Incident Custom Report. **The Final Section document does not need to be submitted in order to push this data element to the Incident Custom Report.**

The Following Should Not Be Reported as Suspected Cases In EIM:

- An individual displays symptom but is not referred for testing and not given the diagnosis of COVID-19 by a health care practitioner.
- An individual displays symptom and is sent home with a recommendation for quarantine/self-quarantine but is not given the diagnosis of COVID-19 by a healthcare practitioner.

Reporting Staff:

- Suspected and confirmed cases among staff are required to be reported to ODPs Regulatory Administration Unit.
- Suspected or confirmed cases must be reported using the attached template.

Instructions for Reporting Staff:

- The attached template is to be completed and copied in the body of an email.
- Do not encrypt the email as it is not necessary as no protected health information (PHI)/Personally Identifiable Information (PII) is being requested.
- If this is a new report, all areas of the table must be filled out.
- For numbers 2, 4, and 6 on the table, please delete any response that does not apply.
- If this is a follow-up to report results of a SUSPECCTED case:
 - Forward the original email with the completed table.
 - Only complete the “Test Results section”.
- Email to RA-PW6100REGADMIN@pa.gov

Attachment:

- COVID-19: Reporting Suspected and Confirmed Staff Cases.

Protocols, Policies and Procedures will be available on one or several of the available communication outlets; the Policy and Procedure Drive, Website www.Larkenterprises.org, Facebook, Email and/or US Mail.

Office of Developmental Programs
COVID-19: Reporting Suspected and Confirmed Staff Cases (Version 1)

1	Provider IRS Name AND 9-digit MPI Number					
2	Staff Person's Position	<ul style="list-style-type: none"> • Dietary / Housekeeping / Maintenance • Direct Support Professional (DSP) • DSP Supervisor • Program Staff (i.e. Program Specialist) • Management / Administrative • Other: 				
3	Address and Demographics of EACH LOCATION where Staff Person Works. Add one complete address per cell. Indicate the setting type: 6400, 6500, ICF, Private Home, etc.	Street, City, Zip	County	ODP Region	Number of individuals who live at location	Number of OTHER STAFF who work at location
4	COVID Testing Site Type	Acute Care Hospital Urgent Care Center Laboratory Physician's Office Diagnosed by Healthcare Practitioner without Test Other:				
5	Testing Site Address Name, Street, City, Zip					
6	Test Results	Pending Positive / Presumed Positive – The person has COVID-19 Negative – The person does not have COVID-19				

Covid-19 l



Name

Arrival
TimeDepart
Time

Temp

Oxygen Level

Are you experiencing
respiratory symptoms
new or worse than
shortness of breath?

...s such as a
worsening cough,
times of breath or
In the past
had

For a sore
throat?
1-4 days, have you
a potential exposure

*Excluding staff living in Eastern OH, these individuals should answer NO

[illegible]



COVID-19 Log Completion Instructions

As outlined in the Operational Guidance Coronavirus Disease 2019:

Individuals and staff must be screened for COVID-19 symptoms prior to engagement in face-to-face services, activities, and/or production. Screening will entail the taking and recording of the staff's temperature and in the two facilities the taking of staff and clients oxygen levels. Fever is considered 100.4 degrees. The correct oxygen level is between 90%-100%. A sign-in sheet with additional questions and the place to record temperature and oxygen levels will also be filled out prior to providing services, activities, and/or production.

The following people will be screened:

- Direct Support Professionals (DSP's) or other staff, contractors or consultants that render face-to-face services to individuals.
- DSPs and all other staff, contractors or consultants when they are working in either of our two facilities.
- Family/friends/volunteers/others with whom you come in contact for greater than 10 minutes in the scope of the work day.
- Individuals receiving services. Screening of individuals receiving services is not required if they are currently diagnosed with COVID-19.

CPS – Facility Staff

Staff will individually complete the COVID-19 Log using their own pen. In addition to recording their personal temperature and Oxygen Saturation Level (taken by a senior Lark staff member) staff will answer the following questions:

- Are you experiencing respiratory symptoms such as a new or worsening cough, shortness of breath or a sore throat?
- In the past 14 days, have you had a potential exposure to COVID-19?
- Are you currently diagnosed with COVID-19, or been told by a medical provider that you may or do have COVID-19?
- Have you traveled outside of Western PA within the last 14 days?
- Have you traveled outside of PA within the last 14 days?

If the answer to all the questions is **NO**, you may proceed to work.

If the answer to questions 1-3 is **YES** a staff person will be sent home, following the **Protocol for Employees or Individuals who become Ill with COVID-19 at Work or During the Provision of Services Policy**.

NOTE: If a staff member knows he/she will be answering yes to any of the questions 1 through 3, he/she should not come to work. The staff member must call his/her Director or Coordinator to let him/her know of the staff's inability to work. This call will serve to start the reporting process of a possible or potential COVID-19 infection.

Questions 4 and 5 should be known prior to your travel by your director/coordinator. During this period of COVID-19, all travel must be discussed with the organization before its occurrence.

CPS Community, Small Group Employment – Staff and Individuals We Support

Staff will individually complete the COVID-19 Log using their own pen. In addition to recording their personal temperature, staff will answer the following questions:

- Are you experiencing respiratory symptoms such as a new or worsening cough, shortness of breath or a sore throat?
- In the past 14 days, have you had a potential exposure to COVID-19?
- Are you currently diagnosed with COVID-19, or been told by a medical provider that you may or do have COVID-19?
- Have you traveled outside of Western PA within the last 14 days?
- Have you traveled outside of PA within the last 14 days?

Before providing face-to-face service, the Direct Support Professional will remotely contact (phone, face time, etc.) the individuals to ask the above questions.

If the answer is **NO**, the DSP will proceed with the service, taking the individual's temperature upon arrival of meeting the individual and before providing the face-to-face service.

If the answer is **YES** to any of the first three questions, the service will not be provided (marked on the form) and senior staff will work in conjunction with the Program Specialist to advise family/residential provider of the Office of Developmental Services protocol to contact the individual's medical provider. (Following the **Protocol for Employees who become Ill at Work Policy**.)

NOTE: If a staff member knows he/she will be answering yes to any of the questions 1 through 3, he/she should not provide face-to-face services. The staff member must call his/her Director or Coordinator to let him/her know of the staff's inability to work. This call will serve to start the reporting process of a possible or potential COVID-19 infection.

Questions 4 and 5 should be known prior to your travel by your director/coordinator. During this period of COVID-19, all travel must be discussed with the organization before its occurrence.

Supported Employment and In-Home and Community Supports – Staff and Individuals We Support)

Staff will individually complete the COVID-19 Log using their own pen. In addition to recording their personal temperature, staff will answer the following questions:

- Are you experiencing respiratory symptoms such as a new or worsening cough, shortness of breath or a sore throat?
- In the past 14 days, have you had a potential exposure to COVID-19?
- Are you currently diagnosed with COVID-19, or been told by a medical provider that you may or do have COVID-19?
- Have you traveled outside of Western PA within the last 14 days?
- Have your traveled outside of PA within the last 14 days?

Before providing face-to face service, the Direct Support Professional will remotely contact (phone, face time, etc.) the individuals to ask the above questions.

If the answer is **NO** for all individuals (staff and client), the DSP will proceed with the service, taking the individual's temperature upon arrival of meeting the individual and before providing the face-to-face service.

If the answer is **YES** to any of the first three questions for either of the individuals (staff and/or client), the service will not be provided (Marked on the form) and the DSP will advise coordinator/director and family/residential provider of the Office of Developmental Services protocol to contact the individual's medical provider. (Following the **Protocol for Employees who become Ill at Work Policy**.)

The DSP must complete the form before EACH service (You may have to record your personal information several times throughout the day).

NOTE: If a staff member knows he/she will be answering yes to any of the questions 1 through 3, he/she should not provide face-to-face services. The staff member must call his/her Director or Coordinator to let him/her know of the staff's inability to work. This call will serve to start the reporting process of a possible or potential COVID-19 infection.

Questions 4 and 5 should be known prior to your travel by your director/coordinator. During this period of COVID-19, all travel must be discussed with the organization before its occurrence.

As it is not mandatory, Oxygen Saturation Levels will not be checked for Community Participation Supports-Community (if being picked up away from a facility), Small Group Employment, and Supported Employment at the present time.

The Travel Information will assist with tracking, should an individual have a confirmed diagnosis of Covid-19.

Forms should be turned in weekly/bi-weekly to the HR Department.

Policy Title: Protocol for Employees or Individuals Who Become Ill at Work or During the Provision of Services with COVID-19		Policy #
Chapter: Pandemic Response		
Initiating Authority: Lark Enterprises, Inc.		
Compliance: Commonwealth of Pennsylvania, Yellow Phase 5/5/2020 Commonwealth of Pennsylvania, Green Phase 5/29/2020 United States, Department of Health and Human Services, Centers for Disease Control and Prevention. Pennsylvania Department of Human Services, ODP Announcement 20-052 Updates, 5/13/2020 Pennsylvania Department of Human Services, ODP Announcement 20-049 Updates, 4/27/2020 ODP/Administrative Entity (AE) – Facility Based Community Participation Supports Readiness Tool for COVID-19 Governor Wolf’s Process to Reopen Pennsylvania		
Date Approved: May 15, 2020		Date Effective/Revised: May 15, 2020
Approving Authority: CEO		Signature: <i>Susan Lautenbacher</i> , Ph.D.

Policy: Protocol for Employees Who Become Ill at Work or During the Provision of Services with COVID-19. It is the policy of Lark Enterprises, Inc. (Lark) to ensure the health and safety of all individuals and staff under the auspices of the organization. Therefore, should an individual or staff display symptoms of COVID-19 while at work or in/on any Lark property, Lark will engage in the following steps:

- Direct individual or staff to a designated area.
- Take temperature.
- Take oxygen level if an oximeter is available.
- Discuss how the individual is feeling and what symptoms they are experiencing.
- Make a recommendation/referral for possible diagnostic follow-up based on Pennsylvania Department of Health mandates for COVID-19.
- Transport home if necessary.
- Notify CEO
- Make notification of Workplace Exposure of a Communicable Disease.

Purpose: The purpose of this policy is to communicate agency guidelines to ensure and protect the health, safety and welfare of the staff and individuals we serve; as well as to remain in compliance with all regulatory bodies and codes.

Procedures:

If a person feels ill or observes that another person is exhibiting symptoms of COVID-19 at work or during the provision of services, contact your coordinator and/or director. If you are unable to reach either person, the Safety Director or CEO must be called.

The individual will be directed to a predetermined area (not the First Aid Room) where he/she will be provided with a mask (if not wearing one) and gloves to help protect other employees and protect

the spread of a potential virus. At Ellwood Road, the Board Room should be utilized to ensure privacy. At RIDC, the Conference Room on the production side of the building should be utilized. At RIDC Administrative Offices the Board Room should be utilized. If in the community, please find a quiet, secluded area for privacy while engaging in screening activities.

The staff supporting the person who feels ill or who is exhibiting symptoms of COVID-19 will complete the “Suspected COVID-19 Case Form” (see attached) and notify the CEO or designee immediately.

Implementation Steps (for the Protocol for Employees Who Become Ill at Work or During the Provision of Services with COVID-19):

- If it is necessary for the individual to leave work/services to go home, notify his/her emergency contact.
- If the individual who is receiving services in the community is the person who becomes sick, take them home.
- If the staff becomes ill while providing services in the community, call coordinator/director immediately for help. A staff will be sent to support the ill staff and to ensure the safety of the individual receiving services.
- If the individual is at a Lark facility and is well enough to drive his/her own vehicle, let him/her drive home.
- If his/her family or emergency contact person is available to pick him/her up, that is preferable.
- As a last resort, a designated driver from Lark will transport the individual home, the driver must always keep a mask on his/her face and wear a pair of gloves.
- Upon return to the facility, masks and gloves must be properly disposed.
- The vehicle must be cleaned and disinfected as outlined in the Cleaning Policy (Number)
- Ensure that both the isolated area and suspected employee’s work station/office is thoroughly cleaned and disinfected, in addition to all other common areas utilized by the individual.



_____2665 Ellwood Road

_____315 Green Ridge Drive

**COVID-19 Case Form Report for Employees/Visitors
Presenting Symptoms at Work**

_____Employee_____Visitor_____Contractor/Vendor_____Individual receiving services in
the Community

Name:_____Date: _____

Job Title: _____

Company if representing Contractor/Vendor: _____

Location of Isolation: _____

Symptoms:

_____Temperature > 100.4 degrees F or higher _____ Time_____

_____Shortness of breath

_____Difficulty breathing

_____Coughing

_____Tiredness

_____Other _____

Referred to: _____

Taken home by: _____

Notes: _____

Name of Person Completing the Form: _____

Title: _____



Notice of Workplace Exposure to a Communicable Disease

Memo To:

Memo From: Dr. Susan Lautenbacher, CEO

Subject: Covid-10 possible exposure

Date: _____

We have been notified that one of our employees has been diagnosed with the novel coronavirus, also known as COVID-19. As such, employees working at **[location]** may have been exposed to this virus. According to the Centers for Disease Control and Prevention (CDC), the virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes.

If you experience symptoms of respiratory illness (**fever, coughing or shortness of breath**), please inform human resources and contact your health care provider. **Lark Enterprises, Inc.** will follow all guidelines by the United States Department of Health and Human Services, Centers for Disease Control and Prevention and the Pennsylvania Department of Human Services, Office of Developmental Programs when it comes to disclosure of medical information due to a pandemic.

Policy Title: Screening for COVID-19	Policy #
Chapter: Pandemic Response	
Initiating Authority: Lark Enterprises, Inc.	
Compliance: Commonwealth of Pennsylvania, Yellow Phase 5/5/2020 Commonwealth of Pennsylvania, Green Phase 5/29/2020 United States, Department of Health and Human Services, Centers for Disease Control and Prevention Pennsylvania Department of Human Services, ODP Announcement 20-052 Update, 5/13/2020 Pennsylvania Department of Human Services, ODP Announcement 20-049 Update, 4/27/2020 ODP/Administrative Entity (AE) – Facility Based community Participation Supports Readiness Tool for COVID-19.	
Date Approved: May 15, 2020	Date Effective/Revised: May 15, 2020
Approving Authority: CEO	Signature: <i>Susan Lautenbacher</i> , Ph.D.

Policy: Screening for COVID-19. It is the policy of Lark Enterprises, Inc. (Lark) to ensure the safety of all individuals under the auspices of the organization. As such, Lark will implement a screening protocol for all individuals and staff for the symptoms or possible exposure to COVID-19 prior to service provision or engagement in production activities. Lark’s screening will include:

- Temperature checks
- Screening questions
 - Do you have a fever equal to or higher than 100.4 degrees or respiratory symptoms such as new or worsening cough, shortness of breath, or sore throat?
 - In the past 14 days, have you had a potential exposure to COVID-19? A potential exposure means a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID-19 for at least 10 minutes. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.
 - Are you currently diagnosed with COVID-19, have a test pending for COVID-19, or been told by a medical provider that you may or do have COVID-19.
 - Have you traveled outside of Western PA within the last 14 days?
 - Have you traveled outside of PA within the last 14 days?
- Additional screening considerations from ODP for individuals with ID/A:
 - In addition to the typical symptoms of COVID-19 as identified by the Centers for Disease Control (CDC), ODP providers have noted that for individuals with ID/A, COVID-19 infection has caused muscle aches, weakness or a change in baseline behavior without or prior to respiratory symptoms emerging.
 - Providers should closely observe individuals for weakness or other changes in behavior that may be indicative of illness.
- Entry to Buildings and Screening Locations within buildings:

- Staff and clients will be limited to entering through the top door at **Ellwood Road** and exiting through the bottom door. Screening will occur in the first office on the left at the beginning of the day. End of day screening and periodic screenings will occur in the Board Room.
- Staff and clients will be limited to entering by the visitors' entrance on the production side of **RIDC** and will leave by the lunch room door. Screening will occur in the small office behind the receptionist's desk at the beginning of the day. End of day screening and periodic screenings will occur in the conference room.

All individuals and staff, as well as anyone else entering our facilities or engaging with the individuals we support must be screened for COVID-19 symptoms prior to engagement in face-to-face services, activities, and/or production activities. (Note: People who come in contact with our individuals outside of our facilities for less than ten minutes may or may not need to be screened. For example, if staff is supporting someone to engage in food shopping, other customers and the person checking out the individual being supported would not need to be screened based on the less than 10-minute of exposure concept).

Screening will entail the taking and recording of the staff's temperature and in the two facilities the taking of staff and clients oxygen levels. Fever is considered 100.4 degrees. The correct oxygen level is between 90%-100%. A sign-in sheet with additional questions and the place to record temperature and oxygen levels will also be filled out prior to providing services.

The following will be screened:

- Direct Support Professionals (DSP's) or other staff, contractors or consultants that render face-to-face services to individuals;
- DSPs and all other staff, contractors or consultants when they are working in either of our two facilities.
- Family/friends/volunteers/others with whom you come in contact for greater than 10 minutes in the scope of the work day.
- Individuals receiving services. Screening of individuals is not required if they are currently diagnosed with Covid-19.

Purpose: The purpose of this policy is to communicate agency guidelines to ensure and protect the health, safety and welfare of the staff and individuals we serve; as well as to remain in compliance with all regulatory bodies and codes.

Procedures:

CPS – Facility (Staff and Individuals We Serve)

Staff will individually complete the Covid-19 Log using their own pen. In addition to recording their personal temperature and Oxygen Saturation Level (taken by a senior Lark staff member) staff will answer the following questions:

- Are you experiencing respiratory symptoms such as a new or worsening cough, shortness of breath or a sore throat?
- In the past 14 days, have you had a potential exposure to Covid-19?
- Are you currently diagnosed with Covid-19, or been told by a medical provider that you may or do have Covid-19?
- Have you traveled outside of Western PA within the last 14 days?
- Have your traveled outside of the PA within the last 14 days?

If the answer to all the questions is **NO**, you may proceed to work.

If the answer to questions 1-3 is **YES** or you have a fever equal to or greater than 100.4 or an Oxygen level less than 90% a staff person will be sent home, following the **Protocol for Employees who become Ill at Work Policy**.

NOTE: If a staff member knows he/she will be answering yes to any of the questions 1 through 3, he/she should not come to work. The staff member must call his/her Director or Coordinator to let him/her know of the staff's inability to work. This call will serve to start the reporting process of a possible or potential COVID-19 infection.

Questions 4 and 5 should be known prior to your travel by your director/coordinator. During this period of COVID-19, all travel must be discussed with the organization before its occurrence.

Individuals will be screened by staff assigned to the activity. The questions will be asked and recorded, as well as the temperature and the oxygen level. The assigned staff will make a determination of whether the client can proceed to work based on the yes or no answers to the questions as stated above.

CPS Community, Small Group Employment (Staff and Individuals We Support)

Staff will individually complete the Covid-19 Log using their own pen. In addition to recording their personal temperature (taken by a senior staff member) staff will answer the following questions:

- Are you experiencing respiratory symptoms such as a new or worsening cough, shortness of breath or a sore throat?
- In the past 14 days, have you had a potential exposure to Covid-19?
- Are you currently diagnosed with Covid-19, or been told by a medical provider that you may or do have Covid-19?
- Have you traveled outside of Western PA within the last 14 days?
- Have your traveled outside of PA within the last 14 days?

Before providing face-to face service, the Direct Support Professional will remotely contact (phone, face time, etc.) the individuals to ask the above questions. The DSP will record the individual's name and answers to the questions on the COVID-19 log.

If the answers are **NO**, the DSP will proceed with the service, taking the individual's temperature upon arrival of meeting the individual and before providing the face-to-face service.

If the answer is **YES** to any of the first three questions, the service will not be provided (marked on the form) and senior staff will work in conjunction with the Program Specialist to advise family/residential provider of the Office of Developmental Services protocol to contact the individual's medical provider. (Following the **Protocol for Employees who become Ill at Work Policy**.)

NOTE: If a staff member knows he/she will be answering yes to any of the questions 1 through 3, he/she should not provide face-to-face services. The staff member must call his/her Director or Coordinator to let him/her know of the staff's inability to work. This call will serve to start the reporting process of a possible or potential COVID-19 infection.

Questions 4 and 5 should be known prior to your travel by your director/coordinator. During this period of COVID-19, all travel must be discussed with the organization before its occurrence.

Supported Employment and In-Home and Community Supports (Staff and Individuals We Support)

Staff will individually complete the Covid-19 Log using their own pen. In addition to recording their personal temperature Level staff will answer the following questions:

- Are you experiencing respiratory symptoms such as a new or worsening cough, shortness of breath or a sore throat?
- In the past 14 days, have you had a potential exposure to Covid-19?
- Are you currently diagnosed with Covid-19, or been told by a medical provider that you may or do have Covid-19?
- Have you traveled outside of Western PA within the last 14 days?
- Have your traveled outside of PA within the last 14 days?

Before providing face-to face service, the Direct Support Professional will remotely contact (phone, face time, etc.) the individuals to ask the above questions.

If the answer is **NO**, the DSP will proceed with the service, taking the individual's temperature upon arrival of meeting the individual and before providing the face-to-face service.

If the answer is **YES** to any of the first three questions, the service will not be provided (Marked on the form) and the DSP will advise family/residential provider of the Office of Developmental Services protocol to contact the individual's medical provider. (Following the **Protocol for Employees who become Ill at Work Policy**.)

NOTE: If a staff member knows he/she will be answering yes to any of the questions 1 through 3, he/she should not provide face-to-face services. The staff member must call

his/her Director or Coordinator to let him/her know of the staff's inability to work. This call will serve to start the reporting process of a possible or potential COVID-19 infection.

Questions 4 and 5 should be known prior to your travel by your director/coordinator. During this period of COVID-19, all travel must be discussed with the organization before its occurrence.

The DSP must complete the form before EACH service (You may have to record your personal information several times throughout the day.)

As it is not mandatory, Oxygen Saturation Levels will not be checked for Community Participation Supports-Community (if being picked up away from a facility), Small Group Employment, and Supported Employment at the present time.

The Travel Information will assist with tracking, should an individual have a confirmed diagnosis of Covid-19.

Forms should be turned in bi-weekly to the HR Department, unless there is a yes answer to any of the screening questions. If there is a yes, seek guidance from your coordinator/director if the form needs to be handed in immediately.

Policy Title: Social Distancing, Quarantine, and Isolation for COVID-19		Policy Number:
Chapter: Pandemic Response		
Initiating Authority: Lark Enterprises, Inc.		
Compliance: Pennsylvania Department of Human Services, ODP Announcement 20-052 Update, 5/13/2020 United States of America Department of Health & Human Services Centers for Disease Control and Prevention		
Date Approved: May 15, 2020		Date Effective/Revised: May 15, 2020
Approving Authority: CEO	Signature: <i>Susan Lautenbacher, Ph.D.</i>	

Policy: Social Distancing, Quarantine, and Isolation for COVID-19. It is the policy of Lark Enterprises, Inc. to ensure the safety of all individuals under the auspices of the organization. Lark will practice social distancing, quarantine, and isolation in order to reduce the spread of COVID-19 in our facilities and our Home and Community Based services. Practicing limited face-to-face contact with others will assist with minimizing risk. In order to limit face-to-face while providing services that are inherently based on that model, Lark will provide services through telehealth modalities whenever possible. As we move into less restrictive periods for the fight against COVID-19, and based on ISP team decisions, more face-to-face services may start occurring. As these team decisions are made, Lark will turn to the tools of social distancing, quarantine and isolation too ensure optimum health and safety in staff and clients.

Although the risk of severe illness may be different for everyone, anyone can get and spread COVID-19. Everyone has a role to play in slowing the spread and protecting themselves, their family, their co-workers, and their community. COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are air bound and lands in the mouths or noses of people that are nearby. The droplets can also be inhaled into the lungs. People who are infected, but do not have symptoms may also play a role in the spread of COVID-19. Therefore, practicing social distancing (also known as physical distancing), quarantine and isolation is essential.

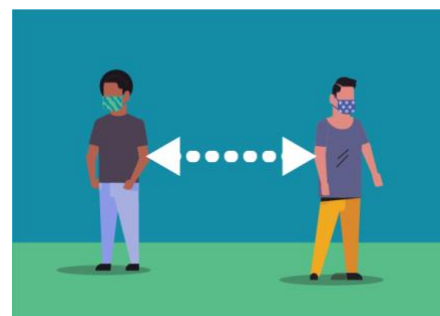
Purpose: The purpose of this policy is to communicate agency guidelines to ensure and protect the health, safety and welfare of the staff and individuals we serve; as well as to remain in compliance with all regulatory bodies and codes.

Procedures:

Keep Your Distance to Slow the Spread. Limiting face-to-face contact with others reduces the spread.

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

- Stay at least 6 feet (about 2 arms’ length) from other people.
- Avoid physical contact, hand greeting, kissing and hugging.
- Do not gather in groups.



- Stay out of crowded places and avoid mass gatherings.

Limit close contact with others outside your household in indoor and outdoor spaces. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if no symptoms are evident.

Social Distancing is especially significant for individuals who are higher risk for severe illness:

- People 65 years and older.
- People who live in a nursing home or a long-term care facility.
- People of all ages with underlying medical conditions, particularly if not well controlled, including:
 - ✓ People with chronic lung disease or moderate to severe asthma.
 - ✓ People who have serious heart conditions.
 - ✓ People who are immunocompromised:
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications.
 - ✓ People with severe obesity (body mass index [BMI] of 40 or higher).
 - ✓ People with diabetes.
 - ✓ People with chronic kidney disease undergoing dialysis.
 - ✓ People with liver disease.
- Disability Groups
 - ✓ People who have trouble understanding information or practicing preventive measures, such as hand washing and social distancing.
 - ✓ People who may not be able to communicate symptoms of illness.

Additional guidance for social distancing:

- If you need to shop for food or medicine at the grocery store or pharmacy, stay at least 6 feet away from others. Also consider other options:
 - Use mail-order for medications, if possible.
 - Consider a grocery delivery service.
- Cover your mouth and nose with a cloth face covering when around others, including when you have to go out in public.
 - Cloth face coverings should NOT be placed on children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.
 - Keep at least 6 feet between yourself and others, even when you wear a face covering.
- Avoid gatherings of any size outside your household, such as a friend's house, parks, restaurants, shops, or any other place.
- Work from home when possible.

- Avoid using any kind of public transportation, ridesharing, or taxis, if possible.

Quarantine and Isolation:

Quarantine –

- Quarantine is used to keep someone who might have been exposed to COVID-19 away from others.
- Quarantine helps to prevent the spread of disease that can occur before a person knows they are sick or if they are infected with the virus without feeling symptoms.
- Staff or clients in quarantine must stay home, separate themselves from others, monitor their health, and follow directions from their state or local health department.

Isolation –

- Isolation is used to separate people infected with the virus (those who are sick with COVID-19 and those with no symptoms) from people who are not infected.
- Staff and clients who are in isolation should stay home until it's safe for you to be around others.
- In your house, if you are sick or infected you should separate yourself from others by staying in a specific “sick room” or area and using a separate bathroom if available.

How are quarantine and isolation similar?

Both quarantine and isolation:

- Involve separation of people to protect the public.
- Help limit further spread of COVID-19.
- Can be done voluntarily or be required by the health authorities.

When do staff or clients need to isolate or quarantine?

If you...	Steps to take...
If you live in a community where COVID-19 is or might be spreading...	<p>Watch your health. Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.</p> <ul style="list-style-type: none"> • Take your temperature if symptoms develop. • Practice social distancing. Maintain 6 feet of distance from others, and stay out of crowded places. • Follow CDC guidance if symptoms develop.

<p>If you feel healthy but:</p> <ul style="list-style-type: none"> Recently had close contact with a person with COVID-19. 	<p>Stay Home and Monitor Your Health</p> <p>(Quarantine)</p> <ul style="list-style-type: none"> Stay home until 14 days after your last exposure. Check your temperature twice a day and watch for symptoms of COVID-19. If possible, stay away from people who are at higher-risk for getting very sick from COVID-19.
<p>If you:</p> <ul style="list-style-type: none"> Have been diagnosed with COVID-19; or Are waiting for test results; or Have cough, fever, or shortness of breath, or other symptoms of COVID-19. 	<p>Isolate Yourself from Others</p> <p>(Isolation)</p> <ul style="list-style-type: none"> Stay home. If you live with others, stay in a specific “sick room” or area and away from other people or animals, including pets. Use a separate bathroom, if available. Read important information about caring for yourself or someone else who is sick, including when it’s safe to end home isolation.
<p>If you:</p> <ul style="list-style-type: none"> Travel out of Pennsylvania or Eastern Ohio... 	<p>Quarantine for 14 days</p> <p>Watch your health. Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.</p> <ul style="list-style-type: none"> Take your temperature if symptoms develop. Practice social distancing. Maintain 6 feet of distance from others, and stay out of crowded places. Follow CDC guidance if symptoms develop.

Resource: CDC – Social Distancing

SHRM – Social Distancing Guidelines At Work (Poster)

OSHA – Guidelines for Preparing Workplaces for Covid-19

Policy Title: Utilization of Face Masks Due to the Covid-19 Pandemic		Policy Number:
Chapter: Pandemic Response		
Initiating Authority: Lark Enterprises, Inc.		
Compliance: Pennsylvania Department of Human Services, ODP Announcement 20-052 Update, 5/13/2020 United States of America Department of Health & Human Services Centers for Disease Control and Prevention		
Date Approved: May 15, 2020		Date Effective/Revised: May 15, 2020
Approving Authority: CEO	Signature: <i>Susan Lautenbacher</i> , Ph.D.	

Policy: Utilization of Face Masks Due to the COVID-19 pandemic. It is the policy of Lark Enterprises, Inc. to ensure the safety of all individuals under the auspices of the organization. This includes a safe workplace where infectious disease risks are minimized. In order to ensure Lark is doing all that is possible to minimize risk during the COVID-19 pandemic, staff will wear mask during all provision of services and/or production activities within our facilities or the community.

The CDC recommends the wearing of cloth face coverings in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission.

OSHA recommends allowing workers to wear masks over their nose and mouth to prevent them from spreading the virus.

The Commonwealth of Pennsylvania mandates employers permitted to maintain in-person operations to provide masks for employees to wear during their time at the business, and make it a mandatory requirement to wear masks while on the work site, except to the extent an employee is using break time to eat or drink. Employers may approve masks or face coverings obtained or made by employees. As such, Lark will follow these guidelines as stated for workplaces. Additionally, Lark must follow the guidelines as stated by the Department of Human Services Office of Developmental Programs, which may be more restrictive in nature due to the risk inherent for people with disabilities to be infected with COVID-19.

Businesses, other than health care providers, that serve the public within a building or a defined area must require all customers to wear masks while on premises, and deny entry to people not wearing masks, unless the business is providing medication, medical supplies, or food, in which case the business must provide alternative methods of pick-up or delivery of such goods. Customers who cannot wear a mask due to a medical condition will not be permitted within a Lark facility or Lark vehicle. Children will not be permitted on a Lark property during this period of the COVID-19 outbreak and/or until further notice from the CEO or Director of Safety.

Purpose: The purpose of this policy is to communicate agency guidelines to ensure and protect the health, safety and welfare of the staff and individuals we serve; as well as to remain in compliance with all regulatory bodies and codes concerning the COVID-19 pandemic.

Procedures:

Face coverings prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing or coughing.

Wearing a Face Mask:

1. You should be the only person touching the face covering.
2. Wash your hands before putting on your face covering.
3. Put it over your nose and mouth and secure it under your chin.
4. Try to fit it snugly against the side of your face.
5. Ensure you can breathe easily.

Cloth Face Coverings should:

1. Fit snugly but comfortably against the side of the face.
2. Be secured with ties or ear loops.
3. Include multiple layers of fabric.
4. Allow for breathing without restriction.
5. Be able to be laundered and machine dried without damage or shape change.

Protecting Others:

1. Wear a face covering to protect others in case you are infected, but don't have symptoms.
2. Don't put the covering around your neck or up on your forehead.
3. Don't touch the face covering, and, if you do, clean your hands.

Taking off your face covering:

1. Untie the strings behind your head or stretch the ear loops.
2. Handle only the ear loops or ties.
3. Fold outside corners together.
4. Place cloth covering in the washing machine or bin designated for mask.
5. Place disposal masks in the designated bag for disposal, which will be located in the client lobby at Ellwood Road and in the client breakroom at RIDC.
6. Wash your hands with soap and water.

Some individuals may not be able to tolerate a mask or may be afraid or unsettled when others wear masks. Lark staff will work with these individuals, prior to their returning to the facilities or one they are receiving face-to-face services.

Some possible ways to educate individuals:

- Ensure that the individual knows that they will be able to breathe while wearing a mask, if that is the concern.

- The ASERT website – Wearing a Mask Social Story – <https://paautism.org/resource/wearing-mask-social-story/> or animated version <https://paautism.wistia.com/medias/y7lc98u4lo?embedType=async&videoFoam=true&videoWidth=640>
- Decorate a mask so the mask is personalized and fun to wear.
- While wearing masks, look in the mirror and talk about what it is like to wear a mask.
- Show the individual pictures of others wearing masks.
- Use clear window masks where staff/caregivers' mouths can be seen.

Lark will provide face coverings, however should an employee wish to wear a personal mask, the Director of Safety must approve the face protection. Inappropriate graphics or words will not be permitted.

Continue to keep no less than 6 feet between you and others. The cloth face cover is not a substitute for social distancing.

Continue to keep about 6 feet between you and others. The cloth face cover is not a substitute for social distancing.

Cloth face coverings are not considered personal protective equipment (PPE) and should not be worn in place of a surgical face mask when caring for an individual with Covid-19.

Policy Title: What to do if you are sick with Covid-19		Policy #
Chapter: Pandemic Response		
Initiating Authority: Lark Enterprises, Inc		
Compliance: Commonwealth of Pennsylvania, Yellow Phase 5/5/2020 Commonwealth of Pennsylvania, Green Phase 5/29/2020 United States, Department of Health and Human Services, Centers for Disease Control and Prevention Pennsylvania Department of Human Services, ODP Announcement 20-052 Update, 5/13/2020 Pennsylvania Department of Human Services, ODP Announcement 20-049 Update, 4/27/2020 ODP/Administrative Entity (AE) – Facility Based community Participation Supports Readiness Tool for COVID-19.		
Date Approved: May 15, 2020		Date Effective/Revised: May 15, 2020
Approving Authority: CEO		Signature: <i>Susan Lautenbacher</i> , Ph.D.

Policy: What to do if you are sick with COVID-19. It is the policy of Lark Enterprises, Inc. (Lark) to ensure the safety of all individuals under the auspices of the organization. This includes a clean, safe workplace where infectious disease risks are minimized. In order to minimize infection risks individuals need to know how to recognize and deal with symptoms of Covid-19. Education and training on COVID-19 is essential to the overall health, safety and welfare of all personnel.

Purpose: The purpose of this policy is to communicate agency guidelines to ensure and protect the health, safety and welfare of the staff and individuals we serve; as well as to remain in compliance with all regulatory bodies and codes throughout the course of the COVID-19 pandemic.

Procedures:

The following are steps to follow to help prevent the spread of COVID-19 if you are sick. There are a wide range of symptoms ranging from mild to severe.

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
- Nausea
- Vomiting
- Diarrhea

The following symptoms have been noted in people with IDD:

- In addition to the typical symptoms of COVID-19 as identified by the Centers for Disease Control (CDC), ODP providers have noted that for individuals with ID/A, COVID-19

infection has caused muscle aches, weakness or a change in baseline behavior without or prior to respiratory symptoms emerging.

- Providers should closely observe individuals for weakness or other changes in behavior that may be indicative of illness.

***Please note that the above lists are not all inclusive.**

If you are sick with COVID-19 or think you might have COVID-19, care for yourself and help protect other people in your home and workplace and **stay home**. Most people with COVID-19 have mild illness and can recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.

- **Take care of yourself.** Get rest and stay hydrated. Take over-the-counter medicines, such as acetaminophen, to help you feel better.
- **Stay in touch with your doctor.** Call before you get medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.
- **Avoid public transportation,** ride-sharing, or taxis.
- **Separate yourself from other people.** As much as possible, stay in a specific room and away from other people and pets in your home. If possible, you should use a separate bathroom. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.

Monitor your symptoms:

- Symptoms of COVID-19 include fever, cough, and shortness of breath. Other symptoms may be present as well. Trouble breathing is a more serious symptom that means you should get medical attention immediately.
- Follow care instructions from your healthcare provider and local health department. Your local health authorities may give instructions on checking your symptoms and reporting information.

When to Seek Emergency Medical Attention:

Look for emergency warning signs for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:

- Trouble breathing;
- Persistent pain or pressure in the chest;
- New confusion;
- Inability to wake or stay awake; and/or
- Bluish lips or face.

***This list is not an all inclusive list of all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.**

Call 911 or call ahead to your local emergency facility. Notify the operator that you are seeking care for someone who has or may have COVID-19.

Call ahead before visiting your doctor

- Call ahead. Many medical visits for routine care are being postponed or done by phone or telemedicine.
- If you have a medical appointment that cannot be postponed, call your doctor's office, and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.

When you are in the presence of other people maintain social distancing and wear a face covering over your nose and mouth.

- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing, for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.
- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Throw away used tissues** in a lined trash can.
- **Immediately Wash your hands** with soap and water for at least 20 seconds. Soap and water are the best option, especially if hands are visibly dirty. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Use hand sanitizer** if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.
- **Do not share** dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash these items thoroughly after using them** with soap and water or put in the dishwasher.
- **Clean and disinfect** high-touch surfaces in your "sick room" and bathroom; wear disposable gloves. Let someone else clean and disinfect surfaces in common areas, but you should clean your bedroom and bathroom, if possible.
- **If a caregiver or other person needs to clean and disinfect** a sick person's bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and disposable gloves prior to cleaning. They should wait as long as possible after the person who is sick has used the bathroom before coming in to clean and use the bathroom. High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.
- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**
- **Use household cleaners and disinfectants.** Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.

- Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- Most EPA-registered household disinfectants should be effective. A full list of disinfectants can be found [hereexternal icon. Complete Disinfection Guidance](#)

How to discontinue home isolation:

People with COVID-19 who have stayed home (home isolated) can leave home under the following conditions:

- **If you have not had a test** 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.

- **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

- you received two negative tests in a row, at least 24 hours apart. Your doctor will follow CDC guidelines.

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

- **If you have not had a test** 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 have had a test** to determine if you are still contagious, you can leave home after:
 - You received two negative tests in a row, at least 24 hours apart. Your doctor will follow CDC guidelines.

Note: if you develop symptoms, follow guidance above for people with COVID19 symptoms.

****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. Some people, for example those with conditions that weaken their immune system, might continue to shed virus even after they recover.