

Response SCENARIOS for DDD Services Related to COVID-19

DEFINITIONS:

Presumed Positive COVID-19: The initial test for COVID-19 was positive.

Suspected Case COVID-19: There has been a test for COVID-19.

Quarantine: The person has been directed by Public Health or a Physician to be isolated from others because they have had an exposure or potential exposure to COVID-19. This means the individual does not go to work or Day Habilitation programs during this period. As defined by the CDC, Quarantine separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.

Isolation: The person has been directed by Public Health (potentially via the individual's Physician) to be isolated from others because they have a presumed positive COVID-19 test and are ill / displaying symptoms of COVID-19, or do not yet have a presumed positive COVID-19 test but are ill / displaying symptoms of COVID-19 while they await their test results. This means that the individual does not go to work or Day Habilitation programs during this period. As defined by the CDC, Isolation separates sick people with a quarantinable communicable disease from people who are not sick.

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DDD Regional Office On-Call Numbers	
Region I	256-566-5730
Region II	205-393-3103
Region III	251-591-9896
Region IV	334-332-8680
Region V	205-901-1323

Response SCENARIOS for DDD Services Related to COVID-19

SCENARIO: 24-Hour Resident with PRESUMPTIVE POSITIVE COVID-19		
DDD Response	Support Coordination Response	Provider Response
<ul style="list-style-type: none"> • Communicate with Provider - Follow DPH / County rules • Refer provider to public health website • Initiate mandatory restrictions on visitors (if not already in place for the setting) • Notify Support Coordination • Initiate mandatory restrictions of no new entry – Communicate to Support Coordination no new entry • Initiate mandatory requirement of following instruction from Public Health • Work with Support Coordination and provider to identify alternative services or providers if needed 	<ul style="list-style-type: none"> • Notify local Public Health, or verify the provider has notified, and follow Public Health guidance • Notify DDD • Notify any DD employment or Day Habilitation provider • Work with the residential provider and DDD to identify alternative services or providers if needed • Ensure planning is in place and that there is regular communication with the provider • Monitor supports via electronic communication for family and friends. • Notify DDD of actions taken and required provider actions taken 	<ul style="list-style-type: none"> • Provider Notifies DDD • Mandatory consult with Public Health – must follow all Public Health guidance • Implement Isolation and move resident to their own room, with own bathroom, if possible • Move residents to other group homes or settings/sites, if consistent with Public Health guidance • Follow Public Health guidance on keeping medical appointments • Follow all requirements given by DDD • Maintain log of all non-residents who interact with the resident who is isolated (including staff) • Restrict internal group activities to prevent exposure – this includes meals, recreation, etc. • Provide info to all staff and residents on heightened precautions • Require and provide Personal Protective Equipment (PPE) for staff. A provider should make it clear to Public Health that they have a presumed positive case and they need priority PPE. If they are not able to get required PPE at any time, they must document this. • Facilitate electronic communication for family and friends. • Initiate required enhanced training and protocol review with DSP's or other direct providers

Response SCENARIOS for DDD Services Related to COVID-19

SCENARIO: 24-Hour Resident with SUSPECTED CASE of COVID-19		
DDD Response	Support Coordination Response	Provider Response
<ul style="list-style-type: none"> • Communicate with Provider - Follow DPH / County rules • Refer provider to public health website • Initiate mandatory restrictions on visitors (if not already in place for the setting) • Notify Support Coordination • Initiate mandatory restrictions of no new entry – Communicate to Support Coordination no new entry • Initiate mandatory requirement of following instruction from Public Health • Work with Support Coordination and provider to identify alternative services or providers if needed • Track result of testing 	<ul style="list-style-type: none"> • Follow Public Health guidance • Notify DDD • Discuss back-up and emergency plan (including alternative or additional services or providers) with provider and begin steps to implement plan as appropriate • Notify any DD employment or Day Habilitation provider • Ensure planning is in place and that there is regular communication with the provider • Monitor supports via electronic communication for family and friends. • Notify DDD of actions taken and required provider actions taken • Track result of testing 	<ul style="list-style-type: none"> • Call physician • Notify and follow Public Health guidance • Notify Support Coordination when COVID-19 suspected and of test result when received • Notify DDD when COVID-19 suspected and of test result when received • Implement Isolation and move resident to their own room, with own bathroom, if possible, until test results indicate no COVID-19 and symptoms ceased for 72 hours • Move residents to other group homes or settings/sites, if consistent with Public Health guidance • Follow Public Health guidance on keeping medical appointments • Follow all requirements given by DDD • Maintain log of all non-residents who interact with the resident who is isolated (including staff) • Restrict internal group activities to prevent exposure – this includes meals, recreation, etc. • Provide info to all staff and residents on heightened precautions • Require and provide Personal Protective Equipment (PPE) for staff. A provider should make it clear to Public Health that they have a presumed positive case and they need priority PPE. If they are not able to get required PPE at any time, they must document this. • Facilitate electronic communication for family and friends. • Initiate required enhanced training and protocol review with DSP's or other direct providers

Response SCENARIOS for DDD Services Related to COVID-19

SCENARIO: 24-Hour Resident is QUARANTINED Due to Potential Exposure to COVID-19		
DDD Response	Support Coordination Response	Provider Response
<ul style="list-style-type: none"> • Communicate with Provider - Follow DPH / County rules • Refer provider to public health website • Initiate mandatory restrictions on visitors (if not already in place for the setting) • Notify Support Coordination • Initiate mandatory restrictions of no new entry – Communicate to Support Coordination no new entry • Initiate mandatory requirement of following instruction from Public Health • Work with Support Coordination and provider to identify alternative services or providers if needed • Track result of testing 	<ul style="list-style-type: none"> • Follow Public Health guidance • Notify DDD • Discuss back-up and emergency plan (including alternative or additional services or providers) with provider and begin steps to implement plan as appropriate • Ensure planning is in place and that there is regular communication with the provider • Notify any DD employment or Day Habilitation provider • Monitor supports via electronic communication for family and friends. • Notify DDD of actions taken and required provider actions taken • Track result of testing 	<ul style="list-style-type: none"> • Call physician • Notify and follow Public Health guidance • Notify Support Coordination • Notify DDD • Keep resident in their own room, with own bathroom, if possible, until test results indicate no COVID-19 • Move residents to other group homes or settings/sites, if consistent with Public Health guidance • Follow Public Health guidance on keeping medical appointments • Follow all requirements given by DDD • Maintain log of all non-residents who interact with the resident who is isolated (including staff) • Restrict internal group activities to prevent exposure – this includes meals, recreation, etc. • Provide info to all staff and residents on heightened precautions • Require and provide Personal Protective Equipment (PPE) for staff. A provider should make it clear to Public Health that they have a presumed positive case and they need priority PPE. If they are not able to get required PPE at any time, they must document this. • Facilitate electronic communication for family and friends. • Initiate required enhanced training and protocol review with DSP's or other direct providers

Response SCENARIOS for DDD Services Related to COVID-19

SCENARIO: In-Home Resident with PRESUMPTIVE POSITIVE COVID-19		
DDD Response	Support Coordination Response	Provider Response
<ul style="list-style-type: none"> • Follow Public Health direction • Communicate with Provider - Follow DPH / County rules • Refer provider to public health website • Notify Support Coordination and require to review and implement back-up plan as needed • Work with Support Coordination and provider to identify alternative services or providers if needed 	<ul style="list-style-type: none"> • Notify DDD • Notify Public Health, or verify individual/family has notified, and follow Public Health guidance • Ensure in-home providers and family have the in-home worker guidance published by DDD • Discuss back-up and emergency plan (including alternative or additional services or providers) with provider and begin steps to implement plan as appropriate • Notify any DD employment or Day Habilitation provider • Ensure the person has necessary care, medications and food for isolation period • Coordinate care if needed such as home delivered meals, leaving items at the home, providers to do ADL's • Require enhanced training and protocol review for any paid providers • Notify DDD of actions taken and required provider actions taken • Track result of testing • Continue remote monitoring 	<ul style="list-style-type: none"> • Notify and follow Public Health guidance, including all guidance for in-home workers • Notify Support Coordination • Notify DDD • Follow all Physician requirements, including Isolation • Restrict all visitors other than those necessary to ensure care • Follow Public Health guidance on keeping medical appointments • Follow all requirements given by DDD • Maintain log of all individuals who interact with the resident (including staff) • Restrict internal group activities to prevent exposure – this includes meals, recreation, etc. • Provide info to all staff and residents on heightened precautions • Require and provide Personal Protective Equipment (PPE) for staff. A provider should make it clear to Public Health that they have a presumed positive case and they need priority PPE. If they are not able to get required PPE at any time, they must document this • Facilitate electronic communication for family and friends • Initiate required enhanced training and protocol review with DSP's or other direct providers

Response SCENARIOS for DDD Services Related to COVID-19

SCENARIO: In-Home Resident with SUSPECTED CASE of COVID-19		
DDD Response	Support Coordination Response	Provider Response
<ul style="list-style-type: none"> • Follow Public Health direction • Communicate with Provider - Follow DPH / County rules • Refer provider to public health website • Notify Support Coordination and require to review and implement back-up plan as needed • Work with Support Coordination and provider to identify alternative services or providers if needed • Track result of testing 	<ul style="list-style-type: none"> • Notify DDD • Notify Public Health, or verify individual/family has notified, and follow Public Health guidance • Ensure in-home providers and family have the in-home worker guidance published by DDD • Discuss back-up and emergency plan (including alternative or additional services or providers) with provider and begin steps to implement plan as appropriate • Ensure the person has necessary care, medications and food for isolation period • Coordinate care if needed such as home delivered meals, leaving items at the home, providers to do ADL's • Require enhanced training and protocol review for any paid providers • Notify DDD of actions taken and required provider actions taken • Track result of testing • Continue remote monitoring 	<ul style="list-style-type: none"> • Notify and follow Public Health guidance, including all guidance for in-home workers • Notify Support Coordination when COVID-19 suspected and of test result when received • Notify DDD when COVID-19 suspected and of test result when received • Follow all Physician requirements, including Isolation • Restrict all visitors other than those necessary to ensure care • Follow Public Health guidance on keeping medical appointments • Follow all requirements given by DDD • Maintain log of all individuals who interact with the resident (including staff) • Restrict internal group activities to prevent exposure – this includes meals, recreation, etc. • Provide info to all staff and residents on heightened precautions • Require and provide Personal Protective Equipment (PPE) for staff. A provider should make it clear to Public Health that they have a presumed positive case and they need priority PPE. If they are not able to get required PPE at any time, they must document this • Facilitate electronic communication for family and friends • Initiate required enhanced training and protocol review with DSP's or other direct providers

Response SCENARIOS for DDD Services Related to COVID-19

SCENARIO: Provider Agency Employee with PRESUMPTIVE POSITIVE COVID-19		
DDD Response	Support Coordination Response	Provider Response
<ul style="list-style-type: none"> • Follow Public Health direction • Communicate with Provider - Follow DPH / County rules • Refer provider to public health website • Work with Support Coordination and provider to identify alternative services or providers if needed 	<ul style="list-style-type: none"> • Notify DDD • If the provider identifies anyone with ID who had contact with the staff: <ul style="list-style-type: none"> ○ ensure the residential provider or family is aware; ○ review and update back-up plans as needed; ○ increase remote / electronic monitoring; • Identify if the employee had any contact with the local CME or case managers, if directed by Public Health • Notify DDD of actions taken and required provider actions taken 	<ul style="list-style-type: none"> • Restrict employee from returning to work for 14 days or until restriction is lifted by Physician • Notify Public Health and follow Public Health guidance, including all guidance for in-home workers • Work collaboratively with Public Health • Clean any work site as directed by Public Health • Notify Support Coordination • Notify DDD • Follow all requirements given by DDD • Follow Provider emergency plan • Follow Public Health guidance on how and who to notify • Notify DDD of any individual with ID the staff person may have had contact with • Notify Support Coordination of any Support Coordination employees the staff person may have had contact with

Response SCENARIOS for DDD Services Related to COVID-19

SCENARIO: Provider Agency Employee with SUSPECTED CASE of COVID-19		
DDD Response	Support Coordination Response	Provider Response
<ul style="list-style-type: none"> • Follow Public Health direction • Communicate with Provider - Follow DPH / County rules • Refer provider to public health website • Work with Support Coordination and provider to identify alternative services or providers if needed 	<ul style="list-style-type: none"> • Notify DDD • Work with provider to identify any individuals or families, providers or case managers the agency employee may have had contact with • Assist in notifying individuals, families, etc. at the direction of Public Health • Notify DDD of actions taken and required provider actions taken 	<ul style="list-style-type: none"> • Restrict employee from returning to work for 14 days or until restriction is lifted by Physician • Notify Public Health and follow Public Health guidance, including all guidance for in-home workers • Work collaboratively with Public Health • Clean any work site as directed by Public Health • Notify Support Coordination • Notify DDD • Follow all requirements given by DDD • Follow Provider emergency plan • Follow Public Health guidance on how and who to notify • Notify DDD of any individual with ID the staff person may have had contact with • Notify Support Coordination of any Support Coordination employees the staff person may have had contact with • Stay in contact with DDD regarding test result, public health instruction, etc.

Response SCENARIOS for DDD Services Related to COVID-19

SCENARIO: Support Coordinator with PRESUMPTIVE POSITIVE or SUSPECTED CASE of COVID-19		
DDD Response	Support Coordination Response	Provider Response
<ul style="list-style-type: none"> • Follow Public Health direction • Communicate with Support Coordination - Follow DPH / County rules • Refer Support Coordination to public health website • Work with Support Coordination to identify alternative Support Coordination services, if needed 	<ul style="list-style-type: none"> • Restrict employee from returning to work for 14 days or until restriction is lifted by Physician • Notify DDD when COVID-19 suspected and of test result when received • Follow all requirements given by DDD • Notify Public Health and follow Public Health guidance, including all guidance for in-home workers • Work collaboratively with Public Health • Follow Public Health guidance on how and who to notify • Notify DDD of any individual with ID the staff person may have had contact with • Notify DDD of actions taken • Stay in contact with DDD regarding test result, public health instruction, etc. 	<ul style="list-style-type: none"> • N/A