



COVID-19 OPERATING PROTOCOLS

(PREVIOUSLY REOPENING GUIDELINES)

Updated November 2021



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INTRODUCTION

The health and safety of consumers and staff is REACH's top priority. It is the goal of REACH that consumers and staff feel comfortable and safe resuming in-person services. Our reopening recommendations incorporate guidance from the Los Angeles County Public Health Department, The Centers for Disease Control and Prevention, Community Care Licensing, and the Regional Center System. As REACH resumes in-person support and services, REACH will adhere to the most restrictive directives in place by the federal, state and/or local health officials.

The Reopening Taskforce recommends that all REACH departments immediately begin putting in place specific but adjustable flexible plans, timelines, and schedules that will support and complement the reopening strategies developed by our organization. We strongly recommend that they strictly adhere to the most current and restrictive health and safety COVID-19 protocols in order to mitigate the spread of the COVID-19 virus while we are conducting our essential activities and to do our part to protect the greatest number of people possible.

As REACH implements these important health and safety measures and reimagines how services will be delivered, REACH will continue to strive to provide meaningful supports, resources, and curriculum.

POLICIES

It will be crucial that REACH Human Resources develop and implement company policies and business practices that will provide employee supports and will ensure the health and safety of all employees. Prior to reopening HR will have put in place and will have reviewed with all staff the following:

- Mandated face cover/mask policy
- Remote Work Policy
 - In addition, day programming staff to receive remote services operating procedures.
- COVID-19 sick leave policies
- Guidance on quarantine and return to work after COVID-19 exposure.



MEASURES TO PROTECT CONSUMER HEALTH

- Reduced staff to consumer ratios.
- Minimize indoor supports and services to 30 mins per activity.
- Access to REACH remote support and services.
- Increased frequency of cleaning of the REACH facility restrooms and changing rooms.
- At home covid health screenings and guidance.
- Consumers assigned to cohorts.
- Consumers assigned to only one consistent support staff.
- Facility workspaces spaced 6 feet apart.
- Classroom and facility capacity reduced.
- Consumers provided and reviewed with COVID-19 health and safety training and informational materials.
- Support staff are provided with continuous health and safety trainings from authorized, certified, official health agencies, and/or disability organizations.
- Consumers to always wear face coverings and/or face shields unless eating or drinking. *Exceptions may be made for consumers who cannot wear face coverings due to a documented medical condition or disability. Alternatives will be considered on a case-by-case basis and to be approved by department director.*
- Consumers encouraged to engage in using proper hand hygiene practices.
- Staff to monitor consumer handwashing to ensure proper hand hygiene.
- Increased hand washing stations and or hand sanitizer stations at all REACH facilities.
- Consumer support staff to always wear appropriate face coverings during their shift per REACH mandate.

MEASURES TO PROTECT EMPLOYEE HEALTH

- Work from home options remain in place.
- All employees have been notified not to report to work if they are sick.
- All employees must complete the COVID-19 health survey each day as soon as they clock in.
- All employees must wear face masks while supporting and transporting consumers.
- All employees must wear face masks at all times except when working alone in private offices with closed doors or when eating or drinking.
- All desks or individual workstations are separated by at least six feet or have physical barrier between desks.
- Break rooms, bathrooms, and other common areas are being disinfected frequently.
- Office personnel will have staggered work schedules.
- All REACH facilities will have reduced capacities.
- REACH will provide all staff with Personal Protective Equipment.
 - Gloves
 - Hand Sanitizer



- Face Masks
- Face Shields
- First Aid Kits
- All employees are expected to engage in frequent hand hygiene.
- REACH will provide staff who transport consumers with the appropriate cleaning supplies to disinfect their vehicles before and after their shifts.
- Office personnel will disinfect their personal workspace after each use.
- Office personnel will not share workspaces.
- All REACH facilities have replaced air filters in ventilation systems.

FACILITIES

- All REACH facilities have completed and submitted protocols for office worksites with the County of Los Angeles Department of Public Health. Protocols posted at each facility and are available for review by public.
- Education Services has submitted a mitigation plan to Community Care Licensing. Mitigation plan on file and available for review by public.
- All REACH facilities have hand sanitizer stations at reception desks, restrooms, changing rooms and all commonly used touch points.
- All REACH Facilities will adhere to a thorough cleaning schedule with EPA approved disinfectants. Cleaning schedules will differ from each facility and will depend on how frequently the facility is used. All REACH facilities will have office best practices and cleaning schedules available for public review.
- Office personnel are not to congregate in common spaces, meeting rooms and/or break areas.
- All REACH reception desks/counters to have plexiglass barriers.
- All REACH Facilities will have on hand at least a 30-day supply of PPE and EPA cleaning products.
- All REACH Facilities will have COVID-19 signage placed at all entry points instructing visitors/staff not to enter the building if they are sick and/or have been exposed to or tested positive for COVID-19 within the last 14 days.
- All REACH facilities will post signage at all entry points that face masks are to be worn to enter the premises.
- All restrooms will be equipped with signage promoting appropriate hand hygiene techniques.
- Markers will be placed throughout each facility to promote 6 feet of physical distancing.
- All HVAC filters to be changed every 90 days.
- The use of all REACH facilities by staff and consumer is by appointment only and must be approved by the Department Director or Interim Department Director.
- REACH Facilities will not host any group events and or in-person trainings.

VISITORS

- All consumers, families, vendors, and all other visitors must have an appointment to enter the building. No walk-ins permitted.



- All visitors are required to complete a health survey upon arrival.
- Any visitor showing signs and symptoms of COVID-19 will not be permitted in the building and will be rescheduled.
- All visitors with appointments must sign in noting the day, time of arrival and contact information.
- All employees must sign in noting the day, time of arrival and contact information.
- All visitors must always wear a face mask.
- Virtual meetings for all visitors are highly recommended.

PPE

- All REACH facilities will keep on hand a 30-day supply of personal protective equipment.
- Each Department Director and the department administrative assistant will conduct a PPE inventory count every two weeks and replenish supplies as needed.
- REACH Department Directors will coordinate with community partners and Regional Centers to secure necessary PPE to minimize costs.
- The REACH Board of Directors will provide each department with a budget to purchase any necessary PPE and cleaning supplies needed.
- REACH will be responsible for providing all PPE to staff who provide in-person services.
- REACH Directors, Managers and Supervisors will provide PPE distribution as needed to their staff.
- REACH is not responsible for providing daily PPE supplies to REACH families and consumers. However, exceptions may be made on a case-by-case basis.

VACCINES

- On September 28, 2021, the California Department of Public Health issued a directive that stated that all Regional Center vendors must require that all agency staff be fully vaccinated. REACH is a vendor of the California Regional Center system and for REACH Services to remain in compliance with the directive, **all employees at REACH must be fully vaccinated by November 30, 2021.** “Fully vaccinated” means that the employee received the first dose of an approved one-dose regimen or the second dose of an approved two-dose regimen by this deadline. REACH employees may be exempt from the vaccination requirement only upon providing REACH a written declination, signed by the individual stating either of the following: (1) the employee is declining vaccination based on sincerely held religious beliefs, or (2) the employee is excused from receiving any COVID-19 vaccine due to qualifying medical reasons. Exemption documentation is available through the REACH Human Resources Department. All exemptions are subject to approval by REACH’s CEO and and/or the Human Resources Director.
- REACH consumers have the RIGHT to refuse the COVID-19 vaccine.
- Per Community Care Licensing, Adult Day Programs cannot require participants to be vaccinated.
- REACH will not deny services if a consumer chooses not to receive the COVID-19 vaccine.
- All REACH employees and consumers regardless of vaccination status, must continue to wear masks, practice frequent hand hygiene, and



maintain social distancing measures.

TESTING

- All REACH employees should get tested if they have symptoms of COVID-19.
- All REACH employees and consumers who are not fully vaccinated and have been in close contact with a person confirmed to have COVID-19 must be tested.
- REACH employees will not be permitted to return to work until testing is negative and/or they have quarantined for 10 days and have not experienced COVID-19 symptoms within last 72 hours of the quarantine period.
- REACH consumers will not be permitted to return to programming until testing is negative and/or they have quarantined for 10 days and have not experienced COVID-19 symptoms within last 72 hours of the quarantine period.
- REACH employees not fully vaccinated should be tested if they traveled out of the state and/or country prior to reporting to work in-person.
- REACH consumers not fully vaccinated should be tested if they traveled out of the state and or/country prior to resuming in-person supports and services.
- COVID-19 tests are available at no cost nationwide at health centers and select pharmacies. The Families First Coronavirus Response Act ensures that COVID-19 testing is free to anyone in the U.S., including the uninsured.

Note: Please refer to the REACH COVID-19 flow chart.



SURVEILLANCE TESTING

Any REACH employee with an COVID-19 vaccine exemption status on file must test weekly for COVID-19 and always wear a surgical mask or higher-level respirator while in the REACH facility. Weekly COVID-19 tests are due by Thursday of each week and must be submitted to the REACH Human Resources department and or/uploaded through Paycom.

Any REACH employee that tests positive for COVID-19 will follow REACH quarantine protocols. Furthermore, HR and department directors will collaborate to perform contact tracing and notify anyone that may have come into contact with the employee who tested positive for COVID-19 as a result of surveillance testing.

TRAVEL

REACH encourages employees and consumers to limit or refrain from any non-essential travel. CDC recommends delaying travel until you are fully vaccinated because travel increases your chance of getting and spreading COVID-19. If you are not fully vaccinated and must travel, follow CDC's recommendations for unvaccinated people. REACH shall enforce the following:

- All staff and consumers should notify their direct supervisor if they travel or intend to travel domestically and/or internationally.
- All staff and consumers who are not fully vaccinated must get tested 3-5 days after travel and self-quarantine for 7 days. Self-quarantine for 10 days if you do not get tested.
- All staff who are not fully vaccinated will be expected to work remotely during self-quarantine unless they test positive for COVID-19 and are in sick pay status.
- All consumers will be offered remote programming during their self-quarantine.
- All staff and consumers who travel internationally must get tested 3-5 days after travel AND stay home and self-quarantine for a full 7 days regardless of vaccination status. Self-quarantine for 10 days if you do not get tested.



DEPARTMENT PROGRAMING

The REACH reopening guidelines provides expectations and strategies that are to be implemented across all REACH Departments. However, each REACH department provides different programing and services. Each Department Director will be responsible for designing support and services that follow these reopening guidelines as well as redesigning and implementing services, schedules and supports that are unique to their departments that ensures the welfare of all consumers and staff.

SUPPORTED LIVING SERVICES

The REACH Housing Department has provided continual support during the pandemic for all SLS consumers. The Housing Department will continue to provide housing services as agreed upon by the consumer/caregiver and the Regional Center including 24/7 in-person support and protective supervision.

EDUCATION SERVICES

The Education Department will continue to offer modified program services and will continue to utilize the “Alternative Services Model” as permitted by the California Department of Developmental Services. The Education Department will offer limited in-person services, a hybrid schedule of remote learning and in-person support, and 100 percent remote learning. This service model will remain in place until The California Department of Developmental Services issues a directive that terminates the “Alternative Services Model”. The Department Directors and Training Specialist will work with the consumer/family to develop and schedule a program model the best meets the needs of the individual. The Department will send a copy of the revised programming to all consumers receiving education services.

Things to keep in mind when choosing in-person services:

- Reduced consumer to staff ratios.
- Staffing and consumer ratios will differ while providing virtual/remote services.
- In-person supports to be provided by consistent staff.



- If assigned staff is not available for the day, then no substitute staff will be assigned. You will be offered remote services.
- In-person consumers will be assigned to the same consumer cohorts and staff.
- Supports may be provided in a staggered schedule and part time.
- In-person education services are limited to 3 hours per day. Dependent on cohort ratio.
- Consumers must have the ability to return home early in the event of an emergency such as experiencing COVID-19 symptoms.
- In-person services will not be provided at the REACH Education facilities unless approved by the department director.
- Consumers transported to REACH facilities via ride share services and who typically stay onsite for programming will receive modified services as permitted by the Department Directors and Community Care Licensing.
- A commitment to consistently attend and participate in agreed upon modified support model.

COMMUNITY INCLUSION DEPARTMENT (Non-Licensed Service)

The Community Inclusion Department will continue to provide supports under the “Alternative Services Model” as permitted by the California Department of Developmental Services. All families will be provided modified programming choosing between a hybrid schedule of in-person and virtual supports, minimal in-person support and 100 percent virtual services. This service model will remain in place until The California Department of Developmental Services issues a directive that terminates the “Alternative Services Model”. The Director of Community Inclusion and department supervisors will work with families to develop a program model and schedule that meets the needs of the consumer. All services and supports will be provided in a ratio of one to one. To minimize the spread of COVID-19 consumers will be assigned to one consistent staff. Consumer will not receive a substitute staff should their permanent staff be out for that day however they will be offered virtual services. The Community Inclusion Department Director will provide consumers and families with a copy of community support best practices and program addendum that aligns with public health community-based organization protocols.

Things to consider when choosing in-person services through the Community Inclusion Department:

- Services funded through SGPRC specifically for Community Integration Training.
- In-person services are limited to 3 hours per day.
- Most in-person services are community based.
- No services will be provided at the Monrovia Community Inclusion office.
- Under the “Alternative Services Model” in-person support may take place in the consumers home as long as conditions allow for a safe and healthy environment. Only permissible if authorized by Department Director.
- A commitment to consistently attend and participate in agreed upon modified support model.



- Consumers must have the ability to return home early in the event of an emergency such as experiencing COVID-19 symptoms.

HUMAN RESOURCES DEPARTMENT

The REACH Human Resources Department (HR) will continue to operate during normal business hours Monday through Friday. HR will continue to make sure the company's policies and systems are functioning as intended. Many HR services will be provided virtually. In-person meetings will be limited and conducted when remote services are not possible. All in-person meetings are by appointment only. No staff or visitors shall be permitted in the HR office without an appointment. Exceptions may be made for department directors and board members.

ACCESSING THE COMMUNITY

The COVID-19 pandemic is a fast-changing situation, and availability and use of community resources will adapt to the most current public health guidelines which may see increased restrictive measures or relaxed regulations. REACH will continuously monitor public health guidelines and adjust programming and scheduling as needed. As staff and consumers utilize their community as part of their programming it will be necessary for them to engage in healthy behaviors to minimize the risk of COVID-19 exposure and spread.

- All staff and consumers must abide by local business COVID-19 protocols.
- All staff and consumers should minimize indoor activities to no longer than 30 minutes per location.
- Avoid poorly ventilated indoor spaces.
- Avoid over impacted resources, gatherings, and crowds.
- Practice social distancing of at least 6 feet.
- Always keep masks on during programming except when eating and drinking.
- Wash your hands frequently.
- Carry PPE supplies in the community.
- If possible, staff and consumers will avoid the use of public transportation during program hours.
- Consumers and staff are not to use water fountains. Please bring personal water bottle to program.
- When possible, locate and use single use restrooms.
- It is encouraged that debit cards, gift cards and/or smart pay devices are used to purchase items in the community.
- All meals/dinning to take place outdoors.
- All community schedules and activities must be approved by the employee's supervisor.



TRANSPORTATION

- Staff will conduct a consumer symptom check prior to entering the vehicle.
- Consumers who are sick or symptomatic of COVID-19 will not be transported by staff.
- Consumer and staff must wear a face mask during transportation.
- No more than three people in the vehicle at one time including staff.
- Vehicle windows to be left down while transporting consumers to allow for proper ventilation.
- Consumers being transported to program using contracted ride services should adhere to the providers transportation policy.

MANAGEMENT OF COVID-19 EXPOSURE/CONTINGENCY PLAN

All REACH staff and consumers must stay home if they are sick and/or experiencing symptoms of COVID-

19. Symptoms include:

- 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

Notify your direct supervisor if you are having any of these symptoms. Supervisor will provide you with CDC recommended COVID-19 response guidance.

CONSUMER

- If a consumer show signs of COVID-19 while attending program the support staff will immediately contact their direct supervisor.
- Direct supervisor will notify consumer emergency contact for immediate pick up.
- Support staff ensures cohort (if any) consumers are at least six feet away from symptomatic consumer.
- If at a REACH facility, consumer will be placed in a designated isolation room.
- If in the community, staff will keep a six-foot distance when possible and wait for consumers emergency pick up to arrive.
- The isolation room will immediately be cleaned and disinfected after consumer is picked up.
- In the community, staff to clean and disinfect their vehicle after consumer is picked up.
- The Department Director will immediately notify all staff and consumers that may have come within six feet of the consumer for a period longer than 15 minutes.



- Training Specialist will notify Regional Center and file a special incident report.
- If consumer tests positive for COVID-19 then they must begin home isolation and only return to program after the 10-day quarantine and are symptom free.
- If consumers who are exposed to symptomatic consumer are fully vaccinated, then exposed consumer does not need to quarantine.

STAFF

- If a REACH employee shows signs of COVID-19 during work, the employee should immediately notify their direct supervisor.
- Staff will be directed to leave work and go home to begin isolation period.
- If staff is unable to drive, they will be isolated away from others and their emergency contact will be notified to pick up employee.
- Isolation room and workspace to be immediately cleaned and disinfected after symptomatic employee leaves work.
- If an employee is supporting a consumer and the employee becomes ill, the supervisor will relieve staff and provide supervision to consumer until their emergency contact is able to pick up the consumer.
- All staff that have had close contact, within 6 feet of someone who has COVID-19 for a total of 15 minutes or more with symptomatic employee should leave work and begin isolation period.
- If employees who are exposed to symptomatic employee are fully vaccinated, then exposed employee does not need to quarantine.
- Human Resources will be made aware of any employee that has been exposed or became ill and will complete the necessary paperwork and offer guidance to employee.

STAFF TRAININGS

Health and safety at REACH is a top priority. Department directors will collaborate across departments to develop a training schedule and to ensure all staff are receiving monthly trainings and/or self-guided learning materials pertaining to COVID-19 health and safety. Prior to providing any in-person supports staff will receive training on COVID-19 safety precautions and best practices. All employees will be provided with the CDC recommended trainings as well as educational materials for the following topics:

- Policies to reduce the spread of COVID-19.
- COVID-19 Symptoms, what to do if sick.
- Cleaning and disinfection.
- Proper use and cleaning of masks.
- Social distancing guidelines.
- Use of PPE.
- Safe work practices.
- Stress management.



COMMUNICATIONS/EDUCATION/OUTREACH

REACH will plan and participate in activities that will engage and educate all our internal and external stakeholders as we navigate through the COVID-19 pandemic. What you can expect from the REACH leadership team:

- Enhanced social media presence to inform and update all things COVID-19 and related.
- Multilingual COVID-19 vaccine campaigns that inform and educate.
- Dedicated email to inquire about COVID-19 health and safety practices, policies, and procedures at REACH. Wecare@reach.services
- FAQ page on our REACH website updated regularly.
- REACH quarterly newsletters.
- Parent/Caregiver, staff, and consumer satisfaction surveys.
- Parent/Caregiver townhalls.

OVERSIGHT

- REACH Department Directors will provide continual oversight of programs, operations, and activities being executed in response to COVID-19.
- REACH Department Directors will meet once a month to discuss matters and trainings related to COVID-19 and programming.
- REACH Department Directors will attend Regional Center and Community Care Licensing COVID-19 response meetings and webinars to stay informed on the latest COVID-19 guidance, regulations, programming, and funding.
- The Reopening Taskforce will continue to meet once a month to discuss reopening strategies, challenges and make recommendations as needed that support the most current public health orders.
- REACH will identify a parent advocate to facilitate a parent/consumer forum at least once every two months in-person or virtual.
- Day Program department supervisors will not be assigned to direct service so they may monitor the health and safety of staff and consumers and so they may provide consistent and timely communications to consumers, families, and Regional Centers.
- Department administrative assistants will act as COVID-19 officers who will provide oversight of office/facility best practices and safety procedures, monitor PPE and cleaning supply inventory, and make recommendations and provide updates to their department directors.
 - Home Office: Yvette Alvarez
 - Slauson Office: Paula Anguiano
 - Monrovia: Rachel Estuar (Temporary)