

## JCCOA Continuity of Operations Planning for COVID-19

### **FACTS:**

Jefferson County Council on Aging serves a population that is considered high-risk for this virus.

Many of our clients are dependent upon the services that we provide.

Many of our employees also have medical issues that would place them in the same high-risk categories.

Many of our employees reside with family members who are considered high-risk.

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Based on the information that is currently available, Jefferson County Council on Aging, hereafter referred to as JCCOA, will be taking the following steps to protect our clients, consumers, staff members and their loved ones.

### **Modification of Services**

**Activities:** ALL non-essential activities conducted at the JCCOA Senior Center located at 103 West 5<sup>th</sup> Avenue in Ranson, WV will be suspended until further notice.

**Nutrition Services:** JCCOA will not operate congregate meal sites. We will have meals available for pick-up at sites on our regularly scheduled days from 12:00pm to 1:00pm.

We will also be providing Temporary Home Delivered Meals to our clients who are unable to pick-up meals.

We will be contacting our clients by phone prior to delivering a meal. If any client or member of their household has a fever or symptoms of a respiratory virus, staff will take special precautions when delivering a meal. This will include disposable PPE including mask, gloves and a disposable gown. We will deliver multiple meals in these situations so that we do not deplete our PPE stock, but will continue to contact them on a daily basis by phone. This PPE will be removed prior to our staff member re-entering their vehicle and placed in a plastic bag for proper disposal.

As always, staff will wash hands often and wear one pair of disposable gloves when handling ready to eat foods.

**Transportation Services:** We will continue to provide non-emergency medical transportation and trips for shopping when needed. Our vehicles will be cleaned thoroughly after each trip. We will limit the number of passengers on a vehicle to no more than 4 at any given time.

If a client displays any symptoms of a respiratory virus, we will not transport them unless it is for a scheduled appointment with their physician. If this is the case, the client will be required to wear a disposable mask during transport. We will not transport any additional passengers with this client.

Drivers will be instructed to utilize disposable gloves when pumping gas and will be required to include the cleaning of door handles in between clients.

**In-Home Care:** In Home Care services will continue. We will contact our clients on a daily basis and ask them to contact the agency if they have symptoms of a respiratory virus.

If a client demonstrates signs of a respiratory virus and resides with family members who can assist them, we will cancel services.

If a client demonstrates signs of a respiratory virus, lives alone and has no other means of support, we will instruct our Aide to wear their full OSHA kit. We will have them provide services on a limited basis.

Limited basis is defined as a change in frequency or essential services only. We may not be able to complete the entire Plan of Care.

Based on the availability of staff, we may need to prioritize our clients based on their needs and personal situations (Do they have a support system in place).

**Adult Day Care/Congregate Respite:** This service is temporarily suspended.

**IDD -** The JCCOA Jefferson Center will be closed on Thursday, March 18, 2020. Staff will report as usual. There is a conference call scheduled with BMS scheduled for Thursday 3/18/2020. Additional information will be available after the conference call.

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### **Modifications for Staff**

JCCOA employees who have weakened immune systems, reside with individuals with weakened immune systems or have children under one year of age need to contact the Executive Director to discuss the option of working from home.

If clients cancel services out of need or caution and JCCOA does not have work available for our employees, we will immediately issue letters to our employees informing them of the situation. The letters should help expedite the unemployment process.

Staff Members who continue to work on site will be responsible for keeping their areas clean and disinfecting throughout the day.

All facilities and vehicles will be cleaned and disinfected at the beginning of each day, throughout the day (between individual services), and at the end of each shift.

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JCCOA will continue to work with local and State authorities for guidance and to determine any needed changes to this plan as they occur.

A handwritten signature in cursive script, appearing to read "Amy Wellman".

**Amy Wellman,**

**JCCOA Executive Director**

**Submitted to Jefferson County Health Department 03/16/2020**