



Holy Childhood Adult Program

Does Holy Childhood have a COVID-19 Reopening Plan?

Since the start of the COVID-19 pandemic in mid-March, the Holy Childhood Reopen Task Force began work on a comprehensive plan for reopening the entire agency. Following guidance from the New York State Department of Health and the Centers for Disease Control, for the entire agency, there are common requirements for every aspect of the operation. Certain elements are also specific to individual programs. The agency-wide plan is on our website and includes program-specific appendices, including our Adult Day Programs. (www.holychildhod.org.)

Will Holy Childhood be conducting health screenings on every person who comes to the agency?

Yes. All staff, students, adults receiving services and essential visitors must undergo daily health screenings before being allowed admittance to the Holy Childhood facility. Upon entry at designated check-in points, temperature checks will be performed either by a Registered Nurse or supervisor-level personnel of the agency; a series of questions will be asked relative to the presence of potential COVID-19 symptoms, potential exposure to individuals suspected of having COVID-19, and regarding travel from designated states to New York State which are on the watch list for spikes in COVID-19 cases.

What if an individual receiving services is not able to answer the screening questions?

Holy Childhood is keenly aware of the communication/cognitive challenges which may be present for the individuals we serve. This is why Registered Nurses or supervisor-level personnel who are extremely familiar with the individuals we serve will be performing health screenings, as they will utilize a variety of communication/clinical assessment tools, as well as their personal professional clinical knowledge of individuals' typical health and well-being. Additionally, adult transportation contractor Medical Motor Services will conduct screenings upon pick-up on the way to Holy Childhood or community sites. However; the first step of ascertaining wellness begins at home. It is the expectation that family/guardians/residence staff will perform initial screenings at the start of the day and not send individuals if they present symptoms of any kind.

What happens if someone has a fever or other symptoms related to COVID-19 or affirm they have COVID-19 or have been exposed, or have travelled recently from a hot spot region?

Holy Childhood staff will be mandated not to report to work and to contact their health care provider and/or the Monroe County Health Department to ascertain their next steps for COVID-19 testing and assessments. Any essential visitor attempting to gain admittance and who does not pass the screening will be turned away and advised to contact their health care provider. If a student/adult receiving services presents with a fever, exhibits other symptoms, or gives indication of exposure or interaction with persons with potential COVID-19 virus, they will be immediately triaged in a new auxiliary health office space designed for temporary isolation until the individual's family, guardian or residence staff can arrive promptly to take them home and contact their health care provider. Nursing staff and program staff will monitor all individuals during their time in this health office.

Will everyone be required to wear a mask at Holy Childhood 100% of the time?

All Holy Childhood staff members are required to wear a face covering. We will strongly recommend that students and adults we serve wear masks as well. We recognize; however, that for some of the people we serve, wearing a face covering may prompt medical/emotional/behavioral reactions. In the event an individual will not/cannot wear a face covering consistently, staff will ensure appropriate social distancing per guidance from OPWDD and the New York State Department of Health. In some cases, face shields may be recommended to provide some protection; however masking is the preferred method.

What if a student/adult receiving services refuses to wear a mask? Will they be denied service or lose their slot in Holy Childhood programs and services?

No one will be denied service by Holy Childhood should they refuse to wear a mask or are unable to wear one. Nor will they lose their access to our services. We are intent on making appropriate accommodations for all individuals we serve in the safest way possible, so that they, their peers and our staff are protected; there will be multiple means to provide appropriate social distancing where possible if masks are not worn.

What will be different inside the Holy Childhood facility due to COVID-19 when people return to in-person programs and services?

Many safeguards have been put in place, to include hand sanitation stations positioned in easy-to-access locations throughout the building. There are physical markers in hallways which remind people to practice social distancing. For OPWDD programs and services there is not a need to reduce the numbers of people per room; there are ample spaces within the facility to accommodate social distancing. Safeguards include strategically placed instructional circles on hallway walls, which exhibit where individuals can stand in hallways. Signage throughout the building provides instruction about good hygiene including washing hands with soap and water and using hand sanitizer, practicing social distancing and wearing facial coverings. The reception area in the main lobby will be surrounded by protective glass for the safety of the receptionist and people approaching the desk; select areas now have other protective barriers or have had furniture rearranged to facilitate social distancing. Anyone entering the building will now use a computer station to scan their driver's license or other ID to sign in and generate a name tag to provide contact-free visitor registration. Note, for the foreseeable future visitors will not be allowed in the building with the exception of identified essential personnel.

Will there be extra cleaning and sanitation at Holy Childhood?

Our facilities team has put a plan in place which involves multiple-times-a-day cleaning in program areas by program staff (classrooms, work areas) in addition to a regular cleaning schedule for high-touch areas by janitorial staff during the program day. After program hours, multiple times per week, an extra sanitation step will be in place, with a Clorox 360 misting system being used after end-of-day cleaning to ensure complete sanitation and preparation for the next program day. All cleaning activities will be documented on a daily log.

Where will people receiving services take breaks and lunch? Will they be required to social distance?

They will be required to maintain social distance at all times. For the foreseeable future, breaks will be taken around the service-provision areas, which provide ample space for social distancing (or protection such as Plexiglass barriers in Partners with Industry and other locations) or outdoors, weather permitting. The same practice will be used for meals.

For meals, will lunches be heated if needed or will cold lunches be required?

There is accommodation to assist individuals with heating meals if necessary.

Are water fountains currently out of order? Should people bring a refillable bottle?

The agency has closed all water fountains. Individuals are encouraged to bring water bottles with name labels. We will also provide bottled water to individuals who require it.

Will everyone return to the same classrooms/work spaces as they were prior to closure?

In many cases, yes, people have returned to the same spaces; however they may use other rooms throughout the building as warranted.

Describe communications mechanisms with families and residences.

Communication is done via telephone, e mail, and via US Mail when necessary. If there is a positive COVID case, immediate communication occurs with the Monroe County Department of Health and family/guardians. Additionally via DDAWNY, the agency will now utilize a special e mail to inform residences of positive COVID cases.

How is Holy Childhood addressing those who may need additional supports to return? Are you offering a team conference to assist?

The agency always welcomes a team conference to best ascertain how to meet the needs of every individual we serve. Additional supports and accommodations will be made in order to continue the highest level of person-centered services possible.

When will we be notified if a staff or person supported tests positive for COVID-19?

Agencies must notify the state and local health departments immediately upon learning of a positive COVID-19 test among students, faculty, staff or visitors. Individuals and families will be notified simultaneously. Agencies must cooperate with contact tracing, isolation and quarantine requirements. If a staff member or person supported tests positive for COVID-19, the individual/parent/guardian will be notified immediately as the Monroe County Health Department contact tracing process begins.

I am worried about health and safety as individuals are transported to and from home to Holy Childhood. What is being done to ensure good protocols are in place to protect them?

Holy Childhood has a strong partnership with its transportation vendor, Medical Motor Services. MMS has enough vehicles to adhere to the 50% capacity rule as individuals are transported. MMS drivers and staff will wear appropriate Personal Protective Equipment at all times and will follow rigorous sanitation procedures. Health screenings will be initiated at pickup. Refer to the complete guidelines provided by Medical Motor Services.

Will virtual programming remain available for those adults who don't plan to come back to in-person program at this point in time?

Holy Childhood is aware that many individuals/families may not feel comfortable returning to the adults programs and services at this time, despite the various safeguards which are in place. We will continue remote delivery of services to every individual who requires it to the greatest extent possible. Please work with your service team member at Holy Childhood and Care Coordinator to craft a means of service delivery that is most appropriate.

Will meetings such as Life Plan meetings be held at Holy Childhood?

At the current time, at least until the full reopening of all programs at Holy Childhood, we will not conduct Life Plan meetings at Holy Childhood. In fact, Care Coordinators have not done in-person meetings at all during the pandemic. We will continue to work with Care Coordination organizations to ensure all appropriate actions are taken on behalf of the people we serve and remote meetings can occur as needed.

Are there guidelines surrounding air filtration systems and if so is Holy Childhood putting those measures in place?

The HVAC units in the Holy Childhood facility use make-up air and outside air. This type of HVAC solution pulls in fresh, tempered air from outside the building to replace existing air that cannot be recirculated. Per recommendations, the units have MERV 13 filters.

Who can I contact about questions or concerns about the Holy Childhood Adult Programs and Services?

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