



2019 Novel Coronavirus (COVID-19/2019-n-CoV) Guidelines

March 3, 2020: Effective immediately

PURPOSE

To establish organization-wide guidelines to reduce risk of transmission of 2019 Novel Coronavirus (COVID-19/2019-nCoV).

DEFINITIONS

Service recipient: Anyone receiving services from Gateway Counseling Center, Inc. or its affiliates.

GUIDELINES

Staff and Departmental Guidelines:

Level 0 – No COVID-19 Cases Reported in NYC:

- Universal Precautions in place
 - Wear gloves if handling bodily fluids or contaminated materials
 - If area is contaminated by sneeze/cough, sanitize area thoroughly
 - Wash hands thoroughly with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing
 - Avoid touching your eyes, nose, and mouth
 - Cover your cough or sneeze with a tissue, then throw the tissue in the trash
 - If no tissues are available, cough into your elbow.
- Commonly touched objects are to be sanitized with at the end of the day
 - Door handles
 - Tables
- No handshakes
- Tissues, masks, hand sanitizer, sanitizing wipes, and Lysol will be made readily available

Level 1 – Confirmed Report of COVID-19 Cases in NYC:

In addition to all Level 0 precautions:

- Doors to all common rooms and offices will be kept open
- The following surfaces will be sanitized twice daily (noon, end of day):

COVID-19 Guidelines

- Door handles
- Tables
- Bathroom fixtures
- Keyboards
- Computer mice
- Chairs – head and arms
- Phones
- Snack/Soda Machines
- Pens/Highlighters- everyone should use their own; they should not be shared
- Contracted transportation companies will be required to sanitize vehicles prior to transporting individuals
- Pens for sign-in/sign out should be kept in a separate location and sprayed down daily
- The only door that should be closed is the front door with the buzzer, which should be wiped down by security twice a day.
- Staff should be assigned to wipe down all classrooms daily.
- Maintenance Staff must ensure that all soap dispensers are full at all times and will be responsible for wiping down all bathrooms multiple times throughout the day- toilets, levers, faucets, etc.
- Staff members and service recipients who report not feeling well, will be sent home
 - Staff sent home will be reported to Medical Department and Human Resources Department to ensure monitoring
 - Staff will be encouraged to rest, drink fluids, and consult a physician if necessary
 - Staff will not be required to obtain a doctor's note to return – they may return to work when they no longer feel ill.
 - Service recipients sent home will be reported to Medical Department and Quality Management
 - A note will be added to the appropriate Netsmart file

Level 2 – Staff or Service Recipients Suspected to have COVID-19:

In addition to all Level 0 and Level 1 precautions:

- Work-from-home policy will be implemented for non-essential employees
- Essential employees will be transported by GCC drivers in sanitized GCC vehicles
 - Additional transportation routes will be arranged by contracted companies for service recipients that GCC is unable to transport due to above circumstances.
- There will be no community activities or home visits.
- If a staff member or service recipient is suspected to have the COVID-19 virus, Dr. Fruitman, Medical Director, will call NYC/NYS Department, and will ask for guidance.

Employee, Contracted Worker, Affiliate, Vendor and Service Recipient Care Guidelines:

In all conditions (Level 0, 1, 2):

- If a service recipient has traveled to to an area designated by the CDC as Level 3 Travel Advisory due to COVID-19 within the last 8 weeks (As of 3/3/2020 limited to China, South Korea, Italy, Iran):
 - Clearance by the individual's PCP will be requested prior to attending GCC
- Upon entering GCC vans/program,, service recipients' temperatures will be measured with a non-contact thermometer;
 - If the measured temperature is 100.3 °F or higher:
 - The individual will be given a mask and escorted to a separate room
 - The supervising staff will recheck the service recipient's temperature
 - If the temperature is confirmed to be 100.3 °F or above, family/residence will have to pick the individual up. The individual should not be placed in a GCC vehicle. (If families refuse to get them, call 911).
 - Service recipients sent home will be reported to Medical Department and Quality Management and a note will be added to the appropriate Netsmart file
- If a service recipient exhibits flu-like symptoms (coughing, runny nose, chills, fatigue, etc.) while at GCC:
 - The individual will be given a mask and escorted to a separate room
 - The supervising staff will recheck the service recipient's temperature
 - If the temperature is confirmed to be 100.3 °F or above, family/residence will have to pick the individual up. The individual should not be placed in a GCC vehicle. (If families refuse to get them, call 911).
 - Service recipients sent home will be reported to Medical Department and Quality Management and a note will be added to the appropriate Netsmart file
- If additional information is wanted in determining the risk status of a service recipient, refer to the following document:
 - <https://www.cdc.gov/coronavirus/2019-ncov/downloads/public-health-management-decision-making.pdf>
- Up-to-date information regarding patient evaluation and Person Under Investigation criteria can be accessed here:
<https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html>

COVID-19 Guidelines

- The following websites contain information which may be used to update GCC policy as needed. Medical Director will monitor the website on a daily basis.
 - [Criteria to Guide Evaluation of Persons Under Investigation for COVID-19.](#)
 - <https://health.ny.gov/diseases/communicable/coronavirus/>
 - <https://www1.nyc.gov/site/doh/health/health-topics/coronavirus.page>
 - [2019 Novel Coronavirus \(COVID-19\) — Information for Providers:](#)
 - [Provider FAQ for COVID-19](#)
 - [Update and Interim Guidance on Outbreak of COVID-19](#)

****Note: This policy will be updated in accordance with federal, state, and local regulatory agencies.***

These guidelines were written by GCC's Medical Director, Dr. Edward Fruitman, and have been reviewed and endorsed by the Chief Compliance Officer, Chief Executive Officer, Deputy Chief Executive Officer, Chief Operating Officer, and the Chief Financial Officer.