



Safer at Home

ADULT DAY SERVICES

COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



General Guidance to Protect Employees and Clients:

1. Follow the NH [Universal Guidelines](#) for All New Hampshire Employers and Employees.
2. Review and follow CDC [guidance for businesses and employers](#).
3. Review and follow CDC [guidance for cleaning and disinfection](#).
4. All adult care providers and other staff must wear surgical facemasks over their nose and mouth at all times while at work and interacting with other staff and clients. This includes in outdoors settings when other people are around, and in shared staff areas (e.g. offices and break rooms).
 - a. Provide training on cloth face coverings based on CDC guidance for [Use of Cloth Face Coverings](#).
 - b. People wearing face coverings must not touch their eyes, nose, mouth, or face, or adjust their face covering without first sanitizing hands. After touching face or adjusting face covering, hands must be sanitized.
5. All caregivers dropping clients off at adult care centers should be asked to wear, at a minimum, a cloth face covering over their nose and mouth when within the facility or public spaces where other individuals are present.
6. All clients must wear a surgical facemask when within the facility at all times, unless there is a medical reason that prevents the client from wearing a face mask (see [CDC guidance](#)).
7. Face masks can be removed for eating, drinking, or during rest times if other individuals are not immediately present/near, but hands should be sanitized before and after taking off facemask.
8. Alcohol-based hand sanitizer must be made readily available and must be placed throughout the facility, including at entry to the facility, outside of rooms and in hallways, and at exits. Hand sanitizer must also be provided in non-public settings such as work areas, offices, and break areas.
9. Commonly touched surfaces, work areas, restrooms, and other public areas should be frequently cleaned and disinfected according to [CDC guidance](#) at a minimum every 2 hours. This includes door handles, phones, pens, keyboards, tables, chairs and other areas of contact. Tables shall be sanitized each day before individuals arrive to the facility and after individuals depart from program. Each table must undergo thorough cleaning and disinfection before and after each meal or activity. Shared objects or equipment should be cleaned and disinfected after each use.
10. Staff and clients should maintain a distance of at least 6 feet from others. Processes should be built into daily operations that promote and maintain physical distancing between staff and clients.
11. Assign dedicated staff (i.e., a safety officer) to monitor and ensure compliance with social distancing, hand hygiene, cloth face covering use, and other protective actions.
12. If there is a confirmed case of COVID-19 at an adult care facility, the facility should contact the Bureau of Infection Disease Control (BIDC) immediately at 603-271-4496.



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Employee Guidance:

1. Employees must be provided with education and training around safe practices as it relates to physical distancing, use of facemasks, hand hygiene, sanitation (cleaning and disinfection policies), and illness policies outlined in the [Universal Guidance](#) and this document.
2. Employees shall receive additional/updated training for infection control.
3. Take the temperature of all employees each day before their shift, ideally with a non-touch thermometer upon the employee's arrival; a normal temperature should be lower than 100.4 degrees Fahrenheit.
4. Employees must be screened (questioned about) symptoms and risk factors for COVID-19 before each shift as outlined in the [COVID-19 employee travel, screening, and exclusion guidance](#). Staff with any symptoms or identified risk factors shall not be allowed to work.
5. Facilities shall require all employees to report any symptoms of COVID-19 or close contact to a person with COVID-19 to a supervisor.
6. Employees should work at least 6 feet apart from other staff and maintain at least 6 feet of distance with clients whenever possible, except when delivering direct patient care services.
7. Employees should frequently practice hand hygiene throughout the day, including upon arrival at the facility, before and after going to the bathroom, before and after touching their facemask or face covering, before and after eating, before and after engaging with clients, prior to leaving the facility for the day.

Client Guidance:

1. All facilities should have a communication plan to educate clients, families, and caregivers about the health and safety practices at the facility and what the clients and caregivers need to be aware of when they arrive.
2. Take the temperature of all clients each day before their shift ideally with a non-touch thermometer upon the employee's arrival; a normal temperature should be lower than 100.4 degrees Fahrenheit.
3. Clients must be screened (questioned about) symptoms and risk factors for COVID-19 each day when entering the facility by asking:
 - a. Do you have any of the following symptoms of COVID-19:
 - i. Fever (feeling feverish or a document temperature of 100.4 degrees Fahrenheit or higher);
 - ii. Respiratory symptoms such as runny nose, nasal congestion, sore throat, cough, or shortness of breath;
 - iii. Whole body symptoms such as muscle aches, chills, and severe fatigue;
 - iv. Changes in your sense of taste or smell?
 - b. Have you been in close contact with someone who is suspected or confirmed to have COVID-19 in the past 14 days?
 - c. Have you traveled in the past 14 days either:
 - i. Internationally (outside the U.S.);



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- ii. By cruise ship; or
 - iii. Domestically (within the U.S.) outside of NH, VT, or ME on public transportation (e.g., bus, train, plane, etc.)?
4. Person(s) with any COVID-19 symptoms, those who report close contact with someone suspected or confirmed with COVID-19, or those reporting travel risk factors should **not** be allowed into the facility:
 - a. Symptomatic persons should be instructed to contact their health care provider to be tested for COVID-19 and [self-isolate](#) at home following the instructions below.
 - b. Asymptomatic persons reporting close contact with someone suspected or confirmed with COVID-19, or who report one of the traveled-related risk factors should [self-quarantine](#) for 14 days from their last exposure or return from travel.
5. Person(s) with suspect or confirmed COVID-19 must stay home until symptom-based criteria are met for [discontinuation of isolation](#):
 - a. At least 10 days have passed since symptoms first appeared
AND
 - b. At least 3 days (72 hours) have passed since recovery (recovery is defined as resolution of fever off any fever reducing medications plus improvement in other symptoms)
6. Monitor clients for any indication of fever, respiratory, or other symptoms of COVID-19 throughout the day.
7. Any person that develops symptoms of COVID-19 while at the care facility should be masked, removed from contact with others, and immediately sent home.
8. Signage must additionally be prominently posted at the entrance informing clients and caregivers about [symptoms of COVID-19](#) and clients should be asked to:
 - a. Remain home if experiencing symptoms of COVID-19 (list common symptoms of COVID-19); and
 - b. Keep a safe distance of at least 6 feet from other people visiting the attractions and amusement parks at all times; and
 - c. Practice frequent hand hygiene/washing; and
 - d. Wear a cloth face covering over mouth and nose to protect others when in public locations.

Business Process Guidance:

1. Restrict visitors and non-essential staff.
2. Reduce the number of clients to 50% of licensed capacity or the number of clients where at least 6 feet of physical distancing is able to be consistently maintained between staff and clients, whichever number is lower.
3. The adult day services program may provide either two sessions (morning and afternoon) or a shorter single program day.
4. Reevaluate health and risk status of individuals based on program criteria prior to client readmission. Every participant shall receive a Level of Need assessment.



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5. Clients and staff shall be separated into groups of no more than 10 total people (staff and clients combined -- possibly fewer depending on the size of the facility and ability to maintain 6 feet of distance between people at all times with staff support and guidance).
6. Maintain necessary and safe client/staff ratios.
7. For adult care facilities that are able to support multiple groups, consistently keep the same groups of clients and staff together (i.e. do not float staff, do not move clients between rooms/groups), and avoid intermixing or interaction between groups during the day. Groups can be kept separate in different rooms, or by dividing one larger room into multiple rooms using dividers/partitions.
8. Tables and chairs must be spaced so that clients are kept at least 6 feet from other clients at all times.
9. Staff should attempt to maintain at least 6 feet of distance from clients except for what is necessary to provide services. Non-essential physical contact (e.g., shaking hands or hugging) must be avoided.
10. Facilities should evaluate their building ventilation system to increase room and overall building ventilation, increase the number of air exchanges, increase outdoor air ventilation, limit internal air circulation, improve central air filtration, and routinely replace filters and perform other necessary maintenance. As a secondary option, facilities can also open windows if weather permits to increase external airflow.
11. Increase use of outdoor areas and increase time spent outdoors, if possible and weather permitting.
12. Supplies utilized during an activity shall be cleaned and disinfected immediately following use.
13. All supplies utilized during the day shall be cleaned and disinfected at the end of the program day.
14. No field trips or day outings
15. Clients and staff should practice frequent hand hygiene with an alcohol-based hand sanitizer throughout the day.

Pick-up and Drop-off:

16. Develop a drop-off and pick-up process which staggers arrival/departure of adults and caregivers so that clients and caregivers from different groups do not interact. Attempt to also stagger drop-off and pick-up times to avoid congregating of clients and caregivers within or outside the facility.
17. Wash hands or use hand sanitizer before and after signing in and out. No pen should be shared. Caregivers should use their own pen when signing client in. If check-in is electronic, provide alcohol wipes and frequently clean the screens or keyboards.
18. Limit direct contact between staff and caregivers as much as possible and consider having adult care providers greet clients outside as they arrive.
19. Keep each client's belonging separated and in individually labeled storage containers, cubbies, or areas; take belongings home each day.



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Meal and Snack Time:

20. Provide [ServSafe COVID-19](#) training or its equivalent as soon as possible to all employees.
21. Maintain at least 6 feet of distance between clients when seated and eating; no sharing of food or utensils.
22. Meals should be provided in the day care room if possible to avoid congregating in larger groups.
23. If meals must be provided in a larger meal room, stagger meal times, arrange tables to ensure that there is at least six feet of space between groups, and clean tables between meal shifts.
24. Eliminate family style meals. Employees must handle utensils and pre-plate food for individuals.
25. Use disposable plates and utensils.
26. Tables must be cleaned and disinfected per CDC guidance before and after meals.

Transportation:

27. Transportation should be limited to family/caregiver transport or that provided by the program.
28. Transportation drivers in addition to clients must wear surgical face masks while on the vehicle and during boarding/exiting process.
29. Clients must practice hand hygiene before boarding the transport vehicle and after transport. Drivers must also practice frequent hand hygiene. Disposable gloves should be available to vehicle drivers in case they are needed, but focus should be on frequent hand hygiene.
30. Clients should be screened and have temperatures taken at home before traveling to the facility each day.
31. Those providing transportation to adult care facilities should maximize space between riders (e.g. one rider per seat in every other row). Close seating makes person-to-person transmission of respiratory viruses more likely.
32. Vehicle capacity is limited to the number able to be safely seated at least 6 feet from others at all times.
33. Boarding and exiting process should be conducted in an organized process.
34. Keeping windows open might reduce virus transmission.
35. Vehicles must be thoroughly cleaned and disinfected after each transport.

Cleaning and Disinfection Procedures:

36. Review and follow CDC guidance on [cleaning and disinfection](#).
37. Create a plan for if a client becomes sick:
 - a. Plan to have an isolation room or area that can be used to isolate a sick individual..



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- b. Be ready to follow CDC guidance on how to [disinfect your building or facility](#) if someone is sick.
 - c. If a sick person has been isolated in your facility, clean and disinfect surfaces in your isolation room or area after the sick person has gone home.
 - d. If COVID-19 is confirmed in a client or staff member:
 - i. Close off areas used by the person who is sick.
 - ii. Open outside doors and windows to increase air circulation in the areas.
 - iii. Wait up to 24 hours or as long as possible before you clean or disinfect to allow respiratory droplets to settle to reduce the risk to individuals cleaning.
 - iv. Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, and common areas.
 - v. If more than 7 days have passed since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
 - e. Continue routine cleaning and disinfection.
38. Minimize the potential for the spread of germs in the program space by removing items that are not easily cleanable.
39. Staff cleaning should follow the disinfectant manufacturer's instructions:
- a. Use the proper concentration of disinfectant.
 - b. Maintain the disinfectant for the required wet contact time.
 - c. Follow the product label hazard warnings and instructions for personal protective equipment (PPE) such as gloves, eye protection, and adequate ventilation.
 - d. Use disinfectants in a well ventilated space. Extensive use of disinfectant products should be done when others are not present and the facility thoroughly aired out before clients return.
 - e. Facilities must have a Safety Data Sheet (SDS) for each chemical used in the facility.
40. Disinfectants, sanitizers, and other cleaning supplies are the responsibility of the adult care facility to have available.

