



*Connecting Individuals with Disabilities to Their Community*

## **COVID-19 Preparedness and Impact Memo**

March 13, 2020

Dear Guardians, Staff, and Contractors of Community Bridges Residential & Day Services,

In light of the active flu season and recent questions around the Coronavirus (COVID-19), we would like to share the following guidance and information on if and how Community Bridges Residential & Day Services may be impacted.

While the information thus far indicates that these illnesses are not dangerous to most of our population, it is still wise to prepare and take steps to avoid further spread. With consideration of the higher risk factors among some of the people we support, Community Bridges Residential & Day Services may implement special protective measures to promote continued health and quality supports. Please note that many of these preparedness and responses strategies are similar for flu, coronavirus, and other illnesses.

### **Prevention & Containment Strategies:** *Ways to avoid getting sick and spreading illness.*

- Avoid close contact with people who are sick.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use hand sanitizer.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipes.
- Cover your cough or sneeze with a tissue or your elbow, then throw tissue in the trash. Avoid coughing into your hands or the open air.
- Stay home when you are sick.

### **Preparedness Strategies:** *Steps to take in the event that community access is limited due to illness. This could be due to your own illness, illness of those close to you, or illness prevalent in general population.*

- Stay up to date with reliable new sources, such as the website of your local health department. (<https://www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm> )
- Consider what you might do if childcare settings, schools, businesses, public transportation, or other community resources were to be shut down.
- Stock up on supplies you may need in the event that you are not able to get to a store or pharmacy, or stores run out of something. Suggestions include:



*Connecting Individuals with Disabilities to Their Community*

- Health and Medical Supplies:
  - 30 day supply of prescription medication.
  - Over the counter medication (e.g., cough and cold, antidiarrheal).
  - Prescribed medical supplies (e.g., glucose, blood pressure monitoring equipment).
- Groceries:
  - Consider keeping a 2 week-30 day supply of nonperishable foods at home. These items can also come in handy in other types of emergencies, such as power outages or snow storms.
  - Canned items, frozen foods, and dry food ingredients.
  - Bottled water.
- Personal and Household Cleaning Items:
  - Soap and alcohol-based hand sanitizer.
  - Tissues, toilet paper, garbage bags, diapers, feminine products.
  - Laundry detergent, dish soap, household cleaners.

### **What to do if you feel sick:**

- Common symptoms of flu include: Fever, cough, sore throat, congestion, body aches, headache, fatigue, vomiting, or diarrhea.
- Common symptoms of Coronavirus (COVID-19) include: fever, cough, shortness of breath, faintness.
- **First: Call your doctor for advice.** If you do not have a doctor, you can call your local board of health for advice. The NH Division of Public Health contact number is: 603-271-4496.
  - Public health care officials do not advise visiting a medical office unless you have symptoms of severe illness.
  - Medical professionals can advise you over the phone on the best course of action for evaluation and treatment- this might not be a doctor's office.
- Treatment recommendations are similar for any viral illness, including: rest, hydration, and use of over the counter medications for symptom relief as advised by your doctor.
- \*\*\*Please inform Community Bridges RDS if you are feeling sick. This is very important so that we can make a shared decision regarding participation in services, and inform anyone else who may have been exposed in the course of providing supports.

*Please note: guidelines are subject to change based on updated state and federal government directives.*

Sincerely,

Kyle Morse

Director of Program Development  
Community Bridges Residential & Day Services



*Connecting Individuals with Disabilities to Their Community*

**Information for individuals, families, and guardians:** In the event of suspected or confirmed illness of Coronavirus/COVID-19, scheduled services may be interrupted. Please see below for potential impact on services received.

<b>Program Type</b>	<b>Suspected Illness (Symptoms Consistent with COVID-19)</b>	<b>Confirmed Diagnosis of COVID-19</b>
<b>Staffed Residence</b>	<ul style="list-style-type: none"> <li>- Residential services will continue to be provided.</li> <li>- Some CPS activities will be offered in the home, if and when possible.</li> <li>- Community access may be interrupted for that individual as well as their housemates.</li> <li>- Medical professional/health department guidelines will be followed regarding self-quarantine measures.</li> <li>- Staffing ratios may be reduced, with consideration of safety and quality.</li> </ul>	<ul style="list-style-type: none"> <li>- Residential services will continue to be provided.</li> <li>- Some CPS activities will be offered in the home, if and when possible.</li> <li>- Community access will be suspended for that individual as well as their housemates.</li> <li>- Medical professional/health department guidelines will be followed regarding isolation measures.</li> <li>- Staffing ratios may be reduced, with consideration of safety and quality.</li> </ul>
<b>Enhanced Family Care Services (EFC)</b>	<ul style="list-style-type: none"> <li>- Residential services will continue to be provided by the EFC providers as family unit.</li> <li>- Community access may be suspended.</li> <li>- Medical professional/health department guidelines should be followed regarding self-quarantine measures.</li> <li>- In cases where services/meetings are interrupted, regular remote check in's will be conducted.</li> </ul>	<ul style="list-style-type: none"> <li>- Residential services will continue to be provided by the EFC providers as family unit.</li> <li>- Community access will be suspended.</li> <li>- Medical professional/health department guidelines should be followed regarding isolation measures.</li> <li>- In cases where services/meetings are interrupted, regular remote check in's will be conducted.</li> </ul>
<b>Community Participation Services (CPS)</b>	<ul style="list-style-type: none"> <li>- Services may be put on hold. This determination will be based on evaluation of risk to individual, employees, and community.</li> <li>- Timeline for any service suspension will be primarily based on self-quarantine measures as defined by medical professionals/health department. Availability of healthy staff may also be a consideration.</li> <li>- In cases where services are suspended, regular remote check in's will be conducted.</li> </ul>	<ul style="list-style-type: none"> <li>- Services will be put on hold.</li> <li>- Timeline for any service suspension will be primarily based on isolation measures as defined by medical professionals/health department. Availability of healthy staff will also be a consideration.</li> <li>- In cases where services are suspended, regular remote check in's will be conducted.</li> </ul>



Connecting Individuals with Disabilities to Their Community

<p><b>Community Support Services (CSS)</b></p>	<ul style="list-style-type: none"> <li>- Services conducted in person may be suspended or reduced. This determination will be based on evaluation of risk to individual, employees, and community.</li> <li>- Some remote support may be available, as needed and appropriate. Prioritized supports will involve supporting access to supplies and resources needed for health and safety.</li> <li>- Timeline for any service suspension will be primarily based on self-quarantine measures as defined by medical professionals/health department. Availability of healthy staff may also be a consideration.</li> <li>- In cases where services are suspended or reduced, regular remote check in's will be conducted.</li> </ul>	<ul style="list-style-type: none"> <li>- Services conducted in person may be suspended or reduced. This determination will be based on evaluation of risk to individual, employees, and community.</li> <li>- Some remote support may be available, as needed and appropriate. Prioritized supports will involve supporting access to supplies and resources needed for health and safety.</li> <li>- Timeline for any service suspension will be primarily based on isolation measures as defined by medical professionals/health department. Availability of healthy staff will also be a consideration.</li> <li>- In cases where services are suspended or reduced, regular remote check in's will be conducted.</li> </ul>
<p><b>Supported Employment Services (SEP) and other Employment Supports (VR, SDS Contracts)</b></p>	<ul style="list-style-type: none"> <li>- All services conducted in person will be put on hold. Some remote support may be provided, as needed and appropriate.</li> <li>- Timeline for any service suspension will be primarily based on isolation measures as defined by medical professionals/health department. Availability of healthy staff may also be a consideration.</li> </ul>	<ul style="list-style-type: none"> <li>- All services conducted in person will be put on hold. Some remote support may be provided, as needed and appropriate.</li> <li>- Timeline for any service suspension will be primarily based on isolation measures as defined by medical professionals/health department. Availability of healthy staff will also be a consideration.</li> </ul>

*Subject to change based on updated state and federal government directives.*