



# Office for People With Developmental Disabilities

ANDREW M. CUOMO  
Governor

THEODORE KASTNER, MD, MS  
Commissioner

June 3, 2020

[REDACTED] Executive Director

[REDACTED]  
Chapter NYSARC, INC.  
[REDACTED]

RE:

[REDACTED]  
NYSARC, INC.  
[REDACTED]

OPERATING CERTIFICATE #: [REDACTED]

Dear Executive Director:

A COVID 19 systems review was conducted at the above-referenced program on 5/27/20. A summary of the visit findings are as follows:

Part 2 On-site, Question 12: Is hand sanitizer readily available throughout the residence?

Observation noted all hand sanitizer and soap is locked in a storage closet downstairs or office upstairs due to the documented PICA behaviors of one individual. Upon questioning staff were able to show where they could access soap and hand sanitizer, but it was under lock and key. It was noted that staff had recently been given individual-size bottles of hand sanitizer to carry on their person, so they could sanitize their hands before going to open the closet and get supplies as needed. It is strongly recommended that the agency evaluate and assure that there is a system for all DSPs and staff working in homes where sanitizer and soap must be secured, which assures ready access to hand sanitizer (individual size or locked dispensers).

Part 2 On-site Question 13: Are high touch surfaces cleaned or being cleaned?

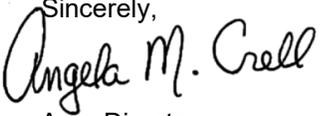
Observation noted that there are several EPA registered cleaners, wipes and products available to staff to clean surfaces as well as a log that indicates that staff are cleaning "high touch" surfaces every shift if not more frequently. However, a physical plant walk-through of the home noted several light switches were not clean and had visible dirt and debris on them. Additionally, the front of the oven and handle of both the oven and refrigerator were encrusted with an unknown material. When staff present were interviewed, they noted that light switches and handles were cleaned but acknowledged that there were switches and handles that needed cleaning. A review of the cleaning log assignment sheet noted that staff attested to cleaning high touch surfaces but not specifically which surfaces they were expected to clean. It is suggested that you identify the specific high touch surfaces that you would like staff to clean throughout the home and add this information to the assignment log sheet as well as go over it with all staff who are responsible for the daily cleaning in the home.

Positives:

- All staff onsite were able to answer COVID related questions and clearly understood the systems in place for COVID prevention and control of transmission.
- Observations of the individuals in the home noted that they were relaxed and clearly choosing the activities that they were participating in. Staff did encourage handwashing as it was needed/appropriate for individuals.

Although a formal plan of correction is not needed, please make sure you address any areas of concern identified in the summary and implement corrections accordingly.

If you have any questions, please contact Jeremy Ryan, Standards Compliance Analyst 2 at 518- 388-1092.

Sincerely,  
  
Area Director  
Bureau of Program Certification

CC: Brian O'Donnell, Statewide Regional Director  
Joan Volpe, Region 3