

## COVID-19 Protocol

As the coronavirus (COVID-19) continues to be a topic of global concern, here are actions that Serving Seniors is taking to ensure a healthy environment for our clients, volunteers and employees. We are working to carefully balance overall health concerns with the goal of ensuring our clients receive critical services like meals.

Coronavirus causes respiratory illness in people and can spread person-to-person. The symptoms of Coronavirus mimic those of other respiratory infections or colds and may include fever, coughing, difficulty breathing, a runny nose, sore throat and a general feeling of being unwell. The Coronavirus is extremely contagious and can spread from person-to-person by coughing and sneezing, close contact, or touching contaminated surfaces or objects.

It is our utmost priority to keep everyone associated with Serving Seniors healthy and safe. We are utilizing several sources of information to inform our plans. These include: World Health Organization (WHO), Centers for Disease Control (CDC), State of California Health and Human Services website and the County of San Diego Health and Human Services website. Additionally, we are working with Dr. Eli Aronoff-Spencer, an infectious disease expert from UCSD School of Medicine. Dr. Aronoff-Spencer has worked with us for several years as an informal “medical director” providing advice on a variety of topics. He helped us craft our response to the Hepatitis A outbreak two years ago. He is providing direct guidance on our COVID-19 response.

Here are the key aspects of our response:

1. **Agency Point Person** -- Subrina Hodge, BSN, RN, Nurse Case Manager will serve as our point person for reviewing the latest advisories on a daily basis to make sure we are operating with the most current information.
2. **Screening** – Dr. Aronoff-Spencer is recommending a zero tolerance approach to anyone who is exhibiting symptoms. Everyone – clients, volunteers and staff -- will be screened before entering any of our facilities. Screeners, and staff who approach seniors suspected of being sick in already in one of our facilities, will wear masks and gloves for all interactions. Individuals will not be permitted on site if they are displaying or disclose that they have any of the following symptoms:
  - Fever
  - Chills
  - Shortness of breath
  - Coughing
  - Sniffles
  - Runny nose

If someone is not allowed on site, educational information will be provided advising them to contact their primary care physician. If an individual is experiencing symptoms that require immediate attention, EMS will be called. If an individual already on site is discovered with symptoms, they will be asked to leave the building and given the same information. We will add infrared electronic temperature screens upon entry if the spread of the virus becomes significantly worse.

Anyone denied entry or asked to leave will be provided with a shelf-stable meal to go and offered to be signed up for HDM. All HDM drivers are to wear mask and gloves when delivering meals.

If an individual does not test positive for COVID-19, he/she will be permitted to return once they have gone 72-hours of being symptom free. Anyone testing positive will need written medical clearance to return.

Social contact is to be limited, ideally keeping separation of three feet from other persons. All non-essential gatherings – including activities – are to be eliminated until further notice.

In order to accurately track all individuals entering Serving Seniors' sites the following measures will be implemented:

- Electronic scanning (Serving Seniors' ID card) of all seniors entering the GMWSWC and congregate sites;
  - Volunteers and guests will be required to sign in upon arrival and departure, including contact information
  - Any staff traveling between sites will fill out a travel log each day
3. **Suspected and Confirmed Cases** – Per the County of San Diego, we will immediately report any suspected cases of COVID-19 to the San Diego County Epidemiology Unit at (619) 692-8499.
- If a suspect COVID-19 client is confirmed as a case, all clients, visitors and staff who were in the same area during the time the case was in our facility and for up to one hour after the case left the area will need to be assessed for risk of exposure even if case was masked. We are seeking further clarity from County officials as to what “assessment” means.
4. **Cleaning/Sanitation Efforts** -- In order to promote best practices for cleaning and sanitation the following measures are being implemented:
- Handwashing stations will be positioned outside the perimeter of the GMWSWC and outside all congregate dining areas
  - All individuals entering a Serving Seniors facility will be required to wash their hands before entering the building and dining areas
  - Hand sanitizers will be readily available and well-marked
  - All surfaces will be cleaned with bleach in all common areas around each site a minimum of three times per day. High traffic areas (e.g. clinical spaces, dining room) should be cleaned more often.
5. **Educational Efforts** -- In order to ensure clear and consistent communication among clients, volunteers, and staff members the following educational efforts are being implemented:
- Screening and informational flyers will be posted in Spanish, Mandarin, English on the outside of Serving Seniors' buildings and on interior walls, elevators, and other key locations at all sites – will be posted on large poster boards. Information packets will be distributed to our homebound clients.
  - Messaging will include our screening protocols, what symptoms to look for and hygiene practices
  - Informational recordings and videos will be played during the dining hours and available online in the three major languages – this will include protocols if an individual is

experiencing symptoms on site or off site and referrals to the appropriate health providers and officials

- The nurse case management team is hosting health education sessions in March on COVID-19 – at the Gary and Mary West Senior Wellness Center, Potiker Family Senior Residence and Potiker City Heights Residence – this will be in specific sessions and during lunch
  - Staff is receiving training on protocols and recommendations from Public Health Services – County of San Diego, the Centers for Disease Control, and the World Health Organization.
6. **Nutrition Services** -- Serving Seniors is committed to continuing to provide meals to as many seniors in need while ensuring overall health and safety. Serving Seniors will continue to maintain the same service delivery at all sites and to our homebound seniors. We are currently assessing the following contingency options:
- Distributing prepackaged HDM style trays to any seniors that are asked to leave a site due to health concerns. This may also be an option for healthy seniors who do not wish to sit in the dining room. Unfortunately, this is not allowed under current regulations. The California Department of Aging is open to our request and working the Federal government on guidance on how to implement.
  - Distributing prepackaged HDM style trays to all seniors dining at the congregate sites to minimize open food trays.
  - Working with our food vendor, Trio Community, to finalize a contingency plan if kitchen operations need to be moved or temporarily suspended, including the production and storage of both frozen and shelf-stable food.
7. **Human Resources** -- Serving Seniors will be providing timely updates to all personnel informing them of any new protocols, changes in service delivery, or other pertinent information. Serving Seniors will be implementing the following strategies based on recommendations by the CDC:
- Require sick employees to stay home – zero tolerance
  - Emphasize respiratory etiquette and hand hygiene by all employees
  - Perform routine environmental cleaning
  - Provide all necessary protection gear (e.g. gloves, masks etc.) to employees as recommended by authorities

This is a very fluid situation. We will review all of our protocols and contingencies on a daily basis. We will adapt and change approach as warranted based on the best information available.