

Dear CSS Families and Friends,

We want to provide you with an update on the steps CSS is taking with regards to the Coronavirus. As you know, we are committed to the health and well-being of those we support and our staff, so we take situations such as these seriously.

The following message was sent to all of our staff earlier today, and we'd like to share it with you now.

To CSS Employees:

Last week, we shared general information about the Coronavirus and best practices in utilizing universal precautions to help prevent illness during the all staff meeting. We are monitoring the current situation in Montgomery County carefully, and as a follow up to last week's meeting, here are specific steps we need to take to be proactive and prepared.

Please remember that CSS follows a best practice policy when it comes to emergency preparedness. We expect everyone to use their best judgment to navigate and fully communicate situations to the appropriate staff as they arise.

1. **Preventative Measures** – Follow these guidelines and help the people you support do so as well:
 - a. Wash your hands frequently and thoroughly for at least 20 seconds.
 - b. Avoid touching your face, specifically eyes, nose, and mouth.
 - c. Avoid shaking hands and unnecessary physical contact.
 - d. Clean and disinfect frequently-touched objects and surfaces in homes and vehicles with sanitizing wipes or spray disinfectant. Do this at least once daily.
 - e. Avoid close contact with people who are sick.
 - f. Stay home when you are sick.
 - g. Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If a tissue is unavailable, cough or sneeze into your elbow.
 - h. Get a flu shot if you have not already. (It is still more likely that people will be exposed to and become ill due to the flu. Being vaccinated against the flu virus can help cut down on confusion)
 - i. Use the dishwasher to clean dishes, as it is better to do so than by hand.
 - j. Use gloves when assisting with personal hygiene care and discard in the trash immediately when finished.

2. **Supplies** – Be prepared with these necessary items:
 - a. Direct Support Professionals should purchase surface sanitizing wipes, disinfectant spray (like Lysol), hand sanitizer, and paper towels as part of regular shopping and ensure gloves are also available to use as needed. .
 - b. The nursing department will also work on having a limited supply of hand sanitizer, sanitizing wipes/spray, masks, and gowns on hand to be distributed should an outbreak occur.

3. **Events and Meetings** – Follow these guidelines for gatherings:
 - a. CSS is currently **NOT** canceling events and meetings. If this changes, participants will be notified.
 - b. Please do not attend activities if you are sick. Do not send individuals who are sick into the day program, or to other community outings or events until they are well.
 - c. If you are leading an event or meeting, send people home who are sick. Remind participants to avoid unnecessary physical contact.

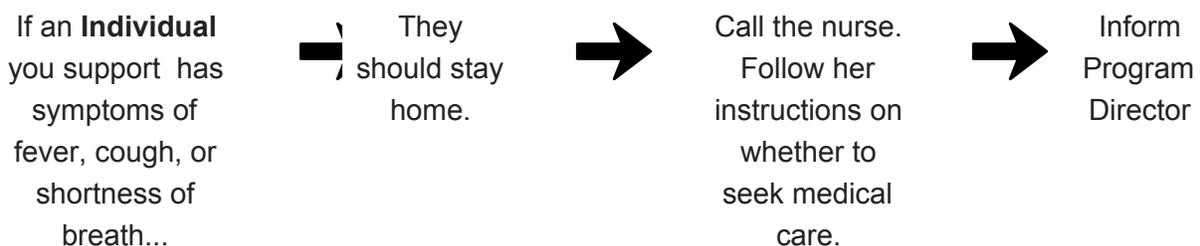
4. **Staff Symptoms** – If you have symptoms (fever, cough, shortness of breath):
 - a. Inform your supervisor and your team and work with them to arrange coverage.
 - b. Stay home. Remember, all staff accrue paid sick leave. Administrative staff may consider working remotely, in discussion with your supervisor.
 - c. Seek medical care.
 - d. Report any illness to your director.

5. **Screening for Symptoms** – Individuals need to be screened as they arrive at CSS
 - a. Individuals receiving residential services should be checked for symptoms before they leave their house for the day. If symptoms are noted, arrangements should be made immediately to return to the individual's home.
 - b. Individuals receiving day, school, or children services should be checked for symptoms as they arrive at our facility. If symptoms are noted, arrangements should be made for him/her to immediately return home.
 - c. Individuals arriving by bus, paramed, etc. should be checked for symptoms as they are being assisted out of the vehicle. If symptoms are noted, arrangements should be made for him/her to immediately return home

6. **Individuals with Symptoms in CSS homes** –If the individual lives in a residence supported by CSS and the person has symptoms (fever, cough, shortness of breath):
 - a. They should stay home or be sent home.
 - b. Call the nurse and follow the nurse’s instructions on whether or not to seek medical care.
 - c. Inform your Program Supervisor and Director and follow any additional instructions.
 - d. If someone you support is suspected to have or is diagnosed with the Coronavirus, they may be hospitalized or instructed by medical professionals to stay home. If they are instructed to stay home while sick, we will provide additional instruction, preventative measures if needed at that time.

8. **Coordination**

- a. Darla Carter (dcarter@css-md.org or [ext.206](tel:206)), Director of Nursing, is the point of contact for CSS’s care for the medical needs of individuals, should the delegating nurse not be available. If the individual’s delegating nurse and program supervisor/director is unavailable or if further info is needed, contact Darla. If Darla is not available, contact Tammie Snyder (tsnyder@css-md.org or [ext. 212](tel:212)), Chief Services Officer.
- b. Program Directors and supervisors, please also inform the nurse assigned to delegate to the individual and Darla by email of all cases of illness symptoms among individuals.
- c. Continue to follow all other normal procedures for illnesses and incidents, including completing incident reports.



If **YOU** are not
feeling well...



Stay
home.



Inform your
supervisor.



Seek
medical
care.

From Maryland DDA:

State agencies continue to develop comprehensive and coordinated prevention and response plans for COVID-19. For up-to-date information and resources, including the latest on COVID-19 in Maryland, please visit health.maryland.gov/coronavirus.

The DDA wants you to protect yourselves and others by taking the following precautions:

- Wash your hands frequently with an alcohol-based hand sanitizer or soap and water.
- Cover your mouth and nose while coughing or sneezing.
- Avoid close contact with people who are sick.
- If you are sick, stay home from work or school.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good health habits.

If you have specific questions about COVID-19, please dial 2-1-1 to speak with an expert.

CSS provides a critical set of eyes and ears for the people we support, and we should take a very conservative approach to both prevention and, should it be needed, treatment and response. CMS and the CDC provide strategies to prevent infection here:

<https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/prevent-spread-in-long-term-care-facilities.html>

CDC Recommendation for People Traveling Internationally:

Anyone who travels or stop over to countries below (CDC recommendation)

- China (Level 3 Travel Health Notice)
- More information for Travelers from China arriving in the United States
- Iran (Level 3 Travel Health Notice)
- Italy (Level 3 Travel Health Notice)
- South Korea (Level 3 Travel Health Notice)

Stay home for 14 days from the time you left an area with widespread, ongoing community spread (Level 3 Travel Health Notice countries) and practice social distancing (this means staying away from others).

Take these steps to monitor your health and practice social distancing:

1. Take your temperature with a thermometer two times a day and monitor for fever. Also watch for coughing or trouble breathing.
2. Stay home and avoid contact with others. Do not go to work or school for this 14-day period. Discuss your work situation with your employer before returning to work.
3. Do not take public transportation, taxis, or ride-shares during the time you are practicing social distancing.
4. Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.
5. Keep your distance from others (about 6 feet or 2 meters).

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