

PPCH Host Home/Family Caregiver Covid-19 Protocol

****note, this will be shared with staff upon hire and with changes, will be provided to individual in services upon changes (highlighted portions) and either resuming or starting services**

Individual Screening

COVID symptoms:

- Fever (100 °F or greater)**
- Chills (shivering when not cold)
- Low-grade fever (99.2°F or higher but less than 100 °F) for more than 24 hours with resolving or getting worse
- Cough
- Shortness of breath or difficulty breathing
- New loss of taste or smell
- Unusual Fatigue
- Unusual Muscle or body aches
- Unusual Headache
- Unusual Sore throat
- Unusual Congestion or runny nose
- Unusual Nausea or vomiting
- Unusual Diarrhea

If you, your client, or anyone else in home develop any of following symptoms **or** if you've been told anyone in your home has been exposed: Call your clients' Residential Program Director, Nurse, and work/Day Program supervisor (if client attends) immediately. Call after-hours nurse if symptoms occur or you are notified client has been exposed after regular business hours. See contact on last page of this protocol. Start self-isolation steps as instructed below (page 9).

The clients' Residential Program Director and Nurse will brief you on next steps. Remember, while PPCH cannot diagnose COVID-19, but we are mandated to follow State COVID-19 regulations. The client may be asked to stay home and monitor symptoms even if they do not think they have COVID-19.

During hot summer months, if client shows high temperature during the day, immediately after being outdoors for several hours, have client sit indoors and drink fluids for 2 hours then re-check client's temperature. Client may be experiencing heat exhaustion, which causes high internal temperature. If high temperature is consistently high after 2 hours, call client's physician and PPCH Nurse for further direction

Expectations for All Clients/Staff/Caretakers (Host Home or Family Caregiver):

Have a thermometer at home. If you do not, buy one online. Remember to sanitize thermometer when using between more than 1 person (alcohol wipes).

Stay home if you or someone in your home has a symptom(s). Notify your supervisor or your nurse and program director immediately. Do not go into work or Day Program.

Additional precautions related to airborne/aerosol transmission shows importance of maintaining good ventilation and avoidance of crowded spaces, especially indoor, enclosed spaces without HVAC or portable-HEPA filtering. The longer time spent in these spaces, the more likelihood of spread. Loud talking, yelling, or singing has been shown to increase likelihood of spread. Open car windows if transporting clients if it's safe. Change filters in home regularly. When weather allows, increase fresh outdoor air by opening windows and doors and use fans to increase effectiveness of open windows by pushing air out, when able to safely do so. Keep restroom exhaust fans running when multiple people are using bathrooms.

Avoid meeting with others in small, enclosed spaces. Utilize Zoom. Decrease number of people in room when you cannot ventilate.

Follow safe practices outside of work/day program, avoid large social gatherings, keep numbers below 10, do not congregate with more than two households. **REMEMBER your actions outside of work can affect all those you work with.**

Keep track of who you are encountering face to face at home, work, or Day program. This will help with contact tracing if anyone shows up positive.

Stay Vigilant on following the COVID19 "[Basics](#)". It's paramount that everyone Coloradoan make a personal commitment to decreasing the spread by following every single step, every single day.

For Clients who Work at Sustainability or attend PPCH Day Program

(if your client does not attend either, skip to page 4 to "CoVid-19 Testing")

Individuals must wear a mask to enter work or day program. Once they have entered, there will be a COVID-19 station. Please help remind the individual to do the following in this order:

1. Put on one glove.
2. Take your temperature.
 - a. If you have a temperature higher than 100F, alert your supervisor and leave the building.
3. Fill out the COVID-19 questionnaire.

All staff, after completing the above, must:

1. Wash your hands for 20 seconds with soap and water.
2. Cue your individual or employee to wash their hands with soap and water.
3. Find a place to sit at least 6 feet away from others.

There will be staff available to help everyone if they need it!

Expectations at Work/Day Program

Please help remind your client of the following:

- Stay at least 6 feet away from other people
- When you eat, maintain 10 feet away from other people, and turn away from people
- Wash your hands for 20 seconds (2 happy birthdays) with soap and water when you use the restroom, before and after lunch, when you arrive, and before you go home.
- Do not touch your face!

SustainAbility specific:

- Staff are to Wear gloves when handling any recyclables, tools or containers, wear gloves when handling money and credit cards
- At H2R site, employees must stay in our space portioned off by plastic lining in the day program lunch area. Do not go past the wall created with plastic lining. Use the bathroom within our area only (southern bathroom). Please always enter and leave the building from the back doors.
- Customers at drop-off sites need to either stay in their cars or stay outside during all interactions

Day Program specific:

- Clients are to remain in their designated group space during day program.
- Clients/staff are to wash hands every hour and after touching face, encountering someone, blowing your nose, or sneezing. Hand sanitizer can be a substitute if hand washing is not available.

Remember: During hot summer months, if client shows high temperature during the day, immediately after being outdoors for several hours, have client sit indoors and drink fluids for 2 hours then re-check client's temperature. Client may be experiencing heat exhaustion, which causes high internal temperature. If high temperature is consistently high after 2 hours, call client's physician and PPCH Nurse for further direction.

Consideration for resuming and continuing services for clients

Services should only start or resume when clients have had a risk assessment meeting with their team, and a risk/benefit form has been completed. This is not a grade, or a pass/fail; it is a tool to be sure everyone is making an informed choice. If a client develops a new condition that raises their risk, a new meeting should be held.

Clients need to keep their masks on and practice social distancing. If this proves to be impossible for the individual, even with reminders, then it is possible services will be terminated. Modified services, such as Zoom meetings or 1:1 supports for fewer hours, will take place during the notice period.

COVID-19 Testing

Anyone in Colorado with symptoms *should* get tested. Colorado offers free drive-thru Covid-19 testing. <https://www.denvergov.org/content/denvergov/en/covid-19/recovery-guidance/testing.html>

Those who have symptoms and refuse or are not able to test must stay home from work/DP and follow steps under “**How to Isolate**”. Those who are refusing test should still talk to healthcare provider and can utilize the [Colorado COVID Symptom Support tool](#). You also still need to speak to client’s primary care doctor and alert your PPCH nurse.

If you think you have been exposed you should start to self-quarantine and wait to test until at least day 5 of quarantine. Remember, testing immediately after exposure isn’t helpful because it may be too early in the incubation period and there isn’t enough viral material for the test to detect.

While you should wait 5 days after the date of exposure, some people may not become ill for up to 14 days. For that reason, people who believe they have been exposed to COVID-19 should monitor their symptoms AND minimize their contact with others, especially those at risk, (stay 6 feet away and wear a mask) for 14 days from the date of their exposure, **even if they test negative and/or return to work before the full two weeks have passed.**

Note- Anyone who is ill and receive negative COVID-19 test results should continue to stay home while they are sick and should consult with their healthcare provider about the need for additional testing and the appropriate time to resume normal activities. If you tested too early, you may need to test again or a doctor’s note before returning to work, especially if you work with people at-risk.

Circumstance	If Testing is available	If Testing isn't available or refused
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I was exposed to someone with COVID:	Follow “self-quarantine” protocol and Monitor symptoms daily. Best practice is stay home for 14 days. You have the option to test as early as day 5. If test result is negative and no symptoms, you may end quarantine after day 7. Continue to monitor symptoms daily and stay 6 feet away from those at risk until day 14**.	Start quarantine and monitor symptoms daily. After day 10, you may stop self-quarantine if no symptoms as long as you Continue to monitor symptoms daily and stay 6 feet away from those at risk until day 14**. Noncompliant to COVID safety basics? 14-day quarantine.
I am sick with a COVID positive test:	Follow “self-isolation” protocol and call your doctor. You will also need to call	IF someone has symptoms but refuses to test or testing is not

	supervisor and your county health department. Anyone in close contact with you 48 hours before onset of symptoms is considered exposed and needs to be told to self-quarantine, including those you work with.	available, self-isolate and contact your doctor. You may end isolation after 10 days if no symptoms/fever for 24 hours.
I tested positive but have no symptoms:	Start self-isolation and contact supervisor, physician, and county health department. Anyone who was in close contact with positive person 48 hours before positive results are considered exposed and needs to self-quarantine. If you continue to have no symptoms, you can be around others after 10 days have passed since your test. You may need to retest before going back to work if you work with at-risk people.	Anyone, including those who refuse routine testing or cannot test should follow COVID guidelines of wearing mask, staying 6 feet away, washing hands, etc to prevent spread.
I am sick but tested negative:	If you have symptoms but test negative, you should continue to stay away from others and do not return to work until 24 hours fever/symptom-free. A second test and additional medical consultation may be needed if your symptoms do not improve, per your primary care doctor.	
I was around a sick person with COVID and tested negative on day 5. On day 10, I started to feel sick:	Quarantine changes to self-isolation. Your monitoring timeline re-starts for 14 days from onset of symptoms. You may have a false negative. Contact your doctor and PPCH nurse. Do not return to work until after 10 days since symptoms started and 24 hours symptom-free. A	If exposed person starts to develop symptoms and refuses to get tested or testing is not available, quarantine changes to self-isolation. Your monitoring timeline re-starts for 14 days from onset of

	<p>second test may be needed per your supervisor or physician.</p>	<p>symptoms. Contact your doctor and PPCH nurse. Do not return to work until after 10 days since symptoms started and 24 hours symptom-free.</p>
<p>A person in your home is showing symptoms:</p>	<p>Symptomatic person should self-isolate. When safe, separate symptomatic person from everyone else in home by using separate bedroom, shared area, and exclusive use of their own bathroom. Everyone person in home should self-quarantine. Everyone should wear masks when they are around each other.</p>	
<p>I am very sick with a positive test, and I have a weakened immune system:</p>	<p>Call your doctor. Seek medical attention right away if you have Trouble breathing, Constant pain or pressure in your chest, Bluish lips or face, or Sudden confusion. Start self-isolation, start monitoring, call your supervisor if you haven't already. People who are severely ill with COVID-19 might need to stay home longer than 10 days and up to 20 days after symptoms first appeared. Persons who are severely immunocompromised may require testing to determine when they can be around others. Talk to your doctor for more information.</p>	<p>Anyone who is very sick but refuses or is not able to test should contact their doctor, self-isolate, monitor symptoms, and notify their work supervisor.</p>

Quarantine vs Isolation

Isolation or self-isolation applies to people who:

- Have a positive COVID-19 test.
- Have symptoms of COVID-19 (coughing, shortness of breath and/or fever).
- Are getting ill and think they might have COVID-19. Symptoms, especially early on, may be mild and feel like a common cold. Symptoms could include a combination of cough, body aches, fatigue, and chest tightness. Some people may not develop fever or fever may not appear until several days into the illness.

Quarantine or self-quarantine applies to people who:

- Are close contacts of a person who either has a positive test or symptoms -- even early symptoms -- of illness.

How to Self-Quarantine

Quarantine is not for people with symptoms, but who may have been exposed to someone who is ill and/or COVID Positive. These instructions are for people who have been told to quarantine, or who are voluntarily quarantining because they have been potentially exposed through household member, co-worker or close contact who:

- Has a positive COVID19 test.
- Has any symptom(s) of COVID-19. Remember that you may only have one symptom (like being extra tired) and symptoms may be mild (minor back ache) and feel like a common cold. Some people may not develop fever or fever may not appear until several days into the illness

What does “close contact” mean to me? You were in close contact if:

- You were within 6 feet of someone who has COVID-19 for a total of 15 minutes or more in 24 hours
- You provided care to someone who has symptoms or has COVID-19
- You had direct physical contact with the person (hugged or kissed them)
- You shared eating or drinking utensils
- They sneezed, coughed, or somehow got respiratory droplets on you

How long does it last? It depends on your situation. Best practice or the “Gold Standard” is to quarantine for 14 days, however additional options are available to reduce quarantine time to make it easier for people who work. These options are available with the guidance of PPCH team, local county public health department and physician. Here is a quick table:

Length of quarantine	Is testing required?	Who should use this option?
14 days	No	People who have regular close contact with high-risk individuals. This includes those who live or work in residential host homes or Family Caregiver homes. People who live with someone who is has tested positive.
10 days	No	This quarantine period is appropriate for most people who do not have contact with high-risk individuals.
7 days	Yes	People who do not have contact (at work or home) with high risk individuals and have a negative test collected 48 hours before quarantine is discontinued (on day 5 or later).

A quarantine could only be shortened (from 14 days to 10 or 5 days) in the following situations:

- If exposed people do not develop symptoms, they may **be released from quarantine after completing day 7 if they have a negative test collected within 48 hours of ending quarantine. The test should be collected at least 5 days after their exposure.** *Example: you were exposed on December 15th, you can test on the 20th, receive a negative result, then you can return to work on 22nd.*
- People may stop quarantining after **completing 10 days of quarantine without a test** if they do not develop any symptoms.

Under no circumstances should be shorter than 7 days.

People may follow shortened quarantine options (to 10 or 7 days) only if:

- No symptoms with daily monitoring during the entirety of quarantine up to the time at which quarantine is discontinued; **and,**
- Daily symptom monitoring continues through Day 14*; **and,**
- Person is able to and willing to follow strict precautions** through quarantine Day 14. Remember: Some people may not get sick up to 14 days after their exposure. This includes not coming into close contact those who are at-risk.***

*If any symptoms develop within 14 days from exposure, following the “How to Isolate” directions. Appropriate documentation may be required prior to returning to work including but not limited to: note from doctor or copy of negative test result (if test was completed).

** COVID Precautions that must be practiced while working include correct and consistent mask use, social distancing stay 6 feet away, hand and cough hygiene, self-reporting if symptoms develop

***WORK SUPERVISORS will temporarily assign alternative job duties if needed that do not necessitate close contact with clients at risk until 14 day period is over. For example, you cannot drive clients in company vehicles, assist clients with eating or walking, administer medications, etc. There may be times when you want to return early to work/DP but your supervisor is not able to find alternative tasks. In these cases, you will need to stay home for full 14 days.

What else should you do?

- Stay home, except for doctor's appointments. Call ahead to the doctor's office and tell them you are quarantining so they can instruct you further.
- Do not leave your home unless it is a medical emergency. Avoid work, school, or public areas. If you need to pick up medications at pharmacy or have other pertinent errands, call your PPCH Program Director for assistance.
- Do not use public transportation, ride shares, or taxis.
- Check your (or client's) temperature twice a day. Record results in Therap. Call PPCH nurse with results of 100 degrees F or higher. If you do not have a thermometer, call PPCH Director of Medical immediately @ 720-333-1073.
- Monitor your or your client for symptoms. Should symptoms develop, start self-isolation procedure below.
- Utilize grocery delivery services.
- Everyone in your home should also be quarantining.

How to Self-Isolate

- Stay home, except to get medical care. If you have a medical appointment, call ahead and let them know you have been diagnosed with COVID-19 or have COVID-19 symptoms, so the office can tell you what to do.
- Do not leave your home unless it is a medical emergency. Avoid work, school, or public areas. **If you must leave the house for pertinent errands, call your PPCH Program Director for assistance.**
- Monitor ill person's symptoms and client's symptoms. Check client's temperature twice a day. Record results in Therap. Call PPCH nurse with results of 100 degrees F or higher. **If you do not have a thermometer, call PPCH Director of Medical immediately @ 720-333-1073.**
- People with mild illness may be able to isolate and recover at home without seeing a medical provider. If symptoms worsen (e.g., difficulty breathing) or if client is in a higher risk group (65 yrs old + or have an underlying medical condition), the PPCH nurse will instruct you to call client's PCP for instructions on any further steps to take.
- Separate ill person from other people and animals in your home if appropriate. **If you need PPE or client is ill and requires hands on assistance with daily activities, call client's nurse or PPCH Director of Medical Liz Camerer @ 720-333-1073 for PPE delivery and training.**
- As much as possible, keep ill person in a specific room and away from others in your home. Use a separate bathroom if available.
- Have another member of household care for pets. If ill person must care for your pet, wash your hands before and after contact with them.

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Make sure ill person avoids touching their eyes, nose, and mouth with unwashed hands.
- Cover all coughs and sneezes. Cover mouth and nose with a tissue when coughing or sneezing, then throw the tissue away. If a tissue is not available, use your inner elbow or sleeve. Then immediately clean your hands.
- Avoid sharing personal household items. Don't share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water. **If client does not have separate item listed above, call client's Residential Program Director for assistance.**
- Clean surfaces every day. Clean "high touch" surfaces like counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Clean any surfaces that may have blood, stool, or body fluids on them. Use a regular household cleaning spray or wipe. Follow the label directions for correct and safe use of the cleaning product. **If you do not have appropriate cleaning products, call client's Residential Program Director.**
- If you have a medical emergency and need to call 911, notify the dispatcher you or someone in your home has COVID-19 symptoms. If possible, put on a facemask before emergency medical services arrive. Then call PPCH nurse and write GER.
- See more: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

How long does Self-isolation last? Self-Isolation ends when:

At least 10 days have passed since symptoms appeared

AND

At least 24 hours have passed with no symptoms using no over the counter medication (such as Motrin, Tylenol, or Mucinex)

AND

The Client's Program Director and Nurse have agreed on return and have a plan in place in accordance with state and PPCH protocol. You may be required to provide documentation such as a doctor's note or negative test. For a streamlined process, please provide your PPCH nurse with either a negative test or a doctor's note clearing client to return to work or day program.

If You or Your Client Test Positive

- In addition to following self-isolation steps:
 - Contact your PPCH nurse to discuss additional PPE or home precautions to take.

- You need to report to your local Public Health Agency any positive COVID test. Your local health agency will provide instructions and may ask some questions to verify your identity and initiate contact tracing. They will help you with questions or concerns.

Please refer to the following phone numbers.

***Local Public Health Agency by County:**

Adams. 303-220-9200
Arapahoe. 303-220-9200
Boulder. 303-441-1100
Broomfield. 720-887-2220
Denver. 720-865-5365
Douglas. 303-220-9200
Jefferson. 303-232-6301

***LEAVE A MESSAGE if there is no answer at County office if they do not answer**

- You will also need to call the Client's Program Director and Nurse as soon as possible.
- Send a copy of positive test results to PPCH nurse.
- A Critical Incident Report will be written by Program Director within 24 hours to submit to CCB.

Outbreaks

If two more cases of COVID are found in the same facility/home within 14 days, it is considered an outbreak (expectations may be made according to County Health Department).

<https://docs.google.com/document/d/1e-IWLtzJNCgl2gzPONGvEASGgse85WuBmcToc9ev-74/edit>

Work/DP: If an outbreak occurs at Work or Day Program, the facility will temporarily close. You will be notified if the client's day program or place of work is being closed due to an outbreak. You will also be notified when it is open again. Contact your Program Director with any questions. Supervisor of facility will need to report to the local Public Health Agency and complete initial Outbreak Report form:

<https://drive.google.com/file/d/1XedRlgn7JmeJD9gVhRgnPmpVIXsVm4hd/view>

Residential homes (FCG/Host Home/IL): if more than 1 **client in services (two clients or more)** in one residential home have positive COVID-19, than the Residential Program Director or Director Of will contact the local Public Health Agency. Any further instructions given by county or state authorities must be implemented in a timely manner. State of Colorado and PPCH recognizes the importance of privacy while reporting residential home COVID-19 information. Private information regarding the client and caretaker will be kept confidential and not shared with the public.

Local Public Health Agency by County:

- Adams. 303-220-9200

- Arapahoe. 303-220-9200
- Boulder. 303-441-1100
- Broomfield. 720-887-2220
- Denver. 720-865-5365
- Douglas. 303-220-9200
- Jefferson. 303-232-6301

Client confidentiality

Client confidentiality will be maintained throughout PPCH according to ADA confidentiality rules. A client's positive test is still considered a confidential medical record. That means that PPCH cannot divulge the identity of the person who tests positive to anyone outside of the client's pertinent internal team members. If a client tests positive, PPCH communicate to potentially affected employees and persons being served that they may have come into contact with someone who tested positive and that they should be diligent about monitoring their own health for possible symptoms.

Designated COVID-19 Point of Contacts and Helpful Numbers:

Director of Sustainability: Melisa Kraai 720-271-6490 (mkraai@parkerpch.com)

Director of Day Program: Kara Wyatt 303-819-7432 (kwyatt@parkerpch.com)

Director of Host Homes: Kyle Hammond 720-584-9774 (khammond@parkerpch.com)

Host Home Program Director Shannon Dickason sdickson@parkerpch.com 303-819-7431

Abbey Acosta aprall@parkerpch.com 720-233-8970

Melissa Halbert mhalbert@parkerpch.com 720-203-2226

Toni Martin tmartin@parkerpch.com 303-587-0618

Katie Warren kwarren@parkerpch.com 720-481-0983

Shannon Conrad sconrad@parkerpch.com 720-335-1023

Lindsay Folkerth lfolkerth@parkerpch.com 303-910-9142

Brittany Klinkenberg bklinkenberg@parkerpch.com

Director of Family Services: Lindsay Menough 303-704-3396 (lmough@parkerpch.com)

FCG Program Director Andi Gonzales agonzales@parkerpch.com 720-591-8635

IL Program Director Loretta Andis landis@parkerpch.com 303-596-1561

Director of Medical: Liz Camerer, LPN 720-333-1073 (lcamerer@parkerpch.com)

Host Home Nurse Amber Stoker, LPN astoker@parkerpch.com 720-668-5683

Julie Hammond, LPN jhammond@parkerpch.com 720-333-7774

Leia Campos Zelig, RN lzelig@parkerpch.com 720-233-6206

IL and FCG Nurse Amy Brocker, RN abrocker@parkerpch.com 720-584-9808

CES and SLS Nurse Vicki Tooley, LPN vtooley@parkerpch.com 303-903-7278

Associate Executive Director: Cathy Lock clock@parkerpch.com 303-901-4259

Executive Director: Jodi Walters (jwalter@parkerpch.com)

On-call Residential Program Director (for urgent after hours and weekend questions): 720-290-0487

On-call Residential Nurse (for urgent after hours and weekend questions): 720-668-5374