

Anuenue Behavior Analysts

Operating Procedures Effective June 16, 2020

The State of Hawaii announced we are moving to Phase 2 “Act with Care” of a 4-Phase plan to re-open, which means previous shelter in place orders are eased or lifted to accommodate these changes. We understand the re-opening of Hawaii does not mean the risk of infection from COVID-19 is gone. To minimize risks to you and the families we work with, our operating procedures reflect a cautious step toward opening 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.

- 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?*
- 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.
- Materials will not be shared between clients
 - 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 and families are encouraged to use hand sanitizer, gloves, and facemasks whenever possible.
- Staff are not permitted to work unless they are able to answer the 4 pre-shift questions with “Yes”

Travel Policy

- Staff are permitted to travel within the guidance of State and local government agencies
- Any staff traveling by community transportation (Plane, Train, Bus) will be required to adhere to a 14-day quarantine upon their return.

Exposure Policy

- Any staff who have had confirmed contact with COVID-19 will be required to have medical clearance to return to work.
- Any staff who are experiencing symptoms of COVID will be required to have medical clearance to return to work.

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Home-Based Services

The State of Hawaii announced we are moving to Phase 2 “Act with Care” of a 4-Phase plan to re-open, which means previous shelter in place orders are eased or lifted to accommodate these changes. We understand the re-opening of Hawaii does not mean the risk of infection from COVID-19 is gone. To minimize risks to your family and our clinical team, our operating procedures reflect a cautious step toward opening 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. 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@anuenueaba.com), clientservices@anuenueaba.com.

1. Clinical Operating Procedures

- a. 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.
- 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 that 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 whenever possible.
 - 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. Any family who travels outside of the county of residence by community transportation (Plane, Train, Bus) will be required to adhere to a 14-day quarantine upon their return.

5. Exposure Policy

- a. Any families/clients who have had confirmed contact with COVID-19 will be required to have medical clearance before sessions will resume.
- b. Any families/clients who are experiencing symptoms of COVID will be required to receive clearance from their doctor before services may resume.