



## COVID 19 RE-OPENING HEALTH & SAFETY PLAN

**NAME:** Queens Centers for Progress

**INDUSTRY/CERTIFICATION:** NYS/OPWDD and NYS/DOH

**ADDRESS/TELEPHONE#:** 81-15 164 Street Jamaica NY 11432; 718-380-3000

**CONTACT:** Marisa M. Fojas, LCSW

- I. **PEOPLE: Program Objective** – The health and safety of clients/caregivers/ staff is the priority of the QCP Clinic. We are re-opening in a thoughtful and deliberate manner. A person-centered and professional approach is employed in all safety measures and protocols. We will ensure the safety and well-being of clients/ caregivers/staff while in the QCP Clinic.
  - **Protective Equipment**- Client/ caregivers and assigned staff are provided facial covering upon entry in the QCP Clinic located at 164 Street Jamaica, NY. Temperature check is taken on every client/ family member or caregiver.
  - **Social Distancing** - Interview areas and testing areas comply with 6 feet or more separation between client/ caregiver and clinical staff. A glass partition was built and floor markers are in place to ensure this distance is accurate. During client/ assigned staff meeting, face covering and other PPE is used.
  - **Private Office** – Interviews/meetings in private offices comply with 6 feet separation between client/caregiver and assigned staff. A glass table barrier is placed on the desk to ensure safe communication or plexi glass barriers are installed in testing and interview areas. Face covering and other PPE is used at all times
  - **Signage/Posting Notices** – QCP Clinic area will have signs and posters as required by NYS/DOH and CDC in interview/testing areas, entrances, waiting room, and hallways denoting 6 feet distance required between or among people. Waiting rooms will be marked where people can sit at a safe distance.
  - **Limit in-person appointments** – QCP Clinic will continue to use tele-health or video conferencing in service delivery with the consent of the client/ care giver. In-person appointments at the QCP Clinic site will be staggered to avoid crowds in waiting areas.
  
- II. **PLACES: Program Objective** – Personal Protective Equipment (PPE) will be provided to clients/caregivers and assigned staff whenever an in-person appointment is scheduled. These PPE will be provided at no cost upon entry on the first floor main lobby. Appointment is verified, checked-in, and logged. Temperature of client & caregiver will be taken and logged. QCP recommends one (1) companion for each client with in-person



**appointment. The temperature of the assigned staff will be taken prior to meeting with the client and caregiver.**

### **Protective Equipment:**

- **Disposable face covering-** QCP will supply disposable surgical masks for all in-person appointments. These items will be used during the testing or interview session. A receptacle will be provided upon leaving the building for appropriate disposal.
- **Personal face coverings** –Clients and caregivers may use their personal face covering during an in-person appointment. They must keep this on for the duration of the appointment.
- **Use of shared testing materials/objects** – When a client is directed to use any testing material, he/she will be required to use disposable gloves in completing the assigned task. If the client will be assisted by the caregiver to complete the task, the caregiver will be required to use disposable gloves to assist during the process. Upon completion of the task, testing items that will be re-used will be sanitized prior to re-use. Gloves will be provided at no cost to the client and caregiver. Receptacles for disposable gloves will be available upon completion of the test.

### **Hygiene and Cleaning:**

- **Interview offices and testing areas-** Designated locations will be cleaned and sanitized on a regular basis per CDC and NYS/DOH guidelines. Please see building maintenance plan.
- **Provision of hygiene stations** – The QCP Clinic will provide hand hygiene stations upon entry in the 164 Street first floor building and along commonly used hallways. These hand hygiene stations will have alcohol based hand sanitizers containing 60% or more alcohol. Hand sanitizers will also be available in interview offices and testing areas. Bathrooms on all floors will be equipped with soap and paper towels.
- **Cleaning and disinfection** – Waiting rooms, hallways, and rest rooms will be cleaned and disinfected on a regular basis per CDC Guideline and NYS/DOH – see building maintenance plan.

### **COMMUNICATION:**

- **Health and Safety Questionnaire** - A questionnaire will be given to the client and caregiver with an in-person appointment. This questionnaire must be completed prior to seeing the assigned staff. If the answer to the question indicates exposure to COVID 19, the in-person appointment will be cancelled. Client and caregiver will be directed to leave QCP Clinic premise. The local NYS/DOH will be notified and cooperate with contact tracing efforts. This process will be completed while maintaining HIPAA. Please see attached [questionnaire](#).
- **Post signage and COVID 19 information** – The QCP Clinic will post signage in the lobby, interview office, testing areas, waiting room, hallway, and other common areas regarding safety practices and prevention of COVID 19.

- **Log all in-person appointments** – The QCP Clinic will maintain a staggered schedule and log all individuals who are present for the in-person appointment. This daily log will be maintained and filed in the Clinic Record Room.
- III. PROCESS: PROGRAM OBJECTIVE-** The QCP Clinic is following a re-opening plan in recognition of infectious nature of COVID 19 and the health concerns of clients/ caregivers and staff. Therefore, these protocols are presented as initial steps and subject to change as new information and government, guidelines are made available. The health and safety of all is the priority and QCP Clinic welcomes comments about the current process.
- **Implement health screening** – At the beginning of each workday, clinic staff will be required to report for a temperature check and will be required to put on face covering for the duration of their duty. Staff will be required to complete a health screening daily. Client/ caregiver with in-person appointment will be required to check-in at the QCP Lobby for a temperature check and health questionnaire. Please see Appendix 1
  - **Facial covering and gloves-** Client and caregiver will be provided facial covering and gloves at no cost. These PPE will be required for the duration of their in-person appointment.
  - **Positive exposure to COVID 19** - When staff, client, caregiver respond to the health screening indicating exposure to COVID 19, they will be immediately removed from the area and directed to leave. A report will be made to the local DOH and contract-tracing protocol will be followed.
  - **Scheduling in-person appointments** – QCP Clinic appointments will be arranged with the need of the client as a priority. Whenever possible, the service will be delivered via tele-health with client and advocate consent. When an in-person appointment is necessary, all health and safety protocols will be followed. Appointments will be staggered to ensure five or less people are in the waiting area. To ensure social distancing, floor will be marked and chairs will be situated 6 feet distance from each other.
  - **Waiting room** - Designated waiting area will be ventilated, spacious, and sanitized daily. Chairs will be placed six feet apart.
  - **Interview office** – The office will be equipped with glass barrier on the desk or plexi-glass barriers for health and safety protection. PPE will be provided for client, caregiver, and assigned staff.
  - **Psychological testing** – An in-person psychological test will be scheduled based on the need of the client. PPE will be used by client and assigned staff. Testing will be provided using a glass booth or plexi-glass dividers that follows a 6 feet distance between the client and assigned staff. Direction and assistance to the client will not be compromised by this device.



Services for People with Developmental Disabilities

81-15 164th Street, Jamaica, NY 11432  
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**IV. OTHER:**

**Staff Training**

**Distribution of clinical reports**

**Emergency closure**