



## **PARTNERS IN EXCELLENCE IN-CENTER PRACTICES DURING COVID-19**

This document summarizes strategies in place at Partners in Excellence to prevent the spread of the COVID-19 virus within our therapy centers. These strategies are based on recommendations from the Centers for Disease Control and Prevention and the Minnesota and Wisconsin Departments of Health.

### **STAFF IN-CENTER:**

Staff will use the COVID-19 Health Screen daily, to determine if they are able to work.

### **STAFF IN-CENTER PROTOCOLS:**

- Staff must call EAL at least 2 hours prior to their scheduled shift if they are not able to work.
- Staff enter via designated entrance.
- Staff wash their hands immediately upon entering the building.  
\*Per MN Department of Health: Handwashing for at least 20 seconds has been proven to be the most effective way to protect against transmission of the COVID-19 virus.
- Staff will take their temperature upon arrival.
- Mask use is encouraged but optional, unless otherwise directed by state or local government.
  - MN Executive order 20-81, effective 7/25/2020 requires use of masks for all businesses.
  - WI Emergency Order #1, effective 8/1/2020 requires the use of masks indoors.
  - Local city and counties may have ordinances as well.
- Staff will wash hands prior to entering the therapy area.
- Staff having lunch delivered to the center must ensure there is no direct contact (i.e., lunch is left outside entrance doors, etc.).
- If staff leave the building during the day, they will follow the arrival and end of day protocols.

### **CURBSIDE ARRIVAL:**

- Parents are required to use the COVID-19 Health Screen to assess their child(ren)'s health before leaving their home. Parents are to call CAL at least 1 hour before their child's scheduled arrival time, if their child will not be coming in for the day.
- Social distancing practices will be followed.
- Clients will be given staggered arrival times and will be picked up one at a time. This may create a possible delay for clients.
- A designated staff will be in the lobby awaiting client arrivals.
- Upon client arrival, designated staff will take the client's temperature prior to the client exiting the vehicle and complete the COVID-19 Health Screen.
- Assigned staff will be notified to go out to the vehicle to greet the client.

### **CLIENTS IN-CENTER PROTOCOLS:**

- Staff will bring the client to the identified restroom, closest to the designated entrance.
- Staff and client will immediately wash hands.
- Any augmentative communication (AAC) devices must be wiped down at the beginning of the day. AAC devices should also be cleaned/sanitized periodically throughout and at the end of the day using safe practices for cleaning electronics (If sneezed/coughed on, etc.)

- Sensory Oral Motor Tools (Chewies) or AAC devices will be kept in a designated area within the therapy area, whenever possible, throughout the day.
- Completion of the COVID-19 Health Screen will be documented in myEvolv, within the client's Contact Log under the Health Screening event, one time per day (Breadcrumb: Client > Client Information > Personal Information > Contact Log > Health Screening).
  - Additionally, if at any time a client meets one, or more, of the criteria within the COVID-19 Health Screen, an additional Health Screening event should be documented in the client's record. Information must be included to document the condition of the child, explain the symptoms/instructions provided to the parent/caregiver, and outline any requirements that need to be met prior to returning to the center.
  - If available, request documentation from the parent/caregiver to upload to client's medical record.
- Clients will use their assigned bathroom stall throughout the day.
- Staff and clients will wash their hands after each use of the restroom.
- Client snack and lunch times will take place in the designated therapy area. Staff and clients will wash their hands before and after eating. Staff will clean and sanitize the tables and chairs before and after eating.
- No small groups will be held outside of designated therapy areas unless social distancing rules can be implemented.
- Toys will be limited in therapy areas and will be cleaned, sanitized, and disinfected daily.
- Staff will use the COVID-19 Health Screening tool to monitor clients throughout the day for any sign of illness.
- Clients failing the health screen, will be sent home. The child will be isolated and supervised until they are picked up. Parents will be contacted and must arrange for their child to be **picked up within one hour**.

#### **CURBSIDE DEPARTURE:**

- Social distancing practices will be followed when possible.
- Clients may be given staggered departure times and will be picked up one at a time. This may create a possible delay for parents/drivers.
- A designated staff will be in the lobby awaiting parent arrivals and notifying staff.
- Parents and drivers will remain near the vehicle and staff will bring the child out to the vehicle.
- Parents/caregivers will be provided information regarding their child's progress via scheduled telemedicine sessions with the Program Supervisor.

#### **DAILY SANITATION PROCEDURES DURING COVID-19:**

- Thermometers will be disinfected regularly.
- Each location will utilize a daily sanitation checklist to ensure all areas are properly cleaned.
- Cleaning means washing hard surfaces with soap and water or spraying sanitizer and wiping the area with a clean paper towel or microfiber cloth.
- Sanitizer is used to thoroughly wet toys, food service areas or anything that could be placed in the mouth and allowed to air dry.
- Disinfectant is used to thoroughly wet all other surfaces and allowed to air dry.

#### **LUNCH/BREAK TIMES:**

- Social distancing will be practiced.
- Staff will wash hands as they enter the staff break area and before leaving the area.
- Staff will clean and sanitize tables after each use.

- Staff will clean counters, microwave and refrigerator handles, Keurig and water cooler regularly.

#### **END OF DAY:**

- Each therapy location, toys within the area and all frequently touched surfaces throughout the Center will be cleaned and then sanitized/disinfected at the end of the day.
- Staff are responsible to clean and disinfect their electronic device(s) and locker doors regularly.
- Areas used will be vacuumed- staff will clean/disinfect the vacuum handle after each use.
- Bathroom toilets, countertops, paper towel holders, handles, etc... cleaned and disinfected.
- Bathroom room floor mopped.
- Staff break room countertops, tables, microwave and refrigerator handles cleaned and sanitized.
- Center entrance and exit doors cleaned and disinfected.
- Staff will sanitize hands before and after using the time clock.
- Trash removed.
- Staff break room floor mopped weekly or more frequently, as needed.

#### **POSITIVE COVID-19 RESPONSE ACTION PLAN:**

- Employee or child has a positive COVID-19 test result.
  - Employee will contact site Center Manager or Supervisor FIRST
  - Parents notify Client Attendance Line
  - Center Manager/Supervisor will:
    - Confirm contact with EAL/CAL
    - Discuss start of symptoms
    - Discuss contact with pod/employees/areas of the building
    - Communicate with Benefits who will coordinate any communication needed to Department of Health and employee (if employee tested positive)
- Partners will follow the recommendations of the CDC regarding cleaning and disinfecting our facilities: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- Center Manager will develop and send out information to clients and staff which will be categorized as direct or indirect contact.
  - This communication will be in person and/or electronically to personal emails. High risk individuals/families will be identified, and attempts will be made to contact them directly via in-person or phone.
  - Send out a mass text alerting families/staff to check personal emails which will guide you to the next actionable steps.

#### **PARTNERS IN EXCELLENCE COVID-19 HEALTH SCREEN**

**All staff and clients before leaving your home each morning, please complete the following health screen:**

The health screen questions will be asked, and temperatures will be taken for both staff and children upon arrival at a therapy center. A child or staff will be immediately sent home if there are concerns of illness.

**Does the staff or client(s) have new onset of one or more of the following symptoms?**

- Fever of 100.4 or higher
- Difficulty or trouble breathing
- New cough (unrelated to allergies or other health conditions) or cough that gets worse
- New loss of taste or smell

**Does the staff or client(s) have new onset of any of two or more of the following symptoms?**

Sore throat  
Nausea  
Vomiting  
Diarrhea  
Chills

Muscle pain or body aches  
Excessive fatigue/extreme tiredness  
New or severe headache  
New nasal congestion or runny nose

**Parents:** Please call the Client Attendance Line 952-491-9885 at least 1 hour prior to your child(ren)'s scheduled arrival time to notify us if your child has any of the above symptoms. Then:

1. Call a health care professional to seek medical recommendation on return to center time frame.
2. Notify Partners In Excellence of health care professional's recommendation.
  - a. Client Attendance Line (CAL)

**Staff:** Please call the Employee Attendance Line 952-491-9886 at least 2 hours prior to your scheduled start time to notify us that you are has any of the above symptoms. (Corporate staff contact manager.) Then:

1. Call a health care professional to seek medical recommendation on return to center time frame.
  - a. Inform health care professional you are an essential worker
2. Notify Partners In Excellence of health care professional's recommendation.
  - a. Employee Attendance Line (EAL)
  - b. [Benefits@partnersmn.com](mailto:Benefits@partnersmn.com)

---

**Have you (parent/staff), your child(ren) or any member of your household been in contact with someone who has symptoms of COVID-19?**

**Have you (parent/staff), your child(ren) or any member of your household been in contact with someone who has a clinically confirmed case of COVID-19?**

Watch yourself for symptoms for 14 days.

Stay home as much as you can.

Contact your health care professional with questions and follow their guidance.

As essential workers, while at work, staff will:

1. Complete the Health Screen daily to check symptoms in the morning before they go to work.
2. Watch for symptoms throughout the day.
3. Wash hands often or use hand sanitizer if they are unable to wash hands.
4. If staff been in direct contact with someone with a clinically confirmed case of COVID-19, they will be required to wear a surgical mask that will be provided per Department of Health guidelines.

If you have any questions, you may also contact Partners at [hotline@partnersmn.com](mailto:hotline@partnersmn.com).