NEW YORK STATE OF OPPORTUNITY.

Office for People With Developmental Disabilities

COVID-19 reporting requirements are applicable to all providers of OPWDD funded, certified, or operated programs.

OPWDD COVID-19 notification consists of two activities, **phone notification** and documentation in the Incident Report and Management Application (**IRMA**). Notification and IRMA entry requirements are described in this document.

Agencies must comply with the requirements set forth in this document. It is imperative that agencies ensure timely completion of the notifications and IRMA entry required per this document.

Please contact the Incident Management Unit if timely IRMA entry/updates become difficult due to high volume of COVID-19 events and you need assistance,

However, the agency must provide all the information required in the Forms in IRMA. (IRMA Forms are discussed in Section B below.)

A. PHONE NOTIFICATION OF COVID-19 STATUS

I. *WHAT TO REPORT BY PHONE INITIALLY and IMMEDIATELY*

1. All providers must **immediately notify** the Justice Center or Incident Management Unit (IMU) (See section A.II) **by phone** of **the first occurrence of a COVID-19 status** (described below), for:

   - Any **individual** served by their Agency (program), or
   - Any **staff member** employed by their Agency (program).

2. **Certified Sites:** COVID reports are by site. When the agency has made required **phone notification of at least one instance of COVID-19 status in the facility, initial phone notification for that certified site is satisfied.** Any further occurrences for other individuals or staff from that site, or change in their status, is considered an update that is made by entry into IRMA on the appropriate form.
   Community-based Services: COVID reports are by person. For staff or individuals involved <u>only</u> in community-based services (Not site based, e.g. Care Managment, community HCBS waiver), the **phone notification** of the **first COVID-19 status for <u>the person</u>, satisfies the initial phone notification for a person.** Any changes or updates to the individual's or staff's status is considered an update that is made by entry into IRMA, each person having their own IRMA record. (Updates are addressed further in this document.)

3. **COVID-19 Statuses Requiring Notification:**

   - **Positive Test for COVID-19** for any individual or staff of the facility or program/service
   - Any individual or staff **presumed positive for COVID-19 as determined by a Local Health Department (LHD) or Health Care Provider** (HCP) (defined as physician, physician's assistant or nurse practitioner). (This currently is most likely to occur in downstate programs due to density of cases, in the following locations: New York City, Long Island, and Westchester and Rockland Counties).
   - The **death** of any individual or staff member suspected to be COVID-19 related.
   - **Quarantine and/or isolation status instructed** by a Local Health Department or Health Care Provider, as follows:
     A. Precautionary Quarantine
        Person meets one or more of the following criteria:
        1. Has traveled to China, Iran, Japan, South Korea or Italy while COVID-19 was prevalent, but is not displaying symptoms; or

2. Is known to have had a proximate exposure to a positive person but has not had direct contact with a positive person and is not displaying symptoms. In addition, any person the LHD believes should be quarantined, not addressed here, the LHD should contact NYS DOH.

B. Required Mandatory Quarantine
Person meets one or more of the following criteria:
1. Has been within close contact (6 ft.) with someone who is positive, but is not displaying symptoms for COVID-19; or
2. Has traveled to China, Iran, Japan, South Korea or Italy and is displaying symptoms of COVID-19.

C. Required Mandatory Isolation
Person meets one or more of the following criteria:
1. Has tested positive for COVID-19, whether or not displaying symptoms for COVID-19.
2. LHDs must immediately issue an order for Mandatory Quarantine or Isolation once notified, which shall be served on the person impacted.

NOTE: Individuals presumed to be COVID-19 positive must be under isolation in the same manner as individuals who test positive.

II. *HOW TO REPORT – INITIAL, IMMEDIATE PHONE NOTIFICATION of COVID-19*

Program/Services Under Justice Center Jurisdiction	Programs/Services **NOT** Under Justice Center Jurisdiction
Report initial occurrence of a COVID-19 status for a facility/program to the NYS **Justice Center** for the Protection of People with Special Needs @ **1-855-373-2122** The Justice Center is assisting OPWDD in receipt of reports. However, COVID-19 "Coronavirus" Event/Situations **are not** under the jurisdiction of the Justice Center. **Web form submittal is not acceptable for COVID-19 reports.**	Report initial occurrence of a COVID-19 status for a program as follows: **Monday through Friday, 8:00am-4:00 pm** **1-518-473-7032** *State that the call is for COVID-19 reporting.* ***Do Not call your RCO or ICO directly for COVID-19 telephone notification.*** *After Hours***:** After 4 pm Monday-Friday, all hours on weekends and NYS holidays: **1-888-479-6763**
The Justice Center (JC) XML will create a report in the **OPWDD Incident Report and Management Application (IRMA).**	The provider must create/enter the report into the **OPWDD Incident Report and Management Application (IRMA) as a Part 625 event.**

III. _INFORMATION NEEDED - Initial Phone Notification_

Providers must report the following information during phone notification of the first occurrence of a COVID-19 status; as much as is known at the time:

- **Caller Name and contact phone number**
- **Reporting Agency**
- **Program/Service Type**
- **Program/Service Address**
- **Program/Service Phone Number**
- **Name of each Individual** tested positive, presumed positive and/or on quarantine or isolation, or who has died (see section A.IV).
- **Name of any staff member and his or her date of birth** tested positive, presumed positive and/or on quarantine/isolation status, or who has died (see section A.IV)**.**
- **Date of quarantine/isolation** issued by the LHD or Health Care Provider (HCP)
- For individuals or staff determined positive:
  - **Date COVID-19 test administered, and date results were received**
  - If **presumptive positive, date the agency was informed by LHD or HCP**
- Information regarding the **person's or program's quarantine or isolation (**see description pages 1-2)**, as instructed by a Local Health Department (LDH) or Health Care Provider**:
  - Precautionary Quarantine
  - Required Mandatory Quarantine
  - Required Mandatory Isolation (whether COVID-19 positive or presumed positive)
  - Whether the entire program under quarantine/isolation
    - if not, names of those under quarantine/isolation, and level
- **Current location** of individual(s) and/or staff: i.e. relocation site, hospital name if in hospital, on site isolation strategy
- **Description**: Other known pertinent facts about the persons involved and their status:
  - Whether **testing** has occurred and awaiting results
  - If individual(s)/staff are **symptomatic**
  - If individual(s) involved are **vulnerable** regarding COVID-19, based on age and/or pre-existing medical conditions
  - Other known relevant information.

  NOTE: It is not necessary to identify individuals and staff who are not yet positive, presumed positive, isolated or quarantined, or symptomatic of COVID19.

IV. _ADDITIONAL PHONE NOTIFICATION: COVID-19 RELATED DEATH_

1. The agency must provide **telephone notification of the death of an individual or staff member** known or suspected to be related to COVID-19 as noted below.

   - This may be an **update** to a previously reported COVID-19 status

- This may be an **initial phone report** (described above) if the individual or staff person did not have a quarantine status or positive test result prior to his or her death.

NOTE: Other COVID-19 updates for individuals or staff members (e.g. changes in quarantine status, test results, medical condition) do not require phone notification but require IRMA entry, as explained in Section B of this guidance document.

2. **How to Report a COVID-19 Related Death by Phone:**

Phone Notification of a *COVID-19* Dea*th* of an *Individual or Staff*	
Report of Death for Program/Services <u>Under</u> Justice Center Jurisdiction	**Report of Death for Programs/Services <u>NOT Under</u> Justice Center Jurisdiction**
Phone in an update of COVID-19 related death to both of the following: ***NYS Justice Center Death report line: 855-373-2124*** *Inform the JC that the death was COVID-19 related.* **AND** **OPWDD IMU's Main Line** Monday - Friday, 8:00am – 4:00 pm **518-473-7032** *State that the call is for COVID-19 update.* After 4 pm Monday-Friday, all hours on weekends and NYS holidays: **1-888-479-6763**	**Phone in** an update of COVID-19 related death to the following: **OPWDD IMU's Main Line** Monday - Friday, 8:00am – 4:00 pm **518-473-7032** *State that the call is for COVID-19 update.* After 4 pm Monday-Friday, all hours on weekends and NYS holidays: **1-888-479-6763**

IRMA Entry for *COVID-19 Death* Following Phone Notification **Staff Member Deaths**
The death of a staff member must be entered in IRMA as a Part 625 **Event-Situation COVID-19 "Coronavirus".** • If the death is updated information for an existing COVID-19 "Coronavirus" Event-Situation, the staff's passing should be entered in the existing IRMA report, as an update to the staff information. • If reporting the death is a new/initial entry for the program/service, you will need to create/enter the report into IRMA as a new Part 625 "Coronavirus" event and also provide information about the positive or presumed positive status**.**

IRMA Entry for *COVID-19 Death* Following Phone Notification Death of Individuals	
Under JC Jurisdiction	**Not under JC Jurisdiction**
IRMA Entry of a COVID-19 Death • When a report of death related to COVID-19 is phoned to the JC, the JC will release the XML file of the report to create the incident in IRMA. • These XMLs will be identified as "COVID-19 Administrative Death' and are auto-populated with the investigation delegated to the NYJC. IMU will change the delegation of the investigation to 'Agency' or 'OPWDD" as appropriate. • If the death was under the auspices of the agency, these reports should be classified as 'Serious Notable Occurrence-Death'.	**IRMA Entry of a COVID-19 Death** • For deaths not under the auspices of the agency, agencies are required to create an 'Event Situation-Death' in IRMA, which will auto-delegate the investigation to the agency.

Regardless of Justice Center jurisdiction, **all individuals whose deaths are reported as related to COVID-19 must have two reports completed in IRMA:**
 	
    1. **A Serious Notable Occurrence-Death or Event Situation- Death, whichever is applicable to the individual and service received**
                AND
    2. **Event situation COVID-19 "Coronavirus"**	

Deaths and other required information identified below, must be entered in IRMA within 24 hours.	

**See Next Page For Additional Guidance on
IRMA Entry related to COVID-19**

B. IRMA ENTRY FOR COVID-19

Step-by-Step guidance for IRMA entry is available on Attachment A.
Attachment A is the PowerPoint document used for the 5/01/2020 COVID-19 IRMA entry and reporting webinar training.

I. *TIME FRAMES FOR COVID-19 IRMA ENTRY:*

- **within 24 hours of required phone notifications** of initial reports or reports of death
- **immediately upon knowledge of other status updates** for sites, individuals or staff, for previously entered COVID-19 events

II. *HOW TO ENTER COVID-19 EVENT IN IRMA:*

- COVID-19 reports must be documented in IRMA as Part 625 events.
- Enter COVID-19 reports under the Part 625 Event/Situation classification, as indicated below:

Part 625 Event/Situation classification of **ES -COVID-19 "Coronavirus"**	
Programs/Services *Under* Justice Center Jurisdiction	**Programs/Services *NOT Under* Justice Center Jurisdiction**
Follow these steps to enter into IRMA: • Log into the Incident Report and Management Application (IRMA) • Look in the Justice Center Tab in IRMA • Locate the newly created IRMA record. Open that record and review the JC report to ensure that this is the correct narrative reported for COVID-19 to the Justice Center. • Continue to enter COVID-19 "Coronavirus" Event information by following ES COVID-19 IRMA Entry Requirements detailed in Attachment A.	Follow these steps to enter into IRMA: • Log into the Incident Report and Management Application (IRMA) • Go to the menu page and select, "ADD INCIDENT*"* • Continue to enter COVID-19"Coronavirus" Event information by following ES COVID-19 IRMA Entry Requirements detailed in Attachment A.

III. *IRMA ENTRY - THINGS TO REMEMBER:*

- Step-by-Step guidance for IRMA entry is available on Attachment A (PowerPoint document used for the 5/01/2020 COVID-19 IRMA entry and reporting webinar training).

1. IRMA entry is by program for certified sites. Only one (1) IRMA record should be created per certified facility. (Note:For non-site based services, an IRMA record is created for each person.)

   o The unique statuses of multiple individuals and staff can be documented in one IRMA record.
   o The names of the individuals involved are entered in the Individual Tab
   o The staff members involved are entered in the Incident Details Tab, Involved Persons Sub-tab. The type "Staff, Staff" should also be added to the Individual Tab to indicate that a staff member is also involved in this exposure. All involved staff members should be added as the "type" of person present. This action generates the form for the staff members.

- o Forms will generate for each individual added to the Individual Tab and each staff member added to the Involved Persons Tab. A Program Form will also generate.
    - The number of Individual and Staff Forms that appear will correspond to the number of individuals entered in the Individual Tab and the staff members entered in the Involved Persons Tab.
        - Only individuals and staff who **meet the criteria** for reporting should be documented in IRMA and Forms completed. The criteria for reporting/entry in IRMA is the following:

            - o **Positive Test for COVID-19** for any individual or staff of the facility or program
            - o A Local Health Department (LHD) or Health Care Provider (defined as physician, physician's assistant or nurse practitioner) determination of an individual as *presumed positive* **for COVID-19.** (his currently is most likely to occur in downstate programs due to density of cases, in the following locations: New York City, Long Island, and Westchester and Rockland Counties).
            - o **Quarantine and/or isolation status instructed** by a Local Health Department or Health Care Provider as follows:
                - **A. Precautionary Quarantine**
                  Person meets one or more of the following criteria:
                  1. Has traveled to China, Iran, Japan, South Korea or Italy while COVID-19 was prevalent, but is not displaying symptoms; or
                  2. Is known to have had a proximate exposure to a positive person but has not had direct contact with a positive person and is not displaying symptoms. In addition, any person the LHD believes should be quarantined, not addressed here, the LHD should contact NYS DOH.

                - **B. Required Mandatory Quarantine**
                  Person meets one or more of the following criteria:
                  1. Has been within close contact (6 ft.) with someone who is positive, but is not displaying symptoms for COVID-19; or
                  2. Has traveled to China, Iran, Japan, South Korea or Italy and is displaying symptoms of COVID-19.

                - **C. Required Mandatory Isolation**
                  Person meets one or more of the following criteria:
                  1. Has tested positive for COVID-19, whether or not displaying symptoms for COVID-19.
                  2. LHDs must immediately issue an order for Mandatory Quarantine or Isolation once notified, which shall be served on the person impacted.

        - The Staff Form is ONLY required for those staff members or volunteers who have tested positive or are presumed positive, or that have a level of quarantine or isolation as instructed by the Local Health Department or a Health Care Provider.

2. **Initial IRMA entry must occur as soon as possible but no later than within 24 hours of initial phone notification.**

3. **Information to Document for Initial IRMA Entry:** The Forms referenced above provide **specific fields to guide you to enter the information necessary** and make it clear where and how the information can be documented. Document the following in IRMA:
   a. Information expected for initial phone notification. See Section III on page 3 for details.
   b. How exposure to COVID-19 occurred, if known
   c. Medical evaluation

    d. Notifications to family and advocates

    e. Communications with the Local Health Department (LHD); including contact initiated with the LHD but not accepted.   If the LHD did not accept the information, also enter a note in the additional comments field in IRMA.

    f. Staff Information: Document the name of staff and additional information about staff involved, entering as much information as you can gather, including, but not limited to: phone number, location/address of primary work site, exposure location and date, whether medically evaluated, and email address.

4. **An IRMA update must be made with each change in status for an individual, staff member, and/or program in the applicable form. Upon entering the update, the agency is responsible to note that an update was made in the "Conversation to-date" section in IRMA.**

5. **Updates and Status Change Information to Document in IRMA entry**. **The status of programs and people regarding COVID-19 will be changing over time.** The Forms referenced above provide specific fields to guide your entry and make it clear where and how the information can be documented. Updates that must be documented include, but are not limited to the following:

    o COVID-19 testing conducted

    o Receipt of positive COVID-19 test results for previously reported or new individuals/staff

    o Receipt of negative COVID-19 test results for previously reported individuals/staff

    o LHD or Health Care Provider (HCP) determination that a person is presumed positive

    o All Hospitalization information (hospital name, admission/discharge date, discharge plan)

    o Change in individual's location due to implementation or termination of quarantine or isolation

    o Change in or termination of quarantine or isolation status for as instructed by LHD or HCP

    o Recovery from COVID-19 illness

    o Medical evaluations and/or interventions

    o Death, date of death, and location of death if known

6. **Contact Tracing**: The agency and the LHD may come to a mutual understanding of whether the agency or LHD will conduct contact tracing as described in the guidance document, *OPWDD Operational Instructions for Agency Contact Tracing*. If the agency completes the contact tracing, upload the documentation into the "Other" folder in IRMA. If the LHD or OPWDD's Office of Investigation and Internal Affairs conducts the contact tracing, document this in the additional comments.

The above is not comprehensive IRMA entry instruction. Step-by-Step guidance for IRMA entry is available on Attachment A. Attachment A is the PowerPoint document used for 5/01/2020 COVID-19 IRMA entry and reporting webinar training.

If your agency is experiencing a high volume of COVID-19 illness, your priority is always the health care and monitoring of the individuals you support while maintaining healthy staff to do so. If this results in your need for assistance to enter/update COVID-19 information in IRMA, please email OPWDD/DQI's Incident Management Unit at email address below. If you do not request assistance, you are expected to meet entry time frames independently.

Please direct your questions related to reporting in IRMA to 518-473-7032 or
incident.management@opwdd.ny.gov