



## COVID-19 Emergency Response Plan

*Revised Dates:*

*July 16, 2020*

**REVISED: November 16, 2020**

### **Purpose**

St. Vincent Home for Children (SVHC) is a residential treatment center providing services 24 hours a day, 7 days a week. The following plan is being implemented due to the worldwide outbreak of COVID-19, a communicable disease with the potential of serious impact to our client youth, their families, and our staff. This plan addresses protocols associated with the stay-at-home order, the reopening guidelines, and on-going concerns related to a second outbreak. It is a working document and will be updated regularly based on new, factual information and incorporates best practices. The plan will stay active for at least one year.

### **Coronavirus Facts**

- The St. Louis community is currently experiencing an increase in the number of respiratory illnesses caused by the Coronavirus (COVID-19).
- Coronaviruses typically cause mild illnesses like a cold to more serious illnesses like pneumonia. The current outbreak is a new type of coronavirus named COVID-19.
- COVID-19 infections have been reported in many countries, including the U.S. For an updated list of affected areas, visit [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus) (U.S. Centers for Disease Control).
- Symptoms include (but are not limited to) fever, cough, and shortness of breath.
- Most people (80%) with COVID-19 will feel like they have a bad cold or the flu.
- Some people will require hospitalization, especially if the illness escalates to pneumonia. People at most risks for severe illness are the elderly or those with serious health conditions.
- Some people who test positive for COVID-19 are asymptomatic, which means they do not exhibit the virus's symptoms.
- At this time, there is no vaccine to protect against COVID-19.
- The best interventions at this time are actions that people can take to help slow the spread of COVID-19, such as washing hands and avoiding close contact with sick people, and practicing social distancing by maintaining a distance of at least six feet from other individuals.

### **Communication**

- St. Vincent's leadership will continually evaluate the local situation and will:
  - Periodically update and share our COVID-19 emergency response plan with all staff via email;
  - Send updated information about the illness and prevention strategies to all staff via email as we receive such information;
  - Collaborate with our sister agencies to identify best practices;
  - Notify the health department and key funders of any St. Vincent outbreak;

- Notify referring agencies of any changes to St. Vincent’s programming as a result of the illness, and
- Stay in contact with the St. Louis County Department of Health (hotline: 314-615-2660, available 24/7), the state of Missouri Department of Health & Senior Services (hotline 877-435-8411, available 24/7) and housing partners such as the St. Louis County Continuum of Care to collaborate with efforts within our local community.
- Signage will be posted at entrances and in strategic places throughout the building that give instruction on hand washing and cough etiquette, mandatory use of cloth face coverings, and social distancing.
- All community outings and large gatherings are canceled until further notice, in compliance with guidelines from the U.S. Centers for Disease Control (CDC) and local authorities.
- St. Vincent’s CEO is the central point of contact for coordinated communications responses. The CEO will keep the Board of Trustees informed of all substantive developments.
- Steven Martinez, Chief Development Officer (email: [smartinenez@saintvincenthome.org](mailto:smartinenez@saintvincenthome.org)), will coordinate all media communications about coronavirus.

### **What Should Staff Do?**

- Help Prevent the Spread of the Virus/Reduce Risk for Illness
  - Stay home if you are sick - if you are experiencing virus-related symptoms, it is critical that you self-quarantine and remain home. *Contact your supervisor immediately* to notify them.
  - If you or a member of your family *is quarantined*, *contact your supervisor immediately* to notify them of this status. If you are ordered to stay home by a public health official, you will be paid for up to 2 weeks and not charged your PTO.
  - Keep your hands clean. Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer only when soap and water are not available.
  - Wear a cloth face mask or covering. Staff members must wear a mask or cloth face-covering covering the nose and mouth while in the building and outside.
  - Maintain a sanitized environment. Wiping surfaces with a sanitizing cleaner is the best way to eliminate viruses on those surfaces. Use the “spray, wipe, spray” technique when sanitizing surfaces. During regular business hours, the agency will make repeated announcements to remind all employees and residents to maintain social distance and a sanitized workspace.
  - Maintain prescribed social distance from others while in the building.
  - Cover your mouth and nose with a tissue when coughing or sneezing and immediately throw it away in a trash can. In the absence of a tissue, cough or sneeze into your shirt sleeve or bent arm. Thoroughly wash your hands with soap and water after coughing or sneezing.
  - Avoid touching your eyes, nose, or mouth with unwashed hands.
  - Avoid close contact with people who are sick.
  - Staff should avoid handling client belongings. If staff must handle client belongings, they must wear disposable gloves, if available. Staff using gloves should ensure proper use and perform hand hygiene before and after use. If gloves are unavailable, staff should immediately wash their hands for at least 20 seconds with soap and water after handling client belongings.
  - Staff should launder work uniforms, clothes, and cloth masks after each use using the warmest appropriate water setting for the items, and dry items completely. Hang-dry cloth masks, do NOT dry cloth masks in clothes dryers.

- Adhere to Policy and Procedure Changes
  - Staff members will report to their supervisor or the Youth Development Leader to have their temperature taken upon entering the building at the start of their shift. Any staff member with a temperature of 100.4 will not be allowed to work and sent home for the day.
  - Staff members must wear masks while in the building and outdoors and maintain safe social distancing at all times.
  - If you have an office, you may take off your masks while in the office, but you must post a sign on your door - "Please Knock-Do Not Enter Without a Mask" – to ensure that people in offices have their masks on before anyone enters.

### **What Should Staff Do? (cont.)**

- Adhere to Policy and Procedure Changes
  - Staff members will refrain from entering a client's room unless necessary for their safety and well-being.
  - Staff and visitors will remain behind the taped lines on the floors of workspaces to comply with social distancing guidelines.
  - All staff, residents, vendors, and preapproved guests will enter the building using the front door only and wash or use sanitizer on their hands. Exceptions will be made only by the CEO.
  - Youth may only leave the building for essential outings (work, medical reasons, others as approved).
- Take care of your mental and physical health.
  - If you are a team member who is in an at-risk category (elderly or has a pre-existing condition), you can work with your supervisor and the Human Resources department to develop an effective plan that best meets your health and safety needs.
  - The stress and worry of the pandemic crisis can take a toll on the mental health of our youth and employees. Please see the included guidance on coping with stress from the World Health Organization.
  - The Employee Assistance Program is available to all employees. See the attached flyer.

### **What Should Youth Do?**

- Help Prevent the Spread of the Virus/Reduce Risk for Illness
  - Notify staff if you are feeling sick. Residents shall self-assess and immediately report to staff if they are unwell, experiencing any virus-related symptoms, or have respiratory symptoms.
  - Keep your hands clean. Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer only when soap and water are not available.
  - Wear a cloth face mask or covering. Clients will wear masks while in the building except when alone in their bedroom, where they can be taken off.
  - Cover your mouth and nose with a tissue when coughing or sneezing and immediately throw it away in a trash can. In the absence of a tissue, cough or sneeze into your shirt sleeve or bent arm. Thoroughly wash your hands with soap and water after coughing or sneezing.
  - Avoid touching your eyes, nose, or mouth with unwashed hands.
  - Avoid close contact with peers.
  - Avoid sharing personal belongings with peers.

- Where possible, personal items should be kept separately for each resident. Sanitize all items that must be used by several people between uses (e.g., remote control, toys, telephones).
- Adhere to Policy and Procedure Changes
  - A schedule will be used for residents to access the building's common spaces to maintain proper social distancing. Common areas will be reconfigured, so seating ensures appropriate physical distancing.
  - Each resident is limited to two visitors only. All visits will take place outside under the pavilion. Visitors and youth are required to wear masks and to practice social distance guidelines.
  - A letter will be sent to families reminding them not to visit when they are sick or if they have a known exposure to someone with COVID-19.
  - We will continue to facilitate and encourage alternative methods for visitation (e.g., video conferencing) and daily communication with their resident.
  - All visits must be scheduled ahead of time with a program supervisor.
  - Visitors will enter the building to check-in with the front desk to be accessed for symptoms and to get their temperature taken prior to youth being sent down.
  - During visitation both residents and visitors are to wear a cloth face covering or face mask, performing hand hygiene (e.g., use alcohol-based hand rub), maintaining social distancing at all times.
  - Visitation will only be for one hour. Youth will not be allowed to leave the campus.
  - No off-campus visits until further notice.

### **Clinical Program Department- New Admissions**

- The intake coordinator or assigned designee must perform screening assessments and temperature checks for all new residents upon admission. Screening should occur outside of the residential space (i.e., lobby area, telephone, video conferencing) and before beginning the intake process to identify and immediately isolate individuals with symptoms.
- Potential residents should also be screened for any close contact with individuals with confirmed COVID-19 or others who have symptoms of COVID-19 but have not yet been tested. Close connections are defined as:
  - Living with or caring for a person with confirmed or suspected COVID-19,
  - Being within 6 feet of a person with confirmed or suspected COVID-19 for about 10 minutes, or
  - Having someone with confirmed or suspected COVID-19 cough on you, kiss you, share utensils with you, or direct contact with their body secretions.
- If any COVID-19 symptoms exist, but the youth does not report emergency warning signs, refer the youth to call their primary care provider for evaluation and potential COVID-19 testing.
- At this time, we are requesting that all potential residents are tested for COVID-19.
- New residents will be placed on Josephine or Francis (quarantine) Unit and remain in their room as much as possible during the first seven days at St. Vincent. During this time, they must maintain six feet distance from all other residents and staff, to the extent practicable. All meals and activities will take place in the youth's assigned rooms.
- The intake coordinator will complete all intakes in the front office. When possible, all intake paperwork shall be given to guardians before the intake appointment.
- Once the initial St. Vincent's screening is completed, the intake coordinator will contact iFM Community Medicine for COVID testing appointments: (314) 255-7058. Please call the

number before noon if possible, to make the appointment. We will need the youth's insurance information before we can make an appointment. Their Drive-through facility operates on Tuesday and Friday mornings, by appointment and is located at the Epworth Teen Drop-In site at 7520 Natural Bridge Road.

- After the initial screening is completed, the youth will be transported by a guardian wearing a mask to the St. Vincent facility. It will be placed in the Josephine or Francis Unit until their COVID-19 test is completed and test results are known. This procedure will allow youth to be monitored while awaiting their test and test results.
- Testing residents upon admission could identify those who are infected but otherwise without symptoms. However, a single negative test upon admission does not mean that the resident was not exposed or will not become infected. Newly admitted or readmitted residents should still be monitored for evidence of COVID-19 for 14 days after admission and cared for using all recommended COVID-19 Personal Protective Equipment (PPE).

**For Youth and Staff on the Josephine and Francis unit (while a youth is quarantining), the following control measures have been implemented:**

- Ensure a medical/surgical face mask is on the youth awaiting COVID-19 testing results.
- Ensure that the youth remain Isolated in a private room with the door closed, maintaining a safe environment for the youth.
- Ensure that youth are receiving all meals and liquids.
- When staff is in the same room as the youth, wear a surgical/medical facemask and stand at least 6 feet away. Also, addition PPE is readily available for those who would also like to wear gloves, gowns, and eye protection (goggles or face shield).
- Ask the youth about symptoms of COVID-19:
  - Symptoms can include fever (subjective or documented) respiratory illness (including cough, sore throat, runny nose, shortness of breath), flu-like illness (fatigue, headache, muscle aches), and loss of taste and smell.
- If the youth cannot respond to the questions, the adults responsible for the youth's care should be asked about the symptoms.
- If the youth requires immediate medical care, call 911 for an ambulance and inform EMS of the youth's symptoms and concern for COVID-19.
- Anybody who enters the youth's room should use appropriate PPE (surgical/medical facemask, gloves, gown, and eye protection).
- Frequently wash your hands for 20 seconds with soap and water or use a hand sanitizer if soap and water are not available.
- Staff and youths' hands should be washed upon entering the apartment, before and after eating, before and after toileting, after someone has touched their face, coughing or sneezing, and after glove and mask removal.
- Due to the shared bathroom, it is necessary to follow precautions to ensure there is no cross-contamination. The bathroom should be cleaned after each use by the youth following applicable CDC guidance.

o <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

- These units must be cleaned and disinfected at least twice daily.
- If the youth needs to come out of his/her room at any time, they should wear a medical/surgical facemask.
- If staff need to assist with the disposal of any bodily waste, they will need to wear full PPE to dispose of waste material.

## **Laundry from quarantined individuals can be washed with other individuals' laundry.**

- Individuals handling laundry from quarantined persons should wear disposable gloves, discard after each use, and clean their hands after.
- Do not shake dirty laundry to minimize the possibility of dispersing the virus through the air.
- Launder items as appropriate per the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
- Clean and disinfect clothes hampers according to the guidance above for surfaces. If permissible, consider using a bag liner that is either disposable or can be laundered.

## **Youth awaiting COVID-19 testing results must stay isolated in their room on the Unit until all of the following conditions are met:**

- o At least three days (72 hours) have passed without any COVID-19 related symptoms.
- o Results of a negative COVID-19 is received.

## **General Clinical Program Guidelines**

- Each residential staff will be assigned to two units that they can cover. The Program staff is only allowed to go between those two units to assist with coverage and breaks. The living units will no longer be combined. Each Unit will have the opportunity to be in the MAE Center one day a week. Monday – Pauline / Tuesday – Josephine Wednesday the MAE Center will be clean and sanitized Thursday – Robin / Friday Francis.
- Each Clinician will only provide services to the Unit that they are assigned. Services are to occur daily for all residents.
- Each Case Manager will be assigned to two units. The case manager will assist in providing transportation to youth assigned to those units.
- Only one Unit will be allowed to be in the cafeteria at a time. Units should alternate times between lunch and dinner daily.
- All staff should limit entering residents' rooms as much as possible to reduce the potential for cross-contamination unless required for supervision.
- Residents can go to the library, computer room, or gym throughout the week. When a unit leaves or enters an area, it is their responsibility to wipe down and sanitize for usage.

## **Dietary**

- Meals for the residents on the quarantine units will take place in the youth's assigned room and be served by a food service worker on disposable plates using plastic utensils.
- Only one Unit will be allowed to be in the cafeteria at a time. Units should alternate times between lunch and dinner daily.

**The Plan Continued on the next page:**

### **Steps to Promptly Identify and Educate Youth At-Risk for Possible COVID-19 Infection**

- Post signage instructing youth to report fever or respiratory illness.
- Provide youth with a clear explanation of how to prevent COVID-19 by increasing their handwashing and taking action to avoid contracting the virus.
- Assess youth, at intake and on-going, for fever, cough, or shortness of breath. Provide anyone who may be ill with a facemask if available.
- Encourage youth to visit the clinic for routine physicals and assessments when the Institute for Family Medicine (IFM) is here on Tuesdays.
- If you suspect a youth has contracted or been exposed to the COVID-19 virus, do the following:
  - Determine if the client has a fever by taking their temperature using a temporal thermometer (see box) or asking, "Have you felt like you had a fever in the past day?"
  - Ask the client, "Do you have a new or worsening cough today?"
- If the client has a fever OR a new/worsening cough, do the following:
  - Provide a facemask for the client to wear over their nose and mouth, if facemasks are available and if the client can tolerate it.
  - If face masks are not available, instruct the client on cough etiquette and provide tissues.
  - Notify management and appropriate healthcare providers, as available.
  - Direct the youth to an isolation room if available, or an open space in the area designated for symptomatic persons.
- Let the client know:
  - If their symptoms worsen, they **MUST** notify the staff immediately.
  - They must not leave their room/the quarantine area except to use the restroom.
  - If they have to leave their room/the quarantine area, they must wear a mask.
- Immediately report any potential COVID-19 case to the management team.
  - The management team will contact the St. Louis County Health Line at (314) 615-2660 with their concerns.
  - The St. Louis Health Department will advise on the next steps.
  - The youth should be referred to a hospital or other location that can evaluate them.

### **In the event of an On-Site Outbreak**

- The licensed apartment in the maintenance building will be used for youth quarantine or one of the closed units, which will require full staffing and oversight from the supervisor staff.
- Youth, regardless of program, will be moved to identified apartments as symptoms appear. Unaffected youth will continue to be in their assigned units.
- Intakes will be put temporarily on hold to protect additional individuals from becoming ill.

- Services will be temporarily discontinued for community youth to protect additional individuals from becoming ill.
- Access to the building will be limited to those who are already enrolled at St. Vincent and staff who are needed to meet minimum staffing requirements.
- If supplies are available, staff interacting with a potentially infected youth can use an N-95 mask.
- Staff and volunteers who are at higher risk of severe illness from COVID-19 should not be designated as caregivers for sick clients staying in the shelter. Identify flexible job duties for these higher-risk staff and volunteers to continue working while minimizing direct contact with clients.

### **Essential Staffing Standards**

- Minimum staffing standards:
  - A minimum staffing ratio of 1 staff to every 6 youth during daytime hours and 1 staff to every 10 youth during overnight hours must be maintained.
- Custodial staff must be available daily to keep the facility clean and limit the spread of disease.
- In the event of essential staff shortage due to the virus, residential staff may be asked to cover more than one shift, and administrative staff may be asked to substitute where possible.
- Employees providing staffing “in-ratio” for the residential programs must stay on-shift until they are relieved by the staff arriving for the next shift.

### **General Staffing Guidelines**

- Stay home if you are sick - if you are experiencing virus-related symptoms, it is critical that you self-quarantine and remain home. Contact your supervisor immediately to notify them. If you are ordered to stay home by a public health official, you will be paid for up to 2 weeks and not charged your PTO.
- If you or a member of your family is quarantined, contact your supervisor immediately to notify them of such status.
- Guaranteed employees at home must remain in contact via telephone, text, or email with Human Resource for on-going and updated instructions.
- Employees always have access to their PTO benefits and can use their PTO to navigate their personal needs and their families' needs during this time. Employees must remain in contact with Human Resources for on-going and updated instructions.
- Employees who are unable to work due to non-COVID related issues will use available personal or vacation time. If the employee does not have time accrued, the time off will be unpaid.
- Employees who are not in quarantine are expected to make every effort to work as scheduled.
- To limit the overall spread of the virus or disease, administrative employees may work with their supervisor to arrange to work from home as needed.

### **Practice Social (Physical) Distancing Guidelines While at Work**

- Avoid in-person meetings. Use online conferencing, email, or phone when possible, even when people are in the same building.
- Unavoidable in-person meetings should be short, in a large meeting room where people can sit at least **six** feet from each other; avoid shaking hands.
- Each meeting room has its capacity marked in accordance with the current social distancing standards.

- Eliminate unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops, and training sessions.
- Do not congregate in offices, copier rooms, or other areas where people socialize. Keep six feet apart when possible.
- Maintain appropriate distance when seeking meals in the cafeteria and maintain at least six feet of space between seats when using the cafeteria.
- Foodservice hours will be extended and staggered to reduce crowding during meals.

**Maintenance Facilities Department**

- Frequent, enhanced, and on-going thorough cleaning and disinfecting of the building will continue at St. Vincent. The facilities team has made updates to their routine cleaning plan in

response to COVID-19. All cleaning practices will follow the guidelines from the CDC for infection control measures. Those guidelines can be found at this link: <https://www.cdc.gov/coronavirus/2019ncov/community/organizations/cleaningdisinfection.html>.

- “Illness Prevention” and education signage will be posted throughout the building.
- Hand sanitizer will be kept in conspicuous places and re-filled as needed.
- Maintenance employees will lead the effort to practice proper infection control cleaning practices. However, program staff and other employees must help by wiping down surfaces that would be touched by someone's hands (doorknobs, handles, cabinets, railings, surfaces, toilet handles, etc.) daily.
- The Maintenance Facilities Department will work with the executive leadership team to oversee the coordination, maintenance, and procurement of proper cleaning supplies:

<b>Facility Sanitation</b>	<b>Food</b>	<b>Medications/Personal Health supplies</b>
N95 Masks	Vegetables	Tissues
Surgical masks	Grains	Towels/washcloths
Hand sanitizer	Rice	Fresh linens
Disinfecting wipes	Beans	Blankets
Disinfecting spray		Over the counter meds for the common cold, dextrophan, mucolytics, antihistamine Benadryl, cough drops, cepastat, nasal spray, and others as directed.
Hand soap	Bottled water	Thermometer
Trash bags	Canned food	
Toilet paper		
Paper towels		
Rubber gloves		
Cloth Masks		

**Community**

- Program Partner visits are suspended until further notice to limit the number of people coming in and out of our buildings, except for essential Program Partners identified as IFM.
- We are mandating that in-person participation in meetings with external stakeholders be restricted to an off-campus location.
- Board and Committee meetings will be conducted virtually, rather than in person.

- The use of our meeting facilities by outside groups is suspended until further notice.
- Community-based outreach services are suspended until further notice.
- All youth group outings are being suspended except for outdoor-based activities in a large, open space.
- If one-on-one, community-based services are needed for any client, please coordinate with your manager on the safest way to provide support.

### **Development**

- Gatherings of over ten people will be canceled, postponed or converted to a virtual meeting until the CDC changes their current recommendations.
- Tours of the facility are suspended. The CEO may make exceptions.
- Volunteer activities are suspended until further notice.
- The Development team will be vigilant in communicating a need for financial support during this time, and continue stewardship and communication with donors safely and virtually.
- The Development team will create and disseminate press releases, handouts, and website updates to keep the community informed of our status and operations.

### **Travel**

- All St. Vincent-related travel is suspended until further notice.
- Employees are also encouraged to limit their travel whenever possible.
- Employees are prohibited from returning to work for a minimum of two weeks if they travel to any area for which the CDC has issued a travel advisory warning. Additional information on the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- Employees are expected to notify their manager and Human Resources in advance regarding any personal travel plans outside the metro St. Louis area.

### **Future Monitoring**

As CDC guidelines change and the number of cases rise and fall in our community, we will:

1. Continue to purchase cleaning, sanitizing, and PPE supplies.
2. Identify a new curriculum that can be purchased to support and enhance telehealth services.
3. Continue to adhere to the preventative measures in place and remain diligent in social distancing and the use of masks.
4. Develop relationships with testing sites.
5. Develop an online intake process.
6. If another outbreak would occur, we will again follow the CDC recommendations and update this plan to the current recommendations.

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