

# LUTHERAN SERVICES

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## C A R O L I N A S

### A Guide for Reopening





Since the pandemic began, Lutheran Services Carolinas (LSC) has been operating with the guidance and recommendations from both the Federal and State government, local and State health departments, the Center for Disease Control and Prevention (CDC), and State and National healthcare associations. LSC's top priority is the safety and well-being of our residents, clients, and teammates, and LSC continues to develop policies and procedures to ensure new requirements and recommendations are in place to meet this priority.

Because Lutheran Services Carolinas serves those who are considered most at-risk for COVID-19, there have been many changes to the operations throughout the organization. These changes have come quickly and evolve often, and LSC has worked diligently to incorporate the guidance in our day-to-day work. With the new guidance, LSC has developed a three step reopening plan.

LSC's reopening plan was designed to include the current requirements and guidance in place and aligns with the Executive Orders from North Carolina's and South Carolina's governors. However, since LSC serves people who live in healthcare communities, stricter regulations still apply to many of our communities even though the Governors have begun to re-open the greater communities.

LSC's mission, "Empowered by Christ, we walk together with all we serve" and vision, "I came that they may have life and have it abundantly. John 10:10" are at the center of all of LSC's work and decisions. LSC understands the difficulties and heartache that the current restrictions cause for many residents, families, and teammates. While strict restrictions still remain in place for the healthcare communities, there are State and National committees working towards a re-opening plan for healthcare communities so that current restrictions can be loosened in the future.

Our knowledge of COVID-19 continues to evolve, as does guidance, and LSC will continue to update policies and plans as more information becomes available.



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Revised May 25, 2020

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# Lutheran Services Carolinas

## 3 Step Reopening Plan

### Step A: effective May 22, 2020

In order to move to Step A and then through the three steps outlined below, Lutheran Services Carolinas will be monitoring certain measures to ensure it is safe to move to the next step with less restrictions. These measures will be evaluated in each step and must be met, or it may become necessary to go back a step in order to protect the health and well-being of all residents. Measures include:

- Compliance with the use of face masks.
- Compliance with social distancing guidelines.
- Compliance with restrictions in each step.
- Decline or leveling of COVID-19 in the immediate community. If there is a spike in community cases or new directives from a local/county/State entity, LSC may need to make changes to the plan.

#### **Step A-Independent Living Communities:**

- Leaving the community:** the three “W”s should be followed at all times: wear a mask, wait 6 feet when near others, wash hands.
  1. Can leave the community for medical appointments, to grocery shop and to go to the pharmacy.
  2. Can leave the community to go out into the greater community but should not gather or remain in public places.
  3. If a resident leaves the community to gather in public places (e.g. restaurant), the resident agrees to not participate in activities or gatherings within the community.
- Dining:** take-out orders will continue, all of the community dining areas will remain closed. The use of Grubhub or other delivery services is permitted but deliveries must be dropped at the front door/desk.
- Activities and Gatherings:** Indoor and outdoor activities are permitted with a maximum of 10 people as long as social distancing measures are maintained and masks are worn. Acceptable locations for activities and gatherings will be determined by the executive director.

- **Visitors, effective June 1, 2020:** a resident may have 10 or less visitors for an outside visit. This includes a visit from a patio, balcony, an outdoor space or in the designated outdoor locations as determined by the executive director. Social distancing must be maintained and masks must be worn.
- **Salons:** Once the governor allows salons to open, salons within the community will allow one person at a time to receive services.
- **Community outings:** The community will begin outdoor community outings with a limited number of people per outing to ensure social distancing measures can be maintained. Outings will be limited to outdoor venues.
- **Travel:** Discretionary travel and overnight stays will require a resident to quarantine upon return.
- **Nursing home and assisted living visitation:** Except in extraordinary circumstances such as end of life situations, nursing home and assisted living visitation will resume when the State Executive Order is lifted.
- **Worship services:** Indoor services prohibited. Outdoor services permitted if social distancing measures can be followed and masks are worn.

Residents should self-monitor for any signs or symptoms of COVID-19 and immediately report any concerns to the executive director. A reference sheet will be provided for all residents on how to do this. Step A will be in place for 2-3 weeks; however, the move to Step B will be contingent on the outlined measures being met.

### **Step A- Skilled Nursing and Assisted Living Communities:**

- **Nursing home and assisted living visitation:** Except in extraordinary circumstances such as end of life situations, nursing home and assisted living visitation will resume when the State Executive order is lifted. A national task force has been created to study this issue and may find a solution for limited visitation.

**Step A-Child and Family:** Visitation for North Carolina group homes will resume when the state order in North Carolina is lifted. Visitation in South Carolina group homes will resume when the Department of Disabilities and Special Needs provides guidance on opening visitation. Therapeutic Leave is available for residents in both states should unique family situations arise. Any resident requiring therapeutic leave will be asked to provide detailed information as to contacts and places visited while on leave.

Foster families providing care for children in DSS custody will continue to follow court orders provided in each specific case for family visitation until otherwise directed by the courts. Foster Families providing care for children that are not in DSS custody will continue to follow guidance offered by the state regarding visitation.

## Step B

### Step B-Independent Living Communities:

- **Leaving the community:** A resident can leave the community to go into the greater community if the three “W”s can be followed at all times: wear a mask, wait 6 feet, wash hands.
- **Dining:** take-out orders will continue. The use of Grubhub or other delivery services is permitted but deliveries must be dropped at the front door/desk. Dining within the community will be permitted at certain times and seating must adhere to social distancing requirements. Dining reservations will be required in order to maintain social distancing. A more detailed outline of dining guidelines will be shared with the community prior to Step B going into effect. Dining at restaurants outside of the community will be permitted if social distancing measures can be maintained.
- **Activities and Gatherings:** indoor group activities are permitted in groups of 10 or less if social distancing measures are maintained and masks are worn. Outdoor activities in groups of 25 or less are permitted if social distancing measures are maintained and masks are worn. Acceptable locations for activities and gatherings will be determined by the executive director.
- **Visitors:**
  1. Outdoor visits: a resident may have outdoor visitors not to exceed 10 people. This includes a visit from a patio, a balcony, an outdoor area, or in the designated outdoor locations as determined by the executive director. Social distancing must be maintained and masks must be worn.
- **Salons:** Once the governor allows salons to open, salons within the community will allow one person at a time to receive services. Visits to salons in the greater community are permitted if social distancing measures can be maintained and a mask is worn.
- **Community outings:** The community will continue outings with a limited number of people per outing to ensure social distancing measures can be maintained. Outings will be limited to outdoor venues.
- **Travel:** Discretionary travel and overnight stays are permitted. Details regarding travel are asked to be shared with the executive director prior to travel dates. Certain travel locations and activities may require quarantine upon return.
- **Nursing home and assisted living visitation:** except in extraordinary circumstances such as end of life situations, nursing home and assisted living visitation will resume when the State Executive order is lifted. A national task force has been created to study this issue and may find a solution for limited visitation.
- **Worship services:** indoor worship services permitted with social distancing measures and use of masks required. Outdoor worship services permitted.

Residents should self-monitor for any signs or symptoms of COVID-19 and immediately report any concerns to the Executive Director. A reference sheet will be provided for all residents on how to do this. Step B will remain in effect for 4-6 weeks, however, the move to Step C will be contingent on the outlined measures being met.

**Step B-Nursing Home and Assisted Living Communities:** Except in extraordinary circumstances such as end of life situations, nursing home and assisted living visitation will resume when the State Executive order is lifted. A national task force has been created to study this issue and may find a solution for limited visitation.

**Step B-Child and Family:** Visitation for North Carolina group homes will resume when the state order in North Carolina is lifted. Visitation in South Carolina group homes will resume when the Department of Disabilities and Special Needs provides guidance on opening visitation. Therapeutic Leave is available for residents in both states should unique emergency family situations arise. Any resident requiring therapeutic leave will be asked to provide detailed information as to contacts and places visited while on leave.

Foster families providing care for children in DSS custody will continue to follow court orders provided in each specific case for family visitation until otherwise directed by the courts. Foster Families providing care for children that are not in DSS custody will continue to follow guidance offered by the state regarding visitation.

Residents in foster care who wish to visit hair salons or participate in recreational events, will follow state guidelines for those services in their respective communities. Recreation for foster children should be outdoors in small groups approved by the guardians or case workers. Residents participating in these activities will have masks available when outside the group home or foster home and will be screened for COVID-19 signs. Once the governor allows salons to open, visits to salons in the greater community are permitted if social distancing measures can be maintained and a mask is worn for residents of group homes and foster children.

Required Trainings for staff and foster parents: Social distancing guidelines & 3 W's (wear a mask, wait 6 feet when near others, wash hands) will be followed. Complete wellness checklist at door.

## Step C

### Step C-Independent Living Communities:

- **Leaving the community:** A resident can leave the community to go into the greater community if the three “W”s can be followed at all times: wear a mask, wait 6 feet, wash hands.
- **Dining:** Take-out orders will remain in place. The use of Grubhub or other delivery services is permitted. Dining within the community will be permitted at certain times and seating must adhere to social distancing requirements. Dining reservations will be required in order to maintain social distancing. An updated outline of dining guidelines will be shared with the community prior to Step C going into effect. Dining at restaurants outside of the community will be permitted if social distancing measures can be maintained.
- **Activities:** indoor group activities are permitted in groups of 10 or less if social distancing measures are maintained and masks are worn. Outdoor activities in groups of 25 or less are permitted as long as social distancing measures are maintained and masks are worn.
- **Visitors:**
  1. Outdoor visits: a resident may have visitors in an outside area as long as a mask is worn and social distancing measures are followed.
  2. Indoor visits: a resident may have up to two visitors at a time. The visitors must be screened upon entering the building and visitation is only permitted in the resident’s residence or in designated areas. Social distancing should be followed and masks should be worn. Visits in the designated indoor areas must be scheduled.
- **Salons:** Salons within the community will provide services but spacing of 6 feet per resident must be followed. Visits to salons in the greater community are permitted if social distancing measures can be maintained and a mask is worn.
- **Community outings:** The community will continue outings with a limited number of people per outing to ensure social distancing measures can be maintained.
- **Travel:** Discretionary travel and overnight stays are permitted. Details regarding travel are asked to be shared with the executive director prior to travel dates. Certain travel locations and activities may require quarantine upon return.
- **Nursing home and assisted living visitation:** Except in extraordinary circumstances such as end of life situations, nursing home and assisted living visitation will resume when the State Executive order is lifted. A national task force has been created to study this issue and may find a solution for limited visitation.
- **Worship services:** Indoor worship services permitted with social distancing measures and use of masks. Outdoor worship services permitted.



Residents should self-monitor for any signs or symptoms of COVID-19 and immediately report any concerns to the Executive Director. A reference sheet will be provided for all residents on how to do this. The community will remain in Step C until it is decided that restrictions can be re-evaluated for change.

**Step C-Nursing Home and Assisted Living Communities:** Except in extraordinary circumstances such as end of life situations, nursing home and assisted living visitation will resume when the State Executive order is lifted. A national task force has been created to study this issue and may find a solution for limited visitation.

**Step C-Child and Family:** Visitation for North Carolina group homes will resume when the state order in North Carolina is lifted. Visitation in South Carolina group homes will resume when the Department of Disabilities and Special Needs provides guidance on opening visitation. Therapeutic Leave is available for residents in both states should unique emergency family situations arise. Any resident requiring therapeutic leave will be asked to provide detailed information as to contacts and places visited while on leave. They will also be monitored for signs of COVID-19.

Foster families providing care for children in DSS custody will continue to follow court orders provided in each specific case for family visitation until otherwise directed by the courts. Foster Families providing care for children that are not in DSS custody will continue to follow guidance offered by the state regarding visitation.

Foster children participating in group events or outings must have approval from guardians and follow social distancing guidelines for their respective communities. Masks will be available for foster children to be worn outside the foster home.

Salons: Visits to salons in the greater community are permitted if social distancing measures can be maintained and a mask is worn for residents of group homes and foster children.

Required Trainings for staff and foster parents: Social distancing guidelines & 3 W's (wear a mask, wait 6 feet when near others, wash hands) will be followed. Complete wellness checklist at door.

# LSC Offices

## Step A:

- Work from home, unless approved by supervisor.
- Masks required when not at personal work station if at work.
- Complete wellness checklist at door if at work.

## Steps B & C, until end of pandemic:

- Develop plan with supervisor to work from home or LSC office.
- Masks required when not at personal work station if at work.
- Complete wellness checklist at door if at work.

When teammates return to office environments they will need to comply with the policies and protocols in place. Each office will make the policies available and will update them based on new guidance, as it becomes available.

When returning to work, LSC offices will require the following:

## 1. Screening

Each teammate will be required to complete the screening tool, included in this guide on page 12, when entering the office each day. Please note, the screening tools in the healthcare communities continue to be stricter than the screening tool being used for LSC offices.

## 2. Symptom monitoring

Teammates should self-monitor for signs and symptoms of COVID-19 and report any concerns immediately to their supervisor. Current signs and symptoms as defined by the CDC include:

- |  |   |
|--|---|
| <input type="checkbox"/> Fever greater than 100° F                   | <input type="checkbox"/> Headache                 |
| <input type="checkbox"/> Cough                                       | <input type="checkbox"/> Diarrhea                 |
| <input type="checkbox"/> Shortness of breath or difficulty breathing | <input type="checkbox"/> Congestion or runny nose |
| <input type="checkbox"/> New loss of taste or smell                  | <input type="checkbox"/> Nausea/vomiting          |
| <input type="checkbox"/> Sore throat                                 | <input type="checkbox"/> Fatigue                  |
| <input type="checkbox"/> Chills and/or shaking with chills           |   |
| <input type="checkbox"/> Muscle or body aches                        |   |

### 3. Personal Safety Practices

- **Masks:** Teammates are required to wear face masks while working in the office. A mask should be worn any time a teammate is away from their desk, in common areas, OR if they are within 6 feet of another individual. When putting on a mask, the following procedures should be followed:
  - Wash hands or use sanitizer prior to handling the mask.
  - Ensure the mask covers the nose and mouth and fits snugly.
  - While wearing a mask, avoid touching the front of the mask.
  - When removing the mask, do not touch your eyes, nose or mouth. Wash hands or use hand sanitizer after the mask is removed.
- **Social Distancing:** Teammates should follow social distancing guidelines which include:
  - Maintaining at least 6 feet of distance from one another, including during all breaks.
  - Minimize in-person meetings. Do not gather in groups larger than 10 people.
  - Stay out of crowded places and avoid mass gatherings.
  - When eating, maintain a minimum of 6 feet of distance from others.
- **Gloves:** Gloves are recommended for healthcare workers and those in high-risk areas, or for tasks that require gloves, (e.g. cleaning with abrasive cleanser), but the CDC states they are not necessary for general use. Wearing gloves does not replace good hand washing.
- **Handwashing:** Teammates should wash hands with soap and water for at least 20 seconds often, particularly after coughing, sneezing or touching your face, after being in public, and prior to eating.
- **Coughing/Sneezing Hygiene:** Always cover your mouth and nose with a tissue when you cough or sneeze. After, immediately wash your hands with soap and water or use hand sanitizer.



LSC offices are not allowing visitors or vendors at this time with the exception of deliveries.

## Individual Screening

1. Have you washed your hands or used alcohol-based hand rub on entry? If no, please do so before proceeding.
2. Do you have a cough and/or NEW shortness of breath?
  - If no, proceed.
  - If yes, do you have other symptoms including runny nose, nasal congestion, and sneezing? If so, you may have allergies or a cold. If you only have a cough AND you have been exposed to COVID-19, go home and call your physician.
3. Do you have any *two* of the following symptoms? If yes, go home and call your physician. If no, proceed to the following question.
  - New loss of taste or smell
  - Sore throat
  - Chills and/or shaking with chills
  - Muscle or body aches
  - Headache
  - Diarrhea
  - Nausea/vomiting
  - Fatigue
4. Have you worked in another location with recognized COVID-19 cases? OR Have you traveled overseas, been on a cruise, or visited a congregate community with an outbreak of COVID-19 in the last 14 days?
  - If no, proceed.
  - If yes, you must speak with your supervisor before working. You may be required to self-isolate for 14 days.
5. Do you live with, or have you been exposed to, anyone with COVID-19, or who is being tested for COVID-19? Do you live with anyone who currently is sick with a fever and/or respiratory symptoms?
  - If no, have a great day caring for those we serve!
  - If yes, see your supervisor. You may be required to self-isolate, depending on the circumstances and the guidance from the CDC and the health department.

# Vacation Guidelines During COVID-19

LSC recognizes the need for time away from work and relaxation, especially during the trying times of COVID-19. In an effort to clarify vacation travel stipulations during the time the virus continues to spread and the pandemic is still in effect, the guidance below is outlined for employees who travel during this time.

While at work and when away from work, LSC encourages all team mates to practice the 3 Ws:

- Wear a face covering
- Wait 6 feet apart from other people when in line or public settings
- Wash hands often

LSC cannot determine where staff go and what they do when not at work. However, LSC desires to partner with our team to provide full transparency at all times.

- LSC promises to be transparent and open about COVID-19. LSC will share any cases with the entire team, residents, and family members quickly. LSC will provide information about PPE supply and needs at any time. LSC will share all guidance and direction with policies, meetings, letters, emails, and other communication methods with its team members.
- Team members will be transparent with LSC about the following:
  - Monitor for and report any sickness or COVID exposure to supervisor immediately.
  - Will not come to work sick or if there has been a known exposure.
  - Since COVID-19 is now community spread and can be contracted in your home town or in a neighboring town, as well as recognizing the need for relaxation and time away from work, travel and vacations will be allowed during this time.
    - Team member will report any vacation travel outside of NC and SC to supervisor in advance when possible so it can be documented. This does not automatically mean LSC will quarantine or not allow to work, but it will allow LSC to keep a log.
    - Team members will agree to follow the Governor's orders when in town and out of town regarding social distancing, wearing face coverings, and practicing hand hygiene. If these are not followed when in town or out of town, the team member should relay information to their supervisor for further tracking.
    - Travel plans outside of the US should be discussed with your supervisor in advance of travel.

- After discussing with supervisor and administrator/ED, each situation will be reviewed on a case by case basis to determine if there are any quarantine needs. If travel is to a highly populated area with a large outbreak, if there was a known or possible contact with COVID, if employee attends a large event in another state where the 3 Ws were not followed by the crowd, if employee has flown or cruised, if employee has been outside the US, etc., a quarantine period may be required.
- Team member will be required to touch base with supervisor prior to returning to work after vacation if travel was outside NC or SC or if there was a known exposure or known possible exposure situation such as those outlined in the bullet above.



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