

Holdsambeck Behavioral Health

Operating Procedures Effective October 5, 2020

As The State of California has continued to experience high rates of COVID-19 cases we want to thank all of you for continuing to do your part in reducing risk to our clients and your coworkers. To minimize risks to you and the families we work with, our operating procedures reflect cautiously continuing services in the safest manner possible. As a general rule, we defer to the CDC and local government for guidance on our operating procedures. If, at any time, local authorities in your area order behavior that is more restrictive than our procedures, please follow their guidance and inform our main office of the discrepancy. By working in individual homes, we have a responsibility to keep ourselves safe so we do not contribute to the spread of COVID-19. Please consider your role when making decisions regarding your personal safety, as it also affects the safety of your clients and their household. We are also holding the families we serve to this expectation of personal precautions to keep everyone safe.

- PPE is available in all areas. Contact your director for access to soap, hand sanitizer, face masks, and gloves.
- Clinic services are restructured to operate in small pods with individual clients seen in treatment rooms only. No social skills groups or open-area services are permitted.
- All office work stations are set up to ensure safe distance and physical barriers.
- Clinical Staff working in offices must ensure they are working in designated spaces and do not use other staff's workspaces.
- Staff training/staff meetings are provided online/remote through your work-issued Google Meets platform.
- Clinical Services will be provided in small pods of staff/client
 - This will increase our ability to serve all clients and ensure staff access to work hours
 - All staff/clients will be notified of any potential exposure or confirmed COVID within the assigned pod
 - If there is exposure within a pod, staff and clients will have the choice to continue while results are pending
- If there is confirmed COVID within the pod, the entire pod will pause until health clearance standards are met.
- New Assessments, Protocol Modification, and Caregiver Training will be provided in hybrid telehealth/ In-person formats with heavy reliance on telehealth whenever reasonable.
- All new client intake forms will include telehealth consent and permission to use family wifi.
- Community outings are currently not permitted without approval in writing from the main office. Please email requests to your Clinical Director.

- Determinations will be based on the clinical indications and safety of our staff and clients
- While we will strongly encourage families to adhere to social distancing guidelines we are not able to prevent them from participating in community events like small group gatherings, shopping, restaurants, etc. as the State has deemed these activities safe and legal to resume
- Child Care/School Policy: As clients resume participation in childcare and/or in-person school we will continue to provide services in the clinically appropriate setting.
 - For sites other than the home, the family must provide the site-specific COVID protocol policies for the facility in which they ask us to work.

Field Procedures

- Staff will ask 4 pre-shift questions before entering any home or facility: Staff will only hold a session if all answers are, “Yes”. **Indicate answers in ‘office notes’**
 - *Is everyone in the household free from any symptoms of dry cough, fever, or shortness of breath?*
 - *Is everyone in the household free from any current diagnosis of contagious illness (examples: COVID-19, lice, flu, cold, etc).*
 - *Is there a bathroom with handwashing supplies available?*
 - *Is the workspace clean and sanitized and are cleaning supplies available to keep the surfaces clean?*
- Staff are not permitted to work unless they are able to answer the 4 pre-shift questions with “Yes”
- To keep you and the families we serve safe, use facemasks during all sessions.
- All sessions will start/end with staff and client handwashing procedure
 - Handwashing will occur as needed throughout the session, at a minimum of once per hour is recommended.
- Reinforcer/Toys may be stored in a secure location in the family home to allow staff to access them during session. If this is not possible, you may store reinforcers/toys in a marked bag indicating which client the items are for, to eliminate the possibility of mixing them with other materials.

Travel Policy

- The state of California and the CDC continue to not recommend traveling outside of your community except for urgent matters and essential needs.
- We will follow CDC, State, and Local guidance regarding travel and continue to update policies and individual situations accordingly.
- Staff who travel outside their community, using public transportation (train, bus, taxi, plane, etc.) will be required to get clearance before returning to work.

- Staff may schedule a COVID-19 test no earlier than 2 days after their return and submit negative results to be cleared
- Staff may quarantine for 14 days and return to work if no symptoms are detected

COVID-19 Contact Policy

1. **Most Common Symptoms of Covid-19:**

- Fever (100.4 or higher) or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body Aches
- Headache
- New/Sudden loss of taste or smell
- Sore Throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

2. **Confirmed Diagnosis or Symptoms Present:**

- All in person work is immediately stopped until it is safe, according to CDC and Medical professionals, by meeting at least one of the conditions below:
 - At least 10 days since symptoms first appeared, at least 24 hours without a fever or fever reducing medications, and symptoms have improved
 - Medical Clearance to return to work from a Medical Doctor
 - 2 negative Covid tests, taken at least 24 hours apart

3. **Confirmed Diagnosis (Positive test) no Symptoms Present**

- All in person work is immediately stopped until it is safe, according to CDC and Medical professionals, by meeting at least one of the conditions below:
 - Medical Clearance to return to work from a Medical Doctor
 - 10 days have passed since the date of your positive test and no symptoms have appeared
 - 2 negative tests, taken 24 hours apart

4. **Exposure (6ft or closer, 15 min or more) to someone with COVID-19, Showing Symptoms, is waiting on test results, or has been advised to isolate:**

- All in-person work is immediately stopped for 14 days unless you receive a negative test result sooner.
- All families/Staff will be notified of potential exposure

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Home-Based Services

As schools are beginning to reopen for in-person education we realize the need for flexibility to ensure your child is able to access their education and medically necessary services. We are moving to scheduling using small pods. Each pod will have up to 4 clients and the same clinical staff will work within each pod, and with no other clients. We have created these protocols to minimize potential risks and ensure we have the ability to quickly make decisions and notifications as needed.

Your home is our workplace. We ask our clinical team to take precautions to keep themselves safe so we do not contribute to the spread of COVID-19. Please consider your role in keeping everyone safe when making decisions regarding personal safety and risk of exposure for you and your family, as these decisions also affect the safety of our clinical team members and their households. The State of California still recommends limiting exposure by wearing face masks, adhering to social distancing guidelines, and limiting travel to your community and what is essential. As a general rule, we defer to the CDC and local government for guidance on our operating procedures. If, at any time, local authorities in your area order behavior that is more restrictive than our procedures, please follow their guidance and inform our main office of the discrepancy. If you have any questions or concerns please do not hesitate to reach out to your case supervisor or our [client services team](mailto:clientservices@holdsambeck.com), clientservices@holdsambeck.com.

1. Clinical Operating Procedures
 - a. All services are scheduled in pods with no more than 4 clients and 4 staff per pod.
 - i. If there is any known exposure (closer than 6 ft, 15 min or more) within the pod all members of the pod will be notified.
 - ii. The person that is exposed will have services put on hold until medical clearance is met

- iii. All other pod members will have the choice to continue services or pause
 - iv. If there is a confirmed case of COVID-19 within the pod, the entire pod will be placed on hold until medical clearance is obtained.
 - v. At all times, we will do our best to ensure personal details are not shared with anyone in the pod. This means that no one will not be told who was exposed or any other identifying information. Supervisors will be continuing to provide support in a hybrid telehealth/ In-person format with heavy reliance on telehealth whenever reasonable.
 - b. Supervisors will be continuing to provide support in a hybrid telehealth/ In-person format with heavy reliance on telehealth whenever reasonable.
 - c. While staff are not permitted to use materials across families, they may ask you to store some materials in a secure place in your home. Access to these materials should be limited to only when HBH staff are present to ensure they remain novel and effective for use in sessions with your child.
 - d. Community outings are not approved at this time.
2. Health Screenings and Precautions:
- a. Staff will ask families 4 pre-session questions before they enter a home. Staff are not permitted to work if:
 - i. Anyone in the home has had a fever within the last 10 days, dry cough, or shortness of breath not attributable to some other known condition such as asthma.
 - ii. If there are not sufficient cleaning supplies/handwashing supplies for a staff member to feel safe (provided by family or brought by staff).
 - b. If anyone in the staff member's or client's household is displaying fever, dry cough, or shortness of breath, staff will return to work when:
 - i. There is written medical clearance or COVID-19 negative test that indicates it is safe to return.
 - ii. It has been at least 10 days from the start of symptoms and at least 24 hours without a fever without the use of fever reducing medications and symptoms have improved.
 - c. As the CDC revises guidelines HBH will change accordingly. Each case will be handled on an individual basis, according to the advice of medical doctors/CDC, at the time.
3. Home Environment:
- a. All surfaces must be disinfected frequently. No less than right before a session starts, as needed throughout the session, and at the end of each session.
 - i. When possible, families are expected to supply disinfectant (wipes, spray, bleach, alcohol, soap etc.) and paper towels, or freshly cleaned towels, so that our staff are able to clean throughout the session as needed without bringing anything to the house.
 - b. Clients and Staff are expected to wash their hands at the start of each shift, as needed throughout the shift, and at the end of each shift.

- c. It is expected that families provide a clean sink with access to soap (antibacterial preferred) and paper towels or freshly cleaned towels.
 - d. All members of all households (both staff members and families we serve) are encouraged to take temperatures daily, prior to beginning a session to confirm no fever is present.
 - e. Staff and families are encouraged to use hand sanitizer, gloves, and facemasks during session.
 - f. Staff and families are encouraged to avoid touching their faces as much as possible.
 - g. Other than the client we work with directly, all other household members present during the session should remain 6ft away.
 - i. If there is a behavior escalation or programming need that requires another adult, it is allowed.
 - ii. Siblings should be kept 6ft away during session times, preferably in another room if possible.
 - h. Staff will bring medically necessary items to the session in order to provide treatment. No materials may be used in more than one home.
 - i. Reinforcers, toys, etc may be used with one family only and we encourage families to make additional supplies available and clean any materials/toys used in session daily.
 - i. All families are encouraged to follow government recommendations for social distancing, use of facemasks, and limiting contact with others.
 - j. We expect guests are not in your home while services are provided in an attempt to limit our staff's exposure while they are working with your child.
 - k. Most importantly, if our staff or families we serve are uncomfortable at any time, we will discontinue sessions.
4. Travel Policy
- a. The state of California and the CDC continue to not recommend traveling outside of your community except for urgent matters and what are essential needs.
 - b. We will follow CDC, State, and Local guidance regarding travel and continue to update policies and individual situations accordingly
 - c. Families who travel outside their community or have visitors, using public transportation (train, bus, taxi, plane, etc.), will be required to get clearance before returning to work.
 - i. Families may schedule a COVID-19 test no earlier than 2 days after their return and submit negative results to be cleared
 - ii. Families may quarantine for 14 days and return to work if no symptoms are detected
5. COVID-19 Contact Policy
- a. Most Common Symptoms of Covid-19:
 - i. Fever (100.4 or higher) or chills
 - ii. Cough

- iii. Shortness of breath or difficulty breathing
 - iv. Fatigue
 - v. Muscle or body Aches
 - vi. Headache
 - vii. New/Sudden loss of taste or smell
 - viii. Sore Throat
 - ix. Congestion or runny nose
 - x. Nausea or vomiting
 - xi. Diarrhea
- b. Confirmed Diagnosis or Symptoms Present:
- i. All in-person sessions are immediately paused until it is safe, according to CDC and Medical professionals, by meeting at least one of the conditions below:
 - 1. At least 10 days since symptoms first appeared, at least 24 hours without a fever or fever reducing medications, and symptoms have improved
 - 2. Medical Clearance that it is safe to resume from a Medical Doctor
 - 3. 2 negative Covid tests, taken at least 24-hours apart
- c. Confirmed Diagnosis (Positive test) no Symptoms Present
- i. All in-person work is immediately paused until it is safe, according to CDC and Medical professionals, by meeting at least one of the conditions below:
 - 1. At least 10 days since symptoms first appeared, at least 24 hours without a fever or fever reducing medications, and symptoms have improved
 - 2. Medical Clearance to return to work from a Medical Doctor
 - 3. 2 negative Covid tests, taken at least 24 hours apart
- d. Exposure (6ft or closer, 15 min or more) to someone with confirmed COVID-19, Showing Symptoms, is waiting on test results, or has been advised to isolate:
- i. All impacted families/clinical team members will be notified of potential exposure immediately.
 - ii. All pod members (families/clinical team members) are informed of potential exposure and status of testing. It is at the informed option of the family and staff member if they choose to continue with services while determining risks through testing.

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Procedimientos operativos vigentes a partir del 4 de agosto de 2020

Servicios en casa

El estado de California continúa actualizando la información de orientación. En particular, ahora se requieren mascarillas en todo el Estado. Para minimizar los riesgos para tu familia y nuestros equipos clínicos, nuestros procedimientos operativos reflejan servicios continuos realizados con cautela y de la manera más segura posible. Como regla general, consultamos a los CDC y al gobierno local para obtener orientación sobre nuestros procedimientos operativos. Si en algún momento las autoridades locales en tu área ordenan un comportamiento que sea más restrictivo que nuestros procedimientos, sigue esas instrucciones e informa a nuestra oficina principal de la discrepancia.

Tu hogar es nuestro lugar de trabajo. Pedimos a nuestro equipo clínico que tome precauciones para mantenerse a salvo para que no contribuyamos a la propagación del COVID-19. Ten en cuenta tu papel para mantenernos todos seguros al tomar decisiones sobre tu seguridad personal y el riesgo de exposición para ti y tu familia, ya que estas decisiones también afectan

la seguridad de los miembros de nuestro equipo clínico y sus hogares. Si tienes alguna pregunta o inquietud, no dudes en comunicarte con tu supervisor de casos o con nuestro equipo de servicio al cliente, clientservices@holdsambeck.com.

1. Procedimientos operativos clínicos

- a. Los servicios de la clínica se trasladan a servicios en el hogar hasta nuevo aviso.
- b. Los programas de inicio son proporcionados por 1 RBT / BI por 2 clientes (relación 1: 2).
 - i. Se pueden aprobar excepciones para ofrecer 1 RBT / BI por 1 cliente (relación 1:1) si nuestra dotación de personal lo permite. Puedes solicitar esto directamente con tu supervisor de caso.
 - ii. Si el personal 1: 1 no está disponible o si no estás listo para reanudar los servicios en este momento, permanecerás en nuestra lista de espera. Cuando estés listo para reanudar los servicios, puedes comunicarte con tu supervisor de caso. No podemos garantizar la disponibilidad de nuestro personal, pero haremos todo lo posible para servirle a tu familia lo antes posible.
- c. Los supervisores continuarán brindando ayuda en un formato híbrido de telesalud / en persona con gran dependencia de la telesalud siempre que sea razonable.
- d. Si bien el personal no puede usar materiales entre varias familias, sí pueden pedirte que almacene algunos materiales en un lugar seguro de tu hogar. El acceso a estos materiales debe limitarse solo cuando el personal de HBH esté presente para garantizar que sigan siendo novedosos y efectivos para su uso en sesiones con tus hijos.
- e. Las salidas a la comunidad no están aprobadas en este momento.

2. Exámenes de salud y precauciones:

- a. El personal le hará a las familias 4 preguntas previas a la sesión antes de que ingresen a un hogar. El personal no puede trabajar si:
 - i. Cualquier persona en el hogar ha tenido fiebre en los últimos 10 días, tos seca o falta de aliento no atribuible a alguna otra afección conocida como el asma
 - ii. Si no hay suficientes suministros de limpieza / suministros para lavarse las manos para que un miembro del personal se sienta seguro (proporcionado por la familia o traído por el personal).
- b. Si alguien de los miembros del personal o del hogar del cliente presenta fiebre, tos seca o falta de aliento, el personal volverá a trabajar cuando:
 - i. Hay una autorización médica escrita o una prueba negativa de COVID-19 que indica que es seguro regresar.
 - ii. Han pasado al menos 10 días desde el inicio de los síntomas y al menos 24 horas sin fiebre sin el uso de medicamentos para reducir la fiebre y los síntomas han mejorado.

- c. A medida que el CDC revise las pautas, HBH cambiará en consecuencia. Cada caso se manejará de forma individual, de acuerdo con el consejo de los médicos / CDC, en ese momento.
3. Ambiente en casa:
- a. Todas las superficies deben desinfectarse con frecuencia. No menos que justo antes de que comience una sesión, según sea necesario durante toda la sesión, y al final de cada sesión.
 - i. Cuando sea posible, se espera que las familias suministren desinfectante (toallitas, aerosol, blanqueador, alcohol, jabón, etc.) y toallas de papel, o toallas recién lavadas, para que nuestro personal pueda limpiar durante la sesión según sea necesario sin traer nada a la casa.
 - b. Se espera que los clientes y el personal se laven las manos al comienzo de cada turno, según sea necesario durante el turno, y al final de cada turno.
 - c. Se espera que las familias proporcionen un lavadero limpio con acceso a jabón (se prefiere antibacterial) y toallas de papel o toallas recién lavadas.
 - d. Se alienta a todos los miembros de todos los hogares (tanto los miembros del personal como las familias a las que servimos) a tomar la temperatura diariamente, antes de comenzar una sesión para confirmar que no hay fiebre presente.
 - e. Se alienta al personal y las familias a usar desinfectante de manos, guantes y mascarillas durante la sesión.
 - f. Se alienta al personal y las familias a evitar tocarse la cara tanto como sea posible.
 - g. Aparte del cliente con el que trabajamos directamente, todos los demás miembros del hogar presentes durante la sesión deben permanecer a 6 pies de distancia.
 - i. Si hay una escalación de comportamiento o una necesidad de la programación que requiere de otro adulto, está permitido
 - ii. Los hermanos deben mantenerse a 6 pies de distancia durante las sesiones, preferiblemente en otra habitación si es posible.
 - h. El personal traerá artículos médicamente necesarios a la sesión para proporcionar tratamiento. No se pueden usar materiales en más de una casa.
 - i. Los refuerzos, juguetes, etc. se pueden usar solo con una familia y alentamos a las familias a poner a disposición suministros adicionales y limpiar todos los materiales / juguetes usados en la sesión todos los días.
 - i. Se alienta a todas las familias a seguir las recomendaciones del gobierno para el distanciamiento social, el uso de mascarillas faciales y la limitación del contacto con los demás
 - j. Esperamos que mientras brindamos servicios no haya invitados en tu hogar en un intento de limitar la exposición de nuestro personal mientras trabajan con tus hijos.
 - k. Lo más importante, si nuestro personal o las familias a las que servimos se sienten incómodos en algún momento, descontinuaremos las sesiones.

4. Política de viajes

- a. Alentamos a todas las familias y al personal a limitar los viajes recreativos y la exposición comunitaria.
- b. Seguiremos las pautas de los CDC, estatales y locales sobre viajes y continuaremos actualizando las políticas y las situaciones individuales de acuerdo a esas pautas.
- c. El personal o las familias que viajan fuera de tu condado de residencia deberán obtener autorización antes de regresar a trabajar.
 - i. Puedes programar una prueba COVID-19 no antes de 2 días después de tu regreso y presentar resultados negativos para que se borren.
 - ii. Puedes ponerte en cuarentena durante 14 días y las sesiones se reanudarán si no se detectan síntomas.

5. Política de contacto de COVID-19:

- a. Síntomas más comunes de Covid-19:
 - i. Fiebre (100.4 o superior) o escalofríos
 - ii. Tos
 - iii. Falta de aliento o dificultad para respirar
 - iv. Fatiga
 - v. Dolores musculares o corporales
 - vi. Dolor de cabeza
 - vii. Pérdida nueva / repentina de sabor u olfato
 - viii. Dolor de garganta
 - ix. Congestión o secreción nasal
 - x. Náuseas o vómitos
 - xi. Diarrea
- b. Diagnóstico confirmado o síntomas presentes:
 - i. Todas las sesiones en persona se detienen inmediatamente hasta que sea seguro, de acuerdo con los CDC y los profesionales médicos, al cumplir con al menos una de las siguientes condiciones:
 1. Al menos 10 días desde que aparecieron los primeros síntomas, al menos 24 horas sin fiebre o medicamentos para reducir la fiebre, y los síntomas han mejorado
 2. Autorización médica que es seguro reanudar de un médico
 3. 2 pruebas Covid negativas, tomadas con al menos 24 horas de diferencia
- c. Diagnóstico confirmado (prueba positiva) sin síntomas presentes
 - i. Todas las sesiones en persona se detienen inmediatamente hasta que sea seguro, de acuerdo con los CDC y los profesionales médicos, al cumplir con al menos una de las siguientes condiciones:
 1. Al menos 10 días desde que aparecieron los primeros síntomas, al menos 24 horas sin fiebre o medicamentos para reducir la fiebre, y los síntomas han mejorado
 2. Autorización médica que es seguro reanudar de un médico

3. 2 pruebas Covid negativas, tomadas con al menos 24 horas de diferencia
- d. La exposición (6 pies o más, 15 minutos o más) o alguien con COVID-19, que muestra síntomas, está esperando los resultados de la prueba, o se le ha recomendado aislar:
 - i. Todo el trabajo en persona se detiene de inmediato por 14 días a menos que reciba un resultado negativo antes.
 - ii. Todas las familias / el personal serán notificados de la posible exposición.