

SCOTTSDALE TRAINING & REHABILITATION SERVICES

# COVID-19 Procedural Guidelines

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# Table of Contents

<b>I. Introduction .....</b>	<b>1</b>
<b>II. Best Practices for Congregate Settings .....</b>	<b>1</b>
Personal Protective Measures .....	2
Handwashing, cough etiquette & cloth coverings .....	2
Mitigating Risk of Spread .....	4
Social Distancing .....	4
Congregate Meeting Restrictions .....	4
Screening Procedures .....	5
Cleaning & Disinfecting Protocols.....	6
<b>III. Identifying Participants/Employees at High Risk .....</b>	<b>6</b>
<b>IV. Cases of COVID-19 in staff or participants .....</b>	<b>7</b>
Responding to a suspected case.....	7
Responding to a positive or confirmed case.....	8
<b>V. Close contact when outside of STARS .....</b>	<b>9</b>
<b>VI. Conclusion .....</b>	<b>10</b>
<b>Acknowledgment &amp; Receipt of Handbook .....</b>	<b>11</b>
<b>Appendix 1: Health Screening &amp; Cloth Covering Consent Form.....</b>	<b>12</b>
<b>Appendix 2: Health Screening &amp; Cloth Covering Policy.....</b>	<b>14</b>



## I. Introduction

Given the current outbreak of the COVID-19 global pandemic, we at STARS are greatly concerned about the health and wellness of our employees and the participants we serve and are deeply committed to ensuring their health and safety. In response to the circumstances tied to COVID-19, STARS has put in place several precautionary protocols & procedures to help guide our day to day operations in a safe and effective manner during these unprecedented times.

This handbook provides best-practices, recommendations and requirements to help STARS employees return safely to work, and participants safely to program. The content presented is based on the on-going guidance issued by the Centers for Disease Control ([CDC](#)), Arizona Department of Health Services ([ADHS](#)) and the Division for Developmental Disabilities ([DDD](#)) and is updated accordingly. Your cooperation, compliance and application of these protocols will ensure these measures are carried out strictly and consistently across all sites and programs.

All STARS employees are required to review the contents of this handbook prior to engaging in services with other team members or participants. Guardians and/or caregivers will receive a separate “*Statement of Understanding*” along with additional communication detailing health screening and cloth covering requirements for participants while on-site. Following your review of this material, please sign the handbook acknowledgement form and COVID-19 Health Screening/Cloth Covering consent form (Appendix 1) and carefully review all supporting documents included in the appendix. The signed acknowledgement and consent forms should be returned to your immediate supervisor for inclusion in your employee file.

## II. Best Practices for Congregate Settings

By adopting community mitigation activities recommended by the CDC and DDD, STARS is doing its part to engage in best practices for congregate settings. Community mitigation activities are actions that people and communities can adopt to slow the spread of infectious disease. These include:

1. **Personal protective measures** (e.g., handwashing, cough etiquette & use of face coverings)
2. **Mitigating risk of spread through :**
  - *Social distancing*
  - *Congregate meeting restrictions*
  - *Screening of staff, participants & visitors*
  - *Restricting visitor access*
  - *Adjusted drop off/pick up procedures*
3. **Amplified Cleaning & disinfecting protocols**

The following sections describe in more detail the steps STARS is taking to adopt these best practices, as well as expectations of STARS employees and participants in adopting each of these strategies.

## ***1. Personal Protective Measures:***

### ***Handwashing & Cough Etiquette***

Both local and federal guidelines emphasize the powerful impact that small behavioral changes, such as frequent hand washing & proper cough/sneezing etiquette, can have on public health outcomes during these times. While difficult to eliminate all risk, by conducting ourselves in a way that errs on the side of caution we can do our part to help protect our colleagues and participants from potential exposure to COVID-19. Please be hyper vigilant of your surroundings and take the necessary precautions to keep yourself, and the participants you care for, safe and healthy!

Experts agree that in most situations, washing hands with soap and water is the best way to get rid of germs. If soap and water are not readily available, a good alternative is to use an alcohol-based hand-sanitizer that contains at least 60% alcohol. In order to support our employees and participants with this simple, but highly effective practice, STARS has increased the number of mounted hand sanitizer stations and individual hand sanitizer bottles at both campuses. If you are working in an area lacking access to hand sanitizer, please notify our facilities manager ([jmacgregor@starsaz.org](mailto:jmacgregor@starsaz.org)).

To further promote proper hand washing technique by all individuals, [Hygiene timers](#), providing a visual and auditory cue of the recommended 20-seconds for effective handwashing, have been installed adjacent to hand-washing stations throughout both campuses. Please encourage our clients to utilize these tools throughout the day! In addition, all staff and participants will be expected to sanitize their hands upon arrival as part of their daily health screening process.

Here are a few examples of specific best practices you should engage in during your work shift and **strongly** encourage your peers & participants to follow:

- Wash hands often!
- Wash hands with soap and water for at least 20 seconds (length of time it takes to sing “Happy Birthday” twice)
- Make sure you wash in between your fingers, underneath your nails and every part of your hand that may touch your face.

### **Key Times to Wash Hands/Use Hand Sanitizer**

**Before, during, and after** preparing food for yourself or a participant

**Before** eating food or helping to feed a participant

**Before** and **after** caring for someone who is sick with vomiting or diarrhea

**Before** and **after** treating a cut or wound

**After** using the toilet

**After** assisting a participant with attendant care needs

**After** blowing your nose, coughing, or sneezing

**After** touching garbage

**After** you have been in a public place and touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc.

**Also remember:**

- Cover your mouth and nose when coughing or sneezing with tissue
  - Biohazard waste baskets with lids have been placed throughout classrooms and office areas to better contain contaminated tissues
- If no tissue available, cough/sneeze into elbow
- Avoid touching eyes, nose and mouth
- Stay away from people who are sick and stay home when you feel sick

For more information on handwashing, visit CDC's [Handwashing website](#).

***Cloth Covering Recommendations***

It is believed that face coverings can help slow the spread of the virus and help people who may have the virus (and do not know it) from transmitting it to others. At minimum, for the duration of the state of emergency in AZ, all staff and visitors will be required to wear a face covering while in a facility or a STARS vehicle. Guardians and caregivers will be **strongly** encouraged to have participants (if safe for them to do so) adopt the same requirement. STARS will make a reusable cloth covering available for all staff and participants and disposable masks (if needed) for visitors. Staff will be responsible for laundering their cloth covering for next-day use.

Per [CDC guidelines](#), cloth coverings should:

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape
- be laundered regularly - A washing machine should suffice in properly washing a face covering.

## ***2. Mitigating Risk of Spread***

Along with the personal protective measures discussed above, applying social distancing practices, screening individuals for symptoms, and limiting the number of people who congregate and interact with one another while on site can help curb spread of this infection. Following the congregate setting [recommendations](#) recently issued to providers by DDD, STARS will be adopting the following policies & procedures regarding social distancing, congregate meeting restrictions, screening of individuals and restriction of visitors to program areas. We have also more clearly defined our drop off/pick up procedures for participants.

### **Until Further Notice:**

#### ***Social Distancing***

- All employees, participants and visitors will be required to maintain a physical distance of at least 6 feet whenever possible.
- Capacity for participants and staff tied to on-site programming will be capped at a number that will allow for recommended physical distancing guidelines.
- Virtual programming will be made available to accommodate participants on days they are not scheduled for on-site programming due to capacity limitations.
- Work shifts, mealtimes and break times for both employees and participants will be staggered to reduce crowding.
- The amount of face-to-face interactions between participants and STARS employees not responsible for program/instructional activities (i.e Case Coordinators, Administrative Personnel), if occurring for simple informational purposes, should be avoided as much as possible.
- Non-emergency communication should instead occur via bulletin boards, letters, emails or phone calls to the participant's guardian or residential contact.

#### ***Congregate Meeting Restrictions:***

- All employees are advised to reduce in-person meetings wherever possible, including ISP meetings, and will instead make use of collaboration apps like Zoom or other digital mediums to connect with each other internally or with external entities (e.g. DDD Support Coordinators, guardians, caregivers).
- Any programmatic activities deemed nonessential, such as program tours for prospective participants, will be facilitated virtually.
- Until further notice, community outings for DTA/DTT/DTS program are temporarily suspended.

### ***Screening of employees, participants & visitors***

At minimum, for the duration of the state of emergency in AZ, individuals with any of the conditions below will be restricted from entering a STARS site

- Sick with a fever (100.4 degrees or higher), cough, or sneezing
- Recent international travel (i.e. within past 14 days) from a [COVID-19-affected geographic area](#)
- **Close contact**<sup>1</sup> with a person diagnosed with COVID-19 in the past 14 days

As per our employee policy (Appendix 2), employees refusing the health screening will be denied entry into the workplace and may be subject to disciplinary action.

If signs or symptoms of a possible respiratory infection, such as fever or cough aren't evident in an individual (employee, participant or visitor) during initial health screening, but become apparent later while on-site, the individual (if an employee or visitor), will be discretely asked to exit the campus. If the individual is a participant, he/she will be instructed/assisted to put on a mask and escorted to the designated "Isolation Area" of the building, where he/she will remain under supervision until picked up by caregiver or guardian. For the Osborn campus, the designated isolation area is the conference room & for the Cholla campus is classroom F42 (formerly known as the "HOV" room).

### ***Restriction of visitors***

Because of the ease of spread and severity of illness, entry points into the Osborn and Cholla buildings will be restricted through added security levels (installation of coded entry door locks at Osborn; Call Box/Buzz-in entries at Cholla) and policy restrictions:

#### **Osborn Campus**

- Designated point of entry/exit for visitors and participants remains the entrance on Osborn Road.
- **Employees** will enter one at a time through front lobby for daily health screening
- Access beyond the lobby area has been restricted for visitors by installing coded entry door locks. Code will be provided to employees only – please do not share this code with participants or visitors.
- Restrooms adjacent to lobby area will be designated primarily for employees and visitors. If participants need to use these restrooms, they will need to be escorted through coded doors by a staff member.

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<sup>1</sup>“**Close contact**” is defined by DDD as living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for about 15 minutes, or has been in direct contact with secretions (e.g. sharing utensils, being coughed on) from a person who has tested positive for COVID-19

### ***Cholla Campus***

- Newly designated point of entry for both employees and visitors is the entrance on the east side of the cafeteria/Cholla Commons.
- Employees and visitors looking to enter through the cafeteria or front office will have to alert STARS personnel of need through a call box and be granted access through a buzz-in entry system.
- Workstations for case coordinators have been set up inside Cholla Commons to make sure a STARS representative is available to receive/screen participants and visitors throughout the day.
- Visitors will not be allowed to access any program areas beyond the designated visitor lobby within the Cholla Commons.

### ***3. Cleaning & Disinfecting Protocols***

During the time our campuses were temporarily closed, STARS hired a professional company to thoroughly clean and disinfect both facilities. A copy of the scope of work describing their specific procedures is available upon request – please contact Justin Macgregor ([jmacgregor@starsaz.org](mailto:jmacgregor@starsaz.org)) for this information.

In order to maintain a clean working environment for all, STARS employees will be responsible for cleaning the spaces in their **immediate** office or work area on a daily basis. The cleaning supplies that will be made available to you for this daily task are [EPA-approved](#) for use against COVID-19. However, please make sure to follow the instructions on the specific product label to ensure effective use. STARS will also provide you with gloves, eyewear and masks for your protection.

In addition to the daily cleaning of work areas, STARS will be contracting with a professional janitorial company to clean and sanitize both campuses multiple times per week and is in the process of hiring an individual to be responsible on a daily basis for common areas not assigned to individual staff members.

Employees assigned to the STARS transportation department will be trained by their manager on additional cleaning and disinfection protocols recommended by DDD in their most [recent congregate settings guidelines](#), specific to vehicles.

## **III. Identifying members/employees at high risk**

Prior to returning to on-site programming, the STARS Management team will engage in discussions with the guardians and support team of each participant to identify members who may be at risk for complications of COVID-19. This includes adults 65 or older and people of any age who have serious underlying medical conditions. The decision to offer on-site programming to such individuals will occur only following the recommendation of the individual's entire support team (i.e guardian, DDD support coordinator, STARS representative, caregiver) and will be made on a case by case basis.

STARS employees who consider themselves to be in this high risk category should immediately notify their supervisor and or HR Director for further support.

## **IV. Cases of COVID-19 in Staff or Participants**

### ***1. Responding to a suspected case of COVID-19***

Any employee serving a member with **suspected** COVID-19 should immediately contact STARS Program Director Henriette Content-Tavor ([hcontent-tavor@starsaz.org](mailto:hcontent-tavor@starsaz.org)) or Compliance Director, Claudia Chavez ([cchavez@starsaz.org](mailto:cchavez@starsaz.org)).

#### **A STARS Director will immediately:**

1. Contact the individuals' primary care physician or a local hospital
2. File an Incident Report with DDD

**The following control measures should be immediately taken by the nearest STARS Director/Manager on-site in response to this event:**

- If available, provide PPE, such as a face mask, for the individual exhibiting symptoms of COVID-19.
- When available, staff should wear full PPE per CDC guidelines for the care of any individual with known or suspected COVID-19 and per CDC guidance on conservation of PPE.
- Isolate the individual in a private room with the door closed
- Remain near closed door to ensure no other individuals enter the room by accident
- Remain calm and provide verbal support as needed until the individual is picked up by guardian/caregiver.
- Make sure when individual is being escorted off-site, that he/she continues wearing mask and exits through the least trafficked area possible to minimize exposure to other individuals near the area.
- In the event of concerns relative to self-harm, follow behavioral health provider's guidance or contact the crisis hotline at **602-222-9444**.
- Communicate with the member about symptoms of COVID-19 (fever, cough, difficulty breathing). Other symptoms could include: chills, sore throat, headache, muscle aches, abdominal pain, vomiting and diarrhea.
- If the individual requires immediate and emergency medical care, call 911 for an ambulance and inform EMS of the individual's symptoms and concern for COVID-19.
- Following the departure of the individual from the site, restrict access to the isolation room and any other impacted areas for at least 24 hours.

- STARS will wait at least 24 hours to begin cleaning and disinfection to minimize exposure to respiratory droplets.

## ***2. Responding to a Positive or Confirmed case of COVID-19***

**Positive or Confirmed:** Laboratory-confirmed case of COVID-19 means that an individual has tested positive for the virus that causes COVID-19 in at least one respiratory specimen. This scenario is less likely to occur while a participant is at a day program, and more likely for individuals working with participants in a residential setting.

Any employee serving a member with a **positive or confirmed** case of COVID-19 should immediately contact STARS Program Director Henriette Content-Tavor ([hcontent-tavor@starsaz.org](mailto:hcontent-tavor@starsaz.org)) or Compliance Director, Claudia Chavez ([cchavez@starsaz.org](mailto:cchavez@starsaz.org)).

### **A STARS Director will immediately:**

1. Contact the individuals' primary care physician or a local hospital
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**The following control measures should be immediately taken by the nearest STARS Director/Manager on-site in response to this event:**

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- When available, staff should wear full PPE per CDC guidelines for the care of any individual with known or suspected COVID-19 and per CDC guidance on conservation of PPE.
- Isolate the individual in a private room with the door closed
- Remain near closed door to ensure no other individuals enter the room by accident
- Remain calm and provide verbal support as needed until the individual is picked up by guardian/caregiver.
- Make sure when individual is being escorted off-site, that he/she continues wearing mask and exits through the least trafficked area possible to minimize exposure to other individuals near the area.
- In the event of concerns relative to self-harm, follow behavioral health provider's guidance or contact the crisis hotline at **602-222-9444**.
- Communicate with the member about symptoms of COVID-19 (fever, cough, difficulty breathing). Other symptoms could include: chills, sore throat, headache, muscle aches, abdominal pain, vomiting and diarrhea.

- If the individual requires immediate and emergency medical care, call 911 for an ambulance and inform EMS of the individual’s symptoms and concern for COVID-19.
- Following the departure of the individual from the site, restrict access to the isolation room and any other impacted areas for at least 24 hours.
- STARS will wait at least 24 hours to begin cleaning and disinfection to minimize exposure to respiratory droplets.

### **Cleaning**

- Close off all areas used by the member who is ill. If the exposed area(s) can be isolated, the remainder of the facility may remain open.
- Open outside doors and windows to increase air circulation.
- STARS will conduct a deep clean of impacted areas. Wait as long as practical – if possible, at least 24 hours – to begin cleaning and disinfection to minimize exposure to respiratory droplets.
- STARS will follow the DDD’s [guidelines](#) for deep cleaning

## **V. Close contact with a confirmed case of COVID-19**

If you have had <sup>2</sup>**close contact** with an individual outside of STARS who has tested positive for COVID-19 but have not tested positive yourself, STARS requests that you adhere to the following protocol:

1. After notifying your health care provider, contact your supervisor by phone as soon as possible.
2. **Do not report** to work the next day
3. Self-quarantine for 14 days
4. For employees in self-quarantine who have not developed symptoms and are not considered a high risk for transmission for the virus, they may return to work once the 14-day quarantine period has ended.

For employees that have tested positive for COVID-19, STARS will follow the [CDC Return to Work Guidelines](#) to determine when he/she may safely return to work.

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<sup>2</sup> “**close contact**” is defined by DDD as living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for about 15 minutes, or has been in direct contact with secretions (e.g. sharing utensils, being coughed on) from a person who has tested positive for COVID-19

## **IV. Conclusion**

Thank you for your dedication and commitment to the STARS organization. We understand that these are unprecedented times for us all and we are committed to your health and safety. We hope that this information will help provide some support and clarity as you plan for your return to work. An interesting challenge awaits us all and we are excited to have our STARS family together – at an appropriate social distance- again soon!

## Acknowledgement & Receipt of Handbook

I understand that the information in STARS' COVID-19 procedural handbook represents guidelines only and that STARS reserves the right to modify this handbook or amend or delete any procedures or guidelines at any time. I also understand that the procedures & recommendations contained in this handbook are continually evaluated and may be amended, modified or terminated at any time based on the recommendations of the Centers for Disease Control (CDC), Arizona Department of Health & Safety (ADHS) & Division of Developmental Disabilities (DDD).

I understand that I am responsible for reading the handbook, familiarizing myself with its contents, and adhering to its recommendations as much as possible prior to re-engaging in employment with STARS.

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(Print Name of Employee)

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Employee's Signature

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Date

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(Print Name of Supervisor)

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Supervisor's Signature

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Date

APPENDIX 1

COVID-19 Health Screening & Cloth Covering Consent Form

Completion of this form is required of any STARS employee returning to work following the temporary suspension of programs on 3/24/20:

I, \_\_\_\_\_,

(insert full name)

hereby certify that to the best of my knowledge:

Within the fourteen (14) days immediately preceding the date of this health declaration form, **I HAVE NOT:**

- a. tested positive or presumptively positive with COVID-19 or been identified as a potential carrier of the COVID-19 virus;
- b. experienced any symptoms commonly associated with the Coronavirus (Fever, cough, shortness of breath);
- c. been in any location positively designated as hazardous and/or potentially infected with the Coronavirus by a recognized health or regulatory authority, such as a country for which the Center for Disease Control and Prevention (“CDC”) issued a Level 3 Travel Advisory for Coronavirus;
- d. been in direct contact with or the immediate vicinity of any person I knew and/or now know to be carrying the Coronavirus or has been identified as a potential carrier of the Coronavirus.

I AGREE to notify STARS management and Human Resources of any change in status, including diagnosis with COVID-19 and/or close contact with someone that has tested positive with COVID-19 within 24 hours of diagnosis or exposure.

I WILL consent, on a daily basis, to a COVID-19 health screening upon arrival at work. Screening includes a temperature check and review of symptoms, inquiry of recent travel activity, and inquiry of recent exposure to COVID-19.

I UNDERSTAND that if upon screening I am positive for symptoms or self-report exposure to COVID-19 as a result of travel or personal contact, I will not be permitted on-site.

I WILL consent, on a daily basis, to wear a mask or cloth covering while on site and when interacting with participants, fellow employees, or other visitors.

A copy of this health declaration form will be securely kept in my confidential employee file and will not be shared with any third party, unless requested by local authorities for reasons of public interest in the area of public health.

In signing below, I, acknowledge that I am knowingly and voluntarily agree to the terms of this declaration form, and in doing so represent the truthfulness and veracity of the above answers.

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(Employee Signature)

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(Date)

**\*A FACSIMILE OR PHOTOCOPY OF THIS AUTHORIZATION IS CONSIDERED TO BE  
AS AUTHENTIC AS THE ORIGINAL\***

## APPENDIX 2

### Employee COVID-19 Health Screening & Use of Cloth Coverings

#### Policy & Procedure

Effective immediately all employees reporting to work at a STARS facility will be screened each day upon arrival for COVID-19 symptoms, potential exposure to someone that has tested positive to COVID-19 and recent travel to COVID-19 affected area. In addition, all employees will be required to wear a face covering while on-site. Requirement of daily health screenings and use of face coverings will be in effect at minimum, for as long as the Arizona's COVID-19 Public Health State of Emergency is in effect. Employees refusing the health screening or refusing to wear a face covering will be denied entry into the workplace and may be subject to disciplinary action.

Upon arrival, employees should report to the health screening line and put on a mask or face covering upon entering building. Markers will be arranged along both spaces to ensure a distance of at least 6 feet between each individual. Time spent waiting for the health screening will be recorded as time worked for nonexempt employees.

As part of the health screening, each employee will have their temperature checked and logged with a touchless IR forehead thermometer by contracted medical personnel and/or STARS representative. An employee who has a fever at or above 100.4 degrees Fahrenheit/38 degrees Celsius will have their temperature taken a 2<sup>nd</sup> time, 5 minutes following the initial screening, to confirm results.

In addition to a temperature check, employees will be asked if they have in the past 14 days: 1) experienced any respiratory symptoms, such as sore throat, cough or shortness of breath, 2) if they have traveled to a COVID-19 affected/"Level 3" Travel advisory area and 3) have been in close contact with a person diagnosed with COVID-19. All information documented and collected will be maintained as private record.

Anyone with a confirmed fever as defined previously OR who is a) experiencing 2 or more of the physical symptoms OR in the past 14 days b)has been in close contact with someone that has tested positive or c)traveled to a level-3 Covid-19 affected area will be discretely notified and asked to return home.

Individuals that have been in close contact with someone that has received a confirmed positive COVID-19 test result within the last 14-days but unsure of

their own status OR have traveled recently to a level-3 affected area will be asked to self-quarantine for 14 days from the point of exposure or day of return from travel.

Employees turned away due to a high temperature or presence of symptoms, should follow up with their doctor if concerned about the symptoms. Such employees may return to work when:

- He or she has had no fever for at least three (3) days without taking medication to reduce fever during that time; AND
- Any respiratory symptoms (cough and shortness of breath) have improved; AND
- At least ten (10) days have passed since the symptoms began.

An employee may return to work earlier if a doctor confirms the cause of an employee's fever or other symptoms is not COVID-19 and releases the employee to return to work in writing.

**An employee who experiences fever and/or respiratory symptoms while home should not report to work.** Instead, the employee should contact his or her immediate supervisor for further direction.