



## **PANDEMIC PROTOCOL: Hathaway-Sycamores Child and Family Services**

### **Short Term Residential Therapeutic Program (STRTP)**

#### **(El Nido Campus)**

5.27.20

#### **General Precautions:**

The agency has developed the following protocol to respond specifically to risk if exposure and/or illness in alignment with public health guidelines. In keeping with said guidelines, and to ensure the safety of all our colleagues, consumers and visitors at Hathaway-Sycamores Child and Family Services (HSCFS) El Nido residential campus located at 2933 El Nido Drive, Altadena, CA 91001, the following guidelines are in place. HSCFS will also utilize Prudent Parent regulations to make time sensitive decisions that are in the best interest of safety and health for all youth residing at the HSCFS El Nido campus.

The following guidelines are effective immediately:

- Visitors are limited to essential and approved visitors only.
- In order to reduce exposure, volunteers, family or friends will not be permitted on campus at any time,
- Youth will maintain all visitation with family and friends via virtual platform only (e.g. phone, video conference, etc.) or in the community for extended period and/or by approval of placing agent, as determined in the Child and Family Team (CFT) process.
- All permitted visitors will have their temperature taken with a “no touch” thermometer before being able to interact with youth or staff and will be administered a series of screening questions upon arrival to campus. We dissuade ALL visitation from any visitors age 65 and above and those with any underlying health conditions as these groups are considered higher risk.
- The two family cottages are closed to ALL family visits
- Cleaning and disinfection of all units, offices and living spaces are increased and are conducted multiple times per day, seven days per week.
- Staffing resources has increased to include staff from other HSCFS sites to ensure adequate staff to youth ratio should there be excessive staff outages.
- Hand sanitizer stations are present at various points throughout campus including living units and by high traffic areas such as timeclocks or copy machines.

- The dining hall has been modified to limit congregate dining. Youth are to eat all meals in their respective living units.

**Approved visitors should refrain from visiting campus if:**

- They, or a member of their household, have traveled to, through, or had a flight layover in mainland China, South Korea, Iran or Italy at any time in the past 14 days (as of the time you are reading this notice); or
- They have any reason to believe that they might otherwise have been exposed in the past 14 days; or
- They are exhibiting any of the following (non-exhaustive) list of possible symptoms of infection:
  - Fever or chills
  - Cough
  - Shortness of breath or difficulty breathing
  - Fatigue
  - Muscle or body aches
  - Headache
  - New loss of taste or smell
  - Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea

**The following guidelines must be followed by all El Nido staff, youth and approved visitors:**

- All staff and visitors are encouraged to stay home when they feel ill.
- When on campus, staff, youth and visitors are asked to wash their hands regularly and cough and sneeze into a tissue and immediately dispose into the trash.

In general, the following pandemic policy should be followed. Said plan is categorized by the following stages based on progression of risk and/or whether staff or consumers are infected:

- 1. Preparation**
- 2. Mitigation**
- 3. Response**

**Preparation:**

- 1. Education & Training:** All El Nido staff members receive initial and ongoing and/or annual training in the following areas as part of onboarding and ongoing employment at HSCFS. Staff members are educated on Infection, Prevention, and Universal Precautions and general staff

safety through:

- New Employee Orientation
  - Emergency/Disaster Overview Training
  - American Heart Association FA/CPR/AED
  - Blood-borne Pathogens eLearning Course
  - Any staff required to wear Personal Protective Equipment (PPE), shall be trained on how to utilize respective gear including how to remove and dispose.
2. All residential programs are provided in service training on disease prevention, proper hygiene and handwashing protocol.
  3. The agency maintains at least 7 days' supply of food and water per state regulations.
  4. The agency maintains at least 3 months' supply of Personal Protective Equipment (PPE) and cleaning supplies.

**Mitigation:**

Prevention:

**1. Staff Members**

- Staff are to wear facial coverings/masks to the extent possible while on campus.
- Staff members will have their temperatures taken via no touch thermometer at the beginning of their shifts.
- Staff members are expected to follow general hand washing protocols, infection prevention strategies, and always utilize universal precautions to mitigate the spread of germs and infection.
- Staff members are encouraged to be current with their vaccinations.
- Staff members experiencing the onset of symptoms should notify their supervisors immediately
- Administrative leave may be considered for higher risk staff per staff request, whether or not a staff is or feels ill
- Program Director or Vice President can send an employee and/or a contractor home for precautionary measures (i.e. persistent cough) to self-isolate or may ask them to visit Urgent Care.
- Staff who are ill (i.e. persistent sneezing, coughing, and/or fever above 100°) are to take paid Time Off (PTO)
- HSCFS may ask for a release to return to work.
- All non-essential staff will telework as a matter of practice
- Leadership will assemble a list of trained staff who would volunteer to work with at risk or ill children.
- Staffing contingency plans have been developed to assist with some staff

shortages. HSCFS would request assistance from Los Angeles County in the event of an excessive shortage.

## **2. Youth**

- Residential programs youth are required to wear facial coverings at all times while outside of their living unit.
- Youth have their temperature taken daily.
- Youth are trained on how to use facial coverings by their direct care staff.
- Youth receive ongoing education and support on understanding the program pandemic plan, hygiene, appropriate social distancing procedures and are monitored and reminded regularly.

## **3. Visitors**

- In order to prevent exposure, all visitors are limited to essential and approved visitors only. No volunteers, family or friends will be permitted on campus at any time.
- County Social Workers, Probation Officers and Investigators are able to visit on site provided they wear PPE and allow all screening to occur.
- While on campus, youth will maintain all visitation with family and friends via virtual platform only (e.g. phone, video conference, etc.).
- All visitors will sign in at reception or the Program Support (PSS) office. We dissuade ALL visitation from any high-risk group such as visitors age 60 and above and those with any underlying health conditions. Only Law Enforcement (LE) and emergency responders is exempt from this requirement.
- The receptionist or the PSS staff will use a no touch thermometer to take each visitor's temperature.
- A screening tool will be used to ask key questions about visitor's exposure and current health (see attached).
- If any visitor has a fever above 100°, they will need to reschedule their appointment.

## **4. Admissions:**

- Every youth is screened for respective respiratory exposure and illness prior to and upon admission.
- HSCFS also recommends to placing agent that all youth be tested for respective respiratory illness prior to admission.

## **5. Runaway Youth:**

- All residential youth have been educated on the risk of the pandemic infection and have been advised on ways to keep themselves safe and healthy.
- In order to keep campus healthy and free from infection, the agency may close the beds of STRTP or TSCF youth who leave the campus, or quarantine youth for 5-14 days, per recommendations from LAC Public Health. Either action will be taken to prevent exposure and risk that may be presented from a youth who has been unsupervised in the community where infection has been confirmed.
- Should a youth return from runaway status and need to be quarantined, the following steps may be taken:

- Consumers will be required to use hand sanitizer and then will be taken to the rest room to wash their hands.
  - Consumer's temperature will be taken
  - Consumer will be asked to shower before transiting to the quarantine unit (we have a private shower in our recreation hall that is separate from the living units).
  - The clothes the consumer came in with will be bagged up and washed, and they will be given a new set of clothes prior to returning to their living unit.
- Each runaway return will be addressed case by case with a goal of ensuring safety and health for campus. Safety plans will be updated to reflect possible or confirmed actions and placing agent will be notified.
  - All TSCF and STRTP youth are educated on the risks of running away and the possible response from the agency upon their return.

#### **6. Outings and Recreation:**

- All community passes are on hold in order to comply with social distancing requirements and to guard against infection from uncontrolled community sources.
- On or off-site face to face family visitation has been terminated. Virtual visitation will replace all face to face visitation.
- All outings will be in "nature only" (e.g. hiking, bike riding, etc.) in the immediate area, will remain cottage based and will observe social distancing guidelines.
- The agency will provide extensive on-site recreational activities to the extent possible during any stay at home period. This will include but is not limited to basketball, water play, indoor/outdoor recreation/exercise equipment, art, music, on site tutoring, etc. The Child and Family Team (CFT) will ensure that each youth's individual needs met. Off-site activities will be permitted as determined by current county health orders.

#### **7. Education:**

- All youth will attend school on campus (aka "e-learning") per state mandate.
  - Virtual learning environment will be supported on a per cottage basis and will be staffed per state ratio requirements.
  - HSCFS School Case Manager will update school authorities and ensure that learning objective and structure is in place to include all technology and supplies requirements as required by school of origin.

#### **8. Placement Stability Planning:**

- The treatment team will work with the Child and Family Team (CFT) will work together to ensure that treatment program and setting remains stable, individualized and consistent during any and all safer at home, quarantine or

isolation periods.

**9. Mental Health:**

- All mental health treatment will continue during any pandemic period. Services will be provided in person to the extent possible, or by telehealth when appropriate. All youth will be provided with the appropriate platform for utilization of telehealth. Youth who are isolated or quarantined will receive treatment as determined for individual circumstances.

**10. Residential, Aftercare and Foster Family Agency (FFA) to include Intensive Services Foster Care (ISFC) Consumers:**

- Any HSCFS Residential, Aftercare or FFA/ISFC consumer exhibiting signs of persistent sneezing, coughing, and/or fever above 100°, shall be referred directly to Children’s Hospital located at 4650 Sunset Blvd, Los Angeles, CA 90027. Phone (323) 660-2450.
- Any HSCFS client as referenced above who do not reside at HSCFS and are exhibiting signs of persistent sneezing, coughing, and/or fever above 100°, shall be taken to their local Urgent Care.
- A Special Incident Report (SIR) will be written for all clients who have been taken to the Urgent Care/Hospital/designated health center.

**Response:**

**For Alleged or Confirmed Exposure (Youth):**

1. Immediately contact the youth’s pediatrician, Dr. Janesri De Silva at 626-795-8811
2. Notify Public Health Dept (213-240-7941 during business hours; 213-240-1234 after 5p and before 8a) and the respective program will follow their directions regarding if quarantine should occur. Proceed as directed on preparing the quarantine space and securing logistics.
3. Notify placing agent (DCFS CSW or Probation Officer) by phone
4. Notify family, if applicable.
5. Immediately contact Department of Social Services, Community Care Licensing Division, 300 N. Continental Blvd, Ste 290B, El Segundo, CA 90245; phone: (424) 301-3034.
6. Document infection in a Special Incident report (SIR)

**For Alleged or Confirmed Exposure (Staff):**

1. The program will immediately consult with public health to determine course of action based on specific situation (e.g. whether testing should occur, other precautions, etc.). Staff should also consult with their individual physician and follow directions given based on their specific needs).
2. Since staff are considered critical in nature and always wear PPE while at work, they are to continue to come to work provided they are asymptomatic, continue to wear PPE and monitor health for 14 days post exposure. Should a staff become symptomatic, they will be sent home.
3. Individual circumstances and risks will be factored into all decisions and courses of action.

**For Illness (youth):**

1. Any youth who displays any respiratory symptoms will be referred to their pediatrician, Dr. Janesri De Silva at 626-795-8811, for immediate examination and diagnosis.
2. Should a youth be diagnosed with a contagious respiratory illness/infection (e.g. pandemic COVID-19) and needs to remain the in the facility, *isolation should occur*.
3. **Public Health Department should be immediately notified** (213-240-7941 during business hours; 213-240-1234 after 5p and before 8a) and the respective program will follow their directions regarding where isolation should occur. In the interim we would isolate using the family cottage(s). If client is known to be positive for COVID-19, isolation would be immediately implemented. The following steps should be taken:
  - a. Any consumer who is diagnosed with/tests positive for the disease of said epidemic, shall follow public health authority guidelines.
  - b. Isolated person or persons in care until they are determined by state or local health authorities in coordination with the Center for Disease Control (CDC) to no longer be infectious.
    - Any consumer who has tested positive for the disease, but is deemed to not need hospitalization, will be placed in a specifically designated area upon return to Hathaway-Sycamores that is isolated from other consumers.
    - Prior to entering the room, staff members and contractors will be required to put on PPE and immediately upon exiting, will remove and dispose of them in a designated receptacle.
    - Isolation will take place in one of the family cottages, space permitting. If there are multiple youth confirmed with COVID-19, those youth will be isolated together in one living unit with dedicated assigned staff. Personal Protective Equipment (PPE) may need to be utilized to follow public health authority guidelines. This may include the use of gloves, face masks (N95 if available), eye protection and gowns / protective outer wear. Adhere to recommended manufacturer instructions regarding the use of PPE is required and use of PPE instruction will be provided by Hathaway-Sycamores Medication Support personnel. \*
  - c. Immediately contact the youth's pediatrician, Dr. Janesri De Silva at 626-795-8811
  - d. Notify placing agent (DCFS CSW or Probation Officer) by phone
  - e. Notify family, if applicable.
  - f. Immediately contact Department of Social Services, Community Care Licensing Division, 300 N. Continental Blvd, Ste 290B, El Segundo, CA 90245; phone: (424) 301-3034.
  - g. Document infection in a Special Incident report (SIR)
  - h. Implement standard contact and respiratory droplet precautions to include use of PPE referenced above.
  - i. Telehealth will be used for medical appointments if recommended by medical professionals.
  - j. Staffing ratio will be adjusted to reflect need of agency and as permitted and authorized by pre-existing waivers from CCL or county partners.

Other possible actions may include:

- Moving the client home with family (if safe to do so)
- Moving the client to an isolation location determined by Public Health or other governing body
- Assigning a limited number of staff to work with the client

- Not assigning higher risk individuals to work with client when possible

For youth or staff exposure and/or illness, contact tracing may occur based on recommendations from public health.

**For Illness (staff):**

1. Staff will be sent home and can return to work with appropriate medical clearance.
2. The program will immediately consult with public health to determine course of action based on specific situation (Staff should also consult with their individual physician and follow directions given based on their specific needs).
3. The agency will report all exposure to external stakeholders as required.
4. Individual circumstances and risks will be factored into all decisions and courses of action.

\*See Attachment for putting on and removal of PPE from the CDC.