



## COVID-19 RESPONSE LETTER

Dear Arc Family:

Out of an abundance of caution, The Arc Prince George's County has implemented the following protocols and procedures. We are taking steps to prioritize the health and safety of our employees and the people we support. Our goal is to ensure continuity of business operations, as well as minimize disruptions for you, our valued family.

We are committed to the health and safety of our individuals and our employees. Safety is paramount!

The pandemic has required our agency to uphold stricter standards for community outings and visiting the residential homes. The Arc's COVID Response team closely monitors the CDC's guidelines to ensure the current practices are keeping our staff and the people we support as safe as reasonably possible.

Realizing that information and guidance on COVID-19 continues to unfold, we are constantly monitoring and updating our internal practices as needed to maintain safety. Please take notice that the information detailed below is where we are today, and is subject to change at any time.

### **SAFETY PROTOCOLS** (*include but are not limited to the following*):

#### **Employees:**

- All Arc employees are required to stay home if they are not feeling well or outside of their normal health baseline.
- All Arc employees are subject to a screening process, including checking for COVID19 symptoms, prior to entering any Arc office location, building or residential site/homes.
- Staff who have traveled out of the region are required to self-isolate (or quarantine) and are required to adhere to the Arc's internal screening process prior to returning to work.

#### **Non-Employees and/or Visitors:**

- All visiting family members, staff, contractors, or anyone who is not assigned to a specific work location must have an appointment to enter any location. They must go through the screening process prior to gaining access to any of the Arc's locations. Failure to cooperate with the screening process will result in entry denial.
- The screening process includes having your temperature taken and being asked a series of questions regarding your current health status (e.g. have you traveled recently, been in contact with someone who has been tested for COVID-19, have been in contact with someone who tested positive with the past 14 days).



### **Community Living Programs and other Programs:**

- The Community Living/Residential Program employees are required to thoroughly clean and disinfect all surfaces and any touchable object twice a day at minimum and after each use. Staffs are required to wash their hands upon entering and exiting the home, before and after preparing meals, before and after each physical encounter, and after using the bathroom, etc.
- The Arc has developed a COVID Emergency Response plan that encompasses four emergency response teams. The purpose of the Emergency Response team is to ensure there is timely medical and programmatic intervention and support to all programs. Each response team is comprised of four members, which includes a team leader, manager and a nurse. Each team is on call for one week. The schedule rotates every Friday evening at 5p.m. In the event of an outbreak (outbreak is defined as one or more staff or individual), or exposure, the team is responsible for providing all essential materials, food, and support to the staff and individuals in the impacted home.
- In the event of a direct exposure, which means someone tested positive within the home, homes will be placed on a mandatory 14- day quarantine.
- In the event of a secondary exposure, which means that someone came in contact with someone who tested positive or is displaying symptoms, homes will be placed in isolation until the source receives a negative tested result or up to 14 days without developing any symptoms.
- Community outings are encouraged with the following guidelines: short walks in the neighborhood, car rides for sightseeing, avoidance of crowded areas, if community contact is unavoidable- we implement social distancing as much as possible and wear mask and/or gloves.
- Home visitations are not encouraged at this time. However, if extremely necessary, those returning will be isolated upon their return.
- Medical appointments are encouraged through telemedicine. However, if it is necessary for a face to visit, staff will call ahead to avoid crowded offices, social distancing will be maintained, and mask wearing is required for both the employee and person supported.

Again, the above protocols are not all-inclusive. It is an overview of the precautions we are taking to remain safe. For a complete copy of the plan and our response, please contact Natosha Simpson, Quality Advancement Director, at 301-925-7050, ext. 304.



In closing, please rest assured that we are committed to following, monitoring, and implementing all safety practices recommended by the CDC. We appreciate your support and understanding as we all work together during this pandemic. We'll be in touch, enjoy the rest of your week.

Thank you,

Natosha Simpson  
QA Director