PUBLIC HEALTH MANAGEMENT CORPORATION

COVID-19 Continuity of Operations Plan

ADDENDUM – The Bridge and Villa

August 27, 2021
Staff Training on COVID-19

- PHMC is providing on-going education and resources to all participants and employees on infection control best practices including hand washing, social distancing, and mask wearing.
- All participants in residential programs are reminded on a daily basis of these best practices and signage has been placed throughout each facility.
- PHMC’s Medical Director has visited each active program site to ensure all protocols are being followed and to provide education and consultation to participants and staff members.
- PHMC is hosting town halls for all employees, led by PHMC’s Medical Director. At these events staff members are provided with updated guidance/information and are able to ask specific questions of the Medical Director and other key leaders.

Plan to Ensure Adequate Staffing

- Direct service staff continue to work their regular shifts with substitutions as needed to manage absences.
- Temporary staff have been arranged through staffing agency subcontracts and are ready to be deployed as needed.
- PHMC will adjust staff assignments as needed if The Bridge experiences a staffing shortage.

Plan for decontaminating environmental surfaces and ensuring the facility is sanitized

- Programs accredited by Joint Commission, CARF are also following their respective infection control and environmental of care protocols.
- The frequency of facility general cleaning has been increased from two nights per week to four nights per week for aerosol, cleaning floors, and disinfecting common areas including the dormitory common areas and cafeteria.
- Maintenance staff clean and sanitize the common areas during the day including wiping down surfaces and door knobs. Students wipe down desks and chairs before leaving the classroom.
- Overnight staff clean and sanitize the common areas on nights when facility cleaning does not occur.
- In addition to encouraging frequent hand washing and provide hand sanitizing stations in all high traffic areas, staff are routinely cleaning commonly touched surfaces such as light switches, doorknobs, railings, and bathrooms;
- Staff are disinfecting surfaces and objects after each physical encounter with a resident.
- Staff and residents are required to wear masks when in common areas inside the program.
Limiting visitation

- All visits are being conducted in a counselor’s office and the office is cleaned after each visit.
- Visitors are required to wear masks while inside the Bridge program.

Nature and frequency of screening for staff and members

- All staff members and participants who are either living in or coming to program sites are receiving daily temperature and symptom checks.
- PHMC is utilizing the online screening tool developed by the Mayo Clinic based on guidance from the Centers for Disease Control and Prevention (https://www.mayoclinic.org/covid-19-self-assessment-tool)
- If any staff member exhibits either a temperature or respiratory symptoms based on the results of this screening they are sent home and asked to self-quarantine based on guidance from the PHMC Medical Director with the standard being 10 days or a negative covid test result.

Triage Process for Positive Screens

- The Bridge has contingency plans in place for managing positive screens that include isolation of residents who test positive for coronavirus and increased support from the on-staff nurse and PHMC’s Health Network.

Access to on-site physical health consultation

- In Residential facilities such as Serenity Court, the Bridge/The Villa, Interim House Inc, Interim House West, and WestHaven there is existing nursing staff on-site. Nurses are available for in-person consultation and log tracking.
- When a nurse is not on-site (weekends and overnight hours), staff and participants are able to connect via telehealth with either their Primary Care Physician or with a medical provider at one of PHMC’s FQHCs.
- In Outpatient Settings such JJPI, PTR, Chances, staff and participants are able to connect via telehealth with either their Primary Care Physician or with a medical provider at one of PHMC’s FQHCs.
- All PHMC employees are able to access a full range of telehealth options and Covid-19 related resources through PHMC health plan benefits.
- Health care workers who are exhibiting symptoms are being referred to Jefferson Hospital testing sites and tracked/supported by PHMC’s Medical Director and Managing Director of Total Quality Management.
Plan to Accept for Admission Participants who are COVID+ with minimal or no symptoms

- The Bridge’s medical staff assess each potential resident prior to admission including an assessment of any possible coronavirus symptoms
- New residents are quarantined in a single room for a minimum of 10 days or until a negative covid test as staff monitor any emerging symptoms.

Protocol for individuals who test positive for COVID-19

- If a participant at The Bridge exhibits either a temperature or respiratory symptoms based on the results of daily screening they are isolated within the program confined to a single room.
- The resident is immediately tested for coronavirus via PHMC’s Health Network.
- If the results of the test are positive:
  - The resident is quarantined in a single room until he or she is 14 days without any symptoms and then retested. He or she remains in quarantine until a negative test result is obtained.
  - All staff members and residents the individual has come in contact with are also tested via PHMC’s Health Network and are isolated in single rooms (residents) or remain at home (employees) until results are obtained.
- New residents are quarantined in a single room for a minimum of 10 days as staff monitor any emerging symptoms or until a negative covid test.
- If The Bridge encounters the need to isolate multiple residents, there are contingency plans in place to convert a conference room into an isolation area – to date this has not been needed.

Presence of collaboration with local medical facilities regarding management of patients with positive screens in need of emergent/acute medical care

- PHMC has MOU’s (via its FQHCs) in place with Temple Hospital that cover hospital privileges, emergency treatment and specialty care and support for uninsured participants. A Chronic Case Management/ PCMH team is available to support appropriate care transition with primary care providers.
- Outpatient and residential participants are encouraged to access PHMC’s FQHC telehealth services and testing sites (Congreso, Health Connection, Mary Howard)

Protocol for individuals who were in contact with someone who tested positive for COVID-19, are exhibiting symptoms, or are awaiting COVID-19 test results

- Residents who have had contact with someone who has tested positive for COVID-19 are quarantined in a single room, tested and remain in isolation until a negative test result is obtained.
• Employees who have had contact with someone who has tested positive for COVID-19 are asked to remain at home in isolation, obtain a test either through PHMC’s Health Network or through their local community or PCP resources and remain home from work in isolation until a negative test result is obtained.

**Plan to vaccinate all employees and residents of the Bridge program.**

• PHMC is providing on-going education and resources to all participants and employees on the importance of getting a vaccine.
• PHMC offers either the Moderna or Pfizer vaccine at health clinics located throughout the city of Philadelphia.
• Residents that are older than twelve are educated and encouraged to get the vaccine. Transportation is provided by The Bridge staff.
• All staff will be required to be vaccinated unless they have a religious or medical exemption.
• Information will be provided regarding booster shots when that becomes available.