



[www.mainsl.com](http://www.mainsl.com)

# **Preparation and Response Guidelines**

## **Coronavirus (COVID-19)**

Mains'l Services, Inc.

[www.mainsl.com](http://www.mainsl.com)

## INDEX: Mains'I Coronavirus Preparation and Response Guidelines

---

Overview	Page 3
Section1: General Information	Page 4
Section2: Coronavirus Information / Signs and Symptoms	Page 4
Section 3: Monitoring & Containment	Page 5
Coronavirus Monitoring	
Section 4: Infection Prevention & Control	Pages 6-8
Physical Distancing	
Hygiene	
Interaction with Community	
Visitors	
Cleaning and Disinfecting	
Section 5: Response, Care and Treatment for COVID-19	Pages 9-10
Response to Symptoms	
Response to Positive Test Result	
Response to Testing/Positive results in Staff	
Section 6: Staffing	Page 11
Section 7: Care of the People we Support	Page 11
Section 8: Rights during Pandemic Events	Page 12
Section 9: HIPPA Considerations	Page 13
Appendix 1: Public Health Guidelines	
Appendix 2: What to do if you are sick	
Appendix 3: Mains'I Shift Guidelines	
Appendix 4: How to Handwash	

## OVERVIEW PREVENTION, RESPONSE, AND PERSONAL PREPAREDNESS

Our goal with this guidance is to provide education and best practice guidelines for: preparing, preventing, identifying and managing outbreaks of COVID-19. Mains' I strives to keep people happy, healthy and safe, while ensuring that all facets of our operations and our communications are timely and sensitive to people's rights and their unique needs.

Mains' I supports and employs individuals who may be vulnerable to COVID-19. Through education and the implementation of best practice guidelines, we can prevent illness and stop or slow the spread of COVID-19 and other related infections among our crew.

When Mains' I experiences a COVID-19 outbreak, organization leadership will contact the local health department and will follow any issued instructions. Any suspected or confirmed outbreak will be reported in California to the regional center, in Minnesota to the County, and in both states to the state health department and licensing entities. We will communicate any potential exposures to staff, families or visitors as soon as possible after addressing diagnosed individuals' acute needs. Any changes to programs that impact services for people will be made in partnership with the person and their team whenever possible.

### Personal Preparedness:

- **Get the shot!** Vaccination is now readily available for COVID19. This is the single greatest individual step we can take to reduce risks posed by COVID19
- **STAY HOME if you are sick & Practice Physical Distancing** Staying home when you do not feel well is another way we all can contribute to a healthy and safe workplace. During outbreaks, keep a distance of 6-10 feet from other people when possible. Isolation and quarantine are also common healthcare practices used to control the spread of contagious disease by limiting people's exposure to it.
- **Face Coverings:** We strongly recommend all of our crew wear face coverings (i.e. cloth masks) while working with people supported; masking is especially critical when physical distancing is not possible. While statewide public health mandates are largely lifted, in many health care settings and businesses, masks continue to be required.
  - *Why?* The vaccination is extremely effective and CDC no longer requires vaccinated individuals to wear cloth face coverings in public settings. **However, we feel it's important to continue masking in our service locations because**
    - Those we support and employ are often at higher risk. In addition, for those who are immunocompromised, vaccination may be slightly less effective
    - Variants continue to emerge and vaccination may be slightly less effective
    - Our crew is not 100% vaccinated
- **Clean your hands often.** Using soap and water for at least 20 seconds is best. When not available, use an alcohol-based hand sanitizer that contains at least 60-95% alcohol. Avoid touching your face, too!
- **Pay attention to possibly contaminated surfaces.** Use your knuckle to touch light switches, payment systems (check out /ATM) buttons, touchscreens etc. Wash hands after touching possibly contaminated surfaces. Keep a bottle of sanitizer with you for use when soap/water isn't available.

- **Focus on YOUR overall well being.**
  - **If you have not already done so, GET A COVID VACCINE.** Talk to your doctor if you have concerns about vaccination, or if it's been a while since your last visit!
  - **Stop smoking or vaping.** Reports seem to indicate the illness and mortality rate is much higher in smokers than non-smokers. A good motivator to quit!
  - **Exercise, eat well, and spend time outdoors.** Do what you can to be healthy.
- **Routinely clean** all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs.

***Appendix 1: Public health guidelines***

**SECTION 1: GENERAL INFORMATION**

**What is a Pandemic?**

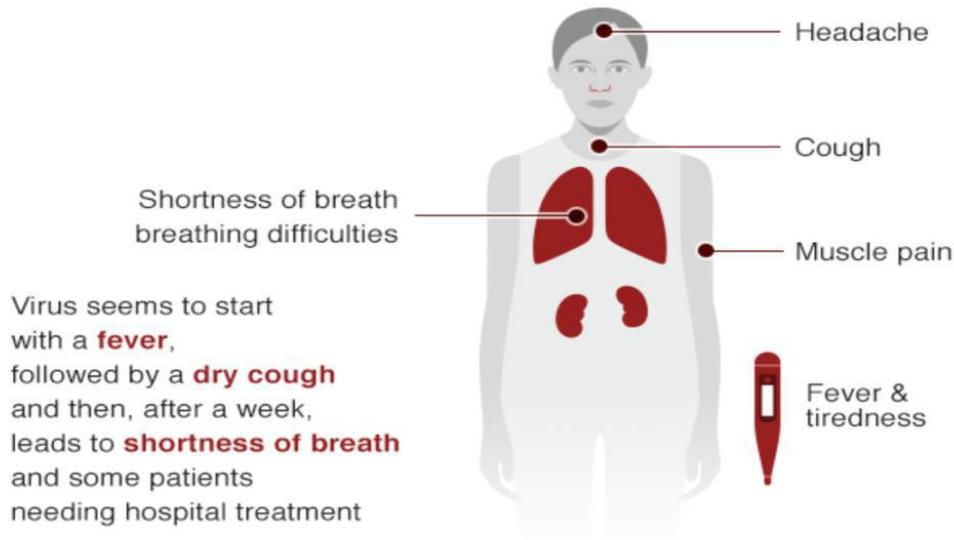
Pandemic refers to the occurrence of a novel infection that circulates around the globe. In basic terms, that means a disease that has spread widely across geographic regions. It has nothing to do with how many people actually get sick, how severe their sicknesses are, or how many people die.

**SECTION 2: CORONAVIRUS INFORMATION**

The infographic is titled "Novel coronavirus vs. flu symptoms" in a blue header. It is divided into two main sections: "Novel Coronavirus (Covid 19) Symptoms" on the left (blue background) and "Flu Symptoms" on the right (green background). The COVID-19 symptoms listed are Fever, Cough, Difficulty breathing, and Shortness of breath. The flu symptoms listed are Fever/feeling feverish, Headache, Muscle and body aches, Feeling very tired (fatigue), Cough, Sore throat, and Runny or stuffy nose. A small text box at the bottom left of the COVID-19 section provides a warning: "If you are feeling ill and have recently traveled to China or have been in close contact with someone who has COVID-19, please contact your doctor immediately."

---

## Symptoms of coronavirus (Covid-19)



Source: WHO

BBC

### Symptoms and signs

COVID-19 can be difficult to distinguish from other viral respiratory tract infections on clinical signs alone. If you think you have COVID-19 or related symptoms, get in touch with a doctor. They will let you know if/when you need to make an office visit or be tested for illness.

People with COVID-19 generally develop signs and symptoms, including mild respiratory symptoms and fever, on an average of 5-6 days after infection. Most common signs according to the CDC are listed below; this list does not include all possible symptoms.

Most common Symptoms:

- 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

Possible risk factors for progressing to severe illness may include, but are not limited to, older age, and underlying chronic medical conditions such as lung disease, cancer, heart failure, cerebrovascular disease, renal disease, liver disease, diabetes, immunocompromising conditions, and pregnancy.

Employees and people we support showing symptoms will be directed to contact their primary health care provider and if appropriate, visit a local testing site.

## **Appendix 2: What to do if you are sick with coronavirus disease 2019 (COVID-19)**

### **SECTION 3: MONITORING AND CONTAINMENT**

#### **Coronavirus Monitoring**

One aim of monitoring is to ensure early identification of symptoms in the people we support and staff. Identification early helps us to take actions for a better outcome, such as by partnering quickly with medical professionals to monitor the progression of the illness and provide the most appropriate interventions on a timely basis.

Monitoring and catching symptoms early also allows us to take action to reduce spread, such as

- Early notification of exposures (associated with shorter duration of outbreaks)
- Prompt implementation of additional measures, such as KN95 masks, to reduce spread
- Early isolation/source control for those exposed (limiting pre-symptomatic spread)

**All staff and visitors are asked to sign in at every location**, recording the time and their temperature at that time. Sign in screenings allow us to catch any early undetected symptoms. The sign in record also helps us to contact any visitors later, if we learn of a possible exposure to COVID. We ask that visitors contact us if they become ill in the two weeks following their visit.

Mains'I does not restrict contact based on travel. We encourage staff and those we support to use masks and follow the other hygiene practices to help them limit their exposure risk. Cloth or surgical masks for are recommended for all services staff, during all shifts, regardless of personal travel history.

All people who have symptoms will be treated as if they are COVID positive until test results are known. All people who have symptoms or are being tested are asked to inform the Mains'I Nurse ASAP.

## **Appendix 3: Mains'I Shift Guidelines**

### **SECTION 4: INFECTION PREVENTION AND CONTROL**

#### **Key elements for infection control:**

- Physical distancing (6-10 feet between people)
  - Use phone and zoom for meetings whenever possible
- Hand Hygiene (wash per WHO guidelines, scrubbing for at least 20 seconds)
  - Hand sanitizer when soap/water is not available (60% alcohol)
- Source Control (keeping virus out of the air)

- Wearing cloth masks (in public, anytime physical distancing can't be maintained at work)
- Using Face shields when assisting with physical care (e.g. bathing, eating, tooth brushing)
- Both staff and those we support are encouraged to use masks at any time that physical distancing isn't possible or may not be maintained.
- Regular cleaning and disinfecting
  - Use approved cleansers, follow instructions
  - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>
  - Wash high contact surfaces 3x/day (doorknobs, light switches, phones, counters, etc)
- Develop habits like washing hands frequently, sneezing into a tissue or elbow, pushing buttons with a knuckle, "hands free" receptacles for paper towel/tissue disposal, and not touching your face
- Do not share food, utensils or cups/water bottles. Do not leave toothbrushes on counters.
- Thoughtful transportation: using masks, cohorting, limiting numbers per vehicle
- *Always stay home and isolate when sick*

The strategies for slowing down the spread of the virus include quarantine/isolation of known or highly suspected cases, **physical distancing** when well (avoiding large, crowded gatherings) and **good hygiene** (covering your cough by coughing into your elbow, hand washing, etc.).

**Physical distancing, sometimes called "social distancing"** means avoiding crowded places, large gatherings of people or close contact with a group of people. In these situations, viruses can easily spread from person to person through droplets in the air which are very small and spread easily when talking. In general, a distance of 3-6 feet will slow the spread most disease, but more distance is more effective since small droplets can hang in the air. Currently, 6-10 feet is the recommended distance.

**Hygiene:** Wherever possible, replace handshakes, hugs and kisses with elbow-bumps or practice no-touch greetings. All staff, All people will perform hand hygiene:

- BEFORE initial contact, upon arriving for work
- BEFORE and AFTER meal prep/cooking, medication administration
- BEFORE and AFTER putting on gloves for personal care (toothbrushing, bathing, etc.)
- All means All: the people we support will be encouraged to perform and/or be assisted to perform hand hygiene regularly

CDC recommends washing hands with soap and water whenever possible because handwashing reduces the amounts of all types of germs and chemicals on hands. But if soap and water are not available, using a hand sanitizer with at least 60% alcohol can help you avoid getting sick and spreading germs to others.

Cloth masks and other supplies are available through our offices.

## **Appendix 4: How to Handwash / How to Hand-rub**

### **Interaction with Community Members**

Social contact is critical –being a part of our community is important – and we encourage teams to carefully consider how to limit risks while engaging socially. This includes vaccination, wearing cloth face masks, ensuring as much physical distance as possible, and practicing good hand hygiene.

At this time, it's still important to be thoughtful about in-person events. Even outdoors, there is some risk of transmission and teams should discuss prevention measures appropriate for the individuals' involved. In person meetings and gatherings should utilize video conferencing whenever possible.

### **Visitor restriction and signage:**

We strive to keep regular visitors and families of the people we support informed about our guidelines. Please work together to create safe ways to stay socially connected. Use technology as well as physically distant, outdoor activities when possible. Each person should carefully consider and be supported to manage risks as they pursue their relationships.

All those coming and going from our homes – including visitors – should be screened for temperature/symptoms and observed washing hands upon entry to the home. Encourage social distancing and use of masks during visits. Anyone engaged in the visit should be encouraged to thoroughly wash hands immediately after the visit.

If someone supported in our homes tests positive for COVID-19, visitors are strongly discouraged at that location to prevent the spread of the virus. Exceptions may be granted for hospice or other special circumstances. Contact your senior manager with questions.

### **Cleaning & Environmental Decontamination**

Because scientific understanding of this novel coronavirus is still evolving, the Mains'I COVID Response Team will follow new developments. The team will recommend changes to our practices, based on the emerging understanding of the virus and its transmission, in the hope of reducing viral spread.

To support the healthiest possible air in our homes, and in response to some concern that HVAC systems could contribute to viral spread, Mains'I has installed UV filtration systems in all of our homes. We encourage teams to keep the fan on and air circulating throughout the day.

While the risk of transmission from contaminated environmental surfaces and objects is not fully understood, we will follow disinfecting practices in all of our work places.

Clean frequently touched surfaces and objects at least daily (e.g., tables, countertops, light switches, doorknobs, phones, and cabinet handles) using an approved household detergent

1. List of approved detergents: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>

2. First, clean dirt off of the surface. Then wipe the surface with disinfectant. Leave the surface you are cleaning wet with disinfectant for as many minutes as the product instructions require. This step is key, and people often miss this important step. It is not enough to just wipe a surface with a rag dampened with disinfectant.
3. Clean high-touch areas such as door handles, phones, remote controls, light switches and bathroom fixtures. Clean horizontal surfaces such as countertops, kitchen tables, desktops and other places where cough droplets could land frequently. The most important factors to disinfecting are cleaning frequently, thoroughly, and using the cleaning product correctly.

*Always follow the disinfectant manufacturer's instructions for use, including:*

- Use the proper concentrations of disinfectant
- Allow required wet contact time
- Pay close attention to hazard warnings (e.g. avoid mixing products) and instructions for using personal protective items (e.g. gloves and eye protection)
- Use disinfectants in a sufficiently ventilated space

**SUMMARY: The spread of respiratory viruses can be greatly reduced by hygiene measures (hand hygiene, cleaning), use of masks in public/social distancing, and isolation of infected individuals.**

## **SECTION 5: RESPONSE, CARE AND TREATMENT FOR COVID-19**

Mains' l response to any outbreak of illness will be driven by the severity of the outbreak and the needs of those we support, their families, staff and community.

People who think they may have been exposed to COVID-19 or are experiencing symptoms should contact their healthcare provider to guide testing and treatment and inform the Mains' l Nurse.

### **Response to COVID-19 Symptoms in People we Support**

Be alert for symptoms. If you have any concerns about someone's health or overall well being/energy level, take note of those concerns and contact the Mains' l Nurse as soon as possible.

If you believe someone may have COVID-19:

- **Isolate the infected person**, or cohort, and minimize contact with other people
- **Contact the Mains' l Nurse to discuss symptoms**, follow their instruction
- **Contact your supervisor/coordinator/ manager** when possible. They can call the potentially infected individual's healthcare provider and describe the person's symptoms
  - If directed to be tested for COVID-19, the person will be referred to the nearest testing site, tests take 1-3 days for results
- **Provide updates to Mains' l management staff and person's family** on a regular basis
- **Seek prompt medical attention if the illness is worsening** (e.g., difficulty breathing). Before seeking care, call the healthcare provider and tell them that the individual may have, or are being evaluated for, COVID-19. Put on a facemask before they enter the health care facility for evaluation or treatment. Follow the facility's instructions for parking and for entrance to the

building. Following these instructions will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

- **If there is a medical emergency and you need to call 911, notify the dispatch personnel that the individual may have, or are being evaluated for COVID-19.** If possible, encourage everyone to put on a facemask before emergency medical services arrive.
- **Encourage air ventilation**, open windows, use fans, and when possible close off the area the sick person is isolating in
- **Continue to disinfect common areas often and well**, isolation areas are not a priority for cleaning until after the period of isolation is over.

### Response to Positive COVID-19 Test in People we Support

Contact the Mains'I Nurse as soon as possible to report the positive result. Mains'I will contact guardians and other team members as soon as possible after a positive result.

The Nurse and Senior Manager will be in contact with State Health Department to report and track contacts/exposures. Mains'I will inform staff or visitors who may have been exposed as soon as possible, without disclosing the name of the individual who tested positive.

Continue to isolate, follow instructions for use of PPE when in contact with the person, and follow the health care provider's recommendations for care and tracking of symptoms. Continue shift protocols and

- **Provide updates to Mains'I management staff and person's family** on a regular basis
- **Seek prompt medical attention if the illness is worsening** (e.g., difficulty breathing). Before seeking care, call the healthcare provider and tell them that the individual has COVID-19. Follow the facility's instructions for parking and for entrance to the building. Following these instructions will help the healthcare provider's office limit exposure to anyone in the office.
- **If there is a medical emergency and you need to call 911, notify the dispatch personnel that the individual may have, or are being evaluated for COVID-19.** If possible, ensure everyone has a facemask on before emergency medical services arrive.
- **Ensure there is adequate ventilation**, open windows when possible and close off the area the sick person is isolating in, so that others don't enter the area.
- **Continue to disinfect common areas thoroughly and regularly**, isolation areas are not a priority for cleaning until after the period of isolation is over; staff should be in full PPE when entering isolation areas. Be sure to thoroughly disinfect the area where PPE is put on and removed.

As the person we support recovers, Mains'I will seek the guidance of both the health department and the recovered person's medical provider to determine when physical isolation can be ended.

### Response to Positive COVID-19 Test in Mains'I Staff

Mains'I staff are asked to contact the Mains'I Nurse as soon as possible to report the positive result. The Nurse and Senior Manager will be in contact with the State Health Department to report and track contacts/exposures. Mains'I will inform staff or visitors who may have been exposed as soon as possible, without disclosing the name of the individual who tested positive.

The date of return to work for a recovered person will be determined with the guidance of both the State health department and the person's medical provider.

### Care and Treatment for COVID-19

There is no specific antiviral treatment recommended for COVID-19. People with most cases of COVID-19 will recover at home, as they would for other respiratory viral illnesses. Supportive care to help relieve symptoms include:

- **Drinking plenty of liquids.** Choose water, juice and warm soups to prevent dehydration.
- **Rest.** Get more sleep to help the immune system fight infection. Individuals may need to change their activity level, depending on the symptoms.
- **Consider fever & pain relievers.** Use an over-the-counter pain reliever, such as acetaminophen (Tylenol) ) to combat the achiness associated with the virus. It is not recommended to use ibuprofen or advil. We learn more every day, so please talk to your/the person's primary care provider and follow the doctors recommendations.
- **Get fresh air outdoors, as able.**

In most cases people will recover at home. **For severe cases**, treatment should include care to support vital organ functions which will occur in a hospital.

Support staff will be encouraged to follow recommendations of the Departments of Health for use of PPE when supporting someone that is suspected or confirmed positive for COVID 19. This will include use of face masks, shields and PPE when providing care for a person with a positive test result.

Mains'I will work with recovered staff persons individually to plan for their return to work. We will be informed by both the person's health care provider's recommendations and the health department's requirements.

### SECTION 6: STAFFING

Staffing will continue to be a critical issue for Mains'I. There are no restrictions prohibiting staff from working at multiple sites but caution will be used to limit contacts whenever possible. Mains'I will attempt to maintain standard staffing ratios, until such time an outbreak results in excessive absences. Mains'I will endeavor to provide care using existing staffing resources because of the differing nature of each site as well as the fluidity of the current situation.

Staffing responses will be individually tailored to each location and its unique needs, with the input of the person we support and their team whenever possible. Creative staffing may be necessary should Mains'I be overwhelmed with absences during an outbreak.

#### Allocation of staff in an Outbreak

- Once isolation measures are in place, to further reduce the risk of transmission, it is preferable to allocate specific (non-symptomatic) staff to the care of the people we support who are ill.

- Full PPE should be worn when working with people who have tested positive for COVID-19 (gloves, gowns, KN-95 masks, face shields, and if desired a hair covering)
- Staff members, whether or not they work during an outbreak, should continue to self-monitor for signs and symptoms of illness, self-exclude from work if unwell, and contact the Mains' I Nurse as soon as possible if they show symptoms

## SECTION 7: CARE OF THE PEOPLE WE SUPPORT

*The level of care to be provided to the people we support in residential settings during a pandemic is dependent upon the needs of the individual during their illness and staffing levels available.*

Mains' I staff will consult with the full team and local health department staff to assess whether the current home is appropriate for home care. **Considerations for care at home include whether:**

- The individual is stable enough to receive care at home
- Appropriate staffing is available at home
- Supplies are available (disinfecting, pulse oximeters, recommended personal protective equipment)
- There is a separate bedroom and bathroom where the individual can recover without sharing immediate space with others, or a rigorous plan for disinfecting after use
- Resources for access to food and other necessities are available.
- The individual and other household members have access to recommended personal protective equipment and are capable of adhering to precautions recommended as part of home care or isolation (e.g., respiratory hygiene and cough etiquette, hand hygiene)

All the people we support with acute respiratory infections (ARI) may be requested to remain in their rooms or designated areas when inside the home. The people we support with acute respiratory infections may be asked to isolate in a designated home or to be cohorted (grouped) with others exhibiting like symptoms, if appropriate, to help reduce spread and/or ensure adequate staffing.

Mains' I house manager will work with the person, their guardian and their medical team to determine which medical cares and treatments are essential during illness and recovery. Some medications or treatments may be discontinued during recovery for the well being of the person or to reduce the possibility of viral transmission. Any such changes will be guided by the physician and discussed with the team. If available, the Manager will also ensure consent for administration of treatments.

*The minimum basic care will be provided:*

- Medication administration
- Essential personal care
- Ongoing assessment of care needs
- Maintaining regular communication with the relatives/substitute decision makers for the people we support to keep them updated and connected
- Unless the physician deems the visit to be critical for the person, non urgent medical appointments will be cancelled and rescheduled
- Mains' I will provide opportunity to go outside of the house

## **SECTION 8: RIGHTS OF THE PEOPLE WE SUPPORT DURING PANDEMIC EVENTS**

As it relates to services at Mains’l, an individual’s basic rights remain intact during a pandemic event. Quarantine and isolation should be voluntary whenever possible. When that is impossible, recommendations for isolation should be enforced by the least intrusive means available (including relocation to a quarantine location and/or relocation of willing, non-symptomatic house mates).

People will be provided with all needed support services, including psychological support, food and water, and household and medical supplies during “stay at home orders” and during their illness.

Quarantine and isolation are the most complex and controversial public health powers. Given that they involve a significant deprivation of an individual’s liberty in the name of public health, quarantine and isolation expose the tension between the interests in protecting the health of the community and the civil liberties of individuals, such as privacy, non-discrimination, freedom of movement, and freedom from detention.

Rights restrictions will only be enforced when directed by public health or other medical professionals AND in consultation with the full team to determine the least intrusive path. During this pandemic, all of us are making sacrifices for our own well-being and the well-being of others. People with disabilities have the same rights and responsibilities as all of us to be good citizens during this time.

## **SECTION 9: HIPAA CONSIDERATIONS DURING A PANDEMIC**

Regarding pandemics such as COVID-19 , the language in HIPAA allows agencies to disclose personal/medical information to those who are in a positions to minimize or control the spread of the disease. Mains’l has practices to limit the dissemination of medical information to only those who have a *need-to-know*. When we have a COVID positive result

- At the Site level, when a person is positive, Mains’l will communicate possible exposures to people who had contact with the person at Mains’l.
  - Mains’l won’t share the name of the staff who tested positive for COVID-19.
  - Mains’l may, however, inform staff of specific health information when a person supported tests positive for COVID-19; staff are required to be familiar with residents’ medical conditions and health status.
- Mains’l will withhold individual identities, but share statistics agency wide, such as
  - Total positive and negative tests
  - Sites that are isolating and quarantining/coming off isolating and quarantining
  - Outcomes (symptomatic/asymptomatic, hospitalizations, deaths)

Mains’l has developed a COVID Exposure chart which contains detailed specific information related to testing, hospitalization, quarantining, etc. Access to this chart will be limited to the COVID Response Team, the nurses and the executive team.