

UCP SAFETY PROTOCOL FOR IN-PERSON SERVICES

UCP of Sacramento and Northern California

Updated October 13, 2020

1. PURPOSE

The following protocol is intended to provide guidance for UCP staff and families on procedures to follow when a UCP staff provide in-person services.

2. UNIVERSAL PRECAUTIONS

All UCP programs will continue to follow the universal precautions below to help protect individuals and staff from community transmission of COVID-19 when providing ANY in-person services during the State of Emergency.

- A. **Symptom Monitoring.** Staff and clients agree to monitor their symptoms and check for fever in excess of 100.4 or other symptoms of illness prior to providing or receiving in-person services. More information on symptoms of COVID-19 can be found here: https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html?utm_campaign=AC_CRNA.
- B. **Joint Notification Agreement:** UCP staff, clients, and providers agree to jointly notify each other if anyone in their household develops symptoms or tests positive for COVID-19 prior to in-person services or within 14 days of providing/receiving services.
- C. **Maintain Strict Staff & Client Attendance Policies:** UCP staff and clients may not participate in in-person services if they or anyone in their household are sick or exhibited any symptoms of illness in the previous 72 hours (without the use of medication). Staff and clients may cancel appointments at the door, upon arrival, or during a service appointment if needed.
- D. **Maintain Strict Use of Universal Precautions:** UCP facilities and staff will continue to implement enhanced universal precautions at all sites, including home and community locations. This includes frequent handwashing at the start of the service appointment and throughout the day, use of disinfectants for surfaces, and use of hand sanitizers and gloves when contact with blood or other potentially infectious materials is possible. More information on preventing the spread of COVID-19 can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>.
- E. **Physical Distancing:** When providing in-person services to individuals, UCP staff will maintain physical distancing (6ft) to the maximum extent possible. UCP staff are authorized to provide close, intimate, or direct care when a client requires close contact or physical contact. However, UCP staff must return to respecting physical distancing whenever close contact is not required.
- F. **UCP Staff Masks or Face Coverings:** When providing in-person services to individuals, UCP staff shall wear a face mask or covering compliant with the California Department of Public Health Guidelines (CDPH). This requirement cannot be waived by clients or families receiving services. Masks shall be disposed of after

each use or washed after each visit, if it is reusable.

CDPH guidelines can be found here:

https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf.

3. ADDITIONAL GUIDELINES FOR IN-HOME SERVICES

In addition to following all UNIVERSAL PRECAUTIONS above, UCP programs will follow the guidelines below when providing ANY in-person services in client homes during the State of Emergency. Please note this includes private client/family homes, residential homes, or supported living settings.

- A. **Household Rules:** UCP staff should respect any reasonable household safety rules as long as they do not violate UCP's safety protocol.
- B. **Handwashing & Hand Sanitizing:** UCP Staff shall wash their hands when they enter the home, before and after touching clients, and after handling personal items.
- C. **Safe Service Area:** UCP requires the home or area where in-person services are provided to be clean, free of clutter or safety hazards, with surfaces cleaned and disinfected prior to services. UCP Staff must be allowed to clean and disinfect frequently touched objects and surfaces before and during the service appointment with EPA approved disinfectants. More information on proper disinfecting protocols can be found here: [CDC's General Recommendations for Routine Cleaning and Disinfections of Households](#).
- D. **Client and Family Mask Policy:** Public Health Authorities recommended that families and individuals wear face masks or face coverings while UCP is providing in-home services. This is recommended but not required. UCP can provide clients with PPE upon request. If individuals are unable or unwilling to wear face coverings, UCP asks that other household members maintain physical distancing in another area of the home to the maximum extent possible while services are being provided.

4. ADDITIONAL GUIDELINES FOR COMMUNITY-BASED SERVICES

In addition to following all UNIVERSAL PRECAUTIONS above, all UCP programs will follow the guidelines below when providing ANY in-person services in community settings such as parks, neighborhoods, businesses, or other public spaces.

- A. **Local Rules and Regulations:** When providing services in community locations or private businesses UCP staff and clients must follow all posted health and safety protocols for that area or establishment. If UCP staff are unable to follow posted protocols, or if those protocols violate UCP's established protocols, services cannot continue at that location.
- B. **Handwashing & Hand Sanitizing:** UCP staff and clients shall wash their hands frequently while in the community and carry hand sanitizer to share with clients as needed.
- C. **Mask and Social Distancing Policy:** UCP staff and individuals served must wear masks in the community to conform with public health guidelines. If the individual being served is unable to wear a mask, the individual may wear a face covering or face shield. California Department of Public Health Guidelines can be found here:

https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf.

- D. **Unsafe Community Areas:** If others in the community area where services are being provided are choosing to not follow public safety guidelines in a way that could jeopardize the health and safety of UCP staff or clients then services cannot continue in that location.

5. ADDITIONAL GUIDELINES FOR UCP PROVIDED TRANSPORTATION

- A. **Large Vehicle Preference:** For safety reasons, when transporting multiple staff or clients from different households UCP strongly prefers the use of larger vehicles over smaller vehicles and the use of provider-operated vehicles over personal vehicles. Transportation coordinated by UCP or including UCP staff will be chosen to best protect the health of our clients or staff.
- B. **Use of Small or Personal Vehicles:** UCP staff providing individual supports may provide transportation in smaller or personal vehicles, if authorized, and if no larger vehicle is available. Transportation in small or personal vehicles must follow all other additional guidelines in this section.
- C. **Boarding Protocols:** Upon boarding the vehicle, staff and clients will wash their hands or use hand sanitizer. Riders may be required to complete a touchless temperature check or a self-affidavit to confirm riders are symptom free. UCP staff will can provide hand sanitizer upon request.
- D. **Passenger Mask Policy:** All passengers must wear masks all times when riding in the vehicle. If the individual being served is unable to wear a mask, the individual may wear a face covering or face shield. Mask use must conform with the found here: https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf.
- E. **Seating and Vehicle Capacity:** Capacity on vehicles transporting individuals from different households will be limited and seating will be physically distanced. When transporting only individuals from one household, physical distanced seating is not necessary. When transporting individuals in smaller or personal vehicles the passenger must ride in the back seat to maintain physical distancing.
- F. **Vehicle Cleaning:** For UCP owned vehicles, UCP will sanitize seats and common surfaces at the start of daily service, periodically throughout the day when the vehicle is empty, and at the end of each service day.
- G. **Airflow:** Weather and safety permitting, UCP will promote the flow of outside air in the vehicle space.

6. ADDITIONAL GUIDELINES FOR UCP FACILITY-BASED SERVICES

UCP is unable to resume in-person services in our group facilities at this time. UCP will provide additional safety prior to re-opening our facilities.