

COVID-19 Protocols – updated 4/3/20

As the coronavirus (COVID-19) continues to be a topic of global concern, Serving Seniors is taking action to maintain essential services, reduce transmission of illness, and maintain a healthy environment for our clients, volunteers and employees. We are working to carefully balance overall health and safety with the goal of ensuring our clients receive critical services like meals.

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 and the County of San Diego Health and Human Services. Additionally, we are working with local infectious disease medical experts to provide direct guidance on our COVID-19 response.

Here are the key aspects of our response:

1. **Reducing Transmission** – In accordance with local, state and federal mandates, we have made the following adjustments to our operations to reduce the transmission of COVID-19:
 - All Serving Seniors' congregate dining sites are temporarily closed
 - Serving Seniors social activities and group gatherings at our sites are temporarily suspended
 - All staff that are non-essential to onsite day-to-day operations are working remotely
 - Essential staff and volunteers will wear masks and gloves, be given regular temperature screenings and practice social distancing, maintaining a distance of six feet when possible.

2. **Agency Point Person** – Serving Seniors has established a COVID-19 Taskforce to coordinate, prepare and respond to all COVID-19 related matters. The taskforce meets daily at minimum. Serving Seniors' Nurse Case Manager serves as our point person for reviewing the latest advisories on a daily basis to make sure we are operating with the most current information.

3. **Cleaning/Sanitation Efforts** – In order to promote best practices for cleaning and sanitation Serving Seniors is following rigorous cleaning and disinfection recommendations per the CDC, state and local Public Health Agencies such as good hygiene practices, limiting meetings and travel, rearranging activities and events and managing crowd control.
The following additional measures are also being implemented:
 - Additional handwashing stations are positioned outside the perimeter of the Gary and Mary West Senior Wellness Center and inside our senior housing facilities.
 - A high-power electrolyzed sanitation sprayer (WHO-approved) is used at all Serving Seniors' locations.

- Hand sanitizers are readily available and well-marked at facilities.
- All employees wear gloves and masks when cleaning, working in common public areas, preparing and distributing meals and interacting with clients.
- Hard surfaces are disinfected between each client contact.
- Rigorous cleaning of hard and soft surfaces with disinfectant in all common areas around each site. High traffic/touch areas (e.g. handrails, elevators, etc.) are cleaned more often.
- Meal delivery vans are sanitized using high-power electrolyzed sanitation sprayers each morning and afternoon between delivery drivers

4. Educational Efforts – In order to ensure clear and consistent communication among clients, volunteers, and staff members the following educational efforts are being implemented:

- Staff is receiving ongoing training on COVID-19 health and safety protocols, hand hygiene, proper use of personal protective equipment (PPE) and recommendations from Public Health Services – County of San Diego, the Centers for Disease Control, and the World Health Organization.
- Serving Seniors nurses and case managers are on-site at our Gary and Mary West Senior Wellness Center, Potiker Family downtown and Potiker City Heights residences to assist with client questions and help identify medical needs.
- COVID-19 screening and informational flyers are posted in Spanish, Mandarin, and English on the outside of Serving Seniors’ buildings and on interior walls, elevators, and other key locations at all sites.
- COVID-19 information regarding screening protocols, symptoms, hygiene practices and other resources are being distributed to all homebound clients and residents at our senior housing facilities.
- Prior to the stay home order, our nurse case management team hosted health education sessions on COVID-19 at the Gary and Mary West Senior Wellness Center, Potiker Family Senior Residence and Potiker City Heights Residence.

5. 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 home delivered meal service to all our current homebound seniors.
- We have transitioned congregate clients to home delivered meals.
- All clients at Serving Seniors Potiker downtown and City Heights residences have been contacted and offered home delivery meal service.
- Serving Seniors is distributing prepackaged to-go meals daily at our Gary and Mary West Senior Wellness Center during breakfast and lunch hours.
- Serving Seniors is working with vendors to expand our services to provide weekly shelf-stable meal options in order to reach additional seniors in need.
- Serving Seniors is updating contingency plans with our food vendors and other service providers, if kitchen operations or other services need to be moved or temporarily suspended due to COVID-19 related issues.

6. To Go Distribution at Gary and Mary West Senior Wellness Center (GMWSWC)

- Volunteers and guests will be required to sign in upon arrival and departure.
- Cone and tape indicators are spaced six feet apart at the GMWSWC to adhere to social distancing regulations for seniors waiting in line for to go meals.
- **Screening:** Serving Seniors' nurse case management team members will be positioned outside the GMWSWC to provide screening, information and resources to clients picking up to go meals.
- Clients who have been identified by our nurse case management displaying or disclosing the symptoms identified by the CDC will be advised to contact their primary care physician and provided resources. If an individual is experiencing symptoms that require immediate attention, EMS will be called. Symptoms include:
 - Fever
 - Chills
 - Shortness of breath
 - Coughing
 - Sniffles
 - Runny nose

7. Suspected and Confirmed Cases – Serving Seniors will closely follow all guidelines provided by the County of San Diego in accordance with suspected and confirmed COVID-19 cases.

- If team members encounter anyone exhibiting symptoms at our senior housing facilities, the GMWSWC or during a home delivery, they will follow CDC, local and state recommendations and direct the individual to contact their primary care physician and self-quarantine until symptom free for 72 hours unless otherwise directed by their healthcare provider.
- Serving Seniors will immediately report any suspected cases of COVID-19 to the San Diego County Epidemiology Unit at (619) 692-8499.
- If a case is confirmed, the County of San Diego Public Health will make the determination about procedures regarding next steps for risk mitigation and communications to persons to be assessed for risk exposure.
- Serving Seniors will follow all HIPAA and privacy laws in accordance with release of medical information.
- If a client at a Serving Seniors housing facility is a confirmed case, our Health and Social Service team will reach out to the client to ensure they have access to meals, medications and other supports during time of quarantine. No direct, in-person contact will be made to ensure safe delivery and risk reduction.
- If a Serving Seniors staff member, vendor or volunteer is confirmed as a case, we will follow the above protocol, and work with County officials to identify and alert any client who had been in contact with the Serving Seniors team member.

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. Additional COVID-19 Resources:

- [Center for Disease Control](#)
- [California Department of Public Health](#)
- [SD County of Health Coronavirus Update](#)
- [National Council on Aging: Coronavirus – What Older Adults Need to Know](#)