



1160 Varnum St, NE, Suite 216 Washington, DC 20002  
(P) 202-525-1715 (f) 202-459-2284

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Protocol for providing care at Dedicated Care Health Services

COVID-19 office procedure

The purpose of this protocol is to minimize the spread of COVID-19 between staff and from client to staff and staff to client.

**Individual Office protocol:**

Note that providing care face to face must only be done when it facilitates client care not otherwise deliverable. All precautions must be taken to prevent exposure to COVID-19.

- All Consumers must wear a face mask during the provision of care whether parties are actively symptomatic or not.
- It is mandatory that staff utilize face masks and exercise judgment in safeguarding themselves during the provision of care.

Every effort must be made to keep social distancing unless the level or type of care creates a situation that a modified safety protocol be employed.

If contact with consumers are expected, then a gown should be worn during care along with gloves. If consumer is coughing, then a face shield should be worn for added protection.

Phones should not be shared unless necessary. If phones have been shared then the device should be thoroughly cleaned with alcohol.

Procedure to cleanse work area between consumers is as follows:

Wipe down chair, doorknobs and all other areas that were in contact with Consumer with alcohol and paper towel and discard in a trash can.

Remove gown, gloves and face mask immediately following care if an encounter with a Consumer who presented with a cough or runny nose.

Clean your desk surface, phones and other high touch areas with alcohol or other approved disinfectant spray in individual work spaces at the beginning and end of each day.

### **Waiting Room protocol**

- Air Purifiers must be turned on at the beginning of the day and turned off at the end of the clinic day.
- There should be no more than 5 persons in the waiting room at a time.
- When the waiting area is at capacity the door must be locked and no one else permitted to enter until someone leaves.
- All social distancing protocol should be maintained, and seating should reflect.
- Chairs in waiting area should be distanced 6 feet apart unless parties in the waiting room are together and prefer not to be distanced.
- Doorknobs should be cleaned with alcohol every hour during an active clinic day.

### **Community outreach**

- No staff/contractor should provide face to face services if they have been exposed to someone diagnosed with COVID-19 or if they or a client have been found to be symptomatic based on CDC Guidelines and for 14 days post exposure.
- Face to face contact should be limited to cases where client needs would not be met unless provided face to face.
- Staff/Contractors and client should maintain a mask on at all times
- Six feet distance must be maintained, and every effort taken to meet with client in a neutral open space where privacy can be provided.
- Staff/contractor should avoid transporting clients if possible
- If it is determined that staff/contractor transport is in the best interest of service provision then the passenger should ride in the passenger rear of the vehicle with the window down. Masks must be maintained by both parties.

### **Onsite and offsite screening:**

Staff must fill out a screening questionnaire prior to entering the workspace or providing face to face contact to clients or meeting with staff. This can be any of the following:

1. Remote questionnaire filled out and submitted to immediate supervisor prior to providing care or entering the workspace.
  - a. This can be done by following the assension link or filling out the Dedicated Care Screening form.
2. This must include the screening for symptoms and a check of one's temperature.
3. If found to be symptomatic- a supervisor must be notified and one of the two options below be employed:
  - a. Obtain a COVID-19 screen prior to return to duty

- b. Quarantine for 14 days before providing face to face services-Community staff may be eligible for this option after clearing it with your immediate supervisor. Screening is preferred.
- 4. If a staff/contractor has travelled outside the DMV, been exposed to someone who has tested positive or been otherwise symptomatic they would need to follow option 3.

If screening is not conducted daily prior to encounters then a staff/contractor will be considered in violation of the infection control plan for the agency and could result in that person being penalized.