

## Holdsambeck Behavioral Health

### Operating Procedures Effective July 6, 2020

The State of California continues to provide updated guidance. Most notably, facemasks are now required throughout the State. 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 relocated to home services until further notice.
- Office staff are assigned a rotating schedule for office/home location.
- Staff training/staff meetings are provided online/remote through your work issued Google Meets platform.
- Home programs are provided by 1 RBT/BI per 2 clients (1:2 ratio).
  - Exceptions to offer 1 RBT/BI per 1 client (1:1 ratio) may be approved, if requested by the family/staff, and if we are able to accommodate that request.
  - Families who do not want to resume services will be placed on wait lists and services are not guaranteed when they are ready to resume.
- 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.
- 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 Policy: As clients resume participation in childcare we will continue to provide services, in the home or childcare facility if:
  - Facility has provided a detailed written statement/policy for adhering to county/state guidelines for reopening

## 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?*
- 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.
- Staff are not permitted to work unless they are able to answer the 4 pre-shift questions with “Yes”

## Travel Policy

- We encourage staff to limit recreational travel and community exposure.
- We will follow CDC, State, and Local guidance regarding travel and continue to update policies and individual situations accordingly
- Staff who travel outside their county of residence 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

## Exposure Policy

1. **Direct Exposure**, according to the CDC, is defined as having prolonged contact (15 min or more) within 6ft of someone confirmed to have COVID-19.
  - If you have direct exposure as defined above, all direct in-person work is suspended immediately pending health clearance.
  - Health clearance is 2 negative tests, 24-hours apart, or written clearance from a doctor.
2. **Indirect Exposure** is defined as having prolonged contact (15 min or more) within 6ft of someone suspected to have COVID-19.

- If you have indirect exposure to confirmed or suspected covid-19 you will need to schedule a test.
  - Each family you work with will be consulted regarding their comfort of continuing to receive services during this time.
  - Health clearance from a medical doctor or 1 negative test
3. **Diagnosed with COVID-19** -If you receive a diagnosis of COVID-19, you will be required to provide 2 negative tests, 24-hours apart, or written clearance from a doctor before returning to work.
4. See [Covid-19 Guidance](#)

## Holdsambeck Behavioral Health

### Operating Procedures Effective July 6, 2020

#### Home-Based Services

The State of California continues to provide updated guidance. Most notably, facemasks are now required throughout the State. To minimize risks to your family and our clinical teams, 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.

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. If you have any questions or concerns please do not hesitate to reach out to your case supervisor or our [client services team](#), [clientservices@holdsambeck.com](mailto:clientservices@holdsambeck.com).

1. Clinical Operating Procedures
  - a. Clinic services are relocated to home services until further notice.
  - b. Home programs are provided by 1 RBT/BI per 2 clients (1:2 ratio).

- i. Exceptions to offer 1 RBT/BI per 1 client (1:1ratio) may be approved if our staffing allows it. You can request this directly with your case supervisor
    - ii. If 1:1 staffing is not available or you are not ready to resume services at this time you will remain on our waiting list. When you are ready to resume services you can contact your case supervisor. We cannot guarantee the availability of our staff but we will do our best to serve your family as soon as possible.
  - c. Supervisors will be continuing to provide support in a hybrid telehealth/ In-person format with heavy reliance on telehealth whenever reasonable.
  - d. 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.
  - e. 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. No one in the household has had a fever, without the use of medications, for a minimum of 10 days.
    - iii. According to the CDC return to work criteria, a lingering cough, after 10 days of being fever free is safe.
  - 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. We encourage all families and staff to limit recreational travel and community exposure.
  - b. We will follow CDC, State, and Local guidance regarding travel and continue to update policies and individual situations accordingly.
  - c. Staff or families who travel outside their county of residence will be required to get clearance before returning to work.
    - i. You may schedule a COVID-19 test no earlier than 2 days after your return and submit negative results to be cleared.
    - ii. You may quarantine for 14 days and sessions will resume if symptoms are not detected.
5. Exposure Policy:
- a. **Direct Exposure**, according to the CDC, is defined as having prolonged contact (15 min or more) within 6ft of someone confirmed to have COVID-19.
    - If you have direct exposure as defined above, all direct in-person work is suspended immediately pending health clearance.

- Health clearance is 2 negative tests, 24-hours apart, or written clearance from a doctor.
- b. **Indirect Exposure** is defined as having prolonged contact (15 min or more) within 6ft of someone suspected to have COVID-19.
  - If you have indirect exposure to confirmed or suspected covid-19 you will need to schedule a test.
  - Each family you work with will be consulted regarding their comfort of continuing to receive services during this time.
  - Health clearance from a medical doctor or 1 negative test
- c. **Diagnosed with COVID-19** -If you receive a diagnosis of COVID-19, you will be required to provide 2 negative tests, 24-hours apart, or written clearance from a doctor before returning to work.
- d. See [Covid-19 Guidance](#)

# Holdsambeck Behavioral Health

## Procedimientos operativos vigentes a partir del 6 de julio 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](mailto: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.
  - f. Exámenes de salud y precauciones:
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. Nadie en el hogar ha tenido fiebre, sin el uso de medicamentos, durante un mínimo de 10 días.
    - iii. Según los criterios de regreso al trabajo de los CDC, una tos persistente, después de 10 días de estar libre de fiebre, es segura.
  - 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 exposición:
- a. **La exposición directa**, según los CDC, se define como un contacto prolongado (15 minutos o más) a menos de 6 pies de distancia con alguien que está confirmado que tiene COVID-19.
    - Si tienes exposición directa como se definió anteriormente, todo el trabajo directo en persona se suspende de inmediato a la espera de la autorización de salud.
    - La autorización de salud son 2 pruebas negativas, con 24 horas de diferencia, o la autorización por escrito de un médico

- b. **La exposición indirecta** se define como el contacto prolongado (15 minutos o más) dentro de los 6 pies de alguien sospechoso de tener COVID-19.
  - Si tienes una exposición indirecta a covid-19 confirmado o sospechoso, deberás programar una prueba.
  - Cada familia con la que trabajes será consultada sobre su comodidad de continuar recibiendo servicios durante este tiempo.
  - Autorización de salud de un médico o 1 prueba negativa.
- c. **Diagnosticado con COVID-19:** si recibes un diagnóstico de COVID-19, se te solicitará que proporciones 2 pruebas negativas, con 24 horas de diferencia o un permiso por escrito de un médico antes de regresar al trabajo.
- d. Ve la [guía Covid-19](#)