

PRIDE Industries
ILS Alternative Service Delivery Plan, Vendor Number H79736

August 11, 2020

PRIDE Industries is committed to providing safe and healthy skill development programs. To continue to meet this goal during the pandemic, we developed the following Alternative Service Delivery plan for our Independent Living Services (ILS) program. Our goal is to prevent the transmission of COVID-19 while continuing to provide effective services, requiring support staff, management, and service recipients to take all reasonable and mandated precautions.

PRIDE Industries' ILS Alternative Service Delivery plan ensures the continuation of needed services for participants while adding new precautions to protect against the spread of COVID-19. Potential modifications and participation will be determined based on compliance with state and county guidelines. Individuals with varying needs will continue to receive customized service options that offer dignity, purpose, choice, and personal accomplishment in a safe environment.

In March 2020, PRIDE's ILS program implemented supported prevention strategies, which we will revise as necessary. Our ILS service management team and case managers continue to gather input from program participants and adequately assess their plans and ILS Services, taking into account each participant's potential risks, interests, and needs.

ILS instruction is provided remotely via Zoom/Facebook Live/Teams and/or in-person (if approved by the planning team). Case managers will document all correspondence, including when PRIDE's alternative service delivery plan is shared with the individuals served and their planning team.

PRIDE staff and case managers will work with each client and their family, care provider, and service coordinator to develop personalized services, determining needs, risks, and goals. All parties' collaboration in reviewing individual program plans, requests, and conditions will be discussed and considered. Case managers will work closely with clients and their service coordinators to determine if in-person services are required.

PRIDE's ILS services will be modified as guidelines are changed by governing authorities, including but not limited to the California Department of Public Health, CDC, state, and other federal agencies. The

managers will work with the Regional Center on services and communications before any changes are requested by the individuals served.

COVID-19 Protection Plan

Support staff, management, case managers, and individuals served involvement is essential in developing and implementing a successful COVID-19 Protection Plan. We have included our participants in this process to ensure consistent and ongoing communication (updated frequently on prideindustries.com). The staff remains in contact through remote meetings, calls, and letters regarding updates on COVID-19 safety topics.

PRIDE will provide additional training on PPE, and face masks are required when in-person services are requested. All PRIDE locations require staff to follow a COVID-19 Preparedness Plan and answer a health questionnaire, developed with recommendations from the Centers for Disease Control and Prevention (CDC) guidelines, federal OSHA standards related to COVID-19, and industry best practices, including:

- hygiene and respiratory etiquette
- engineering and administrative controls for social distancing
- mask requirements for transit and in-person service
- housekeeping, including cleaning, disinfecting, and decontamination
- verbal symptom verification
- prompt identification and isolation of sick persons
- pictorial visual safe practice requirements
- communications and training provided to support staff and individuals served
- management and supervision necessary to ensure effective implementation of the plan

Screening for Support Staff and Participants Receiving Services who Exhibit Signs and Symptoms of COVID-19

Support staff and participants are asked to self-monitor for potential symptoms of COVID-19. Our case management team provides this information to program participants in both verbal and written formats and will continue to partner with our support service staff. PRIDE's case management team continues to communicate with regional center service coordinators, family members, and care providers when applicable, regarding the services provided.

The following policies and procedures are required to assess health status before in-person ILS services or entrance to a PRIDE location. Also, ILS Instructors and case managers review the following questionnaire before providing in-person services:

1. People with COVID-19 have reported mild symptoms to severe illness. People with any combination of these symptoms must not participate in services or provide services:
 - Cough
 - Shortness of breath or difficulty breathing
 - Sore throat
 - Headache
 - Chills, body aches or muscle pain
 - New loss of taste or smell
 - Diarrhea/nausea/vomiting
 - Exposure to someone who has tested positive for or is otherwise experiencing symptoms of COVID-19
 - Domestic or international travel in a region where COVID-19 is active. Return to work or in-person services is possible only after a minimum of fourteen (14) days with no symptoms and approval from a case manager with guidance from PRIDE's Safety/Risk/HR Department.

2. Before receiving in-person services, all participants and PRIDE staff must:
 - a) Take their temperature at home. Suppose an elevated temperature or fever is detected. In that case, the individual receiving services/PRIDE staff will contact their case manager/manager, and they will not be permitted to come to work or attend in-person services.
 - b) Program participants are required to wear a mask when utilizing provided transportation.
 - c) Hand sanitizer is given to all ILS Instructors to utilize while providing in-person instruction. The sanitizer must be used before touching door handles and other common touchpoints.Face masks will be readily available to every support staff member and participant (as needed). If an employee/individual served prefers to wear their own mask, it must meet OSHA's minimum requirements or other governmental authorities. Face masks are required during all in-person ILS services.

3. All support staff entering/working at a PRIDE location must:
 - a) Participate in a daily health screening (which includes a temperature check), or individuals served can provide a health screen symptom checklist verification from their care provider/family. Screening locations ensure six feet of physical separation between screener(s) and the person entering the program building. The screening is provided by trained support staff. Documentation collected for persons served goes into their individual case file.
 - b) Wear face masks and glasses if provided.
 - c) Wear face masks when away from personal workspaces (defined as each individual work area, desk, cubicle, or personal office) or provide in-person services. Frequently wash hands and use hand sanitizer. All support staff and participants must wash their hands after using the restroom.

PRIDE Industries' Rehabilitation Support Team will continue working with the Regional Center to provide updates and report all COVID-19 incidents. Rehabilitation managers will work with the Regional Center and service coordinators if there is suspected or reported exposure to a person with COVID-19 at their service location. In addition, managers will notify local public health authorities if an incident occurs.

Handwashing

Necessary infection prevention measures have been implemented at PRIDE's on-site program locations and for all staff and participants. Everyone must wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of in-person services, and before any mealtimes or after using the toilet. All visitors to the PRIDE locations will be required to wash their hands before or immediately upon entering the facility. ILS instructors have hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) that can be used for hand hygiene in place of soap and water (if hands are not visibly soiled).

Respiratory Etiquette: Cover Your Cough or Sneeze

Support staff and participants are instructed to cover their mouths and nose with their sleeve or a tissue when coughing or sneezing and avoid touching their faces, particularly their mouth, nose, and eyes. They should immediately dispose of tissues in the trash and wash or sanitize their hands. Respiratory etiquette and proper handwashing instructions are outlined on posters, and tissues and trash receptacles are available to all support staff and participants.



Social Distancing

Social distancing is enforced following engineering and administrative controls. Support staff and individuals receiving services cannot gather in groups or in confined areas, or use another individual's personal protective equipment, phones, computer equipment, workstations, offices, or other personal work tools and equipment. Managers will utilize remote service options, outdoor areas, and additional building space to maintain six feet of distance. Social mapping visual cues are displayed throughout PRIDE buildings. Support staff and participants must wear masks when conducting in-person ILS services.

Cleaning and Disinfecting

Regular cleaning and disinfecting measures are used daily, including cleaning and disinfecting work surfaces, equipment, tools, machinery, and delivery vehicles. These measures are also used in restrooms, break rooms, lunchrooms, meeting rooms, and drop-off and pick-up locations at all PRIDE offices and program locations. Frequent cleaning and disinfecting of high-touch areas, such as door handles, chair rests, railings, copy machines, assistive equipment, etc. is mandatory. Cleaning and disinfecting guidelines are provided to ILS participants and are reviewed frequently during these times.

Communications and training

Ongoing communication and training is provided to all support staff and participants. Instructions will be communicated to transportation providers, residential service providers, and family members to ensure PRIDE's Alternative ILS Services and the COVID-19 protection plan is understood and practiced. Managers, case managers, and ILS, support service staff, will monitor the program's effectiveness and update the program guidelines and training as necessary.

Handwashing

www.cdc.gov/handwashing/when-how-handwashing.html

www.cdc.gov/handwashing <https://youtu.be/d914EnpU4Fo>

Respiratory Etiquette: Cover Your Cough or Sneeze

www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

www.health.state.mn.us/diseases/coronavirus/prevention.html

www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

Social distancing

www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

www.health.state.mn.us/diseases/coronavirus/businesses.html

Housekeeping

www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Employees exhibiting signs and symptoms of COVID-19

www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

www.health.state.mn.us/diseases/coronavirus/basics.html

www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf

www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf

Training

www.gmdsvt.org

www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

www.osha.gov/Publications/OSHA3990.pdf