

Covid-19 Phone Notification Requirements for OPWDD Providers

Effective **03/17/2020**

Applicable to all providers of OPWDD funded, certified, or operated programs

*These requirements supersede guidance emailed March 12, March 14, and
March 17, 2020*

Covid-19 Events that must be Reported

All providers must immediately notify the Justice Center or IMU by phone of:

- **any Covid-19 related quarantine and/or isolation orders** served by their Local Health Department (LHD), identified below (page2);

Regarding:

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

The reports must be documented in IRMA as Part 625 events as described on companion document "Covid-19 Required Reporting in IRMA". The events will not require investigation by the agency. However, IRMA entry must include information required in this guidance. You will be contacted by OIIA to collect information for contact tracing if there is positive response and/or a reasonable suspicion that a person will test positive.

Initial Notifications

Program/Services Under Justice Center Jurisdiction

All agency programs/services **under the jurisdiction** of the Justice Center must report Covid-19 status as described below 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.

Web form submittal is not acceptable for Covid-19 reports.

Note: A Justice Center XML will be created in IRMA

Programs/Services NOT Under Justice Center Jurisdiction

All agency programs/services **not under the jurisdiction** of the Justice Center must report Covid-19 status as described below, as follows:

Monday through Friday, 8:00am – 4:00 pm

Call **518-473-7032** and state that the call is for Covid-19 reporting.

Do Not call your RCO or ICO directly for Covid-19 telephone notification.

The provider must create/enter the report into IRMA.

Status Changes/Updates to Previous Reports

All Phone Notifications Must be reported to OPWDD Incident Management Unit

Monday through Friday, 8:00am through 4:00pm:

Call **518-473-7032** and state that the call is for Covid-19 reporting.

Do Not call your RCO or ICO for Covid-19 telephone notification.

After 4 pm Monday through Friday, all hours on weekends and NYS holidays:

Call: 1-888-479-6763.

All providers must **also immediately notify** the OPWDD Incident Management Unit by phone of **any changes in individuals or staff involved, condition, status, or location** of involved parties, related to reported Covid-19 cases.

Within 24 hours of phone notification of updates, the agency must enter into the OPWDD Incident Report and Management Application (IRMA).

Covid-19 Quarantine and Isolation Statuses Requiring Notification:

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 – Positive Test for Covid-19

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.

IMMEDIATE PHONE NOTIFICATION - INFORMATION NEEDED

Providers must report the following information at the time of phone notification to the best of their ability:

- ☞ Caller Name and contact phone number
- ☞ Agency
- ☞ Involved Program/Service Type
- ☞ Involved Program/Service Address
- ☞ **For each Individual on quarantine/isolation status**, the following information:
 - Name, TABS ID, Date of Birth

- Willowbrook status
- Residential Address
- Contact Phone Number for each individual, and primary contact person name
- Name and phone number of the local health department party spoken to by provider
- Determined quarantine/isolation per the health department (one of the following):
 - ☞ Precautionary Quarantine
 - ☞ Required Mandatory Quarantine
 - ☞ Required Mandatory Isolation
- Start date of quarantine/isolation determination
- Description of protections and quarantine/isolation implementation

■ **For each staff member on quarantine/isolation status**, the following information, to the best of their ability:

- Name
- Home Address
- Date of Birth
- Contact phone number
- Name and phone number of the local health department party spoken to, if known.
- Determined quarantine/isolation per the health department (one of the following):
 - ☞ Precautionary Quarantine
 - ☞ Required Mandatory Quarantine
 - ☞ Required Mandatory Isolation

Within 24 hours of phone notification a report must be entered into the OPWDD Incident Report and Management Application (IRMA) as described in “Covid-19 Required Reporting in IRMA”.

IMMEDIATE NOTIFICATION OF STATUS CHANGES

Providers must call to report status changes/updates by **2:00 pm** each day when known, for previously reported individuals and staff including but not limited to the following information:

- Changes in individual’s location due to implementation or termination of quarantine or isolation
- Changes in or termination of health department quarantine or isolation status
- Covid-19 testing and/or receipt of testing results
- Changes in health status, e.g. hospitalization, hospital discharge, recovery, etc.
- Any other significant changes

Within 24 hours of status change notification a report update must be entered into IRMA as described below.