

COVID-19 GENERAL GUIDELINES & FREQUENTLY ASKED QUESTIONS

Last updated 11/17/2020

Updates from 11/17/2020 include:

- New sections on Travel, State Specific Restrictions, Face shield use, N95 mask use, including new restrictions on indoor support services provided in-home.
- Updated protocols regarding outdoor vs indoor services

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1. GENERAL RISK REDUCTION STRATEGIES FOR ALL PROGRAMS

1.1. Masks

Facemasks are required in California and Washington state when traveling outside the home, including when outdoors in public spaces if you could potentially come within 6 feet of others who are not members of your household. (There are limited exceptions to this mandate specific to each state)

We recognize that appropriately fitting disposable ear-loop surgical masks are superior to cloth masks. When in-person services are provided, whenever possible, we recommend providing disposable masks to clients and families if they do not have them already whenever it is safe to do so. If masks cannot be safely changed such as in an enclosed space, if a client is in crisis, for very young children for which fit is a concern, if using a disposable mask may decrease adherence or promote a power struggle, etc. all clients and visitors should maintain their originally donned cloth masks.

Cloth facial coverings/masks are acceptable to be worn outdoors or in the community ONLY if 2-ply material is used and the material covers the general facial area (**both** nose and mouth). Cloth facial coverings/masks with buttons/vents are **NOT** allowed on Seneca premises or while working at SFA. These buttons/vents do not trap the virus when one exhales, so virus will still escape through them - thus they are not protective for reducing the spread of virus to others if one is asymptomatic but infected with COVID-19.

In-person contact with a Client/Family is still to be avoided and is not recommended at this time, but if needed, an outdoor contact with social distancing and face masks is permissible if following the standard protocols listed below. The risks of providing in-person indoor Client/Family contact or transportation of Client/Family should be balanced with the clinical necessity. If deemed clinically necessary, the following procedures listed below should be followed.

1.2. Supplies

If your program needs any supplies, please contact:

- Shelley Noyes, Health Services Administrator
 - Email: shelley_noyes@senecacenter.org
 - Mobile: 415-722-2891
- Jacquelin Escobar, Sr. Administrative Assistant
 - Email: jacquelin_escobar@senecacenter.org
 - Mobile: 510-340-0858

1.3. Bathroom use

Please avoid entering a Client/Family's home to use the bathroom. It is also recommended to avoid using public restrooms, so please consider the length of visits as Staff or Client/Family may need to use the facilities during an extended visit. If one needs to use a public restroom, please continue wearing a facemask, avoid touching surfaces (use paper towel/tissue to grab handles) and perform diligent hand hygiene. If the toilet has a lid, close the lid prior to flushing.

1.4. Equipment (including toys)

Avoid the use of shared equipment such as pens, markers, clipboards, toys, games, etc. that require touching common objects. If pens, paperwork, electronic equipment, etc. must be shared to complete documentation, please sanitize objects before and after use. For games or other therapeutic activities, consider alternative games where no common objects are used or Client and Staff have their own individual equipment (individual art supplies, game pieces, etc.).

1.5. Food

Avoid utilizing food as part of an interaction. Shared food is to be avoided, instead consider individually packaged food with minimal handling. Please remember it is very important to socially distance when eating as you cannot wear a mask while doing so. For that reason, if you or a client are eating, it should be done outdoors and at least 6 ft. apart.

1.6. Outdoor spaces

As temperatures fall, although conditions may be uncomfortable, we still recommend outdoor interactions as much as possible, especially given the recent surge in COVID-19 cases and the return to more restrictions in both California and Washington. Please consider all strategies to make outdoor visits more comfortable, including use of covered areas and warm clothing. Consult with the COVID-19 Response Team for more suggestions. Limits on outdoor gatherings vary from county to county so please check with the COVID-19 Response Team if you are unsure of the regulations for your area.

1.7. Travel

Air travel:

A screening question has been added to the COVID-19 Screening Log asking about air travel in the last 14 days. Staff who can work remotely should work remotely for the next 14 days following their travel. Staff who have had air travel but are otherwise negative on the screening may continue with their in-person work responsibilities but should utilize a faceshield in addition to a facemask for the next 14 days.

For clients/families who report air travel or out-of-state travel, in-home supports should be paused for 14 days following their last travel date. Outdoor supports may continue as per the protocols listed below, assuming the client/family screening is otherwise negative.

California/Oregon/Washington Travel Advisory:

As of 11/13/20, California, Oregon and Washington have issued a joint travel advisory recommending that anyone returning from travel outside of their particular state quarantine for 14 days following their travel. Non-essential travel is not recommended at this time and people are urged to stay home and limit their interactions to their immediate households.

1.8. State specific restrictions

New California COVID-19 tier modifications to the Blueprint for a Safer Economy:

As of 11/16/20, the Blueprint framework has been modified as follows due to the recent unprecedented surge in the rate of cases:

- Tier assignments may occur any day of the week if data indicate immediate action is needed
- Counties may be moved back more than one tier at a time
- Due to the return to more restrictive tiers, programs should consult with the COVID-19 Response Team prior to expanding services provided on-site and indoor services in the community should be paused unless the clinical need is critical.

New Washington COVID-19 restrictions:

- Indoor social gatherings with people from outside your household are generally prohibited unless there is proper isolation/testing prior to the gathering (please see the guidance issued by the state)
- Outdoor social gatherings are limited to 5 people from outside your household
- Outdoor services are generally still allowed (outdoor dining, fitness classes, etc.)

1.9. Indoor support services

As of 11/16/20: Indoor support services inside a client/family home are NOT recommended at this time due to the current pandemic surge unless a clinical need is critical. This is due to the fact that it is difficult to assess family homes for potential exposure risks as it depends on such variables as size of home, number of

household members, amount of social interactions/gatherings household members are having, quality of ventilation in the home, personal hygiene/cleaning/disinfection practices.

1.10. COVID-19 Staff, Client, & Visitor Screening Log

This is a required log for Staff to complete prior to visiting a Seneca worksite or a Client/Family in the community as well as after a visit. A log should be completed for every site/location visited (multiple logs should be entered if you are visiting multiple sites in a day).

Staff also need to complete the screening log for any Client and all household members prior to an in-person contact (only one log entry is needed for the entire household, including the client)

General link for most Seneca programs: [COVID-19 Staff, Client, & Visitor Screening Log](#)

Some Seneca programs may have other unique links depending on the program type (i.e. Visitation, Residential) so please check with your Program Director if you are not sure.

1.11. Trainings & Webinars

Online COVID-19 Health & Safety trainings can be found through the Seneca Training site: [Online Training Site](#)

Amy Shell's 7/17 COVID Webinar with Q&A can be found here: [COVID-19 Webinar 7/17/2020](#)

1.12. Faceshield use

All staff should have access to a faceshield to use as needed/required when on-site or providing in-person services. Faceshields should be used in situations when social distancing is likely not to be maintained, or if others are not properly utilizing facemasks, or if there is some other potential exposure risk. There should be a low threshold for deciding to use a faceshield, as it is an additional layer of protection for staff. This does not replace the need for social distancing, proper facemask wearing, and good hand hygiene/cleaning/disinfection practices. Faceshields should be cleaned/disinfected after every use.

1.13. N95 mask use

Staff may be fit-tested with an N95 mask for their use at work if it is determined their work responsibilities necessitate N95 use. Fit-testing is required to ensure proper fit and seal of a N95 mask to a staff to provide the proper level of protection. N95 masks should only be used as recommended by their program supervisor in consultation with the CRT. Unsoiled, undamaged N95 masks may be reused if the following protocols are followed:

1. After use, the mask is placed in an individual brown paper bag and aired out for 1 week prior to reuse (e.g. a mask used on a Monday may be used the following Monday, each mask has its own paper bag). Hand hygiene should be completed after placing mask in the paper bag.
2. The paper bag should be labeled with the date on when the mask was placed in the bag, and the number of uses the mask has had.
3. A mask should be used a maximum of 5 times before discarding
4. A mask should be discarded if visibly soiled/damaged
5. Hand hygiene should be performed prior to removing mask from bag and donning mask. A seal check should be performed to double-check a proper fit

An informational flyer for staff regarding N95 use can be found here: [Tips for N95 Use](#)

2. TRANSPORTING CLIENTS

A plan should be developed using these guidelines and approved with Program Director and COVID-19 Response Team prior to transporting Clients.

STEP 1: Phone contact with the Client/Family the day before or earlier the day of transport to complete the following:

- Notify the Client/Family of expectations for the transport that will include an agreement by everyone to wearing a mask for the entire duration of the transport and to maintain social distancing where possible.

STEP 2: Day of transport

- Complete online Screening Log prior to leaving home/office for transport for the Staff, the Client and any persons living in the home with them (one log may be used for the client and entire household). Should any party have symptoms or if they have tested positive for COVID-19 - **STOP** - DO NOT INITIATE THE TRANSPORT. Contact the COVID-19 Response Team (COVID19Questions@senecacenter.org) and/or your Program Director so a COVID-19 Response Team member can help make an individualized plan if the transport is deemed critical.
- Staff should have proper Personal Protective Equipment (PPE) for transport. This includes:
 - Facemasks for all passenger(s) (have supplies on hand to offer to passengers)
 - Ear loop/surgical facemask for Staff
 - A face shield for Staff
 - Gloves
 - Disinfectant (wipes OR spray and paper towels)
 - Car seat cover (if car seats cannot be easily wiped down)
 - Hand sanitizer
 - If you need any of the above, please contact Shelley Noyes or Jacquelin Escobar
- Once you arrive for transport repeat the symptom screening questions for Client/Family. If symptom screening is negative, you may proceed.
- Use the largest vehicle that is available, ideally an SFA van or large-sized sedan to promote as much physical distancing as possible. Whenever possible, use a vehicle that has vinyl or leather seats which can be disinfected easily. If this is not possible, plastic car seat covers can be used. If those are not available, fitted sheets can be placed over the car seat but these must be changed and laundered in soap and hot water in between each transport.
- Transport only 1 Client as passenger and 1 Staff member as driver if using a car. Have the Client sit behind the right-hand passenger seat to maximize the distance from the driver. If it is absolutely necessary to transport 2 persons (i.e. Client and immediate Caregiver/other person residing in same home), a SFA mini-van should be used with 2 passengers should be in the 3rd row of the van with the 2nd row either removed or vacant.
- Before and after each transport wipe down all common surfaces to clean and disinfect.
- Staff and any passenger(s) will put on masks before entering the vehicle. Staff will also put on a face shield. If there is any need to touch the Client or their belongings to assist them during transport, then Staff must also wear gloves along with proper hand hygiene.

- During transport, the windows should be open and air vents should be on (and set to open to receive outside air) to facilitate air flow in the vehicle.
- In inclement weather, such as rain, attempt to have windows open slightly if possible (especially windows where a passenger is not sitting next to) and utilize the AC/heater with open vents to maximize ventilation.

3. IN-PERSON SERVICES

3.1. Outdoor services

Outdoor services do not need to be individually approved by the COVID-19 Response Team if the services are provided according to the following protocols:

STEP 1: Phone contact with Client/Family the day before (or earlier on the day of the in-person service) to complete the following:

- Notify the Client/Family of expectations for the in-person visit that will include an agreement by everyone to wearing a mask for the entire duration of the transport and to maintain social distancing where possible.
- Staff will screen the Client/Family using the COVID-19 Screening Log as noted below.

STEP 2: Day of in-person service

- Complete online Screening Log prior to leaving home/office for visit for the Staff, the Client, and any persons living in the home with them (only one log is needed for the client and entire household). Should any party have symptoms or if they have tested positive for COVID-19 - **STOP** - DO NOT INITIATE THE VISIT. Contact the COVID-19 Response Team (COVID19Questions@senecacenter.org) and/or your Program Director so a COVID-19 Response Team member can help make an individualized plan if the visit is deemed integral.
- As a reminder, if a session cannot be done remotely, Client/Family sessions should be outdoors at an SFA location or in the community (in secure areas where privacy can be maintained). If it is NOT possible to do support outdoors, contact the COVID-19 Response Team and/or your Program Director to make a specialized plan at your site to safely hold this session. Please see below if indoor sessions are being considered.
- In crisis situations specialized plans can be made to protect Staff during brief in-home supports. In these cases, the following Personal Protective Equipment (PPE) is necessary:
 - Facemasks for all Client/Family/Caregivers (have supplies on hand to offer to passengers)
 - Ear loop/surgical facemask for Staff
 - A face shield for Staff
 - Gloves
 - Hand sanitizer
 - Disinfectant (wipes OR spray and paper towels)
 - Gowns (may be necessary in rare cases)
 - If you need any of the above, please contact Shelley Noyes or Jacquelin Escobar

3.2. Indoor services

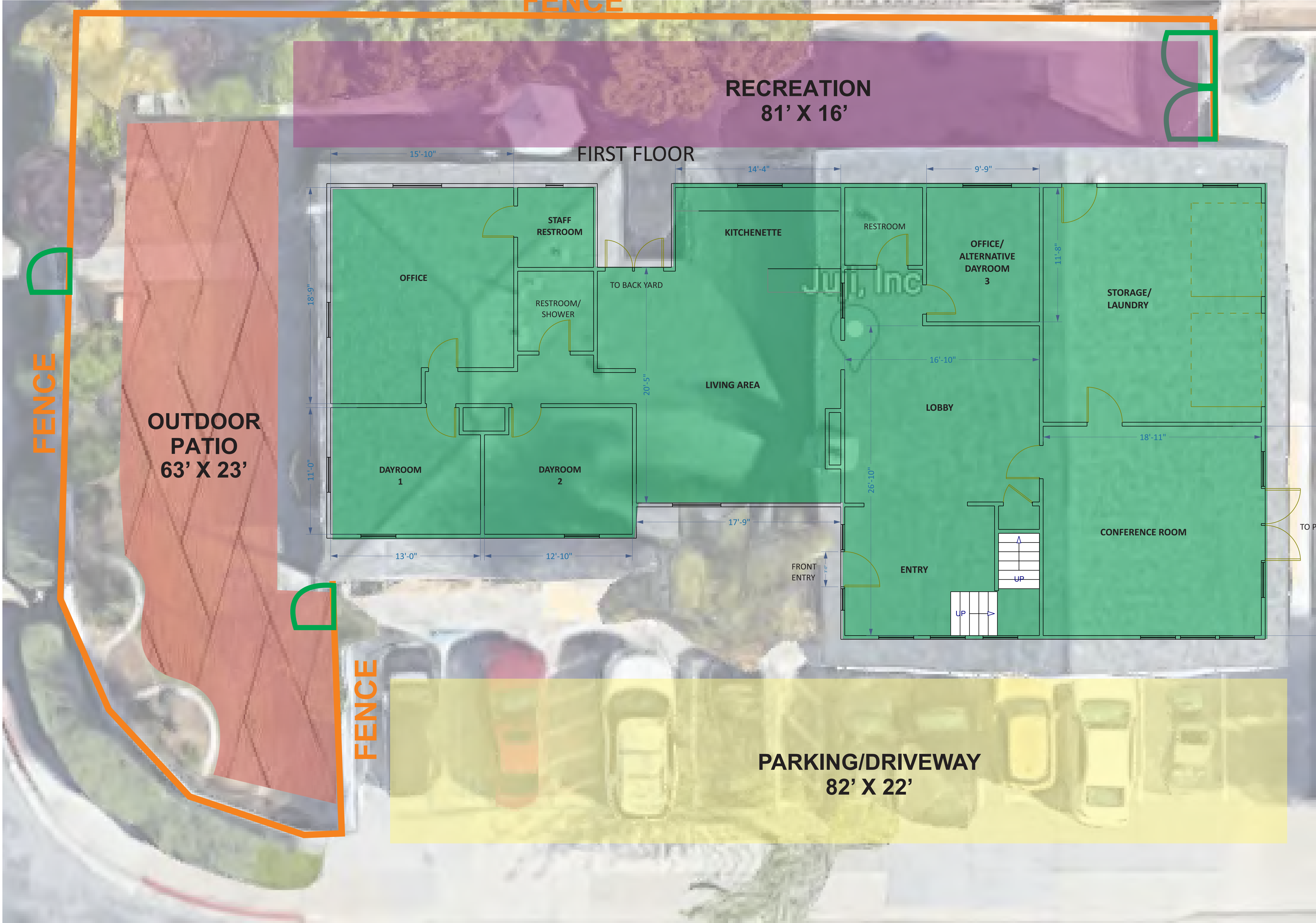
A plan must be developed using these guidelines and approved with the Program Director and COVID-19 Response Team PRIOR to providing in-person services to a Client/Family.

STEP 1: Phone contact with Client/Family the day before (or earlier on the day of the in-person service) to complete the following:

- Notify the Client/Family of expectations for the in-person visit that will include an agreement by everyone to wearing a mask for the entire duration of the transport and to maintain social distancing where possible.

STEP 2: Day of in-person service

- Complete online Screening Log prior to leaving home/office for visit for the Staff, the Client, and any persons living in the home with them (one log may be used for the client and entire household). Should any party have symptoms or if they have tested positive for COVID-19 - **STOP** - DO NOT INITIATE THE VISIT. Contact the COVID-19 Response Team (COVID19Questions@senecacenter.org) and/or your Program Director so a COVID-19 Response Team member can help make an individualized plan if the visit is deemed integral.
- Indoor support services should be held only when no other option is available and it is recommended that a Seneca site should be utilized if at all possible, as there is more control of the environment. Sessions should only be done in large conference rooms or classrooms where a 6 ft. physical distance can be maintained and the new COVID-19 revised room capacities are followed. **Faceshields should be utilized in addition to surgical/earloop masks.** Windows or air vents should be open to promote air circulation. Disinfecting procedures should be done before and after any use of that shared space.
- As of 11/13/20: Indoor support services inside a client/family home is **NOT** recommended at this time due to the current pandemic surge unless a clinical need is critical. This is due to the fact that it is difficult to assess family homes for potential exposure risks as it depends on such variables as size of home, number of household members, amount of social interactions/gatherings household members are having, quality of ventilation in the home, personal hygiene/cleaning/disinfection practices.
- In crisis situations specialized plans can be made to protect Staff during brief in-home supports. In these cases, the following Personal Protective Equipment (PPE) is necessary:
 - Facemasks for all Client/Family/Caregivers (have supplies on hand to offer to passengers)
 - Ear loop/surgical facemask for Staff, potential use of N95 fitted mask if recommended by CRT
 - A face shield for Staff
 - Gloves
 - Hand sanitizer
 - Disinfectant (wipes OR spray and paper towels)
 - Gowns (may be necessary in rare cases)
 - If you need any of the above, please contact Shelley Noyes or Jacquelin Escobar



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Job Name:

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Sheet Description:

THE WELCOMING CENTER
1ST FLOOR
ROOM SIZES &
DESIGNATED
SPACES

Date:

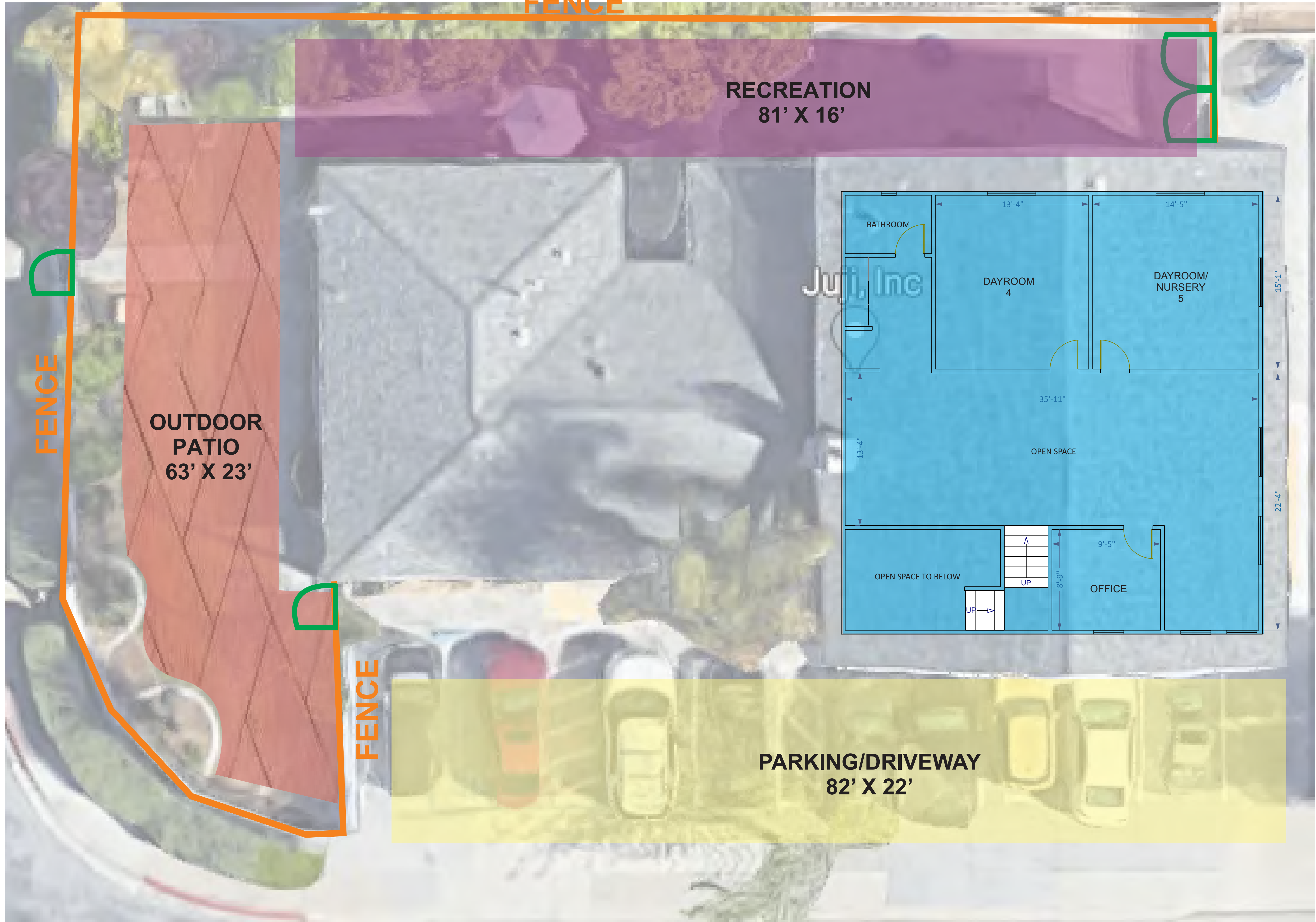
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Sheet Description:

THE WELCOMING CENTER
2ND FLOOR
ROOM SIZES &
DESIGNATED
SPACES

Date:

12/15/2020

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