03/24/2020 Provider Call Update

- Is there a need for staff? Is anyone sharing staff? Is anyone looking for staff?
  - No current needs
  - Please contact providerdevelopment@warrencountydd.org with any staffing needs or if staff are looking to assist other providers with their needs.

- Are there any questions on adult day guidance?
  - No current questions
  - Guidance: Frequently Asked Questions about Adult Day Services Order

- Is there anyone in need of supplies?
  - Guidance on how to disinfect vehicles? The following CDC links may help with options:
  - If you need supplies, email melissa.stall@warrencountydd.org with nature and number of supplies needed for possible assistance.

- Any questions on the Stay At Home order?
  - No current questions
  - Stay At Home Order

- What are you doing to help keep people occupied? Do you need any activities at home? Would you like us to send more ideas out? Please let us know.
  - Provider asked: will day programs still need small numbers when re-open?
    - We are unsure at this time; more guidance to be sent from DODD and/or Governor

- Is the format we are sending information out effective?
  - Yes
  - Subscribe to our listserv at https://warrencountydd.org/provider-toolkit; we had a technical glitch yesterday and lost a lot of contacts on the listserv. Make sure you subscribe to stay up to date with information.

- Any CHAP home questions?
  - No questions at this time.

- Any billing questions?
  - No questions at this time.
  - Guidance: DODD Billing Concessions
  - Contact your SSA with any questions directly relating to the services you are providing

- Is there anyone offering ADS in homes?
  - None

- For the time being you can hire staff without High School Diploma or GED requirement
  - They will still need training in MUI/UI
• WCBDD is offering background checks. You will need to set up an appointment. To do so, email william.caplinger@warrencountydd.org
  o Cash only; $27 for Ohio BCI; $51 if FBI needed
• Online First Aid/CPR is okay for now; will need the hands on training completed by 6/1/2020
• Thermometers?
  o Resource: Screening Document
• Questions: what do we do about violating the status of HIPPA with staff when it comes to notifying SSA of staff with fever
  o It is recommended that you follow professional medical guidance; you as an agency determine the parameters for returning to work. Providers should have protocol on how to ensure the health and safety of individuals. Make sure you are staying up to date on DODD guidance; if you are having problems with SSA’s seeking HIPPA information, please contact Tony Hidy at tony.hidy@warrencountydd.org
• DODD is working on FAQ’s for what ADS and HPC will look like in homes – we will send that out when we have it
• Question: what do we do about individuals running out of food?
  o Please reach out to us and we will see what we can do to assist. Please reach out to melissa.stall@warrencountydd.org or tony.hidy@warrencountydd.org
  o Medicaid is automatically extending for people that need it/ are due for it.
  o Food pantry’s were discussed as well
• Return to work criteria suggestion
  o Form is attached below – it can also be found at https://coronavirus.ohio.gov
• Med. Admin Classes being offered:
  o Extended Hearts- 5 people needed for classes; Centerville and Lebanon; Contact Carmen Joiner at info@extendedheartscorp.com or 937-287-7472
  o Residential Community Care is offering classes on Zoom and then a 2 hour in person class; for more information please contact Tony Mitchell at 513-260-0602
• Question: Will there be overtime compensation down the road?
  o We are currently waiting on DODD guidance on that
  o If you are looking for service authorization increase – potentially, please contact your service coordinators
  o We know that one to one hours will be difficult to fulfill; please stay in communication with your service coordinators if you cannot meet these ratios
  o Contact the Department of Labor for overtime rule and possible assistance as well
• Be sure to stay up to date on DODD Guidance and Links – All DODD COVID-19 Resources and Support can be found here
• We will have our next call on Thursday, March 26, 2020 at 10 am
• Please reach out if you have any questions or need any assistance
  o providerdevelopment@warrencountydd.org
  o Melissa.stall@warrencountydd.org
  o Tony.hidy@warrencountydd.org
COVID-19 Information for Businesses and Employers Screening Employees for COVID-19

To help protect the public against the spread of COVID-19, Governor Mike DeWine and Ohio Department of Health Director Amy Acton, M.D., MPH, strongly recommend that all employers screen employees each day before work by following these steps:

• All employees who are able to work from home should be working from home at this time.

• For those employees who must report: each employee should have their temperature taken each day, and if they have a fever at or above 100.4 degrees Fahrenheit, that employee should be sent home. The employee should monitor their symptoms and call a doctor or use telemedicine if their symptoms concern them.
  o This employee can return to work when:
    ✦ They have had NO fever for at least three (3) days without taking medication to reduce fever during that time; AND
    ✦ There is improvement in their respiratory symptoms (cough and shortness of breath) for three (3) days; AND
    ✦ At least seven (7) days have passed since their symptoms began.  
  o If your employee presents with a fever and has recently traveled to an area with community spread of COVID-19, they are required to stay home for 14 days from the time they were exposed to COVID-19.
    ✦ They can return to work after meeting the same qualifications, after their 14-day quarantine, or if a doctor determines the cause of their fever is not COVID-19 and approves their return.
It is best to use touchless thermometers (forehead/temporal artery thermometers) if possible, but if you must use oral or other types of thermometers, make sure to clean the thermometers thoroughly between each employee, as to not spread infection.

- Follow the manufacturer's directions to disinfect the thermometer.
- If no directions are available, rinse the tip of the thermometer in cold water, clean it with alcohol or alcohol swabs, and then rinse it again.

- If you do not have thermometers on site, have your employees take their temperatures at home. They should stay home if they have a fever and follow the same protocol.

- There is currently a shortage on thermometers. If you cannot find thermometers, and employees do not have one at home to check their temperature you can screen each incoming employee with a basic questionnaire:

  Do you have symptoms of respiratory infection (fever, cough, shortness of breath)?

  ✤ No – proceed to work.
  ✤ Yes, but symptoms have a known cause (asthma, COPD, chronic sinusitis, etc.) – proceed to the next question.
  ✤ Yes – Employee will be sent home. Employee is required to stay home for at least 7 days from the time they experienced symptoms AND at least three days after they have no fever (without taking medication to reduce fever) AND have improvement in their respiratory symptoms (cough, shortness of breath).

Have you been exposed to someone with confirmed COVID-19 or an impacted area?

- No – proceed to work.
- Yes, and not experiencing symptoms – employee will be required to stay at home for 14 days from the time they
were exposed to confirmed COVID-19 or left the impacted area.

- Yes, and exhibiting symptoms – employee is required to stay home for at least 14 days from the time they were exposed. Employee can return to work after their quarantine when it has been 7 days from the time they experienced symptoms AND at least three days after they have no fever (without taking medication to reduce fever) AND have improvement in their respiratory symptoms (cough, shortness of breath).

- If at any time a doctor confirms the cause of their fever or other symptoms is not COVID19 and approves them to return to work, then employees can return.

- Please remember to continue to follow preventative measures no matter how many employees are in the office — physical distancing, stay home when sick, use cough and sneeze etiquette, and practice hand hygiene as often as possible. Clean all high-touch surfaces regularly.

For additional information, visit coronavirus.ohio.gov.

For answers to your COVID-19 questions, call 1-833-4-ASK-ODH (1-833-427-5634).

Additional Resources:
How to take your temperature from the Cleveland Clinic:
https://my.clevelandclinic.org/health/articles/9959-thermometershow-to-take-your-temperature.

If you or a loved one are experiencing anxiety related to the coronavirus pandemic, help is available. Call the Disaster Distress Helpline at 1-800-985-5990 (1-800-846-8517 TTY); connect with a trained counselor through the Ohio Crisis Text Line by texting the keyword “4HOPE” to 741 741; or call the Ohio Department of Mental Health and Addiction Services help line at 1-877-275-6364 to find resources in your community.
Protect yourself and others from COVID-19 by taking these precautions.

For additional information call 1-833-4-ASK-ODH or visit coronavirus.ohio.gov.

- Stay home
- Practice social distancing
- Get adequate sleep and eat well-balanced meals
- Wash hands often with water and soap (20 seconds or longer)
- Dry hands with a clean towel or air dry your hands
- Cover your mouth with a tissue or sleeve when coughing or sneezing
- Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces
- Clean and disinfect "high-touch" surfaces often
- Call before visiting your doctor
- Practice good hygiene habits