

**Warren County Board of Developmental Disabilities**

**Coronavirus/COVID-19 Pandemic Response Plan**



**Warren County Board of  
Developmental Disabilities**

*Supporting people with disabilities and their families to achieve what is important to them.*

### ***Purpose***

As Ohio continues to navigate the Coronavirus/COVID-19 Pandemic, the Warren County Board of Developmental Disabilities (WCBDD) has developed a Coronavirus/COVID-19 Pandemic Response Plan that provides information and resources available to individuals, families, and providers. In addition, WCBDD will monitor guidance from the Ohio Department of Health and the Warren County Combined Health District and follow all orders from Governor Mike DeWine related to COVID-19.

### ***Families***

- Please note, as WCBDD staff members work remotely they may be reaching out on their mobile devices. **If you see a call from an “unknown number” it might be a WCBDD employee trying to reach you.**
- If a family contacts a WCBDD staff member and he/she is not available to answer, we ask that you leave a voicemail with the best call-back number, rather than relying on caller-ID
- Please refer to the WCBDD website (<https://warrencountydd.org/>) for resources or any other pertinent information

### ***Support for Providers***

- A dedicated 24/7 COVID-19 Provider Support system is in place. Providers will receive priority attention for any matter that impacts the providers’ ability to meet service delivery expectations. Providers should send all questions/concerns related to COVID-19 to [COVID@warrencountydd.org](mailto:COVID@warrencountydd.org)
  - All communication that comes through this email address will be sent to all members of the WCBDD management team. A schedule has been developed for specific WCBDD management staff to respond to all inquiries that come through this email.
  - Any matter related specifically to a person served will continue to be addressed by the individual’s team. For such matters, please continue to contact the designated WCBDD employee (Service Coordinator, Transition Coordinator, Family Supports Coordinator, or Early Childhood Primary Service Provider). If the situation requires immediate attention, please contact the WCBDD Crisis Line at 1-800-800-6847
- WCBDD will do the following:
  - Contact independent providers and develop an ongoing list of providers who are willing to work with facilities experiencing issues with staffing due to COVID-19
  - Contact Medicaid Nursing providers and develop an ongoing list of providers who are willing to work with facilities experiencing issues with staffing due to COVID-19
  - Provide dates and times of WCBDD Provider Meetings and continue regular provider meetings to share information on COVID-19 plans and updates
  - WCBDD will perform Background Checks for all providers by appointment only and at no cost to the providers
  - Conduct outreach to ADS providers to determine if they are shut down, do they have any staff that would be willing to work in homes? If yes, develop a list of provider contacts

- Identify efforts made to address possible Direct Support Professionals (DSP) shortages in residential settings, including hosting a Virtual Job Fair
- A webpage link to a survey for providers to complete in order to indicate what they are in need of and how often they are in need has been created and has been sent out to all providers. It has been posted to the WCBDD website and Facebook page for providers to complete at any time.
- [https://warrencounty.iad1.qualtrics.com/jfe/form/SV\\_3Jn0qLLPSoJoOWh](https://warrencounty.iad1.qualtrics.com/jfe/form/SV_3Jn0qLLPSoJoOWh)

### ***Financial Support Options for Providers***

- The WCBDD will provide financial reimbursement to providers based on needs related to COVID costs. These will be for unusual and extraordinary costs not already covered by the Medicaid rate. The payments will be made as reimbursements, and providers must follow the protocol established by the WCBDD Business Services Department in order to receive reimbursement. Costs that may be reimbursed could include:
  - PPE, including masks, gloves, gowns, thermometers, cleaning supplies, etc.
  - Sanitizing equipment or services
  - Plastic dividers
  - Technology
  - Activities for individuals served
  - Payments to provider staff including appreciation payments, bonuses, overtime, and hourly rate enhancements
  - Meals for those working in locations with COVID outbreaks
  - Training costs (CPR, etc.)
- WCBDD is working with state officials to develop options for statewide funding opportunities for providers, in which county boards will provide match dollars.

### ***Personal Protective Equipment (PPE)***

- The WCBDD has purchased PPE that is available to providers and may be picked up or delivered. PPE available includes:
  - KN95 masks
  - Cloth masks
  - Disposable masks
  - Face shields
  - Gloves
  - Gowns
  - Disinfectant spray
  - Toilet paper
  - Pulse Oximeters

### ***Residential/Relocation Options***

- Agency personnel maintaining regular and ongoing communication with individuals and families to determine if a temporary housing relocation is needed as a result of positive COVID-19 cases
- For some individuals, returning to their family home on a temporary basis is the best solution. As a result, agency personnel may contact families and/or natural supports to determine what assistance can be provided temporarily
- In the event of Direct Support Professionals shortages in homes, individual teams must consider the possibility of Remote Support services so that individuals do not need to be relocated. Service Coordinators are available to facilitate this discussion
- If alternate housing is needed, contact WCBDD immediately. In the event triage locations are needed for people who are COVID-19 positive or for those who are well but cannot stay in their homes due to a lack of available direct care staff, temporary housing can be provided at a residence owned by WCBDD or CHAP, cabins at Camp Kern in Lebanon operated by the YMCA of Greater Dayton, or local hotels
- Quarantine Location - Recommend those infected shelter together and those not sick shelter separately to minimize exposure and help conserve staff

### ***County Board Efforts***

- Survey all WCBDD employees to determine what assistance beyond their job duties they are willing to provide to support individuals served and providers. Support might include delivering meals or groceries, performing errands for people served, or—in exceptional cases—providing direct services. WCBDD Management will coordinate efforts and ensure that those providing direct services will receive support from other WCBDD personnel to fulfill typical job duties.
- Provide meals to individuals and providers who are experiencing COVID outbreaks. Local restaurants, catering businesses, or other meal delivery services to be coordinated by WCBDD
- For homes that have confirmed positive COVID cases, provide deep cleaning/sanitizing services through a contracted local commercial cleaning company
- Waive fees for BCI checks that are performed by WCBDD for provider staff
- Continue to provide free training to providers
- Continue to provide job development and job coaching, due to the large number of enrolled individuals who are employed as essential workers.
- Continue to provide Job Class, Careers with Peers, Community Life Skills, Benefits Analyses/ Consultations, and SALTS virtually
- Service Coordinators will directly contact everyone on their caseloads prior to the holidays in order to determine needs and coordinate resources as applicable. After the holidays and through the pandemic, service coordinators will make contact with everyone on their caseloads weekly, unless requested by the individual/family to be less often.
- Transition Coordinators will directly contact everyone on their caseloads prior to the holidays. After the holidays, they will make contact with everyone on their caseloads at least quarterly.
- Air Purifiers are being installed on HVAC systems in all WCBDD buildings.

### **WCBDD & Warren County Combined Health District**

- WCBDD Human Resources Director continues to have ongoing conversations with the Warren County Combined Health District. The Combined Health District continues to be a tremendous support to our agency and this relationship has been critical with our agency's response to COVID-19 related matters. Furthermore, the Health Commissioner has been available to share information with all WCBDD staff related to alert levels, testing, vaccines and how this impacts individuals served.
- Warren County Health District Commissioner presented a COVID-19 Zoom session for all WCBDD Staff

### **Web-Based Support**

- Provide links to other pertinent COVID-19 websites
- Automated inventory tracking of :
  - PPE
  - Available nonprofit beds
  - Disinfectant fogger – lending, purchase
- Use WCBDD website and Facebook to provide up to date COVID-19 communication with individuals, families, and providers

### **Other Resources**

- Ohio Department of Health  
<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/home>
- Ohio Department of Developmental Disabilities  
<https://dodd.ohio.gov/wps/portal/gov/dodd/home>
- Warren County Combined Health District  
<https://warrenchd.com/novel-coronavirus-2019-ncov>
- For additional information regarding COVID-19, please visit  
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- The Ohio Department of Developmental Disabilities has created a guide to COVID-19 that uses plain language - [https://dodd.ohio.gov/wps/wcm/connect/gov/6ca4c84b-3351-4fd6-94af-667703e3500f/Plain+Language+Information+on+COVID-19.pdf?MOD=AJPERES&CONVERT\\_TO=url&CACHEID=ROOTWORKSPACE.Z18\\_M1HGGIK0N0JO\\_00QO9DDDDM3000-6ca4c84b-3351-4fd6-94af-667703e3500f-n3QnDKc](https://dodd.ohio.gov/wps/wcm/connect/gov/6ca4c84b-3351-4fd6-94af-667703e3500f/Plain+Language+Information+on+COVID-19.pdf?MOD=AJPERES&CONVERT_TO=url&CACHEID=ROOTWORKSPACE.Z18_M1HGGIK0N0JO_00QO9DDDDM3000-6ca4c84b-3351-4fd6-94af-667703e3500f-n3QnDKc)
- Warren County First Call for Help  
<https://www.co.warren.oh.us/FirstCallForHelp/>
- Mental Health Recovery Board Serving Warren and Clinton Counties  
<https://www.mhrbwcc.org/home/>

### **WCBDD Recreation**

- Activities are being facilitated for individuals.
  - All activities are listed in detail in multiple locations:
    - Facebook: <https://www.facebook.com/wcbdd>
    - Website: <https://warrencountydd.org/>
    - Email: sent to all on the Activity group email list. If you want to be included on the group email list, please contact [Rhonda.Schutte@warrencountydd.org](mailto:Rhonda.Schutte@warrencountydd.org).

### **Voices Speaking Out Self Advocacy Group**

- Provides information on how the Self Advocates can offer assistance and/or be involved during COVID pandemic
  - All activities can be found on Facebook at <https://www.facebook.com/voices.speaking>
  - Activities can also be found on our Website at <https://warrencountydd.org/>

### **Early Childhood Programs**

- Through collaboration with the Warren County Educational Service Center (ESC), we worked together to continue to provide developmental evaluations and/or assessments and develop Individualized Family Service Plans for qualifying children; completely using technology.
- Early Intervention Service providers continue to serve as a Primary Service Provider (PSP) or Secondary Service Provider (SSP) to the child and family to deliver home visits via technology
- Continue to be part of the consultative team for birth to three and PLAY Project Home Consultants for children three to six
- Staff members have been able to drop off and pick up trial equipment as needed.
- Continued to have weekly Early Intervention team meetings via Zoom with all providers and service coordinators.
- Reached out with a survey to families and immediately started working to implement the feedback we received.
- Began hosting virtual parent information sessions and converted It Takes Two to Talk parent program.
- Modified the Toileting 101 session that we have provided for many years through a contract with Envision to a virtual session.
- Moved in-person playgroups to virtual playgroups
- Hosted a holiday drive-through event, which allowed families to stay in their vehicle and our team could greet them and give each family a book and each child a gift bag full of crafts, treats, games and fuzzy stuffed animal friend.

### **WCBDD Employee Plan**

The WCBDD Administrative Team continues to review the current situation and what would be best for our staff and the people we serve in order to keep them safe. We look at current trends with cases of COVID-19 and recommendations from health professionals. Based on current trends, the number of COVID cases in Ohio continues to rise. Therefore, we will continue to operate in the following ways:

- We will continue to operate with most staff working from home.
- If an employee wants to return to the office to complete his/her scheduled work hours due to preference and/or in order to get work completed, the employee should reach out to his/her supervisor to see if that can be accommodated. There should never be more than one employee working in a shared office at the same time.
- Although virtual meetings are still the preferred method for meetings when appropriate, we will continue to allow small group meetings in our buildings. Examples of this would be an intake meeting, provider development meeting, behavior support meeting, ISP meeting or early intervention meeting/visit.
  - Each building will be different due to size/number of people, so employees will need to communicate with their supervisors regarding the usage and scheduling of building space.
- In order to have a small group meeting in one of our buildings, the following requirements will need to be met:
  - No more than ten people should be in the meeting (including employee(s)).
  - Social distancing should be adhered to before, during and after the meeting.
  - Masks should be worn by all people in the meeting (with exceptions for individuals and/or children who may be in the meeting and cannot wear them due to their age, health or disability).
  - Meetings should be held in a common area (conference room) or an office in which only one person works. Meetings are not to be held in an office in which multiple people are stationed to work. The employee who is the host of the meeting will be responsible for sanitizing the area in which the meeting was held. Disinfecting supplies will be placed in all conference rooms.
  - The employee holding the meeting will need to utilize one of our digital thermometers to take the temperature of every person attending the meeting before the meeting starts. If someone's temperature is above 100 degrees, the person will not be able to attend the meeting, and it will have to be rescheduled.
- We are not allowing large indoor group meetings or events.
- We will follow the state guidance for employees coming into the office including:
  - Daily self-evaluation health assessments, including taking temperatures
    - If temperature is above 100 degrees, employee should not come into our buildings
  - Cleaning and sanitizing workplaces throughout the day

- Those employees who will be in the office will be expected to meet the social distancing requirements and utilize personal protective equipment (PPE). We will provide the PPE to employees who are in the office.
- Mask wearing will be required under the following scenarios:
  - Any interaction with the general public
  - Moving in any common area of the office (restroom, hallway, lunchroom, etc.)
  - Any situation that would place an employee within six feet of another person/coworker
- Travel Advisory – We will follow the Governor’s recommended travel advisory. If an employee travels to a state with COVID-19 positivity rate of 15% or higher, we will be requiring the employee to self-quarantine for fourteen days when he/she returns.

***Communication Reminders:***

**Individuals/Families** – Contact your Service Coordinator, Transition Coordinator, Family Supports Coordinator, or Early Childhood Primary Service Provider

**Providers with COVID concerns** – Email to [COVID@warrencountydd.org](mailto:COVID@warrencountydd.org)

**Anyone with an emergency** – Call 1-800-800-6847 (24 hours per day)