**Policy & Procedure:**

The goal of the CBAS program at all times is to support the participant to remain living in their current place of residence and avoid ER visits, hospitalizations and skilled nursing facility placement. This goal does not change. We are to do what we can do to help ensure that this occurs.

**Participant Contact**

1. Participant contact must be attempted at least one time per day that the participant is “scheduled”.
2. This contact can be provided in home or by telephone or video conferencing.
3. Contact shall be provided by the nurse and the social worker.
4. The Nurse and the SW may provide the services together to cut down on number of calls that are to be made and to support interdisciplinary care and communication.
5. Contacts will be documented with: time of contact, with whom the staff spoke, the relationship to the participant (if other than the participant). Documentation will include the questions asked of the contact, the contact and the staff’s response.
6. Staff will inquire as to participant’s symptoms identified in their plan of care and associated with disease process as well as to the home environment and generally how they are doing.
7. If symptoms are noted, the staff will provide further questioning to help support participant’s health.
8. Staff will provide education regarding signs and symptoms to be aware of and what to do if they occur.
9. Staff will provide emotional support, referrals and resources as needed or requested.
10. Any follow-up questions or support provided will also be provided and documented.

**Meal Delivery**

1. The center shall provide members with at least one meal delivery per day on participant’s “scheduled” day.
2. Meal deliver shall correspond to dietary guidelines.
3. The person delivering the meal will sanitize hands prior to delivering the meal, and immediately after delivering the meal.
4. Meals will be transported in to go boxes.
5. Meals will not be in transit longer than 2 hours.
6. Staff/Vendor will check the temperature of food prior to plating it and document it.
7. The driver/meal delivery person will write the time and initial on the transportation log form that the food was received.
8. If no one comes to the door, the driver will attempt to call the home, and the emergency contact to determine if the participant is away from the home or may be in distress. The driver will contact emergency services if concerned for participant’s health after speaking with the social worker/PD and/or nurse.
9. Please note that these guidelines may change per CDC, CDA, CDPH, and CACFP regulations and guidelines.

**Home Visit**

1. Home visits are not recommended. If staff feel that a home visit is warranted, they will provide this.
2. Staff will follow CDC protocol and wear PPE when visiting participant and follow standard precautions.
3. Staff will make an appointment with participant/caregiver prior to visit.
4. Staff will document home visit on a progress note.
5. Staff providing the home visit must follow the home safety procedure as outlined in the policy and procedure manual.
6. Hove visits must get approved by the Program Director and Administrator, as this will be granted on case by case situation. Our goal is to ensure that our participants and staff received less exposure to this virus and to provide services remotely as much as possible.

**First contact to our Participants:**

Describe to participant’s family how we will be providing services to participant during the COVID-19 safe at home period:

1. They will receive a call based on how many times they are approved to come to the center by the MCO (same number of days as before) by the RN and the social worker. If they would like to speak privately to either one, they can request this during the call, by email or by leaving a message on our voicemail.
   1. During the call, they will ask the member about their health; physical and emotional and caregiving status. They will ask about their activity level.
2. They will receive a meal delivery one time per day- We are following all the precautions of the CDC for safe service and food handling.
3. The meals will be delivered between 09:00 am and 1:00 pm.
4. The center will have shortened hours. It will be open from 9 am to 1 pm. They can call during these hours if they need to speak to the nurse or the social worker. If not, they can leave a message on the phone.

**COVID-19 Protocol & Social Distancing**

1. All staff shall follow social distancing requirements while working at the center.
2. All staff at the center shall follow the CDC guidelines.
3. Program Director will ensure that the proper protocol is being implemented daily.
4. All staff must read and sign the employee agreement specifically related to the Covid-19 protocol.

**Attendance & Billing**

1. Once the SW and Nursing staff have contacted the participants and documented it, the participant will be considered “Attended” and be billable.
2. Program Director will be responsible to ensure that the documents are filled out and the attendance has been inputted property.

**Employee Agreement**

**Name of Employee:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Our facility takes great measure to ensure that our staff are protected from all viruses, specifically the Covid-19. Although we have updated our policy, you may still be at risk of exposure when coming to work. Please take these measures stated below seriously to restrict the risk of exposure. By signing this agreement, you agree to adhere the CDC guidelines and our center’s policy:

1) All employees who enter the facility must have their temperatures taken at the door. The temperature will be documented on an Employee Temperature Log or on their timecards.

2) Any Employee with a temperature of 99 degrees or higher shall not enter the building and will be sent home.

3) Once entered, all employees must wash their hands, followed by hand sanitizer. Protective gloves and face mask must be worn at all time. These supplies will be provided to each employee by the center.

4) Employees must stand 6 feet away from each other when communicating with one another.

5) All employees understand that reason for these measures is for their own protection as well as their colleagues.

6) Any employee not feeling well must immediately report to management and leave the facility.

7) Each staff member is responsible for sanitizing their own workspace. This must be completed twice per shift: 1) during the workday; 2) prior to the shift ending.

8) All employees will follow the CDC guideless at all times and understand that those guidelines might change. All employees must adapt to new restrictions if they occur.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Administrator/Program Director Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_