



Policy Update

Released March 15, 2020

Coronavirus Disease (COVID-19) Awareness and Prevention Policies & Procedures

Policy: It is the Policy of Northbound Treatment Services to identify risks as The Centers for Disease Control and Prevention (CDC) and The World Health Organization (WHO) has identified Coronavirus (COVID-19) as a pandemic, and expects the Coronavirus to spread throughout the United States. As a preemptive measure, Northbound Treatment Services follows guidelines of the CDC and develops measures to properly look at risks associated with any pandemic situation.

Procedure:

Screening Pre-Admission and Intake

As of March 12th, 2020, all incoming clients will be asked a set of COVID-19 specific screening questions prior to admission two times. The first time will be by phone during the pre-admission assessment and the second time will be on site prior to beginning the intake process. The dual precautionary measure assures the highest quality of information and also the opportunity to put eyes on the client prior to admitting into the milieu.

The assessment questions are as follows:

1. Have you traveled out of the country recently to anywhere including China, Italy or Europe?
2. Have you been in contact with anyone who has traveled out of the country to anywhere including China, Italy or Europe?
3. Have you had a fever in the last 14 days?
4. Are you experiencing shortness of breath, coughing, fever or other symptoms of Coronavirus (COVID-19) and/or flu?
 - a. If yes, have you been tested and/or diagnosed with Coronavirus (COVID-19) or are you willing to be tested?
5. Do you have or have you had a respiratory illness in the last 14 days?
6. Have you or any family members been exposed to someone with Coronavirus (COVID-19)?

*** If a potential client is experiencing the symptoms outlined in # 4 and/or has traveled outside of the country, our staff will request the client to be tested by an outside healthcare provider to check for Coronavirus (COVID-19) prior to admission. The test results will be documented in

client file and will be accessible to staff to review. A client positive for Coronavirus (COVID-19) will not be permitted to admit to our facility. ***

Current Client Screening

If a current client receiving treatment at The Grove, our State Licensed and Certified Detox/Residential Facility in Garden Grove, experiences shortness of breath, coughing, fever or other symptoms of Coronavirus (COVID-19) and/or flu:

1. Staff will direct them to immediately see our nursing team to be evaluated.
2. The nursing team will notify via our secure tiger text messaging the medical team.
3. The medical team will evaluate the findings and determine next steps that will vary on a case-by-case basis.

If a current client receiving treatment at our Extended Care Program in Newport Beach / Costa Mesa (Our Certified Outpatient with Housing at Cabrillo, Links and Wilson) experiences shortness of breath, coughing, fever or other symptoms of Coronavirus (COVID-19) and/or flu:

1. Staff will direct them to immediately visit a local Urgent Care Facility.
2. Staff will request the client to share Urgent Care Facility findings.
3. Staff will notify our medical team to evaluate the Urgent Care Facility findings and determine next steps, which will vary on a case-by-case basis.

If a current client at any level of care is confirmed to have Coronavirus (COVID-19), Northbound will refer the client to a local hospital for isolation or quarantine as recommended by the CDC if appropriate. Northbound will inform staff and clients of the possible exposure in the workplace/treatment program but client confidentiality will be maintained as required by ADA.

A CDC risk assessment will be utilized for the identification of any potential exposures. Any identified potential exposures will be referred to a Healthcare Professional for evaluation and treatment (if necessary).

Training on Proper Hygiene

Northbound Treatment Services will train staff and clients on proper hand washing and prevention methods. This includes proper hand washing techniques being frequently posted via signage, email reminders and ongoing attention. We provide hand sanitizer and soap in bathrooms for staff and client use. We will also frequently sanitize and wipe down high touch surfaces with disinfectant in commonly used areas of all facilities.

Discouraging Large Gatherings, Visitors, Outside Meetings, Outside Appointments and Passes

Northbound Treatment Services will discourage all large non-essential gatherings including staff and client events, in order to assist in containing the potential for the virus to spread.

At this time, all visitors to the facility will be cancelled until further notice unless deemed absolutely necessary. If having an outside visitor on site is believed to be absolutely necessary, please obtain pre-approval for the visit. Unapproved visitors will be refused at the door.

- Northbound will use the following procedure to approve visitors:
 - The proposed visitation will be submitted in writing to the CEO, Clinical Director and Director of Operations and Compliance.
 - This committee will review the proposal and provide clearance or deny the visitation with 24-72 hours

Northbound Treatment Services will cancel outside 12-step meeting attendance and only hold in house meetings for our clients residing at The Grove, our State Licensed and Certified Detox/Residential Facility. We will also cancel transportation to outside meetings for our Extended Care Program and discourage outside meeting attendance. Instead, meetings will take place in house and online for Northbound clients.

Outside appointments and passes for all clients will be discouraged unless absolutely necessary for the client's safety, health and wellness. All outside client appointments and passes will be pre-approved by the CEO, Clinical Director and Director of Operations and Compliance.

Direct Care and Indirect Care Employees

Northbound Treatment Services has implemented the following procedures related to employee wellness and infection control. Northbound will follow guidance set forth by CDC, ADA, EEOC and CA DIR regarding use of paid time off, leave of absence, privacy and obligation to provide employees with a safe workplace.

Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral or infrared thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.

Employees beginning their shift at The Grove, our State Licensed and Certified Detox/Residential Facility, will report to our nursing station in the detox unit to have their temperature taken PRIOR to beginning their work. Employees at our Campus Outpatient location will report to our Healthcare Staff or the front desk to have their temperature taken PRIOR to beginning their work. If an employee has a fever (100.4° F [37.8° C] or greater registering on an infrared thermometer) and/or appears to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work they will be sent home.

Employees who become sick during the day must notify their supervisor and/or Human Resources and will be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

Employees are instructed to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.

Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

If an employee is confirmed to have COVID-19, Northbound will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

Employees may use sick leave or vacation time to cover absences due to illness and may request extended leaves of absence.

Employees who can complete their jobs from home will be allowed to do so with prior approval from their supervisor and the Human Resources department.

Employees must inform Human Resources if they are planning or have traveled to [countries considered by the Centers for Disease Control and Prevention to be high-risk areas for exposure to the coronavirus](#). Employees will receive information and training on COVID-19 as well as preventative and containment measures.

Leadership and Director Level Staff

Northbound leadership and director level staff should be reviewing the CDC website frequently at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Northbound leadership and director level staff should be reviewing the Orange County Health Care Agency website frequently at <http://www.ohealthinfo.com>.

Northbound leadership will remain in constant communication with one another and the staff regarding developments on the national and local front, changes needed to internal policies and procedures, staff and client potential exposure, and other evolving situations as the Coronavirus (COVID-19) continues to remain a threat to Northbound's staff and client population.

References:

- <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/guidance-hcf.html>
- <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx>
- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <http://www.ohealthinfo.com>