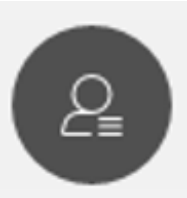
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Raise your hand to ask a question verbally. The moderator will call your name and then unmute you when it's your turn. You will be re-muted after you ask your question.



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Congregate Setting MH Services Provider Readiness Requirements for Reopening during COVID-19

Presented by Christie Edwards
Vice President Clinical Operations

May 29, 2020

urac ACCREDITED Health Network Expires 03/01/2022
urac ACCREDITED Health Utilization Management Expires 03/01/2022
urac ACCREDITED Health Call Center Expires 03/01/2022

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Agenda

- Overview and Introductions
- Expectations and role of Trillium Network Operations with Providers
- DHHS BH/IDD and Facility Based Crisis Guidance April 23, 2020
- DHHS Day Camp or Programs serving children and teens May 6, 2020
- Role of Provider with Members related to informed consent
- Provider Readiness Review Guidelines
- Example Signage

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Role of Service Providers with Members

Trillium's role is to make sure that members receive the most appropriate services to meet their needs. In order to ensure that health and safety is the top priority, Trillium will require providers to obtain informed consent in order for members to receive face to face group services.

- Providers will contact members and/or legal representative to discuss service options during this time.
- Going over all services that are available to make sure members have informed consent as it relates to the community transmission risk in congregate settings related to COVID 19
- Providers will obtain a signed Informed Consent Document to maintain in the member record prior to the delivery of face to face service if this is the selected option.

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INFORMED CONSENT

This document is to verify that all Trillium Health Resources members have been provided Informed Consent as it related to receiving services in a group or congregate care setting.

Member Name: _____

Member DOB: _____

Legally Responsible Person (LRP) if applicable: _____

Provider Name: _____

Provider Location: _____

Applicable Service: Choose an item

Please check the appropriate boxes below.

- [ ] I have been informed that receiving services in a group setting increases my chance of contracting COVID-19 as it has been shown that community spread may occur in congregate care settings.
- [ ] I have been provided choices for alternative methods of service delivery including but not limited to individual services, telehealth services and/or telephonic services during this pandemic.
- [ ] After receiving the above information, I have chosen to receive my services face to face in a group setting.

Member or LRP Printed Name

Member or LRP Signature

Provider Signature and Credentials

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Role of Trillium Network Management with MH/SU Congregate Setting Providers

Oversight of service delivery by providers in our Network. This oversight includes making sure services are delivered with a focus on Health and Safety of our members.

- Provide training to providers about what is expected to reopen under the COVID 19 State of Emergency.
- Review provider readiness plans once submitted to assure adherence to guidelines to safely reopen.
- Suspend provider contracts for violations that impact the health and safety of members.

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DHHS Guidance

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Behavioral Health/IDD Day Program and Facility-Based Crisis Guidance

April 23, 2020

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NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Interim Coronavirus Disease 2019 (COVID-19) Guidance for Day Camp or Program Settings Serving Children and Teens

Updated May 6, 2020

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Signage for Readiness to Safely Reopen

Post the following signs throughout the facility:

- Posted reminders for people to stay 6 feet apart these must include both words and pictures that demonstrate social distancing. MUST have one on each wall using a vibrant color of paper and signs on the doors entering the facility.
- A NOTICE on all entry points that requires screening before entry.
- A NOTICE on all entry points that visitors are restricted at this time.
- A NOTICE that bathrooms are single use only to prevent unintentional congregating in the small space of the bathroom area.



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Signage for Readiness to Safely Reopen, cont.

- Post notice on entry doors for Max Occupancy during Phase I that limits occupancy to no more than 10 people in the building at any time.
- Post a sign on entry doors and throughout the building that says:

  “Cloth Face coverings are required at all times in this facility- if you cannot wear a face covering it is not safe to enter.”



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Signage for Readiness to Safely Reopen, cont.

- Signs on all entry doors using a different color of vibrant paper that says:

"YOU MAY RECEIVE ONE ON ONE SERVICES DURING THIS TIME

OR IN YOUR HOME FOR YOUR HEALTH AND SAFETY. IF YOU PREFER

INDIVIDUAL SERVICES RATHER THAN SERVICES IN THIS GROUP SETTING,

PLEASE CALL TRILLIUM HEALTH RESOURCES AND ASK TO SPEAK TO

Brenda Shaw at 1-877-685-2415"

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Cleaning & Disinfection Readiness Plan

- Perform frequent (every two hours) environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for SARS-CoV-2 (the virus that causes COVID-19). Evidence required to meet is if provider is able to demonstrate there are sufficient and secure cleaning supplies available throughout the facility.
- Provide hand sanitizer with at least 60% alcohol and have a plan to systematically and frequently check availability. Participants and staff must use hand sanitizer frequently throughout the day. Make soap and hand drying materials available at sinks. Evidence required is if provider is able to demonstrate there is sufficient hand washing and hand sanitizer readily available throughout the facility for members and staff.

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Cleaning & Disinfection Readiness Plan, cont.

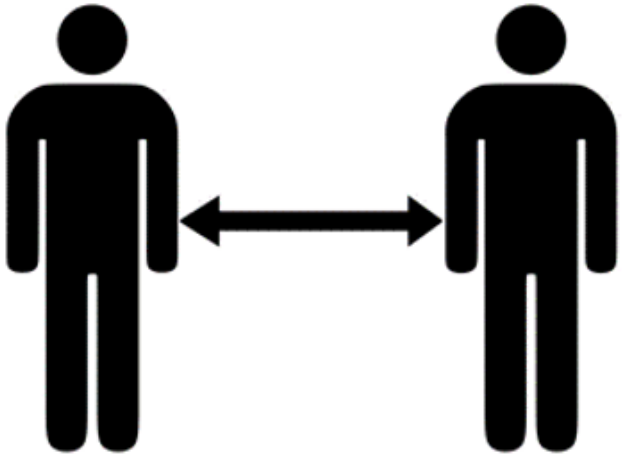
- Make disinfecting wipes and/or sprays that are EPA approved against SARS-CoV-2 available for shared items (such as equipment, tables, chairs). Evidence required is if provider is able to demonstrate there is sufficient wipes and/or sprays readily available throughout the facility for members and staff to disinfect shared items.
- Make available personal protective equipment (cloth face coverings/masks, gloves, face shields) and training on the use of equipment to staff and members. Anyone who is unable to wear a face covering is not safe to be served in this type of congregate setting and should receive 1:1 services outside the congregate setting instead.

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Social Distancing Plans

- Provider must designate times different operating hours for members to maintain no more than a 10 people in the building at all times. Evidence is a schedule, sign in log indicating time in time out, staff timesheets, observation by LMEMCO.
- Provider must offer alternative telephonic, in home, or one on one Community inclusion and support services for members especially those who are over the age of 65 or who are high-risk due to other health conditions. Evidence is posting of notice, interviews with members, legally responsible parties and staff.



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Social Distancing Plans, cont.

- Provider must place markings on the floor and designate entrance and exit points and seating arrangements to promote social distancing of 6 ft apart at all times. Evidence is markings and signs related to social distancing.
- Provider must clearly mark 6 feet of spacing in lines and any areas where people congregate and enforce those limitations. Evidence is lunch area, lobby area, entrances and exits and vehicle seating arrangements must include 6 ft distancing.
- Provider must limit bathrooms to one person use at a time to assure adequate space and time for handwashing. Evidence is signage and a staff training to assure no more than one person in the bathroom at a time.

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Readiness to Safely Reopen

- Provider must require members to remain in their vehicle in the parking lot each day until they can be checked in and screened to avoid congregating at the door. Consider staggered drop off and pick up times to avoid contact. Evidence of compliance is monitoring and observation by LMEMCO.

- All Employees and Members must have available to them appropriate Personal Protective equipment. Staff and members must wear cloth face coverings at all times while in the facility. Evidence of compliance is monitoring and observation by LMEMCO.

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Readiness to Safely Reopen, cont.

- Members must have available an area of eating snacks or lunch if they are in the facility during this time. This area must maintain 6ft of social distancing between all members and staff. Evidence of compliance will be observation of area.
- Providers must restrict access to any outside visitors. Evidence of compliance will be observation.



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Readiness to Safely Reopen, cont.

Vehicle Use

- Providers who are transporting members during this time must maintain social distancing during transport of 6ft.
- All members and staff must wear face coverings/masks during any transport time.



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Employees

All items must be met for employees to reopen the facility. Evidence of compliance will be a review of employee records.

- Have a plan for immediately isolating employee from work if any symptoms develop.
- Screen employees daily for symptoms before entering the workplace and immediately send symptomatic workers home to isolate.
- Employees must receive training on the correct use of PPE for staff including appropriate use of masks or face coverings, gloves, face shields and gowns and the appropriate disposal or washing of cloth face coverings. Educate employees and patrons on preventing the spread of COVID-19.
- Provide employees with proper personal protective equipment and training on proper use, removal and washing of cloth face coverings.

Employees, cont.

- Make accommodations for high-risk workers.
- Encourage sick employees to stay home and support with sick leave policy.
- Exclude employees who have been diagnosed with COVID-19 per CDC guidance, until they say YES to ALL three questions:
  - Has it been at least 10 days since you first had symptoms?
  - Has it been at least 3 days since you've had a fever without using fever reducing medicine?
  - Has it been at least 3 days since your symptoms have improved?

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Know Your Ws



WEAR

a cloth face covering.



WAIT

6 feet apart. Avoid close contact.



WASH

your hands often or use hand sanitizer.

STOP!

Do not enter if you have these symptoms of COVID-19

- Cough
- Shortness of breath
- Fever
- Chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell

Staying apart brings us together.
Protect your family and neighbors.



#StayStrongNC

Learn more at nc.gov/covid19.

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Employee Symptom Screening Checklist

Anyone showing symptoms of COVID-19 or who may have been exposed to COVID-19 should not work.

1. **Have you had close contact (within 6 feet for at least 10 minutes) in the last 14 days with someone diagnosed with COVID-19 or has any health department been in contact with you and advised you to quarantine?**
   - ❑ Yes
     - ➢ The employee should not work. The employee can return to work 14 days after the last time they had close contact with someone with COVID-19.
   - ❑ No
     - ➢ The employee can work if they are not experiencing symptoms.

2. **Since you last worked, have you had any of these symptoms?**
   - ❑ Fever
   - ❑ Chills
   - ❑ Shortness of breath or difficulty breathing
   - ❑ New cough
   - ❑ New loss of taste or smell

If an employee has any of these symptoms, they should go home, stay away from other people, and call their health care provider.

If an employee has been diagnosed with COVID-19 or has had symptoms recently, they should not work.

If an employee is diagnosed with COVID-19 based on a test or their symptoms or does not get a COVID-19 test but has had symptoms, they should stay at home.

An employee can return to work when they can answer YES to ALL three questions:

- ❑ Has it been at least 10 days since you first had symptoms?
- ❑ Has it been at least 3 days since you've had a fever (without using fever reducing medicine)?
- ❑ Has it been at least 3 days since your symptoms have improved, including cough and shortness of breath?

If an employee has had a negative COVID-19 test, they can return to work once they have no fever without the use of fever-reducing medicines and have felt well for 24 hours.

The employee can return to work without meeting the above criteria and without a negative COVID-19 test result IF they have a doctor's note allowing them to return to work.

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EMERGENCY MAXIMUM OCCUPANCY FOR THIS BUSINESS IS



#StayStrongNC

Office of the Governor
by Executive Order

nc.gov/covid19

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CONTACT Information

Submit your reopening plan to NetworkMonitoring@trilliumnc.org

Point of Contact, Brenda Shaw can be reached at 252-287-5177

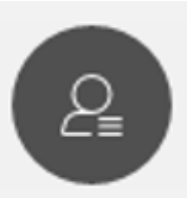
Questions about this presentation can be sent to Christie.Edwards@trilliumnc.org or submitted via the Provider Q&A link that will be held next Tuesday.



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