

SSB In Person Service Delivery Pilot

Protocol for Program Services

Learning Objectives

- Understand staff responsibilities
- Review the in person service delivery protocol
- Review in person consent statement and Tennessee warning
- Introduce [supervisor approval tool](#) and [health screening tool](#)
- Explain medical and data privacy requirements
- Receive COVID-related safety training

Important Notes

- No official start date yet
- SSU staff will pilot this initially
- In person appointments primarily refer to appointments with clients held in the community. This could include in public spaces (both indoors and outdoors) and at the client's home (both indoors and outdoors).
- Not a requirement.
- Only when necessary, by appointment only, and with prior supervisory approval.
- No more than one in person appointment per day.

Staff Approved for In Person Services

WDU

- Assistive Technologists
- Employment Specialists
- Rehab/ATB Teachers
- VR Counselors
- VR-Techs

SSU (Will Pilot Initially)

- Program Specialists
- Rehab/ATB Teachers

WDU In Person Services

- Adjustment to blindness training/rehabilitation teaching
- Customized employment
- Extended services
- Job search and placement assistance
- On-the-job supports/job coaching
- Rehabilitation Technology

SSU In Person Services

- Low vision assessments
- Orientation and mobility training
- Rehabilitation/life skills training
- Rehabilitation technology

Field Staff Responsibilities

- Submit to routine COVID testing as necessary (logistics still to be determined)
- Conform to the safety guidelines in place, including social distancing and wearing a mask
- Follow the in person service delivery protocol
- [Request supervisory approval](#) for in person appointments
- Conduct health screenings on customers
- Provide informed consent statement and Tennessen warning to customers
- [Track basic screening and consent information](#)
- Protect private medical data

Customer Responsibilities

- Provide their consent to in person service delivery
- Participate in health screening prior to the appointment
- Allow staff to take their temperature and ask health screening questions at the scheduled visit
- Conform to the safety guidelines in place, including social distancing and wearing a mask during the visit

Supervisor Responsibilities

- [Review requests for in person services](#) and approve if necessary
- Review and understand the implementation plan and protocol
- Provide guidance and answer questions that staff and customers have
- Monitor staff use of the [health screening tool](#)
- Oversee staff compliance of the protocol and safety requirements

In Person Protocol: Setting Up the Appointment

1. Staff and customer determine an in person appointment is necessary.
2. Staff [request supervisory approval](#) for in person appointment.
3. Staff arrange for in person appointment with customer (take note of the date this occurred):
 - Notify the visitor of their requirement to participate in a COVID-19 health screening by phone on the day of their appointment
 - Inform them of their need to perform a self-temperature check to prepare for the screening
 - Provide the visitor with the time of the future screening call
 - Provide the verbal informed consent statement
 - Answer any questions
4. Visits will be cancelled or rescheduled if proper safety protocols cannot be adhered to, the customer does not provide consent, or if either the staff member or consumer have any health concerns.

Supervisory Approval Tool

[Requesting Supervisor Approval for an In Person Customer Visit \(office.com\)](#)

Informed Consent Statement (provided when setting up the appointment)

- Review “In Person Services Desk Aid” for script

In Person Protocol: Day of Appointment

The day of the appointment, staff contact the visitor at the appointed time to confirm their appointment and perform a COVID-19 health screening by doing the following:

- Read the Customer Tennessee Notice
- Conduct health screening
 - Customers that do not pass the screening can reschedule an appointment no sooner than 7 days from the failed screening date.
- Complete the MS Forms [Screening Tool](#)

In-Person Protocol: Additional Attendees

- No more than 2 additional attendees during an appointment
 - This includes interpreters, family members, or other service providers
- All additional attendees must also go through the same health screening protocol
- For those attendees not part of the same household, 6 feet of social distancing and mask wearing is required

Health Screening Tracking Tool

[SSU/WDU Staff - Customer Appointment \(office.com\)](#)

Tennessees Notice & Health Screening Questions

- Review “In Person Services Desk Aid” for script and health screening questions

Protecting Medical Data

- You are responsible for protecting customers' private medical data
- Health screening results must not be documented or saved anywhere

In Person Protocol: Getting to the Appointment

- Single occupancy in a vehicle is required unless a driver is necessary
- You must maintain 6 feet of distance if you are riding with another person outside of your household to the appointment and the route is more than 15 minutes total
 - If the route is less than 15 minutes total, try to maintain as much separation as possible
- Driver and passenger must double mask
- Passenger must ride in the 3rd row for routes longer than 15 minutes total
 - Drivers can rent a large SUV or van through Enterprise if this is necessary
- Windows should be cracked for ventilation

In Person Protocol: At Appointment

- Make sure you have:
 - Contactless thermometer
 - Your mask plus extras available for the customer if they do not have one
 - Hand sanitizer
 - Non-latex gloves if handling equipment, aids, or devices
 - Extra storage bag/box for returned/handled items
 - Ziplock bag to dispose of gloves and single-use masks
- Check customer's temperature using contactless thermometer prior to starting appointment
- Wear a mask the entire time
- Wash/sanitize hands just prior to and after the appointment
- Maintain at least 6 feet of distance

In Person Protocol: After Appointment

- Place returned/handled items into a separate bag; clean and sanitize them prior to reusing or returning
- Dispose of non-latex gloves and single use masks in your trash bag and throw away
- Wash/sanitize hands

Reasonable Accommodations

- A customer may request to not wear a face covering. This should be considered a reasonable accommodation request and forwarded to DEED ODEO – Karen Lilledahl
- Staff providing in person services must wear a face covering. If a staff person has a reasonable accommodation to not wear a face covering and cannot wear one, they will not be able to provide in person services.
 - In person services are not a requirement

The following supplies have been mailed to staff who will be providing in person services:

- Contactless thermometer
- Surgical grade face masks, including clear panel face masks
- Wipes/hand sanitizer
- Non-latex gloves
- Ziplock bags for disposing of used PPE

COVID Testing Logistics (Placeholder)

- Logistics for COVID testing are still to be determined

COVID Safety Training

Brenda Tuma

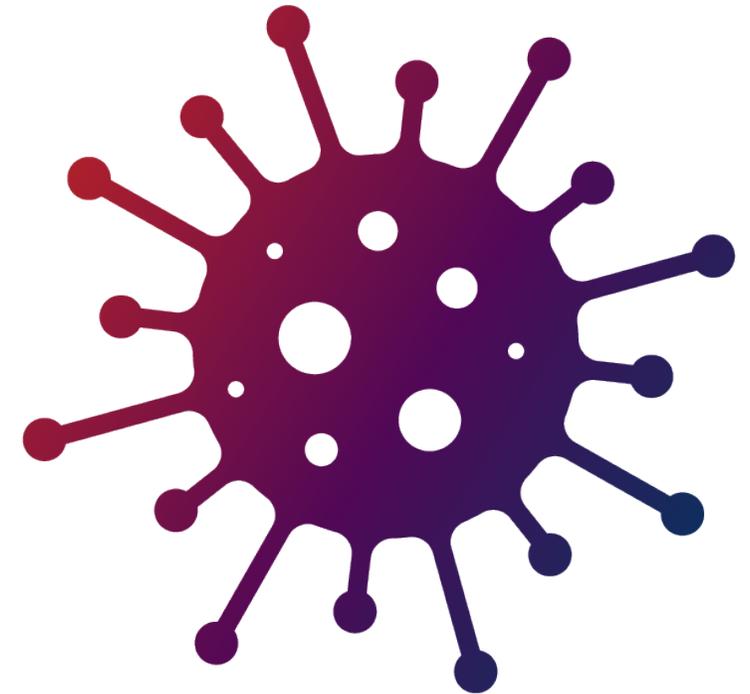
Minimizing the spread of COVID-19

What can we do?

- Participate in and perform health screenings. Stay home when you're sick
- Social distance. Ensure at least 6-foot distance between yourself and others
- Wear a mask
- Don't touch your face
- Wash or sanitize your hands frequently
- Clean and disinfect frequently touched/shared surfaces and equipment
- Ensure proper ventilation

How COVID-19 is spread

- COVID-19 is most commonly spread through close exposure (less than 6–feet distance) to respiratory particles generated by coughing and sneezing.
- It can sometimes be spread through airborne (aerosolized) particles, primarily generated through labored breathing, shouting, and singing. Increased risk factors include inadequate ventilation, the amount of time infected person spent in shared spaces, and not wearing masks.
- It is less commonly spread by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Avoiding close contact

What is close contact?

- Close contact is a cumulation of 15-minutes spent within less than 6-feet of another person within a 24-hour period.



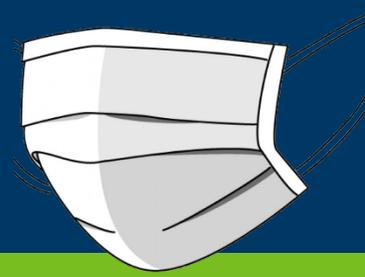
How do I avoid close contact when providing in-person services?

- If a closer distance is required to provide instruction to the customer, don't linger and step back as quickly as possible.
- Monitor the total amount of time spent within less than 6-feet distance to ensure the 15-minute limit is not exceeded.
- Keep talking to a minimum while in close contact and avoid laughing or talking loudly to reduce the level of respiratory particles expelled.

Hand Sanitation

- Wash hands often for at least 20-seconds
 - Wet > Lather > Scrub > Rinse > Dry
- Avoid touching your nose, mouth or eyes
- Use available hand sanitizer when hand washing is not possible.
 - **Use an alcohol-based hand sanitizer** that contains at least 60% alcohol.
 - **Apply** the gel product and **Rub** your hands together.
 - **Rub the gel over all the surfaces of your hands and fingers** until your hands are dry. This should take about 20 seconds.



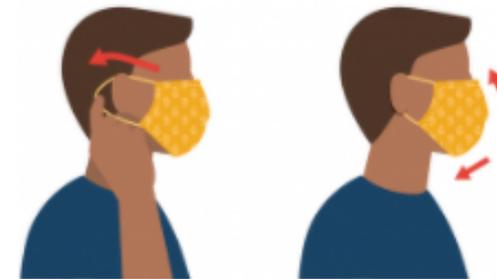


Face Coverings

- Face coverings protect those around the wearer from infectious agents expelled by the wearer while sneezing, coughing or speaking
- Your face covering may protect others and their face covering may protect you
- Customers may not be able to wear a face covering for medical reasons. Consider whether in-person services can still be safely provided.

How to wear a face covering

- Wear your face covering at all times!
- [Wash your hands](#) or use hand sanitizer before putting on your mask.
- Put the mask over your nose and mouth and secure it under your chin.
- Fit the mask snugly against the sides of your face, slipping the loops over your ears or tying the strings behind your head.
- If you need to continually adjust your mask, it doesn't fit properly, and you might need to find a different mask type or brand.
- Make sure you can breathe easily.



Face covering Dos and Don'ts

Dos



- Keep a spare mask to replace one that becomes wet from moisture in your breath, snow, or rain.
- Store wet reusable masks in a plastic bag until they can be washed or dispose of any paper masks.
- Handle only by the ear loops or ties
- Fold outside corners together when removing and storing.



Don'ts



- Put the mask around your neck or up on your forehead.
- Touch the mask, and, if you do, wash your hands or use hand sanitizer.

Cleaning and disinfecting surfaces and equipment

- Frequently clean and disinfect all shared equipment and surfaces
- Clean any dirty surfaces using soap and water first, then use disinfectant.
- Cleaning with soap and water reduces the number of germs, dirt, and impurities on the surface. Disinfecting kills any remaining germs on surfaces, which further reduces any risk of spreading infection.
- Be sure to wipe down the full surface of the object and area
- Many product labels recommend keeping the surface wet for a specific amount of time.
- Alcohol-based products work best for electronics, because they dry quickly.



Using products safely

- **Use chemical disinfectants safely! Always read and follow the directions on the label** of cleaning and disinfection products to ensure safe and effective use. Review MSDS sheets, if applicable.
- **Wear disposable gloves** to clean and disinfect and discard after use or use. Always wash hands after removing gloves.
- Ensure adequate ventilation (for example, open windows if necessary)
- **Do not mix products or chemicals**
- Special considerations should be made for people with asthma. Some cleaning and disinfection products can trigger asthma.

Improving ventilation

- When weather conditions allow, increase fresh outdoor air by opening windows and doors.
- Use fans to increase the effectiveness of open windows. To safely achieve this, avoid placing fans in a way that could potentially cause contaminated air to flow directly from one person over another. Position fans so they draw air out of the space, rather than into the space.
- When working in kitchen areas, exhaust fans can be used if available to improve ventilation.
- Consider portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning.

Questions? Comments?



Thank You!