

# Grand Rapids Location Response to COVID-19

Updated 3-20-2020 @ 9:30 AM

## Various Programs Response to COVID-19 Pandemic

It is of primary importance that we do what we can to continue to provide services for those that we serve while also doing what we can to protect the health and safety of our staff. We are implementing various steps to accomplish this at our service locations as we continue to monitor and follow the recommendations of the CDC and MDH.

Any staff with symptoms will be asked to go home and/or stay home. Staff are being regularly encouraged to follow the recommended hygiene protocol. Also, staff and others that have traveled outside of the US in the past 14 days, or that believe they may have been exposed, are being asked to not come on site.

## Beacon Hill

- Restricted visitation of all visitors and non-essential health care personnel
- Staff check their temperatures upon arriving on shift and are free of symptoms
- Masks are available for each staff/tenants if they would like to use them
- We have posted hand washing signs, basic facts about COVID-19, restricted visitation signs, and how to protect from the spread of illness
- No tenant gatherings/group activities
- Communal dining is discontinued for the time being
- Offering support/reassurance/education to the tenants/staff
- Coordinating with the property managers who have also provided written notice to the tenants and posted signs

## CD Residential Treatment Programs

- Screening intakes before they are brought to our facility
- Screening them again when they get to our facility
- Group activities are being conducted on site
- Social distancing will be exercised where possible
- Increased cleaning efforts being made by staff to regularly disinfect
- No outside visitors

## CD Outpatient

- People are asked not to come in if they are experiencing symptoms
- People coming in are screened for symptoms and their temps are taken and they are asked to leave if there are symptoms
- Social distancing will be exercised where possible
- Increased cleaning efforts being made by staff to regularly disinfect

## Community Residential Programs

- CRS residents involved in community groups will be instructed to stay home or will be sent home if they exhibit pandemic related symptoms or until no longer considered contagious.

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- CRS residents may be instructed to use a mask, remain separate from others, or be discharged accordingly depending on severity and stage of illness.
- All residents will be encouraged to cover coughs and sneezes and wash hands frequently/use hand sanitizer.
- Residents that are at a higher risk of complications will be encouraged to check with their health care provider promptly if they become ill.
- Residents that have been in close contact with or cared for persons that are ill may be asked to stay home.
- Arrangements are being made so that residents do not need to go to their jobs for a period of time.

### Healing Foundations Therapeutic Shelter

- Home visits and onsite visitations are currently suspended
- If incoming clients are running temperatures they will not be admitted at this time
- No non-essential personnel are permitted at the facility
- When possible appointments will be conducted via telehealth
- Community activities/outings are currently suspended

### Kiesler Wellness Center

- Kiesler Wellness Center will be open by appointment only beginning Friday March 20<sup>th</sup>.
- There will not be lunch available after Thursday, March 19<sup>th</sup>.
- Groups under 10 will continue as normal. Groups greater than 10 will be assessed for splitting up into 2 different spaces and allow for needed space between people.
- Peers are being contacted and notified of the changes.
- Community Café will be operating Tuesday, Wednesday and Thursday this week, they will be doing pick up at the door, and people will not be entering the building.

### Midway Villa

- Restricted visitors to employees and essential health workers
- Bleach water buckets and spray bottles have been placed in each bathroom and both kitchens for tenants to disinfect the area after each use.
- Offices are being disinfected after each appointment and at the end of each day.

### NCC Main

- Signs are posted at the locations in regards to the COVID-19 virus
- Signs are posted to cancel appointments if the client is experiencing a fever/cough/other symptoms.
- Our text message reminders have been updated to remind folks to cancel their appointments if they have a cough or fever.
- Hand washing signs have been updated/posted in bathrooms
- We are practicing social distancing in groups and in appointments (as best as possible).
- We have been sanitizing light switches, door knobs, and the waiting area(s) every 1-2 hours.
- Those working with kids are asking them to wash their hands before and after their session if they are using play equipment.

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- Telehealth is being established for providers