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Division of Aging process to reopen Indiana adult day centers

As stay-at-home restrictions are relaxed, adult day centers should strategically plan when and how best to reopen. Two of the signposts the Centers for Disease Control and Prevention believes exist before facilities relax stay-at-home orders are as follows:

- Will reopening be in compliance with state and local orders?
- Will you be ready to protect clients and staff who are at higher risk for severe illness? (e.g. teleworking, tasks that minimize contact)

Building upon that guidance, the American Medical Association suggests using the following checklist to ensure that your medical practice is ready for reopening:

1. Comply with governmental guidance

States and the federal government have outlined guardrails that should be in place before reopening. On the federal level, the White House has published guidelines for “Opening Up America Again.” At the state level, Indiana has detailed what reopening will look like when Governor Holcomb released a “roadmap to get back on track.” State and city guidelines must be closely reviewed and followed.

2. Make a plan

Preopening planning will be vitally important to the success of your practice reopening.

- a. Sit down with a calendar and chart out your expected reopening day and, ideally, a period of “soft reopening” where you can reopen incrementally.
- b. Assess your personal protective equipment (PPE) needs and alternatives such as cloth masks, what stockpile you have currently and will need in the future, and place the necessary orders.
- c. As much as possible, have supplies delivered in advance before you reopen so that sporadic deliveries and other visitors do not disrupt the order of your daily plan.
- d. Plan in advance how you will handle staffing and cleaning if an employee or client is diagnosed with COVID-19 after being in the center.
- e. Develop guidelines for determining when and how long employees who interacted with a diagnosed client will be out of the center.



3. Open incrementally

- a. Consider a step-wise approach to reopening so that the center may quickly identify and address any practical challenges presented.
- b. Identify what services can be done via telehealth or other modalities and continue to perform those visits remotely.
- c. Begin with a modified schedule that includes the following:
 - 25% facility capacity (including staff and clients) beginning June 1 through June 12.
 - 50% facility capacity (including staff and clients) beginning June 15 through June 26.
 - 75% facility capacity (including staff and clients) beginning June 29 through July 10.
 - 100% facility capacity to resume on July 13.
- d. At all times any increase in the number of people being served requires the provider to follow all COVID-19 guidance.
- e. Direct administrative staff who do not need to be physically present in the center to stay at home and work remotely.

4. Institute safety measures for staff and clients

- a. To ensure that clients are not coming into close contact with one another, utilize a modified schedule to avoid high volume or density.
- b. Designate separate dining and activity areas.
- c. Consider a flexible schedule, with staggering clients and staff in mornings and afternoons.
- d. Consistent with U.S. Centers for Disease Control and Prevention guidance, centers should have the following policies and procedures established prior to re-opening:
 - **Daily Health Self-Screening**
 - Information about COVID-19 symptoms may be found on the Centers for Disease Control and Prevention's [website](#).
 - **Temperature Checking:**
 - Center staff should conduct a daily self-assessment before leaving home to come to work. Staff should take their temperature.
 - Center staff should conduct a daily client-assessment before allowing the client to enter the adult day center. Staff should take the client's temperature.
 - If staff or client has a fever at or above 100.4 degrees Fahrenheit, they should stay home. Client's informal support should be contacted about the temperature if at or above 100.4 degrees Fahrenheit.
 - If staff or client has a fever and symptoms such as a cough or trouble breathing, they should stay home and contact a health care provider. Adult day center should contact client's informal support to inform about client's symptoms.
 - **Self-Screening:**
 - Before staff or clients enter the adult day center, a nurse or other center personnel should obtain the following information daily:
 - ✓ Have you had close contact with someone who has tested positive for COVID-19 within the past 14 days?
 - ✓ Are you currently ill? Do you have symptoms of a cold, cough, or shortness of breath? Have you temporarily lost your sense of taste or smell?

- ✓ Do you currently have a fever or have you had a fever within the past week?

- **Staff and Clients Tested for COVID-19:**
 - If staff or client tests positive for COVID-19, they should contact their health care provider. Adult day staff should contact the client's waiver care manager and informal support to inform of the test results. Adult day centers are required to report positive test results of client and staff to the Indiana State Department of Health or local health department.
- **Staff and Clients Testing Positive May Return to Work Once:**
 - They have been symptom free for a minimum of 72 hours.
 - At least 10 days have passed since the onset of their symptoms.
 - Staff and clients testing negative may return to work 48 hours after their symptoms have subsided.
- **Social Distancing in the Workplace**
 - Proper social distancing means maintaining 6 feet of distance from another person.
 - Staff and clients should practice social distancing at all times while at work.
 - It is preferable that external meetings are conducted via conference call.
 - Remove chairs and tables from breakrooms and other common assembly areas to discourage larger gatherings.
 - Waiting room chairs and computer terminals should be appropriately spaced in each lobby or common space.
 - Dining areas will ensure tables are safely spaced and cleaned in seating area.
- **Masks and Gloves**
 - Staff and clients must obtain and wear a reusable mask in the adult day center.
 - Encourage staff and clients to use their own personal, reusable mask to reduce the use of disposable masks.
 - Masks must be sanitized after each use.
 - Cloth masks or simple surgical masks are acceptable.
 - Staff and clients should review the [CDC's guidance](#) about how to appropriately use and maintain masks.
 - Gloves should only be worn by staff who are opening the mail or exchanging items with individuals they are servicing.
- **Workplace Cleanliness**
 - All internal doors will be propped open if it is safe to do so. This decreases the need for staff and clients to touch door handles and maximizes air flow in office spaces.
 - Each staff and client in the adult day center will have his/her own personal hand sanitizer, which should not be shared with other clients and staff. It is encouraged that adult day centers label each client/staff hand sanitizer when they enter the center.
 - Staff and clients should wash hands regularly throughout the course of the day.
 - Water fountains will only be used for filling water bottles.
 - Pooled vehicles will be equipped with wipes or spray bottles. Staff will be required to wipe down vehicles before and after use.
 - Staff will clean hard surfaces and frequently touched surfaces multiple times a day.

- If client or staff tests positive for COVID-19 and was in the adult day center 72 hours prior to taking the test, the adult day center will complete disinfecting of the center prior to admitting any clients. The center should be evacuated and staff and clients may return to the area 48 hours once the disinfecting has been completed.
- Cleaning will be performed in compliance with the latest [CDC guidelines](#).
- **Visitor Policies**
 - Visitors to the center (other than clients) should be by appointment only until further notice. An adult day center that schedules a meeting is required to share the self-screening questions before the meeting occurs and must meet the visitor at the public entrance to their center.
 - Provide hand sanitizer to all visitors to use before and after entering the center.
 - Social distancing guidelines should be maintained.
 - Physical barriers such as plexiglas screens or sneeze guards will be used where available and appropriate.
- **Processing Emotions in a Healthy Way**
 - Staff and client mental health is just as important as their physical health and it's normal to need help processing all the changes in their personal and professional lives. There are many healthy ways to help with this, including:
 - ✓ Encourage staff and clients to practice mindfulness.
 - ✓ Make activity time to listen to staff and clients process thoughts and feelings out loud or in a journal.
 - ✓ Help staff and clients seek other resources to help manage mental health such as [BeWellIndiana.org](#), a free resource to help all Hoosiers stay connected and maintain their wellbeing.

5. Communicate health and safety requirements clearly to staff and clients.

- a. Staff and clients should have knowledge of items listed above in 4(d).
- b. Regular communication should be disbursed by adult day centers to staff, clients and informal supports as a reminder of health and safety measures as well as proper protocols during this public health crisis.
- c. Adult day centers are encouraged to use different forms of communication, such as, phone calls, letters, emails, and text messages.

6. Coordinate testing with local hospitals and clinics

- a. There will be instances where staff and clients require COVID-19 testing. Contact the Indiana State Department of Health or your local health department for information on available testing sites. Identify several testing sites in the adult day center catchment area. Contact these sites to ensure that tests are available and to understand the turnaround time on testing results.
- b. Provide clear and up to date information to staff, clients and informal supports regarding where staff and clients can be tested and how the process works.

7. Establish confidentiality / privacy Institute or update confidentiality, privacy and data security protocols.

- a. Results of any screenings of staff and clients should be kept in employment or client records only (but separate from the personnel file for staff). Remember that HIPAA authorizations are necessary for sharing information about staff and clients. Similarly, coworkers and clients can be informed that they came into contact with an employee who tested positive for COVID-19, but the identity of the employee and details about an employee's symptoms cannot be shared with clients or co-workers without consent. While certain HIPAA requirements related to telemedicine are not being enforced during the COVID-19 public health emergency, generally, HIPAA privacy, security and breach notification requirements must continue to be followed.