

## Metro Support Services Protocol:

### Information For COVID-19 Family, Friend, Back-up services, And Direct Support Provider Visits

In attempt to support our Individuals in services during COVID-19, Metro Support Services is working to ensure that we have a process for each Individual to safely visit family, friends, back-up services provider and in-home Direct Support Providers.

The Health Department states that Individuals may leave the house or have visitors, if appropriate. Providers, Individual, team, and family should have a conversation and work together to make that determination. However, the Safer at Home order directs that all vulnerable individuals should continue to stay at home. Additionally, if an Individual resides in a home with another Individual who is considered vulnerable, it is strongly recommended that each member stay at home. This includes those who:

- Are 65 years and older
- With chronic lung disease or moderate to severe asthma
- Have serious heart conditions
- Are immunocompromised
- Are pregnant
- Are determined to be high risk by a licensed healthcare provider

#### Screening tool

1. Metro Support Services has implemented a screening tool to ensure that each Individual and their friends, families, back-up services provider and Direct Support Providers are safely spending time together.
2. This screening tool will be completed by family/friends/back-up providers/Direct Support Persons prior to scheduled visits outside of the host home as well as visits inside the host home. The form will be completed based on current symptoms in family/friend/Direct Support Provider/back-up providers' homes. The completed form will then be submitted and reviewed by a Metro Support Program Coordinator.
3. Providers can obtain a copy of this screening tool from the Metro Support Services website.
4. If any person has symptoms in family/friend/back-up provider/Direct Support Providers home, Metro Support Services highly recommends that family/friend/back-up/Direct Support Provider visits **do not occur** to reduce the spread of this disease.
5. If someone in the home exhibits symptoms and the Individual is going to back-up services, the back-up provider will ensure that the Individual is treated as a possible exposure and will implement quarantine procedures. (All Metro Support Providers have been given instructions and training on how to care for a person with COVID in the home. Back-up providers will be given instructions as needed.)

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**Once the visit with family/friend/back-up/Direct Support Provider has been established:**

6. The Program Coordinator and/or nurse will discuss the pros and cons of the visit with the Host Home family. The conversation will include completing the screening tool that the family/friend/back-up/Direct Support Provider will date/sign as well as all elements of the Host Home that each Individual lives in. This should include all areas of vulnerability listed above. Each visit will be discussed on an individual basis.
7. The Program Coordinator will then discuss the visit with the provider, the Individual and family/friend/back-up/Direct Support Person to allow every opportunity for the team to have a conversation and work together to make the determination if the visit is safe.
8. Upon returning to the Host Home following an out-of-home visit, the Provider will discuss and complete the screening tool based on the Individual's current symptoms and the environment with the family/friend/back-up person they visited. If the Individual has developed symptoms while away on their visit, the provider will be ready to care for the Individual and implement procedures in the home as trained.
9. If the Individual leaves the home, it is important to continue to practice vigilance and screening upon the individual returning home. The provider will continue to track daily temperatures (and document the results in Therap) and will monitor for any developing symptoms. If symptoms do occur, the provider will contact the Individual's PCP and follow instructions; they will also notify the agency nurse.

**If Metro Support Services feels that others could be a risk for any type of exposure that could be detrimental to the health of the Individual in services or others, the agency may:**

- a. Suspend direct visits to limit exposure (following Colorado Rules and Regulations requirements).
- b. Ensure others stay home until symptoms have dissipated (ex: feverless for 24 hours, negative test has been provided by M.D. etc.)