



Broadview Heights Human Services Protocol

Due to the COVID-19 pandemic, new policies and procedures are in place to maintain compliance with the guidelines. All visitors to the Human Services Department are required to review the amended protocols and procedures online at [Amended Director's Order on the Opening of Adult Day Services and Senior Centers](#). Please note that cloth masks are required and will be made available if a visitor does not have one. We will continue to monitor all information and guidelines and will adjust protocols as required as well as adjust the open/closed status of our center as mandated. In addition to operating within all of the required guidelines, our highest priority will be to offer a safe and enjoyable experience for our members. If you have any questions, please call 440- 526-4074. We will be using a phased approach to return. Phases are in alignment with the State of Ohio Public Health Advisory System. We will not hold any indoor activities during (Purple). We hope to see you soon! **If you are high risk, please let us continue serving you remotely. If you do not pass the prescreening at the door, you will be asked to show a negative test result before entering the facility. COVID tests (Anterior Nares) that can be self-administered will soon be available. Please call 440-526-4074 for further details.**

Phase I (Orange and Red) will consist of one activity per room two to three times a week. The majority of activities will be outdoors, virtual, and grab and go.

Phase II (Yellow) may consist of one activity in the morning and one activity in the afternoon and will begin when Cuyahoga County enters a Level 1 according to the State of Ohio Public Health Advisory System.

Phase III will consist of our normal routine including resuming trips and will begin when a vaccine is available.

- The majority of classes/activities will be held in the Willow Room and/or the Auxiliary Gymnasium
 - Only the Senior Center bathrooms will be available for class members
- Everyone will be temperature checked before entering the Human Services doors.
 - If temperature is above 100.4 degrees Fahrenheit they will be denied entry
- Members will be asked health questions
 - Entry will be denied if they respond yes to any of the following questions:
 - Do you have a fever?
 - Do you have a cough?
 - Have you experienced any shortness of breath?
 - Have you been exposed to anyone who might be infected with Coronavirus?
 - Have you or any member of your family been quarantined?
 - **If a member is denied entry, their name, date and reason for denial will be recorded on a denied entry sheet. Members will be allowed to return when they provide a negative test result for COVID-19.**

- If permitted entry, staff member will sign in member in My Senior Center (MSC).
- Member will disinfect hands with hand sanitizer.
- Members are to maintain social distance upon entering, during workout/activity, and while exiting building.
 - No mingling or gathering
- Members will enter and exit the building using the Human Services doors.
- Members are to follow directional signs while entering and exiting.
- Members will be expected to wear masks (except when exercising).
- Members must make an appointment to reserve class space ahead of time to ensure that current capacity limits are maintained.
- It is suggested that members bring their own water and towel for exercise.
 - Bottled water will be available upon request.
- Members will have a workout/activity space 10 feet apart from each other.
- If equipment is needed, Instructor will set out disinfected equipment for each member prior to the class. At the end of class, the instructor will distribute wipes for each member to disinfect their equipment.
- Staff/Instructor will put equipment away.

Spacing, Capacity, Numbers:

- All Human Services multi-purpose rooms have been evaluated for social distancing.
 - Willow Room – 50
 - Auxiliary Gymnasium – 100
 - Maple Room -10
 - Computer Lab – 1
- Activities will be 1 hour maximum limit.
- Marks will be placed on the floor to indicate work/activity areas for class participants.
- Excess chairs and tables have been removed.
- Lost and found is located in the office, where members do not have access to. If items need to be placed in lost and found they are to be sanitized before being placed in box.
- Member log-in procedures:
 - Members will be greeted outside the building by a member of the staff. They will have their temperature taken and asked a series of health questions.
 - Temperatures greater than 100.4°F will be denied entry
 - Entry will be denied if members answer yes to any of the following questions:
 - Do you have a fever?
 - Do you have a cough?
 - Have you experienced any shortness of breath?
 - Have you been exposed to anyone who might be infected with Coronavirus?
 - Have you or any member of your family been quarantined?
 - If a member is denied entry their name, date and reason for denial will be recorded on a denied entry sheet.
 - **Members will be allowed to return when they provide a negative test result for COVID-19.**
 - Upon entering the building, a staff member will assist in registration with My Senior Center.

Sanitization:

- Members will be asked to sanitize their hands upon entering and exiting the building.
- There are sanitizing stations in every room and hallway.
- Members will be required to use sanitizing wipes to clean any equipment used between each use.
 - A new wipe will be used for each piece of equipment to prevent cross contamination.
- High contact surfaces will be disinfected every two hours.

Signage:

- CDC guidelines will be posted on the bulletin boards in both hallways.
- Signs have been placed around the facility to remind members of social distancing, hand washing and equipment sanitation.

Air Circulation:

- All fans have been removed and/or are not useable.

Restrooms:

- Restrooms will be cleaned and disinfected every two hours.
 - Cleaning logs will be posted and staff members will sign off when completed.

Employees:

- Employees are not to report to work if they are ill or exhibiting symptoms of COVID-19.
- All employees will be required to wear a face covering at all times unless they are doing any of the following activities:
 - Sitting alone in their office
 - Eating lunch
- Maintain six foot social distancing from other employees or members.

At this time, the Ohio Department of Health is mandating that any and all staff; including volunteers that are affiliated with Senior Centers, be tested every other week for COVID-19.

Members/Clients:

- Members are required to register for a time slot for everything to help encourage social distancing and enforce member limit in the facility.
- Participation:
 - Members are to arrive no earlier than ten minutes before their class is scheduled to begin.
 - Members are encouraged to bring their own equipment if capable, water and towel.
 - Members are required to reserve class space ahead of time to ensure that current capacity limits are maintained.
 - All classes/activities will be held in the Human Services area.
 - Workout/Activity spaces will be marked on the floor, ten feet apart from each other.
 - Instructor will set out disinfected equipment for each participant prior to class.

- If equipment is needed, the instructor will distribute disinfected equipment for each member prior to the class. At the end of class, the instructor will distribute wipes for each member to disinfect their equipment.
- Staff/Instructor will put equipment away.

Transportation

- During Phase I, only one resident will be transported per trip.
- Drivers and riders will be required to wear a mask at all times.
- Transportation providers shall adhere to the [Ohio Department of Transportation Guidance](#) and the [Mass Transit Transportation Providers COVID-19](#).
- Transportation shall accommodate spacing of participants and continued circulation of air.
- Phase II may consist of transporting more than one resident per trip following social distancing guidelines.

Meals:

During Phase I, all meals will be served grab and go.
Self-Serve Beverages are allowed (**YES! THAT MEANS COFFEE**).
In Phase I, all beverages will be served by a staff member with gloves.
In Phase II, congregate meals may be phased in.

Confirmed Case:

If anyone tests positive after visiting the Human Services Department and/or utilizing designated vehicles, we will do the following.

- Cancel Activities/Transportation for the week.
- Follow Deep Cleaning and Sanitation Schedules
- Contact Cuyahoga County Board of Health at 216-201-2000 and follow their guidelines.
- Member may return to the center after 10 days (from positive test result OR 1st symptom) AND 24 hours without fever, vomiting, and diarrhea.