



COVID-19 Preparedness Plan and Policy for PCA and 245D Services

Current as of June 29th, 2020

Accra is committed to supporting a safe and healthy workplace for all our employees and clients. Accra has compiled the following information to aid clients and caregivers in implementing best practices for client's in-home care to mitigate the potential for transmission of COVID-19.

Accra is serious about safety and health and keeping our employees working at Accra. If at any time a caregiver or client feels unsafe, they should share their concerns with Accra.

This information is available on our website, at accracare.org, under the COVID-19 Updates Page. A physical copy is available upon request. This COVID-19 Preparedness Plan and Policy will be evaluated, at least quarterly, and, if necessary, updated and reposted to our website.

Our COVID-19 Preparedness plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines, federal OSHA standards related to COVID-19 and Executive Order 20-48, and addresses:

- Hygiene and source controls
- Personal Protective Equipment
- Cleaning and disinfecting
- Arrivals and departures
- Screening and policies for staff exhibiting sign and symptoms of COVID-19
- Screening and policies for service recipients exhibiting signs or symptoms of COVID-19
- Social distancing throughout the day
- Food preparation and meals
- Ventilation
- Communications and training

Hygiene and Source Controls:

Employees are expected to wash their hands for at least 20 seconds with soap and water. A poster on proper hand cleaning is available in the client's home folder. Employees should also encourage their clients to wash their hands when possible. Employees should wash their hands:

- At the start of their shift
- After using the bathroom
- Before, during and after preparing food
- Before and after providing care to their client
- After blowing their nose, coughing or sneezing
- After touching an animal or animal waste
- After touching high-contact areas, such as door handles, remotes, computer keyboards, cell phones, etc.

If soap and water is not available, employees and clients may use a hand sanitizer that is at least 60% alcohol based.



Personal Protective Equipment:

Employees should wear masks and gloves when providing care for their client. Clients were mailed surgical masks for their employees to use, which included instructions on how to care for them. Clients can ask Accra to provide more masks when they run out. Employees can purchase gloves for use with their client and may submit their receipt to Accra for reimbursement.

Cleaning and Disinfecting:

- Accra recommends that clients, employees and responsible parties follow MDH and CDC guidance for frequent cleaning and disinfecting of your workspace, especially shared spaces. <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- Ensure high-touch surfaces such as doorknobs, light switches, stair rails, counters, tables and chairs, phones, keyboards, program equipment and other shared items are regularly cleaned and disinfected.
- Minimize the use of shared supplies (e.g. arts and crafts, office supplies) that cannot be sanitized and consider using designated bins for clean and used items.
- Accra recommends using EPA-registered disinfectants recommended by the CDC: <https://www.epa.gov/coronavirus>

Arrivals and Departures:

Clients and/or Responsible Parties should use the Lack of Exposure Certificate provided by Accra as a screening tool for employees at the start of each shift. The CDC also worked with Apple to provide an app for a cell phone that can also be used as a screening tool. It is available at: www.apple.com/covid19.

If an employee is exhibiting any symptoms of COVID-19, they will need to inform the client/responsible party prior to the start of their shift. Accra recommends that the employee not work, and that the client/Responsible Party refer to their emergency staffing plan if other staff are not available.

After conducting a COVID-19 screen, employees should wash their hands and put on a mask and gloves before they start providing any cares. Guidelines for appropriate mask use are available at: www.accracare.org/coronavirus.

Screening and Policies for employees exhibiting symptoms of COVID-19

If an employee is showing symptoms of COVID-19 or has come into contact with someone who has tested positive, they are required to contact Accra at 952-935-3515 right away to report their (potential) exposure or test results. Accra has developed a team that will check in with the employee and client, and provide current MDH and CDC recommendations, as well as information on employee benefits.

If an employee tests positive for COVID-19, Accra will contact the person infected and will conduct a risk assessment and report their answers to MDH. Accra will continue to be in contact with the employee, client and MDH until the employee is able to return to work per CDC guidelines.



Screening and policies for service recipients exhibiting signs or symptoms of COVID-19

If a client is showing signs or symptoms of COVID-19 or has come into contact with someone with COVID-19, they should contact Accra at 952-935-3515 to report their (potential) exposure. Accra will conduct a risk assessment screening and will develop a team to check in with the client. Accra will report the information to MDH and will follow MDH's instructions.

The client/Responsible Party should notify their employees right away, and utilize their staffing back up plan while they are at risk of transmission of COVID-19

Social Distancing:

Social distancing, also called "physical distancing," means keeping space between yourself and other people outside of your home.

To practice social or physical distancing stay at least 6 feet (about 2 arms' length) from other people.

If you are utilizing 245D services, please contact your Accra 245D Service Coordinator to see if a remote service option is available for the client's specific 245D service.

To the extent possible, encourage service coordinators to work from home. Hold meetings remotely, if possible. Use virtual formats for guest speakers or staff meetings.

If not possible to maintain a distance (such as during transportation situations) have a plan on how to mitigate the spread of the virus in close quarters such as the car. Staff may wish to use disinfectant spray on seats, disinfectant wipes on dashboard, door handles and other interior places both before and after transportation occurs.

For direct care services that require close contact, be sure to use masks and gloves, with handwashing or use of hand sanitizer before and after care.

Accessing the Community/Transportation:

When assisting the client to access their community or when providing transportation, Accra recommends the following precautions:

- Plan for the use of facemasks when accessing the community or providing transportation.
- Take precautions when using public transportation or taxis when accessing the community.
- Limit the number of people in the vehicle.
- Remind clients to wear a facemask, wash their hands, and follow social distancing guidelines while they are in the community.



Food Preparation and Meals:

Accra staff, when assigned on the CSSP or Care Plan, should prepare meals for clients using good hygiene practices and serve the client in the same manner. If possible, apply social distancing guidelines to reduce the number of people at the table when food is served, if anyone who may be visiting who is not a member of the existing household.

Note that Accra does not provide group home services. All services are provided in a client's home setting.

Visitors:

Accra recommends the following safety precautions for visitors in the home:

- Visitors should be screened for COVID-19 symptoms prior to entering the home.
- Provide visitors with hand sanitizer or access to a handwashing area, and facemasks if available.
- Encourage social distancing between client and their visitors.
- Whenever possible, visits should occur outdoors
- Clean and disinfect after each visit.

Encourage clients to wash their hands after interacting with a visitor.

Ventilation:

- Work to maximize the amount of fresh air being brought in, if air recirculation is limited.
- Take steps to minimize air flow blowing across people.

Communications and Training:

Accra provides updates to employees and clients/Responsible parties as new information about COVID-19 becomes available. Communication is sent via email and regular mail as needed. Information is also available at www.accracare.org/coronavirus. Accra has a hotline dedicated to COVID-19 questions, which can be accessed by calling 952-935-3515.

Accra provided a Coronavirus training provided by Care Academy that was developed for Direct Care Workers. Paper copies of the training can be mailed to employees upon request. To access the training, employees can go to: https://info.careacademy.com/en-us/covid19-certification-class#Understand_COVID-19. This website information is also provided on applications for new employees.