

Clermont County COVID-19 Home Staffing Protocol

In consultation with Clermont County Public Health, the following protocol was developed as guidance to consider. Each situation is very unique and will likely require further discussion and analysis.

If a resident has come into contact with someone diagnosed with COVID-19 or fears they have been exposed:

- Self-quarantine in your own home for 14 days.

If a resident is sick and needs to be taken to the Emergency Room (or other health care facility):

- It is likely that the person accompanying the individual to the ER, will not be able to accompany the resident inside the hospital.
- As the individual may be alone, provide a copy of the person's Essential Information form and MAR. Copies of the insurance information would be important as well. Then the hospital staff will have the information they need. (Don't give them your only original.)
- Provide a phone number for a staff person who can follow up with nurses/doctors if there are questions or concerns. Get a phone number, if you can, for who you can call and check in.

If someone in a congregate living home (resident or staff) is being tested for COVID-19 and was not hospitalized during this period:

- Immediately disinfect/sanitize all common surfaces of the home. (Example: Door handles, bathroom and kitchen faucets, counters, fridge/freezer handles, telephones, iPads, time clocks, remotes)
- If the person can stay in their own room and use their own restroom, make those changes. Even having meals separate if possible. This will limit whatever illness, even if not COVID-19, is being seen.
- Continue disinfecting and sanitizing common surfaces of the home multiple times per day.
- Continue practicing good hygiene, especially washing hands often and not touching the face.
- Practice social distancing.
- Take the temperatures of all residents and staff twice daily, and record the readings. If a temperature spikes to 100.4, notify the health care provider.
- Limit staff in the home to those who have already been working in the home and have already been potentially exposed. Do not schedule new staff, if at all possible, to come work in the home.
- Staff should start using PPE as soon as able/available.
- Follow all recommendations from the Clermont County Health Department and Ohio Department of Health
- Immediately report anyone who starts feeling sick to your agency administrator.

Release from home isolation criteria include: 14 days since onset of symptoms **and** 3 days (72 hours) after your last fever without the use of fever-reducing medications, **and** there has been improvement in respiratory symptoms (e.g. cough, shortness of breath)

If an individual is awaiting test results or has been diagnosed with COVID-19 and is hospitalized, or otherwise out of the home:

- It would be recommended that the person ill or being tested not return home, especially if no other residents/staff in your home are exhibiting symptoms of COVID-19. (If others in the home are exhibiting symptoms, it **MAY** be best to return home and shelter in place. Confer with administration before making this decision.)
- Temporarily stay at an alternative location until your test results are received. Please do not ask family members to take the person home, especially if they are aging parents and have not been visiting with their loved ones. That would possibly just add to the spread.
- While at the alternative location, the person should be encouraged to stay in their room as much as possible. Arrange for them to use their own restroom if possible and sanitize common surfaces of the home multiple times per day.
- Continue practicing good hygiene, especially washing hands often and not touching the face.
- Practice social distancing.
- Take temperatures of everyone in the home twice daily, and record the readings.
- PPE should be used, as available as this is a higher risk situation.
- Follow all recommendations from the Clermont County Health Department and the Clermont County EMA.
- If residents start experiencing worsening symptoms, please report this to medical personnel immediately for further evaluation.

If you receive a negative test result, contact Clermont County Public Health for further instructions before returning to the original residence from the alternative location.

If you receive a positive test result, you must receive medical clearance from your doctor in order to return to the home.

Regional Residential Crisis Support Plan

Purpose: To create a regional team structured to triage crisis issues that residential providers experience as a result of the COVID-19 pandemic.

The Regional Residential Crisis Support Plan is triggered when:

A residential provider does not have the staff or residential capacity to service a location regardless of whether there is suspected or confirmed COVID-19 transmission within the home.

The Regional Residential Crisis Support Plan operates as follows:

1. PROVIDER > 2. COUNTY BOARD > 3. DODD REGIONAL > 4. DODD STRIKE TEAM > 5. STATE EMA

STEP 1: PROVIDER Identifies Crisis Scenario and Attempts to Find Solutions

The provider shall try to use existing resources to address the need as best they can using local means within their control. This could include hiring new staff, incentivizing existing staff to return to duty, signing contracts with other residential providers for staffing “loans,” etc.

IF THAT DOES NOT ADDRESS THE CRISIS, PROCEED TO STEP 2.

STEP 2: PROVIDER Contacts COUNTY BOARD Provider Support Liaison for Help

After exhausting existing resources within their control, the provider should contact their county board provider support liaison for assistance. The county board liaison will make every effort to work within that county’s provider community to address the staffing shortage through any available means.

IF THAT DOES NOT ADDRESS THE CRISIS, PROCEED TO STEP 3.

STEP 3: COUNTY BOARD Contacts DODD REGIONAL Residential Support Liaison for Help

If a county board is unable to use existing resources within their county’s control, the board should contact the individual DODD residential support liaison assigned to their region to explore possible solutions from other providers outside their county. The DODD regional residential support liaison will report all residential crisis issues to Sara Lawson and will utilize any and all means available within their region to address the need. This may include contacting volunteer regional provider association representatives to identify additional capacity available based on the availability of resources within the timeframe the crisis is identified.

https://dodd.ohio.gov/wps/portal/gov/dodd/about-us/residential_crisis_support_map

Regional Residential Liaisons

| | |
|----------------------------------|--|
| Northwest – Duana Coleman, CRC | [backup Kim Mayne, Policy] |
| Northeast – Julie Gregg, OSASS | [backup Heidi Davidson, OSSAS] |
| Southeast – Ann Weisent, OSASS | [backup Kelly McGuire, CRC] |
| Southwest – Matt Bavluka, Policy | [backup Lisa Ahlersmeyer, OSSAS] |
| Central – Angel Morgan, OSSAS | [backup Beth Chambers, OSSAS and/or Kyle Corbin] |

IF THAT DOES NOT ADDRESS THE CRISIS, PROCEED TO STEP 4.

STEP 4: DODD REGIONAL Contacts DODD STRIKE TEAM for Help and Final Resolution

If DODD regional residential support liaisons cannot solve the problem with resources available to them, and all volunteer provider association representatives have been unable to identify additional capacity within the provider community, DODD regional staff should elevate the crisis to Sara Lawson who will engage the DODD Strike Team. The Strike team will consist of an “all hands-on deck” group of senior leaders at DODD who will work to take extraordinary measures using the all departmental resources to ensure the crisis can be solved.

IF THAT DOES NOT ADDRESS THE CRISIS, PROCEED TO STEP 5.

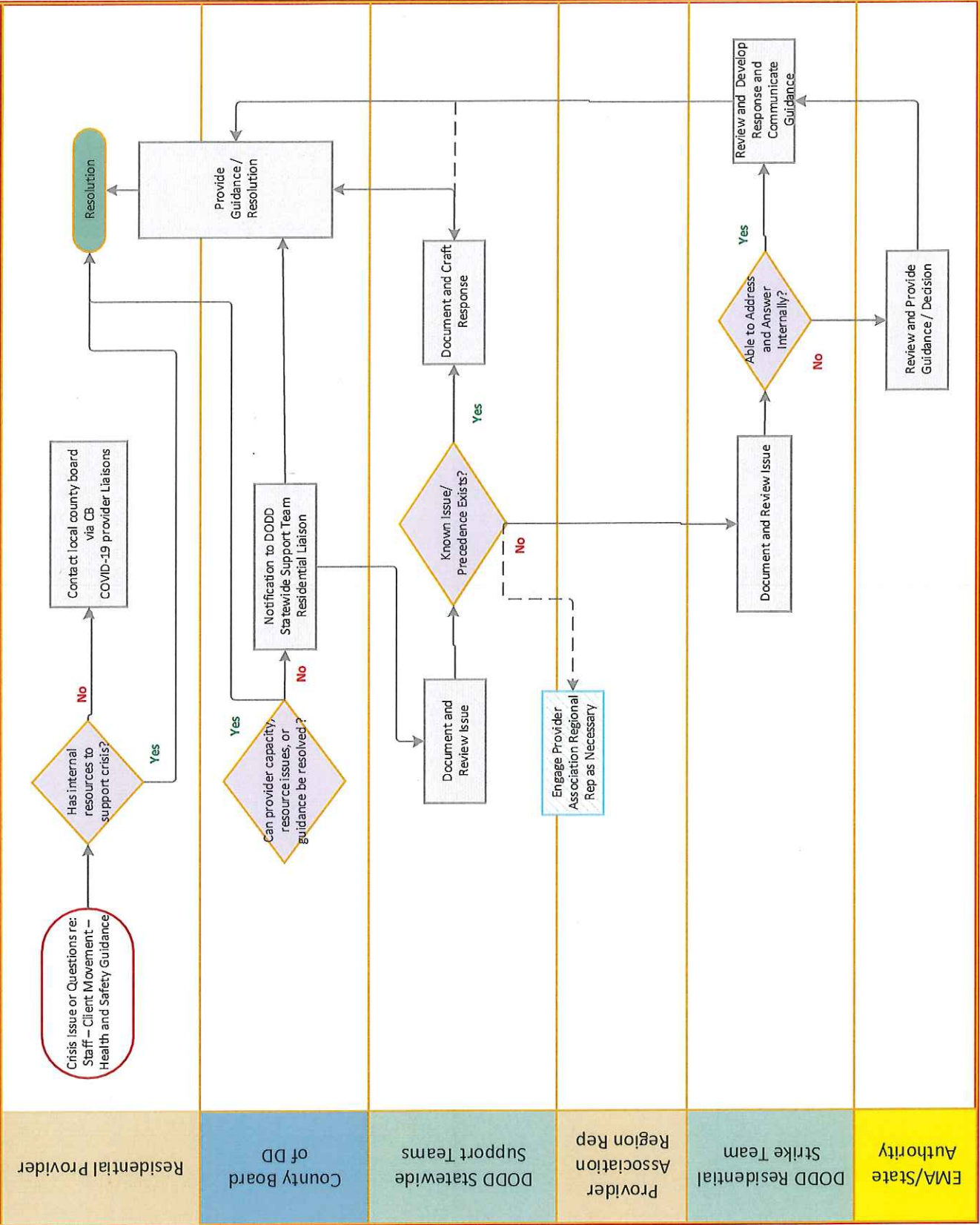
STEP 5: DODD STRIKE TEAM Contacts STATE EMERGENCY MANAGEMENT TEAM

If DODD exhausts all options available to it, the Department will contact the state’s top health officials and emergency management leaders to seek a final resolution outside the DD system’s control.

THE STATE EMERGENCY MANAGEMENT TEAM MUST PROVIDE FINAL RESOLUTION TO THE CRISIS. THERE IS NO OTHER OPTION TO ELEVATE THE CONCERN PAST THIS STEP.

Cross-Functional Flowchart for - Residential Services Crisis Response and Coordination

DD System Residential Services Crisis Response Contact Map: https://dodd.ohio.gov/wps/portal/gov/dodd/about-us/residential_crisis_support_map



Residential Provider

County Board of DD

DODD Statewide Support Teams

Provider Association Region Rep

DODD Residential Strike Team

EMA/State Authority