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# COVID-19 Toolkit of Resources for Patients and Staff

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Valley Hope  
ADDICTION TREATMENT AND RECOVERY

*For more information about the coronavirus, please visit the CDC website at [cdc.gov](https://www.cdc.gov).*

Valley Hope continuously monitors recommendations by the CDC and incorporates these in its guidelines. This Toolkit of Resources may be adjusted in concert with updates in CDC recommendations.

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# Toolkit Guide

Valley Hope’s COVID-19 Task Force developed guidance to assist residential and outpatient facilities in response to the novel coronavirus disease outbreak.

This document is a compilation of resources to support your site’s planning and preparedness activities related to COVID-19.

## Table of Content:

### Patient

I.	WHAT SHOULD YOU DO FLOWCHART .....	3
II.	RISK MITIGATION PLAN.....	4
III.	PATIENT RETURN TO TREATMENT GUIDELINES RESIDENTIAL...	5

### Staff

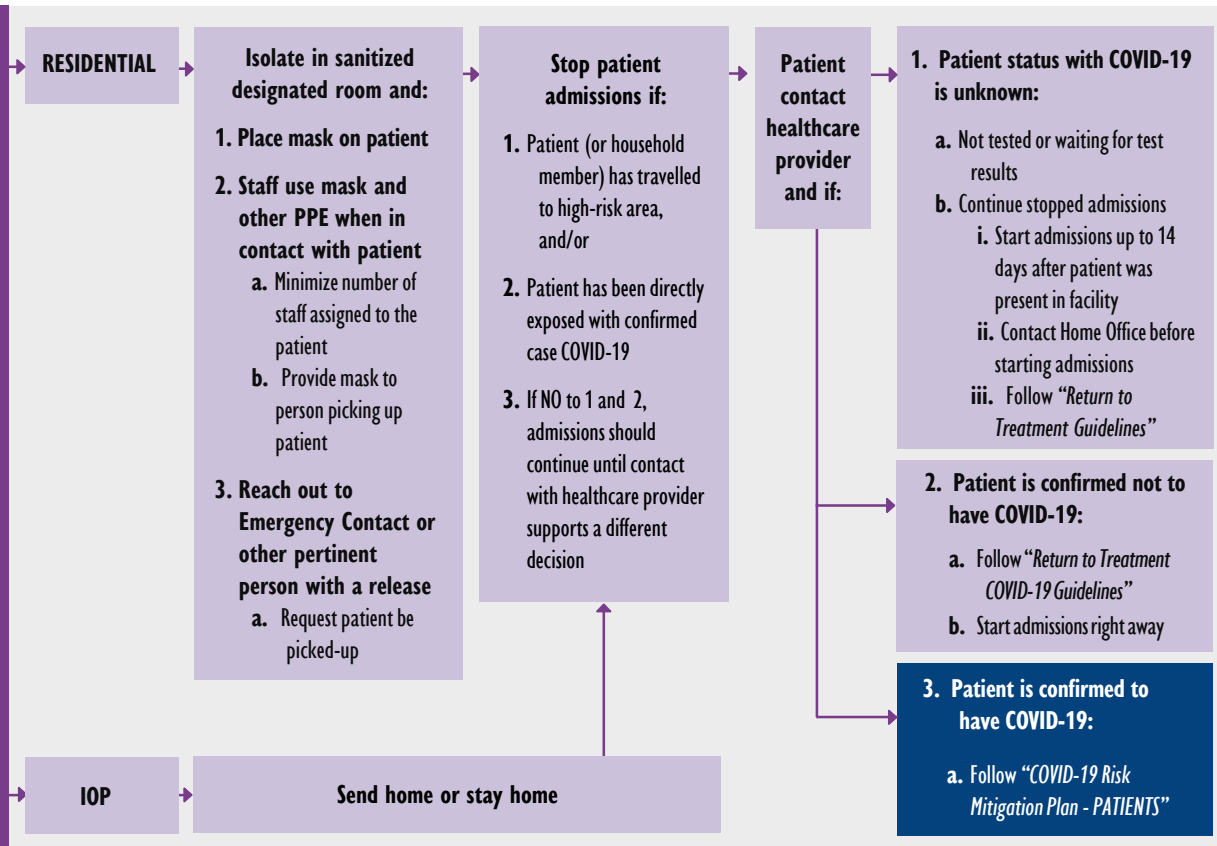
IV.	WHAT SHOULD YOU DO FLOWCHART .....	7
V.	RISK MITIGATION PLAN.....	8
VI.	HR GUIDELINES COVID-19 STAFF SITUATIONS.....	9

### Patient and Staff

VII.	COMMUNICATIONS PLAN.....	13
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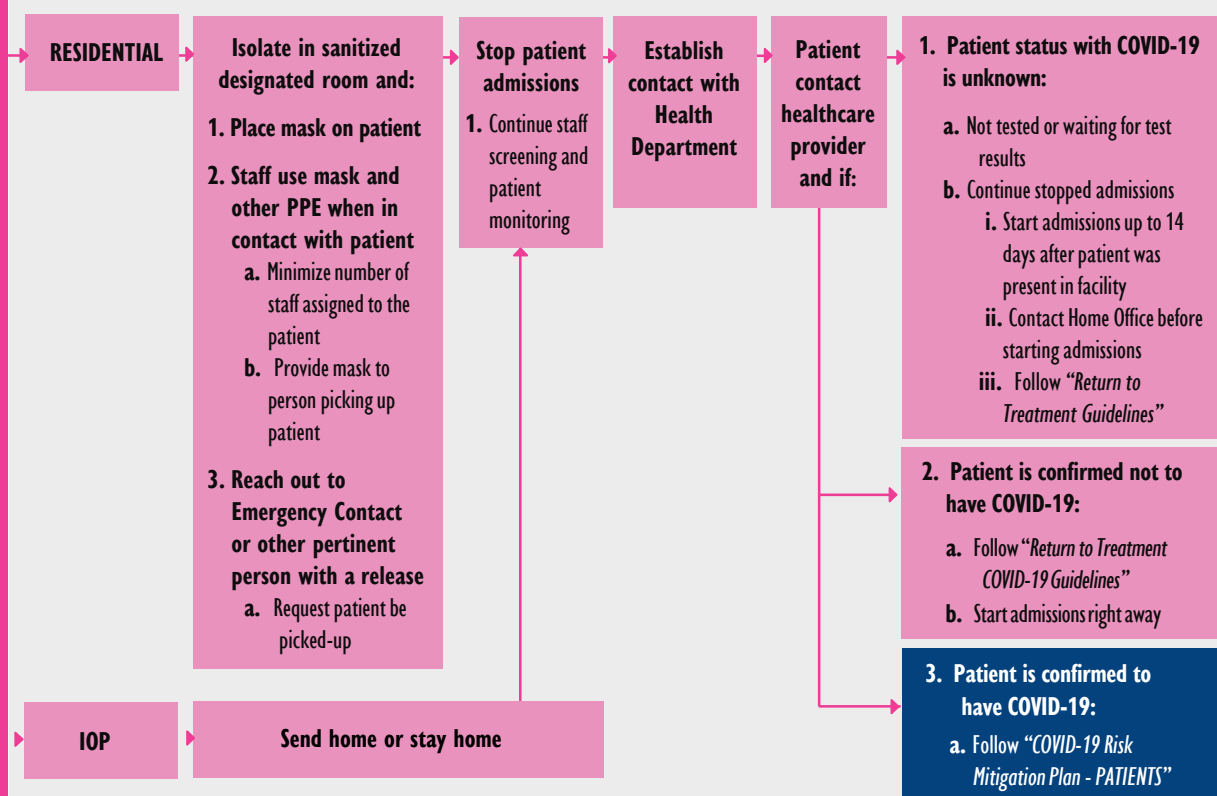
**(D)**

If patient reports or seems to have COVID-19 like symptoms



**(E)**

If patient has been exposed to COVID-19



If patient has been confirmed with COVID-19

Send home or stay home, self-quarantine

1. Patient continues/establishes contact with healthcare provider

Stop patient admissions

1. Or continue with NO admissions if previously stopped

Classify close contacts

1. **Close contact:** more than a few minutes within 6 feet
2. **Non-close contact:** some contact, but does not meet criteria for close contact

Establish contact with Health Department (or other relevant agencies) and if:

1. Health Department (or other agency) provides clear direction
  - a. Follow directions
2. Health Department (or other agency) does not provide direction or cannot establish contact
  - a. Continue with "Risk Mitigation Plan"

Follow Medical/Safety Measures

1. **Staff who had close contact:**
  - a. With symptoms, follow FLOWCHART (A): "If staff reports or seems to have COVID-19 like symptoms"
  - b. Without symptoms, follow FLOWCHART (B): "If staff has been exposed to COVID-19"
2. **Patients who had close contact:**
  - a. With symptoms, follow FLOWCHART (D): "If patient reports or seems to have COVID-19 like symptoms"
  - b. Without symptoms, follow FLOWCHART (E): "If patient has been exposed to COVID-19"
3. **Staff and patients who had non-close contact:**
  - a. Monitor for symptoms
    - i. If staff develop symptoms, follow FLOWCHART (A): "If staff reports or seems to have COVID-19 like symptoms"
    - ii. If patients develop symptoms, follow FLOWCHART (D): "If patient reports or seems to have COVID-19 like symptoms"
4. **Clean and sanitize facility, with emphasis on:**
  - a. Work area and other high-touch areas of staff confirmed with COVID-19
  - b. Patient room and other high-touch areas of patient confirmed with COVID-19

Follow COVID-19 Communication Plan to Staff

Follow COVID-19 Communication Plan to Patients

Follow COVID-19 Communication Plan to Stakeholders

Continue to monitor symptoms of staff and patients

1. If no additional risk, start admissions up to 14 days after patient was present in facility
  - a. Contact Home Office before starting admissions
2. If more than one case of confirmed COVID-19 and/or increased risk of transmission
  - a. Home Office will assess possibility of facility closure



Valley Hope continuously monitors recommendations by the CDC and incorporates these in its guidelines. These guidelines may be adjusted in concert with updates in CDC recommendations.

### III. PATIENT RETURN TO TREATMENT GUIDELINES

#### 1) Patient has requested services and was denied admission based on screener (residential)

- a. Patient is tested for COVID-19, test is negative, and patient has no COVID-19 like symptoms, admit patient with copy of test results.
- b. Patient is tested for COVID-19, test is negative, but appears to have another illness with symptoms similar to COVID-19. Patient returns home to self-treat until symptom-free for at least 3 days (72 hours) defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath) or at least 7 days have passed since symptoms appeared, whichever is longer.
- c. Patient is tested for COVID-19, test is positive. Patient is not eligible for admission until
  - I. Resolution of fever without the use of fever-reducing medications **and**
  - II. Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
  - III. Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected  $\geq 24$  hours apart (total of two negative specimens) **or**
  - IV. If unable to be tested, at least 14 days have passed since the onset of symptoms.
- d. Patient cannot be tested for COVID-19, has no COVID-19 like symptoms, has traveled to high risk location.
  - I. Patient must wait for at least 14 days since returning from high risk travel locations or being in close contact with someone who traveled to high risk locations, as identified on the Coronavirus Screening Questionnaire.
- e. Patient cannot be tested for COVID-19, has COVID-19 like symptoms.
  - I. At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **or**,
  - II. At least 7 days have passed *since symptoms first appeared*, whichever is longer.

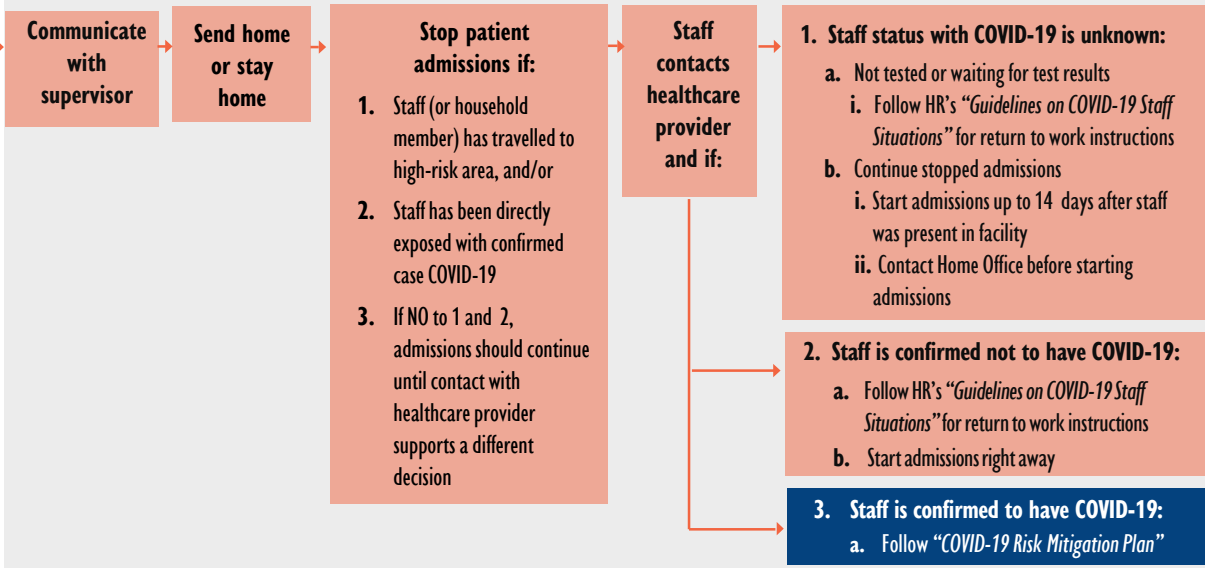
#### 2) Patient was in treatment and discharged due to symptoms (residential)

- a. Patient is tested for COVID-19, test is negative, but appears to have another illness with symptoms similar to COVID-19. Patient returns home to self-treat until symptom-free for at least 3 days (72 hours) defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath) or at least 7 days have passed since symptoms appeared, whichever is longer.
- b. Patient is tested for COVID-19, test is positive. Patient is not eligible for return to treatment until Resolution of fever without the use of fever-reducing medications **and**

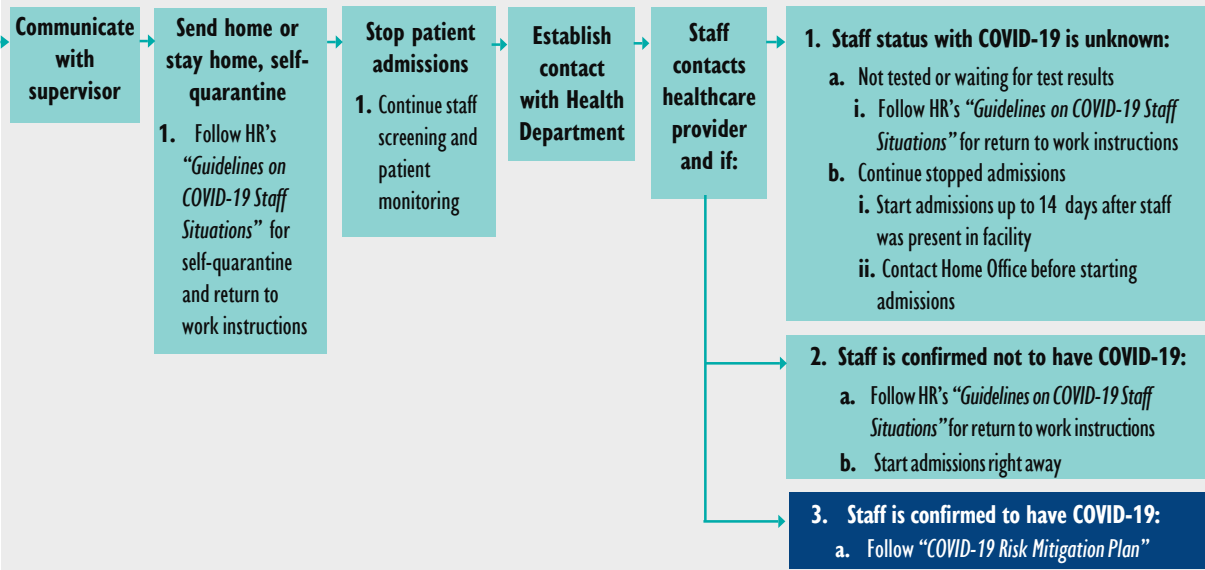
### III. PATIENT RETURN TO TREATMENT GUIDELINES *(Continued)*

- I. Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
  - II. Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected  $\geq 24$  hours apart (total of two negative specimens) **or**
  - III. If unable to be tested, at least 14 days have passed since the onset of symptoms.
- c. Patient cannot be tested for COVID-19, has COVID-19 like symptoms.
- I. At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); **or**,
  - II. At least 7 days have passed since symptoms first appeared, whichever is longer.

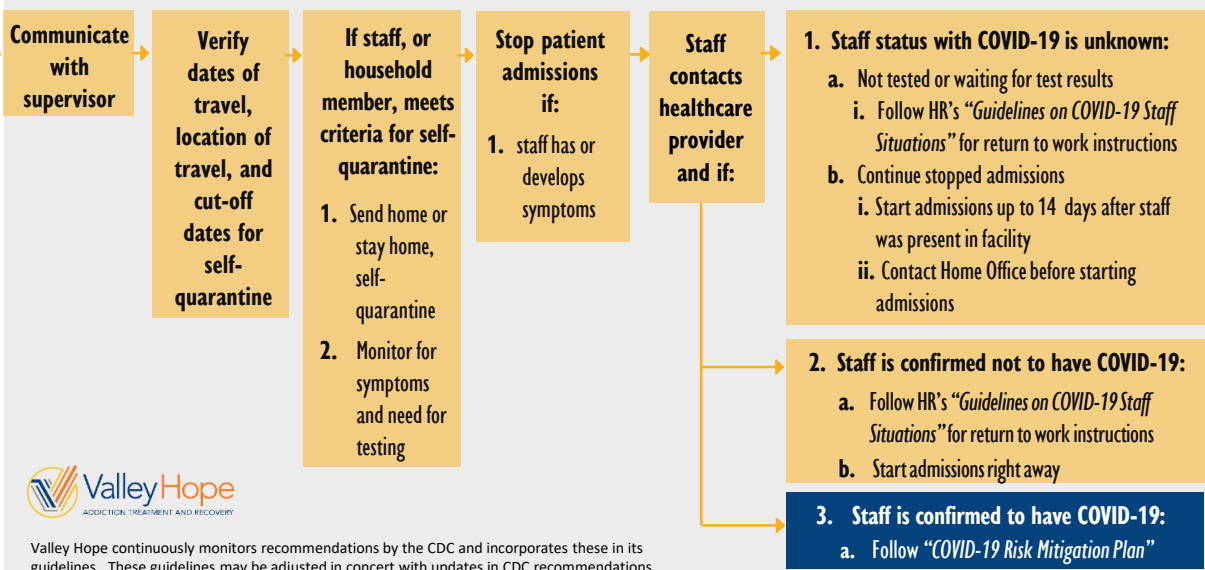
**(A)**  
If staff report or seem to have COVID-19 like symptoms



**(B)**  
If staff has been directly exposed to someone with COVID-19



**(C)**  
If staff or household member has traveled to high-risk area



Valley Hope continuously monitors recommendations by the CDC and incorporates these in its guidelines. These guidelines may be adjusted in concert with updates in CDC recommendations.

### If staff has been confirmed with COVID-19

Communicate with supervisor

Send home or stay home, self-quarantine  
Follow HR's "Guidelines on COVID-19 Staff Situations"

Stop patient admissions

#### Classify close contacts

1. **Close contact:** more than a few minutes within 6 feet
2. **Non-close contact:** some contact, but does not meet criteria for close contact

#### Establish contact with Health Department (or other relevant agencies) and if:

1. Health Department (or other agency) provides clear direction
  - a. Follow directions
2. Health Department (or other agency) does not provide direction or cannot establish contact
  - a. Continue with "Risk Mitigation Plan"

#### Follow Medical/Safety Measures

1. **Staff who had close contact:**
  - a. With symptoms, follow FLOWCHART (A): "If staff reports or seems to have COVID-19 like symptoms"
  - b. Without symptoms, follow FLOWCHART (B): "If staff has been exposed to COVID-19"
2. **Patients who had close contact:**
  - a. With symptoms, follow FLOWCHART (D): "If patient reports or seems to have COVID-19 like symptoms"
  - b. Without symptoms, follow FLOWCHART (E): "If patient has been exposed to COVID-19"
3. **Staff and patients who had non-close contact:**
  - a. Monitor for symptoms
    - i. If staff develop symptoms, follow FLOWCHART (A): "If staff reports or seems to have COVID-19 like symptoms"
    - ii. If patients develop symptoms, follow FLOWCHART (D): "If patient reports or seems to have COVID-19 like symptoms"
4. **Clean and sanitize facility, with emphasis on:**
  - a. Work area and other high-touch areas of staff confirmed with COVID-19
  - b. Patient room and other high-touch areas of patient confirmed with COVID-19

Follow COVID-19 Communication Plan to Staff

Follow COVID-19 Communication Plan to Patients

Follow COVID-19 Communication Plan to Stakeholders

#### Continue to monitor symptoms of staff and patients

1. If no additional risk, start admissions up to 14 days after staff was present in facility
  - a. Contact Home Office before starting admissions
2. If more than one case of confirmed COVID-19 and/or increased risk of transmission
  - a. Home Office will assess possibility of facility closure



Valley Hope continuously monitors recommendations by the CDC and incorporates these in its guidelines. These guidelines may be adjusted in concert with updates in CDC recommendations.



## VI. HR GUIDELINES ON COVID-19 STAFF SITUATIONS

1. The employee reports to have, or is seen to have, COVID-19 like symptoms that include fever, cough, or shortness of breath.
2. The employee is confirmed to have COVID-19.
3. The employee has been in direct contact with an individual that has been confirmed to have COVID-19.
4. The employee or household member has traveled to a community that has been determined to be an area where the virus is widespread, and quarantine is recommended by State or Federal authorities.

Valley Hope is closely monitoring the situation and using the recommendations of the CDC in decisions related to return to work and work restrictions related to COVID-19.

<https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/hcp-return-work.html>

### **The employee reports to have or is seen to have COVID-19 like symptoms that include fever, cough, or shortness of breath.**

1. Conversation with supervisor regarding symptoms, preferably by phone.
2. If not already there, the employee will be sent home immediately.
3. The employee should consult a healthcare provider if possible, to determine if the cause of illness is COVID-19 or something else.
4. If the employee is not able to obtain a test, or if they take a test and test is negative, they should isolate at home and away from others for at least seven days after symptoms started or for 72 hours after fever is gone without the use of fever reducing medications and respiratory symptoms (e.g., cough, shortness of breath) have significantly improved, whichever is longer.
5. If Telework options are not available, Subsidy Leave Pay will be used until it is exhausted and if additional time is needed, we will follow the attendance and leave policies.
6. Upon the return to work, employee will:
  - Wear a facemask at all times while at the facility until all cough or shortness of breath are completely resolved or until 14 days after illness onset, whichever is longer.
  - Be restricted from contact with severely immunocompromised patients (e.g., transplant, hematology-oncology) until 14 days after illness onset.
  - Adhere to hand hygiene, respiratory hygiene, and cough etiquette in CDC's interim infection control guidance (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles).
  - Self-monitor for symptoms and seek re-evaluation from a health provider if respiratory symptoms recur or worsen.

### **The employee is confirmed to have COVID-19.**

1. Employee should call supervisor communicating confirmed results of positive COVID-19 test.
2. Employee will be directed to stay home and self-quarantine.
3. Supervisor will ask the employee to identify/list all individuals who worked in close proximity (within six feet for more than a few minutes) with them in the previous 14 days.

## VI. HR GUIDELINES ON COVID-19 STAFF SITUATIONS *(Continued)*

4. Valley Hope will take steps to notify all necessary local and state agencies to:
  - a. Notify individuals (patients and staff) who have been in close contact with confirmed case.
  - b. If clear direction from local or state agency is received, Valley Hope will follow such direction in concert with appropriate steps outlined below and those found in “COVID-19 Risk Mitigation Plan”
  - c. If clear direction from local or state agency is not received, Valley Hope will continue with steps outlined below and those found in “COVID-19 Risk Mitigation Plan”
5. Valley Hope will contact the persons identified in # 3 using the Communication Plan.
  - a. Advising them that an individual that has been physically present in their work area has tested positive for the COVID-19 virus.
  - b. Direct them to exclude from work for a period of 14 days and asked to self-quarantine.
  - c. Encourage the impacted employees to reach out to a health care provider to seek advice as to what additional steps, if any, should be taken.
  - d. Encourage anyone with concerns to contact the Human Resources Department.
  - e. If Telework options are not available, Subsidy Leave Pay will be used until it is exhausted and if additional time is needed, we will follow the attendance and leave policies.
  - f. Keep in communication with impacted employees for monitoring of COVID-19 symptoms.
6. Valley Hope will communicate with all facility staff not already identified in #3 using the Communication Plan.
  - a. Facility can be cleaned and sanitized with special emphasis on employee identified in #1’s work area.
  - b. Encourage anyone with concerns to contact the Human Resources Department.
7. Confirmed COVID-19 employee in #1 will exclude from work for a period
  - a. Of at least 14 days and
  - b. Until the employee can provide a release to return to work that indicates two negative results for COVID-19 collected 24 hours apart.
8. If Telework options are not available, Subsidy Leave Pay will be used until it is exhausted and if additional time is needed, we will follow the attendance and leave policies.
9. Upon the return to work, Confirmed COVID-19 employee in #1 will:
  - Wear a facemask at all times while at the facility until all cough or shortness of breath are completely resolved or until 14 days after illness onset, whichever is longer.
  - Be restricted from contact with severely immunocompromised patients (e.g., transplant, hematology-oncology) until 14 days after illness onset.
  - Adhere to hand hygiene, respiratory hygiene, and cough etiquette in CDC’s interim infection control guidance (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles).
  - Self-monitor for symptoms and seek re-evaluation from a health provider if respiratory symptoms recur or worsen.

In the event of a facility closure or quarantine, Emergency Subsidy Leave Pay policy will be followed and if additional time is needed, we will follow the attendance and leave policies.

## VI. HR GUIDELINES ON COVID-19 STAFF SITUATIONS *(Continued)*

### **The employee has been in direct contact with an individual that has been confirmed to have COVID-19.**

1. Conversation with supervisor regarding contact.
2. If not already there, the employee will be sent home immediately.
3. Valley Hope will direct them to exclude from work for a period of 14 days and asked to self-quarantine.
4. Encourage anyone with concerns to contact the Human Resources Department.
5. If Telework options are not available, Subsidy Leave Pay will be used until it is exhausted and if additional time is needed, we will follow the attendance and leave policies.
6. Monitor and test for COVID-19 symptoms.
7. Encourage the impacted employees to reach out to a health care provider to seek advice as to what additional steps, if any, should be taken.
8. If the employee develops symptoms and is not able to obtain a test, or if they take a test and test is negative, they should isolate at home and away from others for at least seven days after symptoms started or for 72 hours after fever is gone without the use of fever reducing medications and respiratory symptoms (e.g., cough, shortness of breath) have significantly improved, whichever is longer.
9. Upon the return to work, employee will:
  - Wear a facemask at all times while at the facility until all cough or shortness of breath are completely resolved or until 14 days after illness onset, whichever is longer.
  - Be restricted from contact with severely immunocompromised patients (e.g., transplant, hematology-oncology) until 14 days after illness onset.
  - Adhere to hand hygiene, respiratory hygiene, and cough etiquette in CDC's interim infection control guidance (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles).
  - Self-monitor for symptoms and seek re-evaluation from a health provider if respiratory symptoms recur or worsen.

### **The employee or household member has traveled to a community that has been determined to be an area where the virus is widespread, and quarantine is recommended by State or Federal authorities.**

1. Conversation with supervisor regarding travel.
2. Verify dates of travel, location of travel, and cut-off dates for self-quarantine.
  - a. If employee does not meet criteria for self-quarantine (ie employee and/or household member traveled before the cut-off date), symptoms should be continuously monitored
  - b. If staff meets criteria for self-quarantine, follow steps outlines below:
3. If not already at home, the employee will be sent home immediately.
4. Valley Hope will direct employee to exclude from work for a period of 14 days and asked to self-quarantine.
5. Encourage anyone with concerns to contact the Human Resources Department.
6. If Telework options are not available, Subsidy Leave Pay will be used until it is exhausted and if additional time is needed, we will follow the attendance and leave policies.
7. Monitor and test for COVID-19 symptoms.

## VI. HR GUIDELINES ON COVID-19 STAFF SITUATIONS *(Continued)*

8. Encourage the impacted employees to reach out to a health care provider to seek advice as to what additional steps, if any, should be taken.
9. If the employee develops symptoms and is not able to obtain a test, or if they take a test and test is negative, they should isolate at home and away from others for at least seven days after symptoms started or for 72 hours after fever is gone without the use of fever reducing medications and respiratory symptoms (e.g., cough, shortness of breath) have significantly improved, whichever is longer.
10. Upon the return to work, employee will:
  - Wear a facemask at all times while at the facility until all cough or shortness of breath are completely resolved or until 14 days after illness onset, whichever is longer.
  - Be restricted from contact with severely immunocompromised patients (e.g., transplant, hematology-oncology) until 14 days after illness onset.
  - Adhere to hand hygiene, respiratory hygiene, and cough etiquette in CDC's interim infection control guidance (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles).
  - Self-monitor for symptoms and seek re-evaluation from a health provider if respiratory symptoms recur or worsen.

Information can be found at the following website:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>

## VII. COMMUNICATION PLAN

### CONFIRMED POSITIVE COVID-19

**\*\*Seek Local Health Department guidance and directives first regarding communication to patients and staff. Their instructions will supersede below guidelines.**

When to communicate?

Communication will be done:

- Only when there is a confirmed COVID-19 case
- ASAP

Who to communicate with?

Begin with high risk contacts and those in most recent contact (up to 14 days) with confirmed COVID-19 case, including:

- Staff
- Patients
- Visitor/family members

How to communicate?

1. In person or via phone to those identified to be in direct contact as high risk. Followed up with letter
  - Staff
  - Patients
  - Visitor/family members
2. Email/letter to individuals not identified as high risk
  - Facility staff
  - Patient (if already discharged)

What is communicated?

- Never identify individual by name who tested positive in any communication
- For those identified as close contact and high risk should be done in person/phone.

#### **Communication**

##### **1. To Staff Members identified as having close contact and high risk:**

**In-person (by phone if not available):** We have been notified that an individual that you have had close contact with recently has been tested and confirmed positive with the COVID-19 virus. While having close contact certainly does not mean that this virus has been transmitted to you, it does indicate that you have been exposed and have increased risk of developing symptoms of the COVID-19 virus. At this time, we would like you to self-quarantine at home immediately and contact the local health department or your primary doctor to inquire about getting tested. You will be required to self-quarantine a minimum of 14 days since your last known contact with the individual. Should you develop symptoms of the virus during this time, contact your primary physician. For a full list of COVID-19 symptoms, please visit the website for the Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov).

If you develop symptoms, you will also need to self-quarantine 7 days from the onset of your illness or at least 72 hours of no symptoms without medications, whichever is longer. Additionally, please notify your supervisor if symptoms develop. You will be eligible for the Emergency Subsidy Plan

## VII. COMMUNICATION PLAN

### CONFIRMED POSITIVE COVID-19 *(Continued)*

which will cover your regular pay for two weeks. Following this time frame if additional leave is necessary, the employee leave and absence policy will apply. Please feel free to reach out to the HR Department at any time if we can answer any other questions or if you have any additional concerns. In addition, please keep your supervisor abreast of any changes in your symptoms or outcomes tests if administered. For additional information about the COVID-19 virus, symptoms, precautions, and recommendations please see the Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov)

#### 2. To a patient identified as in close contact and high risk:

**In-person:** We have been notified that an individual that you have had close contact with recently has been tested and confirmed positive with the COVID-19 virus. While having close contact does not mean that this virus has been transmitted to you, it does indicate that you have been exposed and have increased risk of developing symptoms of the COVID-19 virus. At this time, we will be attempting to identify another facility that may be able to continue your treatment while simultaneously providing a quarantine-like atmosphere if you are agreeable to such program. Due to escalated safety precautions throughout the local community, state, and country it may be difficult to find a facility that can accommodate treatment, if this is the case you will be asked to self-quarantine at home. You have the right to decline to go to any other facility and return home for self-quarantine. We recommend contacting the local health department if you feel it necessary to be tested for COVID-19 to determine if you meet current criteria set by local authorities for testing. Additionally, we recommend contacting your primary doctor, particularly if you should develop any symptoms of COVID-19, which may include: fever, cough, or shortness of breath. For a full list of COVID-19 symptoms, please visit the website for the Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov)

In order to be eligible for readmission to Valley Hope, you will be required to self-quarantine a minimum of 14 days since your last known contact with the individual or 14 days following any other future contact with others known to be positive for COVID-19 after leaving the treatment facility. Should you develop symptoms of the virus during this time, you will need to self-quarantine for at least 7 days from the onset of your illness or at least 72 hours of no symptoms without medications, whichever is longer. For additional information about the COVID-19 virus, symptoms, precautions, and recommendations please visit the Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov)

Valley Hope takes very seriously the safety and wellbeing of all patients, staff, visitors, and the communities in which we serve, and strives to ensure that all facilities are safe and free from infectious disease. We have implemented very strict procedures in response to the threat of the COVID-19 pandemic in order to reduce the risk of exposure to our patients and staff which are in alignment with the guidelines and recommendations given by the Centers for Disease Control and Prevention as well as state and local health department and authorities.

We encourage you to continue in your treatment using tools available through ....

- [https://www.aa.org/pages/en\\_US/online-intergroup](https://www.aa.org/pages/en_US/online-intergroup)
- <https://www.na.org/meetingsearch/>

Valley Hope also offers online outpatient programming that is an excellent way to continue your treatment. In addition, please remain in contact with Valley Hope if you develop symptoms or if you are tested positive.

## VII. COMMUNICATION PLAN CONFIRMED POSITIVE COVID-19 *(Continued)*

### 3. To Family of Patient identified as having close contact and high risk: \*\*will require ROI

**Over Phone:** We have been notified that an individual has recently been tested and confirmed positive with the COVID-19 virus. Your loved one currently in care at our facility has been identified as one of the individuals who has had close contact with this individual and is now considered high risk for exposure. While having close contact and being exposed does not mean that this virus has been transmitted to your loved one, it does indicate that they have an increased risk of developing symptoms of the COVID-19 virus. At this time, we will be attempting to identify another facility that may be able to continue your loved one's treatment while simultaneously providing a quarantine-like atmosphere if your loved one is agreeable to such program. Due to escalated safety precautions throughout the local community, state, and country it may be difficult to find a facility that can accommodate their treatment at this time; if this is the case your loved one will be asked to self-quarantine at home.

It is recommended that all household members be aware of precautions to prevent the transmission of COVID-19 such as handwashing and social distancing whenever possible. We recommend contacting the local health department if you or your loved one feels it necessary to be tested for COVID-19 to determine if you meet current criteria set by local authorities for testing. Additionally, we recommend contacting your primary doctor if you should develop any symptoms of COVID-19, which may include: fever, cough, or shortness of breath. For a full list of COVID-19 symptoms, please visit the website for the Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov)

In order to be eligible for readmission to Valley Hope, your loved one will be required to self-quarantine a minimum of 14 days since their last known contact with the individual (enter date here) or 14 days following any other future contact with others known to be positive for COVID-19 after leaving the treatment facility. Should your loved one develop symptoms of the virus during this time, they will need to self-quarantine for at least 14 days from the onset of their illness or at least 72 hours of no symptoms without medications, whichever is longer. For additional information about the COVID-19 virus, symptoms, precautions, and recommendations please visit the Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov)

Valley Hope takes very seriously the safety and wellbeing of all patients, staff, visitors, and the communities in which we serve, and strive to ensure that all facilities are safe and free from infectious disease. We have implemented very strict procedures in response to the threat of the COVID-19 pandemic in order to reduce the risk of exposure to our patients and staff which are in alignment with the guidelines and recommendations given by the Centers for Disease Control and Prevention as well as state and local health department and authorities.

**Via Letter:** Send letter stating the above.

### 4. For those not identified as high risk....

a. **Staff** – Alert staff using email or face to face communicating:

*Valley Hope Facility Staff*

*We have confirmed a case of coronavirus disease 2019 (COVID-19) at our location. We are working with the individual and the local health department to ensure we're doing our part to contain transmission. The individual is currently quarantined and will remain in isolation until there is minimal risk of transmission and have received clearance from their healthcare provider.*

## VII. COMMUNICATION PLAN CONFIRMED POSITIVE COVID-19 *(Continued)*

*Staff and patients who are known to have close contact with this individual have already been contacted.*

*Our top priority is your health and the health of those around you. If you have concerns about your exposure to the coronavirus, call your healthcare provider for information about how and where to seek care. Additionally, if you begin to develop any symptoms you should communicate with your supervisor and should stay home. If this occurs, ask your healthcare provider to call the local or state health department, and follow any instructions provided by your provider and the health department.*

*Valley Hope is conducting additional cleaning and disinfection to help prevent the spread of the disease. We will continue to keep you updated as the situation develops. When looking for answers, please always follow the guidance provided by the Centers for Disease Control and Prevention (CDC), the World Health Organization and your healthcare provider.*

*Please feel free to reach out to the HR Department if you have any questions.*

- b. Patients** - Alert patient group together in face to face announcement that while we have recent notification that an individual (patient or staff member) has been confirmed positive for COVID-19, that person has not been on campus for (state length of time) and if you were an individual identified as a close contact and a higher risk of exposure you would have already been contacted. Valley Hope is working in concert with the health department to take additional precautions to avoid any spread, including conducting additional cleaning and disinfection to ensure a sanitized environment.

*Dear Patient*

*We have confirmed a case of coronavirus disease 2019 (COVID-19) in our treatment center. We are working with the individual and in concert with the local health department to ensure we're doing our part to limit any spread. The individual is currently quarantined and will remain in isolation until they pose minimal risk of transmission and they have received clearance from their healthcare provider. If you were identified as having been in close contact with the person who tested positive, you would have already been contacted and received instructions on how to proceed with further evaluation or quarantine. In the meantime, Valley Hope has professionally cleaned and disinfected all areas of known contact.*

*Our top priority is your health and the health of those around you. If you have concerns about your exposure to the coronavirus, call your healthcare provider for information about how and where to seek care. Ask your healthcare provider to call the local or state health department, and follow any instructions provided by your provider and the health department.*

*We will continue to keep you updated as the situation develops. When looking for answers, please always follow the guidance provided by the [Centers for Disease Control and Prevention \(CDC\)](#), the [World Health Organization](#) and your healthcare provider.*

*Please feel free to reach out to the facility Executive Director if you have any questions.*

### 5. Visitors/family

**Family member** – communicate only to the family of patients identified as having close contact and high risk.