

ADMH-Division of Developmental Disabilities**Operational Guidelines**

Subject: Infectious Disease Emergency Plans for Support Coordination Agencies		OG#:
Approved By:	Responsible Office: Support Coordination	
Effective Date: 3/25/20	Reviewed/Revised Date(s):	
Reference:		

Statement: Support Coordination agencies must be prepared to serve persons receiving Waiver services during an infectious disease emergency.

Purpose/Intent:
Support Coordination agencies will compose and maintain written emergency plans, policies, and procedures to ensure they can successfully implement strategies to mitigate and respond to an outbreak of epidemic/pandemic proportions of an infectious disease (e.g., COVID-19).

Scope:
Support Coordination; Director of Support Coordination

Definitions: Division of Developmental Disabilities (DDD); Regional Community Services (RCS); Community Services Director (CSD)

Procedures:

1. All Support Coordination agencies serving persons receiving Waiver services must compose and maintain a written emergency plan for mitigating and responding to epidemic/pandemic outbreaks of infectious disease (e.g., COVID-19). This emergency plan must include, at a minimum, the following elements:
 - a. Distinct phases of Support Coordination agency activity, dependent upon governmental/public health mandates (e.g., work from home, social distancing, quarantine, shelter in place, etc.).
 - b. Specific changes to Support Coordination agency operations in each phase, including:
 - i. Methods for Support Coordinators to access necessary records and information for persons receiving Waiver services.
 - ii. Methods for maintaining reliable and consistent communication between Support Coordinators, persons receiving Waiver services, service providers, and families/caregivers.
 - iii. Methods for communicating emergency plans, and their level of implementation, to persons receiving Waiver services, service providers, and families/caregivers.
 - iv. Methods for communicating any changes to Support Coordinator staffing and/or assignments as a result of the infectious disease emergency occurring.
 - v. Methods for communicating with persons receiving Waiver services, service providers, and families/caregivers regarding, and acting expeditiously upon, the potential need for emergency services or emergency changes to existing services, should the person, provider, family, caregiver, or other critical supports become unavailable as a result of the infectious disease emergency occurring.
 - vi. Plan for effectively continuing operations if/when the Support Coordination agency experiences reduced staffing capacity as a result of staff contraction of the infectious disease.

- c. During periods when the emergency plans are implemented, results of Support Coordination agency findings should be reported to the Regional Community Services Director and the Support Coordination Director.
2. The Infectious Disease Emergency Plan must be composed and implemented within thirty (30) days of the publication of this Operational Guideline, or as mandated by DDD if published during an infectious disease emergency (e.g., COVID-19). Upon completion, it is to be immediately submitted for review/approval to the Community Services Director(s) (CSD's) of the Region(s) in which the Support Coordination agency operates.
3. As circumstances dictate shifting through the phases of the Infectious Disease Emergency Plan, the Support Coordination agency is to report these changes to the Regional CSD(s) immediately as they occur.
4. The Infectious Disease Emergency Plan is to be reviewed and updated annually and is subject to review by RCS and Certification staff persons to ensure compliance.