



*Managing the health, safety and happiness of  
staff, individuals served and families  
during the COVID-19 pandemic.*

**Captioning Available:**

<https://www.streamtext.net/player?event=HealthMatters>



*Edward J. Kaul, ARCA President/CEO*

*Eligio Velasquez, ARCA Home Supervisor  
and ANCOR 2020 National DSP of the Year*

# ARCA Culture

*Embrace change, don't avoid it.*

- *Dedicated focus on community based services for people served*
  - *Listen, Learn*
  - *Changing Environment in Policies and Procedures*
  - *Adjust Models of Service*
  - *Provide Appropriate Tools and Support*
  - *Communicate*
  - *Compliance*



# Learn, Educate, Respond

MICHELLE LUJAN GRISHAM  
GOVERNOR

NEW MEXICO  
DEPARTMENT OF  
HEALTH

KATHYLEEN M. KUNKEL  
CABINET SECRETARY

Date: 3/12/2020  
COVID-19 Response-Memo #1

From: Jason Cornwell, DDS Division Director *JCC*  
To: All DDS Waiver Providers and Stakeholders:

As we all grapple with the COVID-19 pandemic, I would like to communicate the response plan for the DD Waiver, MI Via Waiver and Medically Fragile Waiver and Stakeholders:

- 1) **DDSD recommends the closure of all congregate Customized Community Supports Programs in the state beginning Monday March 16<sup>th</sup>, 2020 until April 5<sup>th</sup>, 2020 to coincide with the statewide closure of all Public Schools.**

The Division would expect that all congregate programs are fully shuttered no later than Wednesday March 18<sup>th</sup>, 2020. The additional two days can permit the necessary planning for staffing and supervision concerns.

**To that end: CCS and CIE services can be billed from the home for the provider of record of that service starting Monday March 16<sup>th</sup>, 2020.**

It is highly encouraged for stand-alone day services providers and residential providers to share staff to alleviate "short staffing scenarios" wherever possible.

If we are familiar with the concept- "Money Follows the Person", imagine- "Staff Follows the Person".


To be explicit, this means that Day Program staff from the provider of record on the individuals budget would perform the CCS service in the residential provider's setting.

For programs that support individuals in the community, please exercise extreme prudence as to whether those community activities are necessary given this state of emergency.

ISP implementation as it relates community based actions steps will not be cited by QMB until further notice.


Lapses in training compliance for all provider types will not be cited by QMB until further notice.

DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION  
5301 Central Avenue NE, Suite 1700 • Albuquerque, New Mexico • 87108  
(505) 841-5500 • FAX: (505) 841-5546 • www.nmhealth.org



YouTube

We'll stop supporting this browser soon. For the best experience please update your browser.



Covid-19\_Update\_05\_06\_2020

ABCA OpeningDoors

41

Uploaded on May 7, 2020

Category Nonprofits & Activism

COMMENTS

Type here to search



# Ensure staff, individuals served, families and community partners are informed of and understand changes to policies, procedures and practices.

- *Ongoing communication between management and state/federal agencies to ensure compliance.*
- *Agency developed, mandated employee online COVID-19 and Best Practices training.*
- *Ongoing email, video and intranet communication with employees.*
- *Letter to families and community partners detailing agency's COVID-19 measures and website updates.*
- *COVID-19 fact sheets posted in homes, offices, online and email.*

# Implement response structure.

- **Establish Response Team**
  - *Review/Implement/Reinforce Guidelines from Industry Associations, State, CDC*
- **Streamline/Promote Open Communication**
  - *Establish and promote use of separate email account for internal/external concerns*
  - *Video Communication*
  - *Daily meetings with agency leadership and response team*
  - *Clearly defined Staff Listening Posts*
- **Update Relevant Policies/Procedures/Protocols to reflect mandated standards**
  - *Infection control policy*
  - *Modify protocol to institute coordinated effort including childcare issues, response to facility access questionnaire*
  - *Promote essential status of employees while relaxing stay at home policies*
  - *Develop response/contingency plan for potential positive cases*
- **Provide “Essential Employee” documentation**

# Limit Exposure

V. 05.18.20

ARCA  
Cleaning Team

### ARCA VISITOR SCREENING QUESTIONNAIRE

In response to concerns regarding COVID-19 (coronavirus disease 2019), and in accordance with guidance issued by the Centers for Disease Control (CDC), this facility is screening visitors for certain risk factors before entrance is allowed. Facilities may restrict or limit visitation rights for reasonable clinical and safety reasons, specifically to prevent or reduce associated infection or communicable disease transmission to the residents. See 42 CFR §483.10(f)(4).

Please answer the following questions and certify your answers by signing below:

**QUESTIONS**

- Have you traveled internationally in the last 14 days to any country currently designated by the CDC as a high-risk location for COVID-19?
- Have you had signs of a respiratory infection in the last 14 days, such as a fever, cough and/or sore throat?
- Have you had contact with anyone who has been diagnosed with, or screened for COVID-19 (this excludes yourself or co-workers if you were requested to test by ARCA)?
- Have you traveled to another state or area within NM with widespread community transmission of COVID-19 in the last 14 days?

If you answered YES to any of the above questions, you are not permitted to enter the facility. If you are an ARCA employee, please contact Naomi Serna-Olander, HR Director at 252-4746.

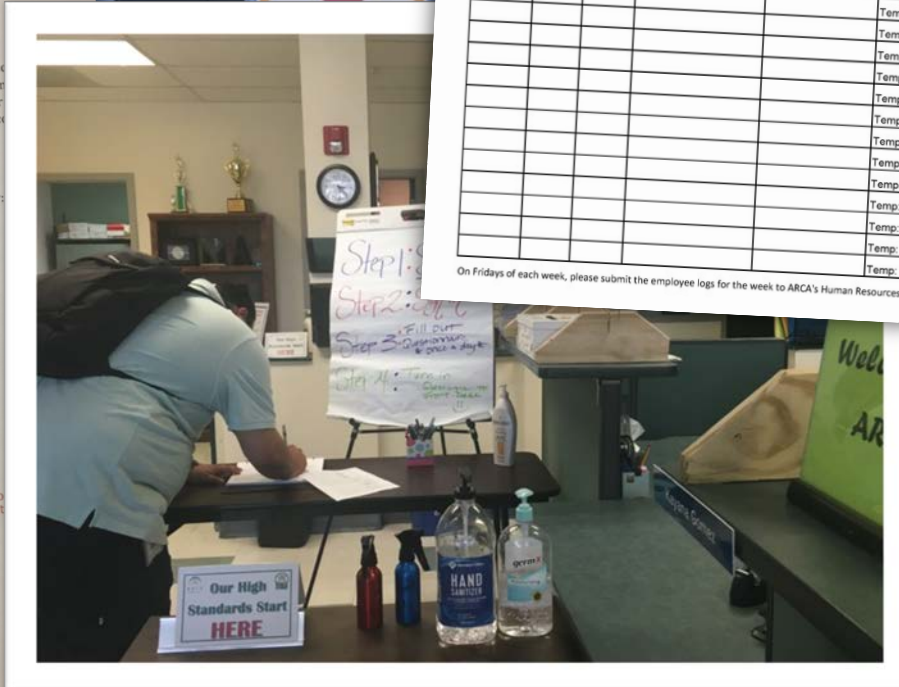
Name (Please print): \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

ARCA Work Location: \_\_\_\_\_

### Prevent COVID-19 Start of Shift Daily Employee Screening Log

Date:	Time In	Time Out	First and Last Name (Please Print)	Signature	Screening Questions					
					Fever 100.4 or Greater? Y/N	Respiratory Symptoms such as Cough, Sore throat, or shortness of breath? Circle either Y/N	Traveled internationally to any state, or to areas of NM with high COVID counts in the last 14 days? Circle either Y/N	Have you had contact with anyone who has tested positive for COVID-19 or has been screened for Covid-19 with pending results in the last 14 days? (This excludes co-workers who were required to test) Circle either Y/N	Are you wearing your mask? Y/N	Asked to Go home (If Yes to ANY)? Please contact 252-4746 Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
					Temp: Y/N	Y/N	Y/N	Y/N	Y/N	Y/N

On Fridays of each week, please submit the employee logs for the week to ARCA's Human Resources Department



**HOWDY!**  
 Welcome to ARCA.  
 As you enter our building please stay at least 6 feet from others.

You're the best!

## Reduce face-to-face contact.

- *Suspend all community-based activities, including fundraising events.*
- *Where possible, implement staggered shifts and teleworking.*
- *Discontinue gatherings of more than five people.*
- *Enforce social distancing.*
- *Conduct Board, Staff, IDT and other required meetings of more than five people via telephone or video conferencing.*
- *Create “storehouse” enabling direct support staff to pick up food and commodities from administrative buildings, reducing potential exposure from grocery stores.*



## Implement facility access protocols.

- *Limit access to ARCA homes and offices to essential employees and pre-approved essential vendors.*
- *Post signage at entrances explaining facility access protocols, including hand sanitization, potential symptoms/exposure questionnaire and sign-in documentation.*
- *Prior to completing facility access paperwork, essential staff and pre-approved visitors must use provided hand sanitizer.*
- *Questionnaire on possible symptoms and/or exposure is completed by everyone entering a facility. Access is denied if possible symptoms and/or exposure is indicated.*
- *Require Sign-in and Sign-out, including date, time and temperature.*

# *Adapt PTO and Remote Work Policies*



# Mandate self-quarantine and stay at home when sick policies.

- *Staff potentially exposed to COVID-19 through out of state travel, travel to high risk areas, face-to-face contact or who display symptoms must self-quarantine for 14-days.*
- *Relax attendance policies to accommodate self-quarantine and stay at home orders.*
- *Implement flexible process for staff to stay home to care for sick family or children at home because of school closures.*
- *Encourage open communication between staff, leadership and Human Resources.*
- *Assist staff with CARES Act relief.*
- *Utilize administrative and community program staff to cover shifts in homes.*

# *Promote Healthy Habits*



## Implement health and safety standards in compliance with state and federal COVID-19 guidelines.

- *Communicate through email, video and posted signs social distancing, handwashing techniques and coughing/sneezing etiquette.*
- *Maintain and distribute adequate supply of hand sanitizer, anti-bacterial soap, paper towels and tissues.*
- *Host on-site COVID-19 testing for staff and train nursing staff to test individuals in compliance with state guidelines.*

# Acquire and Distribute PPE.

*Essential to maintain and distribute adequate supply of face masks, gloves and other PPE as appropriate.*

- *PPE was NOT accessible through traditional distribution channels*
- *Reached out to community partners in sectors including research labs, manufacturing, construction, dentists, medical suppliers, nail and hair salons*
- *Interstate communication with manufacturers for gloves, hand sanitizer*
- *Individuals made and donated thousands of masks*
- *Ongoing communication (waitlist) with medical suppliers for temporal thermometers, N-95 masks*
- *Bishops Storehouse for cleaning supplies, paper goods, food*

# Train Staff and Individuals on Proper PPE Use.

- *Communicate training via video, email, intranet*
- *Develop and distribute storyboards for individuals*
- *Actively engage individuals to understand scenario and become willing participants*
- *Train and implement staff on disinfecting techniques for homes/office*

# *Expand Environmental Cleaning Practices*

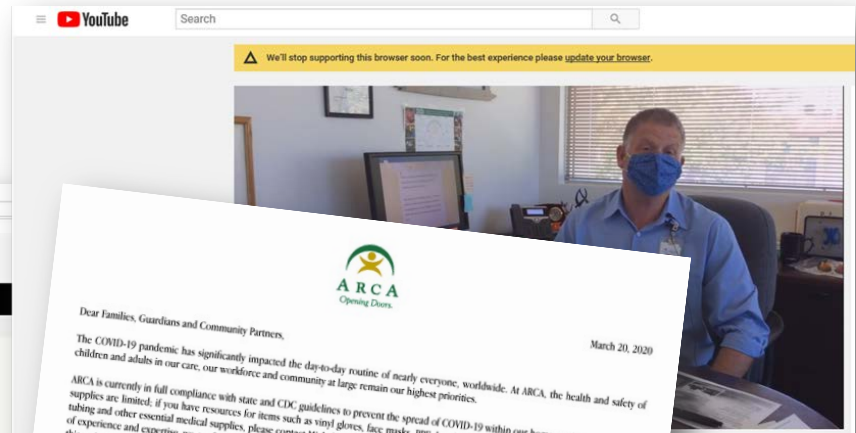
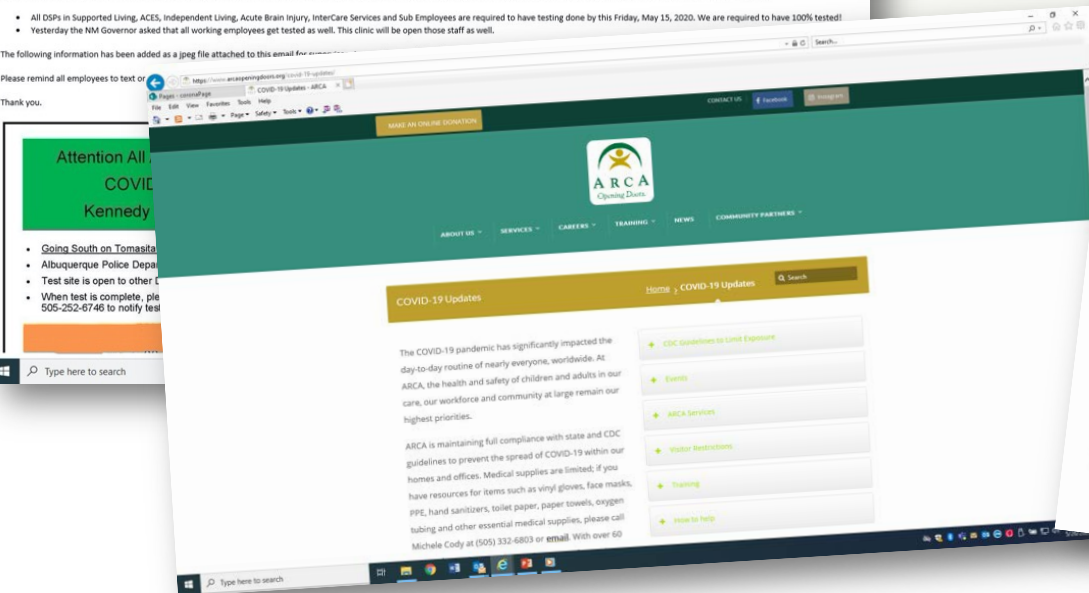
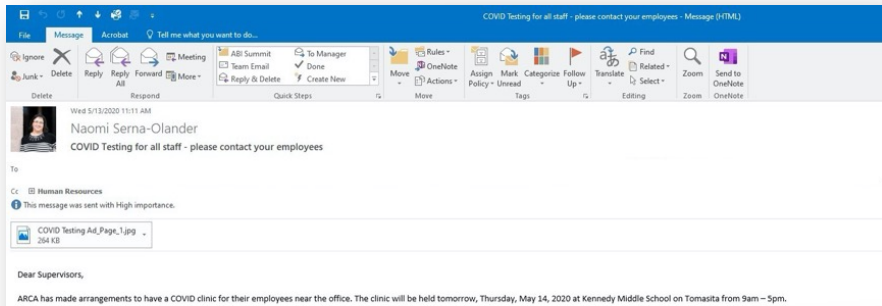




## Maintain a sanitary environment.

- *Ensure cleaning/disinfecting supplies are available on-site.*
- *High touch areas and items, including reception, kitchen, breakroom, doorknobs, copiers and keyboards cleaned/disinfected at least daily.*
- *Adapt to changing circumstances – disinfect 3x day, upgraded to every shift – in homes and offices.*
- *Contract with two environmental firms for deep cleaning of facility should a positive case emerge.*

# Communicate



**ARCA**  
Opening Doors

March 20, 2020

Dear Families, Guardians and Community Partners,

The COVID-19 pandemic has significantly impacted the day-to-day routine of nearly everyone, worldwide. At ARCA, the health and safety of children and adults in our care, our workforce and community at large remain our highest priorities.

ARCA is currently in full compliance with state and CDC guidelines to prevent the spread of COVID-19 within our homes and offices. Medical supplies are limited; if you have resources for items such as vinyl gloves, face masks, PPE, hand sanitizers, toilet paper, paper towels, oxygen tubing and other essential medical supplies, please contact Michele Cody at (505) 332-6803 or [mcody@ARCAspirit.org](mailto:mcody@ARCAspirit.org). With over 60 years of experience and expertise, we are focused on prevention and ongoing continuity of care, taking every precautionary measure in response to this serious public health concern. With your support, we can work together through this unprecedented pandemic.

**Visitor Restrictions**

We are asking visitors and guests to postpone visiting ARCA properties until further notice. All volunteer opportunities have been cancelled until further notice. Anyone entering an ARCA home or office MUST:

- Sign the Visitor Log
- Apply Hand Sanitizer (provided at the Sign-In Station)
- Complete the NM Department of Health Facility Visitor Screening Questionnaire. Anyone answering Yes to one or more of the questions will not be allowed on site.
- Refrain from any physical contact with individuals and staff.

**ARCA Programs**

All community activities have been cancelled with the exception of medical and other essential supports.

- Effective Wednesday, March 18, all aggregate Customized Community Supports programs are closed until further notice in accordance with the NM DOH COVID-19 Response Plan.
- One-on-one Customized Community Supports may occur in the home. For further information, please contact Dana Matillano at [DMatillano@ARCAspirit.org](mailto:DMatillano@ARCAspirit.org).
- All residential programs have cancelled community activities with the exception of medical and other essential supports.

**Events**

- Until further notice, all public events have been postponed. This includes our geranium celebration originally scheduled for April 25 and Bow-a-Thon originally scheduled for June 6.

**Updates**

We value your commitment to ARCA and appreciate adherence with all measures put in place to ensure the wellbeing of people served, staff and our community at large. This is a rapidly evolving situation and information will be updated on our website as it becomes available at [ARCAOpeningDoors.org](http://ARCAOpeningDoors.org). If you have questions or would like additional information, please contact us at [ResponseTeam@ARCAspirit.org](mailto:ResponseTeam@ARCAspirit.org).

Sincerely,  
  
 Edward J. Kaul  
 President/CEO  
 ARCA

*Opening Doors for individuals with intellectual, developmental and cognitive disabilities since 1957.*  
 11300 Lomas Blvd. NE, Albuquerque, New Mexico 87112 • [www.ARCASpirit.org](http://www.ARCASpirit.org) • (505) 332-6700

## Consistent, ongoing, open lines of communication with employees, individuals, families and community partners.

- *Keep staff informed.*
- *Establish and promote Response Team contact information.*
- *Be available to discuss concerns and promote emotional support resources.*
- *Keep vendors apprised of changing agency processes.*
- *Be honest with donors and volunteers about ongoing needs.*
- *Reinforce staggered shifts, teleworking, stay at home and CARES Act assistance.*

# Make compliance easier



# Avoid boredom, encourage fun.

- *Nursing staff found handmade masks to match the personality of each individual served to encourage use*
- *Promote physical activity - ARCA on the Move*
- *Share projects and activities like home party themes, handmade thank you cards and paintings*
- *Games – collect new games and puzzles for all homes*
- *Education – collect reading, math and other learning activities for homes*
- *Recognize staff and individuals who go the extra mile*
- *Celebrate the big and small successes every day.*

# What if?



# Be prepared.

- **Staff get sick**
  - *Stay at home policies*
  - *Assistance with short term unemployment*
  - *Overtime / system to notify staff of open shifts*
- **Individuals get sick**
  - *Contract with environmental remediation company*
  - *Implement Hazard Pay*
  - *Ensure availability of appropriate PPE*
- **Potential exposure in the workplace**
  - *Disinfect physical areas*
  - *Test staff, individuals potentially exposed*
  - *Quarantine staff, individuals potentially exposed*

# Gratitude





Ask for what you need, share what you have.

- *Employees*
- *Families*
- *Community Partners*
- *Leadership*

# Questions?

For further information, please contact us at [Ekaul@ARCASpirit.org](mailto:Ekaul@ARCASpirit.org)  
or [EVelasquez@ARCASpirit.org](mailto:EVelasquez@ARCASpirit.org)

