

VASO

COVID-19 Emergency Operations

Vista's Plan for Re-Opening Program Sites

Vista's services are regulated by the Department of Human Services and the Office of Developmental Programs. As such, we must adhere to and make determinations of service delivery and program operations based on their guidance. In addition to this guidance, Vista leadership and Board of Directors are cognizant of any risks, real or potential, that any participants or staff may experience when delivering in-person services. As such, Vista is closely monitoring and adhering to directions for re-opening programs locations and/or in-person services, based on state plans for re-opening communities, state and federal health guidance, as well as learning from practices developed by similar program types across the nation. Vista intentionally is planning health and safety guidelines in an extremely cautious manner so as to support the complex individuals we serve, decrease infection, and support the highest quality services possible.

According to the governor's plan, regions of the state will move through the phases of re-opening when they meet the developed criteria (decrease in cases, availability of testing, and accessibility of health care resources). Those served across Vista's programs come from several different counties and regions. As such, Vista will base determinations of re-opening programs and services on the phase indicated for the county and region where the main program sites are located (Dauphin County in the Southcentral region). The following outlines Vista's proposed response and path through the phases as outlined by the governor.

Each program at Vista must meet the minimum requirements below. There may be further, more restrictive requirements a program may define based on the facility, individuals served, or unique complications of the program workings.

RED PHASE

Service delivery

During this phase, stay at home restrictions indicate Pennsylvanians should remain home and limit travel. In addition, our regulators have provided strict orders to close program sites to ensure the health and safety of all participants. As such, services will be delivered in a remote fashion. The types of services available during this phase are as follows:

- **Telehealth services**
 - o Phone or online consultation, parent training and authorized therapeutic activities.
 - o Services provided by Behavior Consultants, Program Specialists, Direct care staff, an Career Developers or other designated staff member, via telehealth, may involve teaching individuals about PPE (what PPE they may see, why it is used, how to interact with and use PPE), communication, social skills, life skill activities and job assessment tasks.
- **In-person support in extreme crisis situations**
 - o Behavior Consultant completes assessment form and provides supporting information to Executive Director of Clinical Programs. Final approval is made by Vista's Board of Directors.

Staffing

Across programs, all staff are engaging in activities related to program and organizational needs. The types of activities may range from material development (for telehealth, online learning, or service delivery when the program is in operation), completion of needed/required trainings, providing telehealth services, and program material delivery.

In circumstances where in-person support is needed to address acute crisis needs, staff interest will be solicited and not required. In all such instances, Vista staff and families must follow the below safety precautions:

- **Staff**
 - Face coverings must be worn throughout session.
 - Staff should engage in frequent hand washing (gloves are available for use as needed, requested by the parent, and as desired by staff).
 - Maintain social distancing practices (at least 6' separation) during any outings.
 - Staff are instructed to not come to work if showing symptoms. If displaying symptoms staff are to contact guardian and supervisor in advance of shift.
 - Staff take temperature prior to starting shifts (preferably before leaving for work, if necessary, at individual's home if thermometer is available). If temp is 100 degrees or higher notify the supervisor to report this information (i.e. staff must go home). Supervisory staff contact parent/guardian to solicit preference for continuation support for the remainder of the day. Staff has the right to cancel a session due to safety concerns and follow up with supervisor to determine plans for future shifts.
 - Staff are strongly encouraged to follow all CDC recommendations for limiting travel and social exposure.

- **Legal Guardians/Caretakers**
 - A caregiver/caretaker is defined as a non-Vista staff that is 18 or older and is able and available to provide supervision, safety assistance and general personal care for the individual.
 - Legal Guardians/caretakers are to take the temperature of the individual, as well as all individuals residing in the household, each morning
 - Should an individual display symptoms or have a fever of 100 degrees or higher, assigned staff should end support and contact the supervisor.
 - Staff encourage individuals to wear face coverings, during sessions and during community outings.
 - Staff encourage individuals to wash hands frequently, throughout session
 - Guardians/caretakers are to alert staff if anyone in the house is showing symptoms of COVID-19 or is unwell.
 - Guardians/caretakers disinfect therapy materials regularly as they will be temporarily stored in the home.
 - Guardians/caretakers may ask staff if they are unwell, showing symptoms of COVID-19, or have come in contact with anyone who is/has.
 - Guardians/caretakers are strongly encouraged to follow all CDC recommendations for limiting travel and social exposure.

In the event a team of staff or an individual have a confirmed case, Vista will follow the advice of local and state health officials regarding quarantine and additional testing measures.

Legal Guardian/Caretaker and Staff Agreements:

In-home services, due to acute crisis needs, are approved on a case-by-case basis. Prior to the delivery of services, Vista staff and parent/guardians must sign and agree to contractual terms for services provided in the family home. The contract outlines an understanding of risk, responsibility, and liability for services provided in the home as well as under current pandemic conditions.

YELLOW PHASE

Severe Threshold for Community Spread (10% or higher):

- Facility program sites will remain opened with increased cleaning and mitigation efforts.

Service delivery:

During this phase, social distancing parameters (at least 6' separation) ease to permit in person interactions beyond emergency/essential need as well as within small groups. As such, in this phase in-person services may begin to resume. As a means to maintain social distancing efforts (at least 6' separation), staff availability may be limited as assignments will remain localized to one setting or one individual. In addition to any in-person services, telehealth may still be accessed. As such, the services that will be available are:

- ***Telehealth services***
 - Phone or online consultation, parent training and authorized therapeutic activities.
 - Services provided by Behavior Consultants, Program Specialists, Direct care staff, an Career Developers or other designated staff member, via telehealth, may involve teaching individuals about PPE (what PPE they may see, why it is used, how to interact with and use PPE), communication, social skills, life skill activities and job assessment tasks.
- ***Direct support delivered in family homes***
 - Direct instruction will occur in the home via direct care staff. The focus will be on treatment plan/individual service plan goals. In addition, due to citizen needs to comply with public health behaviors when in community settings around others, the use of masks and effective handwashing routine(s) will be part of programming for services delivered in the home.
- ***Direct support delivered at individual's job sites/in the facility and in the community***
 - Direct job support will be provided at the employment site of individuals for essential businesses or those deemed able to open per governor's direction. Individuals served and other people present at job sites must adhere to CDC and DoH guidelines for supports to be rendered.
 - When Vista Vehicles are utilized, staff will adhere to CDC and DoH guidelines for cleaning and disinfecting. Vista vehicles that are utilized will be sanitized prior to and after each use. Social distancing guidelines will be followed while staff and individual are in the vehicle. In addition, staff will increase ventilation in vehicle while transporting an individual.
- ***Incident Management***
 - Vista programs in operation will follow the required processes and procedures set forth by their various regulators per program to report incidents, rights violations, mandated reports, session logs, etc.

- **Bodily Fluids**

- Programs that have high risk for bodily fluids will not be intentionally planned, practiced or performed in the initial launch of the Yellow Phase. This includes purposeful practice, support in a direct physical level with toileting, showering, tooth brushing, feeding/swallowing. **If in an individual's home with family member or guardian present: Staff may coach and consult the caretaker through any of these actions.** **At facility and while in community:** If staff are in the role of caretaker (such as an employment site, community, etc.), Vista staff will perform these supports with appropriate protective equipment (gloves, face shield, and access to other PPE, handwashing following performance of the support). Vista administration may, after initial implementation and success of the Yellow Phase, reconsider these supports and issue revised directives accordingly. Vista recognizes that unplanned bodily fluids are a reality of the service experience. In those unplanned cases, staff should take appropriate hygiene steps to minimize any possible infection.

Staffing

Across programs, all staff are engaging in activities related to program and organizational needs. The types of activities may range from material development (for in-person support, telehealth, online learning, or service delivery when the program is in operation), in-person support in the homes, providing telehealth services, completion of needed and required trainings, and program material delivery.

The amount of work will be informed via parent surveys and/or communication regarding services in the home. Staff will be expected to work the assigned tasks/assignments that are available. If staff are unable to complete the assignment, they will follow up with their supervisor for PTO or the appropriate leave options. Staff with medical conditions that prevent them from performing duties or health safeguards should contact their supervisor.

Should a staff member not feel safe due to a lack of health safeguards in place, staff may cease the service and then immediately inform their supervisor. If staff are in the role of caretaker (such as at an employment site or in community alone with the individual), staff cannot leave until another appropriate caretaker is secured and present.

Vista will use the following criteria in order to staff services in the home:

1. Vista will provide in home services regardless of the individuals home residence 'phase' with the following caveats:
 - a. Similar phase staff work in similar phase homes.
 - b. Vista must disclose when the staff is in a more restrictive phase then the home assignment. Parent/guardian must consent to the assignment. If parent does not consent, staffing will be arranged based on availability.
2. When at all possible, similar county staff will be assigned to similar county homes or 'yellow phase' regions to 'yellow phase' homes.
 - a. There may be extenuating circumstances that require crossing of staff to a different phase. This will be disclosed to the staff and family and both will need to be in agreement prior to initiating service.
3. Vista will not provide employment or community services in locations that are in a red phase.

Should there be a greater demand for support than available staff, teams will prioritize the intensity of needed support using the assessment for 'In home supports'. When services are provided in person, Vista staff and guardians/caretakers must follow the below safety precautions:

- **Staff**

- Use of face coverings must be worn throughout session.
- When working with individuals in which close contact is inevitable (CDC guidelines for infant/toddlers)
 - Oversized shirts, layered outer oversized shirt, or gown must be worn. When there are secretions on the staff's clothing, staff must pause service delivery and change their outerwear.
 - Staff will remove outer layer of clothing prior to getting in their personal vehicle and secure in a bag.
 - Long hair must be pulled up off the collar.
- Staff bringing therapy materials into the home must follow disinfectant procedures before and after session.
- Staff should wash hands immediately upon entry, then assist the individual in washing hands before beginning the session.
- Staff should engage in frequent hand washing (gloves are available for use as needed, requested by the parent, and as desired by staff).
- Staff will again wash hands at the end of the session when leaving.
- Maintain social distancing practices (at least 6' separation) during any outings (if outings are permitted in the region/county location of the home AND the team has determined that the student/individual can meet minimum community health standards).
- In person meetings should be to groups of 10 or less.
- Staff are instructed to not come to work if showing symptoms. If displaying symptoms staff are to contact guardian and supervisor in advance of shift.
- Staff take temperature prior to starting shifts (preferably before leaving for work, if necessary, at individual's home if thermometer is available). If temp is 100 degrees or higher notify the supervisor to report this information (i.e. staff must go home). Supervisory staff contact parent/guardian to solicit preference for continuation support for the remainder of the day.
- Staff has the right to cancel a session due to safety concerns. Staff must ensure health and safety of the individual is supported by caregiver or other provider before leaving the service location.
- Staff are strongly encouraged to follow all CDC recommendations for limiting travel and social exposure. Staff are required to disclose to Vista any travel to CDC or State Department areas of travel restrictions.
- Staff are strongly encouraged to limit family and social gatherings to 25 people or less.
- Staff will provide a daily disclosure statement to parent/guardian/caregiver prior to beginning each session. The statement could include the following, and may be revised per Program Director:
 - Vista requests that I provide a disclosure statement before I can start providing services:
 - I have taken my temperature and confirm it is below 100 degrees.
 - As an employee, I have to follow the use of appropriate health safeguards while in your home.
 - As the home is a service delivery site, Vista is following DoH directives and requires the family to adhere to health safeguards stipulated in the informed consent (such as wearing masks in treatment area, being fever free, etc.)

- Both you as parent/guardian/caregiver and myself as staff can cease services at any time if feeling unsafe

- **Legal Guardians/Caretakers**

- A caregiver/caretaker is defined as a non-Vista staff that is 18 or older and is able and available to provide supervision, safety assistance and general personal care for the individual.
- Guardians/caretakers are to take the temperature of the individual, as well as all individuals residing in the household, each morning. Guardian/Caretaker will also take the temperature of the Vista individual at the onset of the employee on site to practice temperature being taken before receiving services.
- Guardians/caretakers and all members of the household will wear face coverings while Vista services in the home are in session, specifically when in the treatment area or when in an open space near the treatment area.
- Guardians/caretakers provides free access to facilities for handwashing.
- Should an individual display symptoms or have a fever of 100 degrees or higher, assigned staff should end support and contact the supervisor.
- Guardians/caretakers encourage individuals to wear face coverings.
- Guardians/caretakers encourage individuals to wash hands frequently, throughout session.
- Guardians/caretakers are to alert staff if anyone in the house is showing symptoms of COVID-19 or is unwell.
- Guardians/caretakers disinfect any therapy materials, regularly, that are stored in the home.
- Guardians/caretakers may ask staff if they are unwell, showing symptoms of COVID-19, or have come in contact with anyone who is/has prior to beginning sessions.
- Guardians/Caretakers are strongly encouraged to follow all CDC recommendations for limiting travel and social exposure. Travel restrictions and self-quarantine when returning from risk areas indicated from the Department of State, CDC, Department of Health, and/or Governor’s office will be upheld.
- Guardian/caretaker may cease the service delivery at any time if feeling unsafe.
- Guardian/caretakers are strongly encouraged to limit family and social gatherings to 250 people or less

In the event a team of staff, an individual or a member of their immediate family or other present caretaker have a confirmed case, Vista will follow the advice of local and state health officials regarding quarantine and additional testing measures. In addition, in-person services will be suspended until the staff, family and individual have not displayed any symptoms for 14 consecutive days and physician orders indicate services may resume.

Legal Guardians/Caretakers and Staff Participation Agreements:

Prior to the delivery of in-person services, Vista staff and guardians/caretakers must sign and agree to contractual terms for services provided in the family home. The contract outlines an understanding of risk, responsibility, and liability for services provided in the home as well as under current pandemic conditions. In addition, informed consent to guardians/caretakers will need to be submitted to Vista prior to the delivery of service. See *Appendix D: Parental Informed Consent COVID-19*.

GREEN PHASE

Service delivery

Low Threshold for Community Spread:

- Program sites remain open with current procedures in place

Moderate Threshold for Community Spread:

- Program sites remain open with increased cleaning and safeguards in place
 - Increase in frequency of cleaning
 - Telehealth is an option when appropriate to meet the care of the individual
 - Notify all families/providers of increased transmission rate
 - Possible reduction to services
 - Possible reductions to capacity; no increase in capacity during this time
 - Make alternative transportation plans for anyone using public transit or multi-passenger vehicles with passengers from multiple locations.

During this phase services will begin to resume at program locations. As a means to maintain social distancing efforts and scheduled daily cleaning procedures scheduled attendance at program locations may be adjusted in terms of frequency and duration.

- ***Attendance at program site (schedule will vary to ensure social distancing can be upheld)***
 - It should be noted, the full community inclusion program may not have sites they are able to access as their programming primarily occurs in the community. As such, alternative Vista locations may be identified and accessed while providing services. Should other Vista locations not be available, services may be provided in the home location or for decreased hours throughout the day with access to those locations with minimal risk. Participation in the community is contingent on the individual's willingness to wear a face covering, acceptance and use of hand sanitizer, and understanding to maintain distance from others.
- ***Direct support delivered in family homes***
 - Direct instruction on the use of face coverings and effective hand hygiene routine(s) will be part of programming for services delivered in the home.
- ***Telehealth services***
 - Phone or online consultation, parent training and authorized therapeutic activities.
 - Services provided by Behavior Consultants, Program Specialists, Direct care staff, an Career Developers or other designated staff member, via telehealth, may involve teaching individuals about PPE (what PPE they may see, why it is used, how to interact with and use PPE), communication, social skills, life skill activities and job assessment tasks.

Staffing

Across programs, all staff will continue to engage in activities related to program and organizational needs. The types of activities will range from program site in-person support, home and community in-person support, telehealth, completion of needed/required trainings, and program material delivery. Staff diagnosed with medical conditions that may impact his or her ability to carry out the essential functions of their position should contact Human Resources. In addition, any clients with compromised immune systems will have team discussions and accommodations arranged to meet their support needs (e.g. in-home support).

In circumstances where in-person support is provided, Vista staff and legal guardians/caretakers must follow the below safety precautions:

- **Staff**

- Face coverings are required while at a Vista program site and while delivering services to an individual in the home and community. Coverings may be removed in designated respite and break areas and by following established protocols for removal.
- Staff should wash hands upon entry to the program site and engage in frequent hand hygiene practices throughout their shift (gloves are available for use as needed, requested by the parent, and as desired by staff).
- Staff will be required to follow and comply with all guidelines related to the use of PPE such as gloves and goggles for any served individual self-care routines, such as tooth brushing, bathroom visits and changing.
- Staff will be required to follow and comply with the use of PPE during care of a sick individual.
- Staff will be required to have an outer oversized shirt layer as well as have additional layers of clothing accessible at work in order to change any potential soiled clothing.
- Staff will be required to participate in enhanced cleaning and disinfecting procedures during the program day.
- Hand hygiene stations set up at the entrance of each facility. Staff must clean hands before they enter (leave car, wash hands for 20 seconds or use hand sanitizer, then enter the facility). Same in reverse at the end of the day. Staff are required to wash their hands prior to assisting an individual wash their hands
- Staff will maintain social distancing practices during any outings, to the maximum extent possible.
- Staff are required to take temperature prior to leaving home prior to shift at a program site (if temp is 100 degrees or higher notify supervisor to report this information). Additionally, staff are instructed to review daily self-screening questions and to not come to work if showing symptoms. If displaying symptoms staff are to contact guardian (for in home services) and supervisor in advance of shift. Staff are to follow program specific protocols adhering to call off times so that services can be adjusted for individuals served if needed.
- Staff are required to take temperature at a designated station at the program site/building (If temp is 100 degrees or higher notify the supervisor to report this information (i.e. staff must go home).
- *For in-home and employment services*, staff take temperature prior to starting shifts (preferably before leaving for work, if necessary, at individual's home if contactless thermometer is available). If temp is 100 degrees or higher notify the supervisor to report this information (i.e. staff must go home). Supervisory staff contact parent/guardian to solicit preference for continuation support for the remainder of the day.
- Staff are strongly encouraged to follow CDC and the PA department of Health's guidelines for limiting family and social gatherings and other safety precautions and guidance that are issued, i.e., wearing face coverings outside when in 6 feet of people living outside your household.
- Staff are strongly encouraged to follow all CDC recommendations for limiting travel and social exposure. Travel restrictions and self-quarantine when returning from risk areas indicated from the Department of State, CDC, Department of Health, and/or Governor's office will be upheld.

- **Legal Guardians/Caretakers**

- A caregiver/caretaker is defined as a non-Vista staff that is 18 or older and is able and available to provide supervision, safety assistance and general personal care for the individual.
- Increased hand-washing and sanitation practices to ensure Individuals and home remain virus free
- Individual's temperature will be taken prior to arriving at a Vista program site. This should be accomplished prior to the Individual's boarding transportation to the service location. The Individual should not be sent to a Vista program site if the temperature thus measured is or exceeds 100 degrees.
- Parent/Guardian will review daily screening questions prior to scheduled service or sending the Individual to Vista program site and keep the individual home if they meet criteria for being sent home.
- Wearing of face coverings, as tolerated, by individuals during in home services as well as licensed Vista program sites. Guardians and caretakers in the presence of Vista staff are required to wear face coverings. Individuals participating in employment and community participation activities will be required to wear face coverings.
- Guardians and caretakers are strongly encouraged to follow CDC and the PA department of Health's guidelines for limiting family and social gatherings and other safety precautions and guidance that are issued, i.e., wearing face coverings outside when in 6 feet of people living outside your household. Drop-off and pick-up procedures that limit parents'/guardians'/caretakers' interaction with other individuals (if drop off/pick up is applicable).
- Oral verification that the Individual and household members are free of all symptoms on a daily basis (in home services)
- Pick up the Individual within an hour should he/she become symptomatic (excluding residences that are more than one hour away from service location. In those cases, pick up response should match the time from the call to the distance traveled to the service)
- Adherence to CDC guidelines for quarantine of the Individual if he or she or a household member have a suspected or confirmed case of coronavirus
- Household members over the age of two will wear face coverings while services are being delivered in the home, specifically when in the service treatment area or in open areas surrounding the treatment area. Those with medical conditions that prevent wearing face coverings are excluded from this requirement with a physician's note but should remove themselves from proximity of treatment as much as possible.
- Household members, including Individual, will have temperatures taken approximately two hours prior (in home services)
- Take temperature of the Individual with support of Vista staff at the beginning of service delivery to support the individual practice of temperature being taken prior to a service being delivered (in home services)Parent, guardian, or caretaker available at beginning of home session for brief check in, end of session for brief check out. In addition, available to physically assist any individual personal care that has planned bodily fluid potential exposure (such as toileting, diapering, etc.).
- Parent, guardian, or caretaker available during the home session to take lead on any physical support for the Individual in the event of a behavioral crisis. Vista staff can support as needed and will complete appropriate documentation. Vista staff will only assist with agency-approved techniques (SAPA).
- Parent, guardian, or caretaker has the right to cease in home services at any time should they feel unsafe. Parent has the right to request a modification to the service based on the parameters of the program's Health and Safety Plan/Reopening plan.

- Sanitization of instructional materials that are used in home services and/or that travel to and from program sites with the Individual
- Increased cleaning practices in the home environment, particularly sanitizing of commonly touched surfaces should service delivery be occurring in the home
- Parent, guardian, or caretaker available during the home session to take lead on administration of medications and any other prescribed medical treatments scheduled to occur during staff shift
- Adherence to Vista program site or service 'return procedures' for any individual that had services cease due to possible illness (from the following of current illness procedures up through the potential need for COVID-19 testing through medical provider)

In the event a team of staff, an individual or a member of their immediate family/caretaker have a confirmed case, Vista will follow the advice of local and state health officials regarding quarantine and additional testing measures, and communication. In addition, in-person services will be suspended until family, caretaker and individual for a minimum of 10 days following the onset of symptoms, and are symptom free for 24 hours without the aid of medication, and physician orders indicate services may resume.

Legal Guardian/Caretaker and Staff Agreements:

Prior to the delivery of in-person services, in the home or on-site, Vista staff and guardians/caretakers must sign an agreement indicating an understanding of risk, responsibility, and liability for services provided in the home as well as under current pandemic conditions.

Facility considerations

Facility and assigned groups will be arranged in a manner to limit contact with other individuals and staff. Service locations, groups and cohorts will be limited to interactions between individuals and staff within specific groups and Vista van usage to every extent possible. Activity areas within a program site will be arranged to support social distancing (at least 6' separation) between individuals and staff. Program work and activity areas, such as tables and desks, will be cleaned and disinfected between each use by individuals.

Large group commonly used spaces such as shared activity spaces and shared kitchens will be open with staggered use with staff cleaning procedures in place between each use. With the staggered schedules, items that were historically shared by others will be removed and individuals and/or staff will carry their items to and from the location. Large items such as appliances, computers, and exercise equipment must be wiped down before and after use. Lastly, commonly touched items will be cleaned prior to, at the end, and periodically throughout service hours.

It is strongly recommended that all staff and individual lunches are brought to program sites in a paper bag with the use of disposable cutlery. All individual disposable items will be disposed of after eating and not sent home. Staff and individuals will not share food and no food items will be stored at any program site.

Should an individual fall ill during service hours, screening procedures will be followed to determine action steps. If Individual meets criteria for isolation, they will be relocated to an identified isolation area, while waiting for guardian/caretaker or provider pick up from program location. All locations accessed by the individual will be closed and disinfected prior to use by others. Per Local and State health guidance, program locations may be closed for a number of days for a deep cleaning to occur,

following a suspected and confirmed case. Each Vista site location will have isolation areas identified with necessary PPE equipment in that area.

Any and all program materials will be disinfected prior and following use and at the end of the day. Should a program material not be amenable to disinfectant practices, it will not be accessible during program use or individual materials will be produced to eliminate the need to share materials. Any cloth materials or soiled clothes must be handled with gloves and washed on the hot water setting.

In regards to visitors to program sites, all tours are postponed and previous visitor restriction procedures remain in effect (see attached). Any permitted visitors will be asked to wear a face covering and will be asked to wash hands upon arrival. Lastly, when possible meetings will continue to be conducted virtually.

A request will be made for the same guardian/caretaker or designated person to drop off and pick up the individual every day. If possible, older persons such as grandparents or those with serious underlying medical conditions should not provide transportation for drop off/pick up.

Vista program vans will be disinfected each morning by program staff. In addition, staff using the van will wipe down commonly touched surfaces prior to and after use. Visa van use will have a limit of three people inside van with the expectation of distancing and face covering use while in the van.

Program sites and vans will increase ventilation by running HVAC during and after occupied times to maximize dilution ventilation. Program sites will supplement ventilation, where possible, with open windows, doors and fans while staff and individuals are on-site.

Social distancing marks (such as tape, painted lines, etc.) will be utilized in high foot traffic areas (such as common narrow hallways, etc.) to support travel path.

Appendix B: Business Site Postings

All Vista site locations will post the following posters throughout building facilities. Each program can post more than the below, but must meet the below minimum standard:

<https://www.pa.gov/wp-content/uploads/2020/04/COVID-19-Reopening-Businesses-Flyer-8-5x11-1.pdf>

<https://www.health.pa.gov/topics/Documents/Diseases%20and%20Conditions/Coronavirus.pdf>

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

<https://www.health.pa.gov/topics/Documents/Diseases%20and%20Conditions/COVID-19%20Contact%20Tracing.pdf>

Appendix C: Training and Professional Development of Staff

Ensure staff watch the following:

<https://www.youtube.com/watch?v=uynN1urM9H8#action=share>

Additional comprehensive training will occur for the staff, parent, individual regarding service delivery, and facility expectations within each phase.

Appendix D: Parental Informed Consent COVID-19

INFORMED CONSENT AGREEMENT COVID-19 Novel Coronavirus Exposure

Updated 6/25/20 to include reopening of program sites

This agreement, made this _____ day of _____, 2020, between _____ parent(s)/legal guardian(s) of _____ (the "Individual"), an individual who receives services from The Vista School and/or The Vista Foundation (collectively, "Vista") and Vista modifies and supplements the parties' previous agreements for services.

The undersigned parties acknowledge that they have been informed and understand the risks associated with the COVID-19 novel coronavirus. Vista has implemented the following interventions to assist with managing the spread of this disease to the individual:

- Increased hand-washing and sanitation practices
- Dedicated isolation areas at program sites for individuals **who appear COVID symptomatic**
- Temperature taking prior to scheduled shift/session
- Removal of staff presenting to a shift/session of 100 degrees or more
- Review by staff of screening questions for self-assessment daily before reporting to work
- Wearing of face coverings during service delivery
- Wearing of an oversized outerwear (such as a shirt, smock, scrub, etc.) and extra clothing
- Allowance of hat wearing
- Glove use at minimum used during planned bodily fluid support (such as cleaning up after bodily fluids, toileting, diapering, etc.)
- Drop-off and pick-up procedures that limit parents'/guardians'/caretakers' interaction with other individuals (if drop off/pick up is applicable)
- Staff support of caretaker in the initial screening of Individual's temperature on a daily basis (in home services)
- Cessation of services for any individual if presenting with a fever of 100 degrees or higher
- Adherence to CDC guidelines and DoH direction for quarantine of Individual if they or a household member have a suspected or confirmed case of coronavirus
- Recommendation to staff to avoid travel to areas indicated by the State Department, CDC, Governor of Pennsylvania and Department of Health as being COVID-19 "hot spots," requirement that staff disclose to Vista any travel to those areas to Vista and compliance with any Vista-directed removal from in-person work
- Recommendation that staff limit visits with family and friends and not participating in gatherings of more than 250 people
- Adherence to Vista program site or service "return procedures" for any Individual that had services cease due to possible illness (from the following of current illness procedures up through the potential need for COVID-19 testing through medical provider)

Due to the heightened risk of infection through behaviors and decisions made by families outside of the Individual's time at Vista, guardians/caretakers wishing to continue services with Vista

acknowledge that they have been informed of and understand the risks associated with COVID-19. Guardians/caretakers agree to the following parameters to reduce their risk of exposure to the virus as well as any transmission to Vista staff:

- Increased hand-washing and sanitation practices to ensure Individuals and home remain virus free
- Individual's temperature will be taken prior to arriving at a Vista program site. This should be accomplished prior to the Individual's boarding transportation to Vista. The Individual should not be sent to a Vista program site if the temperature thus measured exceeds 100 degrees.
- Parent/Guardian will review daily screening questions prior to scheduled service or sending the Individual to Vista program site
- Individuals wear face coverings, as tolerated
- Recommendation of limiting visits with family and friends, and not participating in gatherings of more than 250 people
- Drop-off and pick-up procedures that limit parents'/guardians'/caretakers' interaction with other individuals (if drop off/pick up is applicable)
- Oral verification that the Individual and household members are free of all symptoms on a daily basis (in home services)
- Pick up the Individual within an hour should he/she become symptomatic (excluding residences that are more than one hour away from service location. In those cases, pick up response should match the time from the call to the distance traveled to the service)
- Adherence to CDC guidelines for quarantine of the Individual if he or she or a household member have a suspected or confirmed case of coronavirus
- Household members over the age of two will wear face coverings while services are being delivered in the home, specifically when in the service treatment area or in open areas surrounding the treatment area. Those with medical conditions that prevent wearing face coverings are excluded from this requirement with a physician's note but should remove themselves from proximity of treatment as much as possible.
- Household members will have temperatures taken approximately two hours prior (in home services)
- Take temperature of the Individual with support of Vista staff at the beginning of service delivery to support the individual practice of temperature being taken prior to a service being delivered (in home services)
- Parent, guardian or identified caretaker over the age of 18 present in home service delivery domain (excluding employment, community services).
- Parent, guardian, or caretaker available at beginning of home session for brief check in, end of session for brief check out. In addition, available to physically assist any individual personal care that has planned bodily fluid potential exposure (such as toileting, diapering, etc.).
- Parent, guardian, or caretaker available during the home session to take lead on any physical support for the Individual in the event of a behavioral crisis. Vista staff can support as needed and will complete appropriate documentation. Vista staff will only assist with agency-approved techniques (SAPA).
- Parent, guardian, or caretaker has the right to cease in home services at any time should they feel unsafe. Parent has the right to request a modification to the service based on the parameters of the program's Health and Safety Plan/Reopening plan.
- Sanitization of instructional materials that are used in home services and/or that travel to and from program sites with the Individual
- Increased cleaning practices in the home environment, particularly sanitizing of commonly touched surfaces should service delivery be occurring in the home

- Parent, guardian, or caretaker available during the home session to take lead on administration of medications and any other prescribed medical treatments scheduled to occur during staff shift
- Adherence to Vista program site or service ‘return procedures’ for any individual that had services cease due to possible illness (from the following of current illness procedures up through the potential need for COVID-19 testing through medical provider)
- Recommendation to parent, guardian, caretaker to avoid travel to areas indicated by the State Department, CDC, Governor of Pennsylvania and Department of Health as being COVID-19 “hot spots”. Travel restrictions and self-quarantine when returning from risk areas indicated from the Department of State, CDC, Department of Health, and/or Governor’s office will be upheld.

By signing this agreement, the parent/legal guardian acknowledges an understanding that individuals provided services by Vista cannot reliably be held to social distancing standards recommended by the CDC and that Vista cannot guarantee individuals receiving services will not be exposed to COVID-19, or other viruses and diseases.

Consequently, the undersigned parent or legal guardian agrees not to hold Vista responsible or liable for any injuries, pain or suffering, emotional distress or financial loss as a result of exposure to coronavirus or other viruses or diseases, except for a situation in which Vista has been adjudicated to have been grossly negligent. Vista will continue to monitor, assess, and implement interventions to reduce risk to the Individual. The parent or legal guardian’s signature on this agreement will serve as acknowledgement that he or she understands the risks and approves the interventions listed. The parent or legal guardian is welcome to contact Vista’s Compliance Officer, Sabrina DeLong, or the supervisor of the program at any time with questions, observations, or suggestions with respect to the Individual’s safety or the risk described above.

This agreement will be reviewed annually and when there is a significant change to the care needs of the Individual. When appropriate, amendments or updated interventions will be made. Also, in the sole discretion of Vista, an individual may have current services suspended should the Individual or parent/guardian fail to comply with the terms of this agreement or if a Vista staff member is placed in an unsafe situation.

| | |
|-------------------------|------|
| Representative of Vista | Date |
|-------------------------|------|

| | |
|-----------------|------|
| Parent/Guardian | Date |
|-----------------|------|

Appendix E: Staff Informed Consent COVID-19

INFORMED CONSENT AGREEMENT – STAFF COVID-19 Novel Coronavirus Exposure Updated 7.8.20 for “Green” Phase – Program Site Re-opening

As a Vista staff I understand there are guidelines I must adhere to when providing in-person services and/or accessing Vista worksites. I am responsible for the following in an effort to manage the spread of the virus to students, caregivers, and fellow staff:

- Face coverings are required while at a Vista program site and while delivering services to an individual in the home and community. Coverings may be removed in designated respite and break areas and by following established protocols for removal.
- Staff should wash hands upon entry to the program site and engage in frequent hand hygiene practices throughout their shift (gloves are available for use as needed, requested by the parent, and as desired by staff).
- Staff will be required to follow and comply with all guidelines related to the use of PPE such as gloves and goggles for any served individual self-care routines, such as tooth brushing, bathroom visits and changing.
- Staff will be required to follow and comply with the use of PPE during care of a sick individual.
- Staff will be required to have an outer oversized shirt layer as well as have additional layers of clothing accessible at work in order to change any potential soiled clothing.
- Staff will be required to participate in enhanced cleaning and disinfecting procedures during the program day.
- Hand hygiene stations set up at the entrance of each facility. Staff must clean hands before they enter (leave car, wash hands for 20 seconds or use hand sanitizer, then enter the facility). Same in reverse at the end of the day.
- Staff will maintain social distancing practices during any outings, to the maximum extent possible.
- Staff are required to take temperature prior to leaving home prior to shift at a program site (if temp is 100 degrees or higher notify supervisor to report this information). Additionally, staff are instructed to review daily self-screening questions and to not come to work if showing symptoms. If displaying symptoms staff are to contact guardian (for in home services) and supervisor in advance of shift.
- Staff are required to take temperature at a designated station at the program site/building (If temp is 100 degrees or higher notify the supervisor to report this information (i.e. staff must go home).
- *For in-home services*, staff take temperature prior to starting shifts (preferably before leaving for work, if necessary, at individual’s home if thermometer is available). If temp is 100 degrees or higher notify the supervisor to report this information (i.e. staff must go home). Supervisory staff contact parent/guardian to solicit preference for continuation support for the remainder of the day.
- *For in-home services*, staff has the right to cancel a session due to safety concerns with supervisor contacted to determine plans for future sessions.
- Staff are strongly encouraged to limit family and social gatherings to 250 people or less.
- Staff are strongly encouraged to follow all CDC recommendations for limiting travel and social exposure. Travel restrictions and self-quarantine when returning from risk areas indicated from the Department of State, CDC, Department of Health, and/or Governor’s office will be upheld.

My signature below acknowledges receipt of the guidelines and understanding to uphold the expectations as a Vista staff.

| | | |
|--------------------|-----------------|-------------|
| _____ | _____ | _____ |
| Staff Name-Printed | Staff Signature | Date Signed |

**This agreement has been electronically acknowledged in the Litmos training module. Completion of the module confirms acknowledgement.*

Appendix F: Contractor/Visitor Informed Consent COVID-19

**INFORMED CONSENT AGREEMENT
COVID-19 Novel Coronavirus Exposure**

As a visitor at a Vista program site, I understand there are guidelines I must adhere to while visiting in person and interacting with Vista staff and individuals. I am responsible for the following in an effort to manage the spread of the virus on Vista program sites.

- Increased hand-washing and sanitation practices
- Temperature taking prior to scheduled visit
- Cancelling or ceasing visit if I have a fever of 100 degrees or higher
- Wearing of a face covering at all times while at program site
- Following CDC guidelines for quarantine of individual if I or a household member have a suspected or confirmed case of coronavirus
- Visitors are strongly encouraged to follow all CDC recommendations for limiting travel and social exposure. Travel restrictions and self-quarantine when returning from risk areas indicated from the Department of State, CDC, Department of Health, and/or Governor's office will be upheld.

My signature below acknowledges receipt of the guidelines and understanding to uphold the expectations as a visitor to a Vista program site.

Name – Printed

Signature

Date Signed

Appendix G: Administrative Staff Informed Consent COVID-19

**INFORMED CONSENT AGREEMENT – ADMINISTRATIVE STAFF
COVID-19 Novel Coronavirus Exposure**

As a Vista staff I understand there are guidelines I must adhere to when entering and working at a program site. I am responsible for the following in an effort to manage the spread of the virus to students, caregivers, and fellow staff:

- Increased hand-washing and sanitation practices
- Temperature taking prior to entrance at a program site
- Leaving program site if I have a fever of 100 degrees or higher
- Wearing of a face covering while at program site
- Following CDC guidelines for quarantine of individual if they or a household member have a suspected or confirmed case of coronavirus
- Staff are strongly encouraged to follow all CDC recommendations for limiting travel and social exposure. Travel restrictions and self-quarantine when returning from risk areas indicated from the Department of State, CDC, Department of Health, and/or Governor’s office will be upheld.

My signature below acknowledges receipt of the guidelines and understanding to uphold the expectations as a Vista staff.

Staff Name-Printed

Staff Signature

Date Signed

Appendix H: COVID-19 Health Screening Checklist

Vista Autism Services COVID-19 Health Screening Checklist

| | | | | | | | | |
|---|-------|-------------|-----------------|----------|--------------|----------|------|-------|
| Name of Symptomatic Individual | | | | | | | | |
| Type of Individual (Staff, Client, Other) | Staff | Client | Other | | | | | |
| Vista Program | EIBI | School/EIBS | VASO Employment | VASO CIC | VASO In-Home | Outreach | CoVE | Other |
| Date and Time of Incident | Date: | | | Time: | | | | |
| Name of Person Completing Form (Print) | | | | | | | | |

Please complete the following checklist when concerned for possible sickness similar to symptoms of COVID-19:

| Yes | No | Symptom |
|--------------------------------------|--|--|
| Yes: proceed to isolation procedures | No: continue down checklist | Temperature greater than 100? |
| Yes: proceed to isolation procedures | No: continue down checklist | Persistent and productive cough? |
| Yes: proceed to isolation procedures | No: continue down checklist | Shortness of breath along with a persistent and productive cough AND/OR a fever? |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Shortness of breath |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Chills |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Fatigue |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Body aches |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Headache |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | New loss of taste or smell |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Sore throat |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Congestion or runny nose |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Nausea or vomiting |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Diarrhea |
| Yes: proceed to isolation procedures | No: monitor individual | Does the individual have three or more non red symptoms? |

Please complete the following checklist when concerned for possible sickness similar to symptoms of MIS-C:

| Yes | No | Symptom |
|--------------------------------------|--|--|
| Yes: proceed to isolation procedures | No: follow internal sick policy/protocol as applicable | Temperature greater than 100 |
| Yes: proceed to isolation procedures | No: follow internal sick policy/protocol as applicable | Severe abdominal pain |
| Yes: proceed to isolation procedures | No: follow internal sick policy/protocol as applicable | Pain or pressure in chest that does not go away |
| Yes: proceed to isolation procedures | No: follow internal sick policy/protocol as applicable | Bluish lips or face |
| Yes: proceed to isolation procedures | No: follow internal sick policy/protocol as applicable | Inability to wake or stay awake |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | New confusion |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Vomiting |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Diarrhea |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Neck pain |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Rash |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Bloodshot eyes |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | Fatigue |
| Yes: monitor | No: follow internal sick policy/protocol as applicable | |
| Yes: proceed to isolation procedures | No: monitor individual | Does the individual have three or more non red symptoms? |

Parent/Guardian Directions:

Please follow the directions that are checked off below. If consulting a medical professional, please share the above symptom checklist.

Your son/daughter had symptoms similar to COVID-19 or MIS-C, and following our assessment above, adhered to our standard internal 'illness/sick practices.' **Your son/daughter DID NOT need to use the isolation area.** Please continue to monitor your son/daughter carefully and if you feel necessary, have your son/daughter assessed further by a medical professional. **There is no further documentation or criteria needed for your son/daughter to return.**

Your son/daughter had symptoms similar to COVID-19 or MIS-C, and following our assessment above, adhered to our standard internal 'illness/sick practices.' **Your son/daughter DID NOT need to use the isolation area.** However, your child did have either vomiting or diarrhea to the extent that requires your son/daughter to be symptom free for 24 hours before returning to the program. Please continue to monitor your son/daughter carefully and if you feel necessary, have your son/daughter assessed further by a medical professional. **Please follow the 24-hour policy as we will not be able to accept your son/daughter prior.**

Your son/daughter had symptoms similar to COVID-19 or MIS-C, and following our assessment above, **was sent to the Isolation Area.** Please continue to monitor your child carefully and if you feel necessary, have your son/daughter assessed further by a medical professional.

Your child had 3 or more symptoms and that requires your son/daughter to be symptom free for 24 hours before returning to the program. **Please follow this 24 -hour policy as we will not be able to accept your son/daughter prior to that timeline.**

█ Your son/daughter had symptom(s) similar to COVID-19 or MIS-C and, following our screening assessment above, was sent to the Isolation Area. Please contact a medical professional to have your son/daughter further evaluated. A doctor note and adherence to the 24-hour policy is required prior to your son/daughter returning. If the doctor recommends further assessment/COVID-19 testing, your son/daughter may not return until one of two conditions occur: 1) A negative test result is produced and shared with Vista AND your child is symptom free for 24 hours without the aid of medication; 2) A positive test result is produced. In this case, please contact Vista immediately, as well as the Department of Health at 1-877-724-3258. **Your son/daughter will need to remain out of Vista programs until the 11th day from the onset of symptoms as well as until they are symptom free for at least 24 hours without the aid of medication.**

**Vista Autism Services
Isolation Area Log**

Log remains in isolation area for confidential tracking by the Pandemic Coordinator

CONFIDENTIAL

| Date | Time | Non-Symptomatic Staff Name | Symptomatic Individual Name | Symptomatic Individual (Staff or Client) | |
|------|------|----------------------------|-----------------------------|--|--------|
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |
| | | | | Staff | Client |

Appendix I: COVID-19 Isolation Area Procedures

**Vista Autism Services
COVID-19 Isolation Area Procedures**

Checklist should be placed beside log in Isolation Area with multiple copies available at all times

Staff Name completing checklist: _____ Date: _____

| Check when complete | Action required in isolation area RED= required YELLOW= only if applicable |
|----------------------------|--|
| | Ensure that someone is in the process of calling the symptomatic individuals parent/guardian emergency contact immediately to begin coming to program to pick up individual (unless symptomatic individual is staff that can drive home) |
| | Flip door/ window sign to "IN USE" |
| | Log in required information in the isolation area log |
| | Increase ventilation in the area (ie: if possible, open window, turn on fan blowing out of the area to the outside) |
| | Put Personal Protective Equipment (PPE) on self for all required PPE |
| | Put Personal Protective Equipment (PPE) on symptomatic individual for as much as they will tolerate |
| | Complete COVID-19, MIS-C symptom checklist paperwork copying/distribution (or delegate to someone outside of the Isolation Area). The checklist copy MUST go home with the symptomatic individual |
| | Routinely clean/sanitize surfaces throughout utilization time in room |
| | Routinely wash/sanitize hands (support staff and symptomatic individual) |
| | Clear exit path for any need to exit |
| | Clear and close bathroom for all other parties if bathroom needs to be used and is outside of isolation area |
| | Provide 'barriers' if the Isolation Area is being used by multiple individuals |

Appendix J: COVID-19 Daily Screening Assessment

Vista Autism Services COVID-19 Daily Screening Assessment

Directions: All individuals providing or receiving Vista services (staff and clients) are required to review the below screening assessment daily prior to receiving or providing Vista services.

Parents/guardians should go through the assessment with enough lead time to cancel any provided transportation should external transportation be applicable.

Staff should go through the assessment with enough lead time to meet standard sick notice to their supervisor/program as stipulated in current Personal Time Off policies.

Remember that diligence to symptoms and proactive measures will help to decrease the likelihood of virus spread in our Vista programs and service lines. A student or staff being careful and staying home is preferred over someone being symptomatic and needing to be sent home after arriving to a Vista program or service. Further, consistent adherence to screening measures will help decrease the likelihood of a Vista program or service being required to modify or close programs for mitigation efforts related to COVID-19.

| Yes | No | Symptom |
|--|--|--|
| Yes: remain home | No: continue down screening assessment | Temperature greater than 100? |
| Yes: remain home | No: continue down screening assessment | Persistent and productive cough? |
| Yes: remain home | No: continue down screening assessment | Shortness of breath along with a persistent and productive cough AND/OR a fever? |
| Yes: remain home | No: continue down screening assessment | Shortness of breath |
| Yes: remain home if symptom is not explained through another reason | No: continue down screening assessment | Chills |
| Yes: remain home if symptom is not explained through another reason | No: continue down screening assessment | Fatigue |
| Yes: remain home if symptom is not explained through another reason | No: continue down screening assessment | Body aches |
| Yes: remain home if symptom is not explained through another reason | No: continue down screening assessment | Headache |
| Yes: remain home if symptom is not explained through another reason | No: continue down screening assessment | New loss of taste or smell |
| Yes: remain home if symptom is not explained through another reason | No: continue down screening assessment | Sore throat |
| Yes: remain home if symptom is not explained through another reason | No: continue down screening assessment | Congestion or runny nose |
| Yes: remain home | No: continue down screening assessment | Nausea or vomiting |
| Yes: remain home | No: continue down screening assessment | Diarrhea |
| Yes: remain home | No: continue down screening assessment | Does the individual have three or more non red symptoms? |
| Yes: remain home and quarantine for 14 days | No: continue down screening assessment | Does anyone in my household have a confirmed case of COVID-19? |
| Yes: if you are able to appropriately distance and not have prolonged exposure (less than 15 minutes) to this household member, proceed with normal routine with high caution. If you are not able to appropriately distance, will have prolonged (15 min or more) direct contact with person, remain home for duration of | No: continue down screening assessment | Has anyone in my household been in prolonged (15 min. or more) direct contact with a person with COVID-19? |

| | | |
|---|--|---|
| household member quarantine period | | |
| Yes: monitor | No: continue down screening assessment | Has anyone in my household traveled to an area of State Dept, CDC, DoH, or PA area of travel restriction? |
| Yes: remain home for 14 days | No: continue down screening assessment | Have I (student or staff) traveled to an area of State Dept, CDC, DoH or PA area of travel restriction? |
| Yes: remain home and quarantine for 14 days or provide a negative PCR test result | No: review results of screening assessment to determine action | Have I been in an area in which an alert was provided to seek a COVID-19 test? |

Appendix K: COVID-19 Action Decision Making Flow Chart

Vista Autism Services

COVID-19 Action Decision Making Flow Chart

Purpose: This document provides for administrative guidance related to decision making when situations arise related to possibly COVID-19 symptoms and/or exposure. As a caveat, Department of Health directives will be the ultimate deciding factor for situations that progress or are triggered at any step of the process. In addition, please utilize the visual provided by the Department of Health to support decision making.

CASE = positive individual

CONTACT = individual who had close contact with a CASE

CONTACT OF A CONTACT = individual with close contact with a CONTACT

Symptom Decision Making:

- Individual is a Case. Has a positive diagnosis of COVID-19
 - Action: isolate for a minimum of 10 days following the onset of symptoms and 24 hours symptom free without the aid of medication
- Individual has three or more yellow symptoms or any red symptoms
 - **Action:** Consult with doctor, follow guidance and provide written guidance from doctor to Vista
- Individual has three yellow symptoms but no red symptoms
 - **Action:** Follow standard illness protocols

Contact Decision Making:

- **Case:** Individual is a Case. Has a positive diagnosis of COVID-19
 - **Action:** isolate for a minimum of 10 days following the onset of symptoms and 24 hours symptom free without the use of medication
- **Direct Contact:** Individual was in prolonged, direct physical contact (15 minutes or more in less than 6 feet) with someone that tested positive for COVID-19
 - **Action:** Contact Department of Health, require individual to quarantine for 14 days
- **Contact of a Contact:** Individual was in prolonged, direct physical contact (15 minutes or more in less than 6 feet) with someone (referred to as 'contact person') that was in contact with a

person who tested positive and that contact person is showing symptoms but has not tested positive for COVID-19 themselves. Individual is not showing symptoms.

- **Action:** Continue to monitor. Recommend individual consult with doctor.
- **Contact of a Contact:** Individual was in prolonged, direct physical contact (15 minutes or more in less than 6 feet) with someone (referred to as 'contact person') that was in contact with a person who tested positive but that contact person is not showing symptoms and has not tested positive for COVID-19 themselves. Individual is not showing symptoms.
 - **Action:** Continue to monitor

Travel Decision Making:

- **Travel Restriction Link:** Individual was in a region of community spread that has a current travel restrict and has returned, with or without symptoms
 - **Action:** Quarantine for 14 days
- **Region Link:** Individual was in a region of community spread that does not have a current travel restriction and has returned, not showing symptoms
 - **Action:** Continue to monitor

WHAT IS A CASE?



A patient has a diagnosis of COVID-19.

TAKE ACTION:

Isolate.

Separate from people who are not sick to avoid spreading illness.

WHAT IS A CONTACT?



An individual had close contact while the case patient was infectious.

TAKE ACTION:

Quarantine.

Stay at home to limit community exposure to illness and to see if symptoms develop.

WHAT IS A CONTACT OF A CONTACT?



An individual had or continues to have close contact with a contact.

TAKE ACTION:

Everyday preventative actions.

Wash hands, cover coughs and sneezes, and clean surfaces frequently. Be alert for symptoms.

