

METRO SUPPORT SERVICES

INFECTION CONTROL AND UNIVERSAL PRECAUTIONS POLICY

Metro Support Services, a Program Approved Service Agency (PASA) will assure a clean and sanitary living environment for all Individuals residing in Metro Support Services homes. In addition to environmental requirements outlined in this policy, effective infection control measures shall be taken to minimize or eliminate Individual, provider and staff exposure to infectious organisms or diseases. Metro Support Services is required to follow and ensure guidelines from the Center for Disease Control and Prevention (CDC) and Colorado Department of Health Care Policy and Finance guidelines.

Common Diseases may include but not limited to:

Examples of blood borne pathogens: HIV, Hepatitis B and C

Examples of Viruses: common cold, flu, Pneumonia, Coronavirus(es)

Examples of Bacterial infectious diseases: Tuberculosis, Pneumonia

Infectious: Diseases that can be caused by organisms such as parasites, virus or bacteria.

Airborne: when a person breathes in droplets that become airborne when an infected person coughs or sneezes.

Direct contact: touching body fluids from an infected person. Also called bloodborne pathogens when contracted through sharing blood or other fluids.

Indirect contact: touching objects which have touched an infected person's body fluids.

Vector-borne: transmitted through bites from infected animals, insects or people.

Infect: To contaminate with a disease producing organism or matter.

Contagious: The spreading of a disease from one person to another by direct or indirect contact.

Communicable: A disease that can be transmitted.

Education and Training: All providers and staff must have successfully completed CPR/FA. Training will also include OSHA/infectious disease control.

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Procedure:

Prevention of Disease transmission:

- a. Barriers including gloves are the most common barrier and should be used whenever there is the potential for contact of bodily fluids.
- b. Sneeze and cough into sleeve of arm or tissue and throw tissue in the trash. Avoid sneezing or coughing into hand or without covering your mouth/nose.
- c. Avoid close contact with people who are sick.
- d. Avoid touching your eyes, nose and mouth.
- e. Hand washing: all Individuals, Staff and host home providers should wash their hands for 20 seconds at a time, using soap and water, before and after removing gloves, before handling food, after using the restroom, after smoking, and several times a day.
- f. If soap and water is not available, Individuals, staff and HHPs will use an alcohol-based sanitizer that contains at least 70% alcohol.
- g. Disinfecting: disinfect frequently to all areas to ensure proper cleanliness and sanitary conditions.
- h. Wash clothing and linens in hot water when possible.
- i. Do not shake hands; encourage fist bumps, elbow bumps or no-contact waving.

COVID-19 PROTOCOL AND PROCEDURES

***PER HCPF OPERATIONAL MEMO DATED JULY 20, 2020:**

If an Individual served in a residential setting is suspected of having or has been confirmed as having a case of the COVID-19 illness, please follow all published CDC guidance. This includes:

- Contacting the Individual's healthcare provider and informing them that the Individual has symptoms consistent with, or a diagnosis of COVID-19; coordinate a telehealth visit with their provider as necessary.
- Implementing their healthcare provider's instructions for medication(s) and care. The residential provider shall ensure the Individual has support with basic needs in the residence and provide support for getting groceries or meals, prescriptions, and other personal needs, while ensuring that appropriate precautions are taken to isolate the Individual and prevent spread to other residents or staff.
- Monitoring the person's symptoms. If the Individual's symptoms appear to be getting significantly worse, or if the Individual is struggling to breathe (low oxygen saturation), or as otherwise instructed by the healthcare provider, call the healthcare provider and ask for further instructions. If the person has a medical emergency and you need to call 911, notify the dispatch personnel that the person has, or is being evaluated for COVID-19.
- Other residents should stay in another room and be separated from the person with symptoms. Residents should use a separate bedroom and bathroom, if available. If a separate bathroom is not available, the bathroom should be sanitized after each use.

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- Symptomatic people should not be handling/caring for pets. (Google ‘COVID-19 and Animals’ for more information.)
- Make sure shared spaces in the residence have good air flow, such as by an air conditioner or an opened window, weather permitting.
- Perform hand hygiene frequently. Wash your hand with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer that contains 70-95% alcohol; covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.
- Avoid touching your eyes, nose and mouth.
- The Individual should wear a facemask when around other people if possible. All caregivers should wear a facemask around the infected person at all times. Requests for personal protective equipment (PPE) can be submitted to your local health department.
- Wear a disposable facemask and gloves when you touch or have contact with person’s blood, stool or body fluids, such as saliva, sputum, nasal mucus, vomit, urine.
 - Throw out gloves after using them and masks if soiled. If masks are not soiled, and supplies are short, they can be reused. Ideally, healthcare workers interacting with COVID-19 affected individuals would have an N95 respirator.
 - When removing personal protective equipment, first remove and dispose of gloves. Then, immediately clean your hands with soap and water or alcohol-based hand sanitizer. Next, remove facemask, and immediately clean your hands again with soap and water or alcohol-based hand sanitizer. If re-using a mask, store in a bag between uses.
- Do not share household items with the infected person. You should not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items. After the person uses these items, you should wash them thoroughly (see below ‘Wash laundry thoroughly’).
- Clean all “high-touch” surfaces, such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets and bedside tables every day. Also, clean any surfaces that may have blood, stool, or body fluids on them. Options for cleaning surfaces include:
 - Household cleaning spray or wipes used according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product, including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.
 - **Diluted household bleach solutions may also be used** if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against Coronaviruses when properly diluted.
 - **Follow manufacturer’s instructions** for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
 - **Leave solution** on the surface for **at least 1 minute.**
 - To make a bleach solution, mix:

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- 5 tablespoons (1/3 cup) bleach per gallon of water
OR
 - 4 teaspoons of bleach per quart of water
 - Alcohol solutions with at least 70% alcohol.
- Wash laundry thoroughly.
 - Immediately remove and wash clothes or bedding that have blood, stool, or body fluids on them, as well as any items that come in contact with the infected Individual.
 - Wear disposable gloves while handling soiled items and keep soiled items away from your body. Clean your hands (with soap and water or an alcohol-based hand sanitizer) immediately after removing your gloves.
 - Read and follow directions on labels of laundry or clothing items and detergent. In general, using a normal laundry detergent according to washing machine instructions and dry thoroughly using the warmest temperatures recommended on the clothing label.
 - Do not forget to sanitize the laundry basket according to the hard surfaces' instructions.
- Place all used disposable gloves, facemasks, and other contaminated items in a lined container before disposing of them with any other household waste. Clean your hands (with soap and water or an alcohol-based hand sanitizer) immediately after handling these items. Soap and water should be used preferentially if hands are visibly dirty.
- Discuss any additional questions with your agency, state or local health department or healthcare provider. Check available hours when contacting your local health department.

IT IS CRITICAL FOR ANY HOUSEHOLD WITH A CONFIRMED OR SUSPECTED CASE TO FOLLOW THE ABOVE RECOMMENDATIONS.