

COVID 19 Information

(Updated 3/11/20)

Policies for All (Staff, Volunteers, Clients)

Wash hands often with soap and water for at least 20 seconds. If soap and water are not available, use alcohol-based hand sanitizer (products with 60% or more alcohol-based work best).

Avoid touching your eyes, nose, and mouth.

Avoid close contact with people who are sick.

Practice social distancing– 6 feet distance at all times is appropriate

Cough or sneeze into your bent elbow or into a tissue then through the tissue in the trash.

Clean and disinfect frequently touched objects and surfaces(hard surfaces should be cleaned every shift or every few hours, soft surfaces should be laundered appropriately using hot water).

Symptoms of the Coronavirus include:

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of:

- Fever
- Cough
- Shortness of Breath

If you are sick, contact your Primary Healthcare Provider. If you do not have a Primary Health Provider, contact the Emergency Room Department of Milford Campus Bridgeport Hospital: 203.876.4100

COVID 19 Mitigation and Response Policy:

(Updated 3/11/2020)

It shall be the policy of Beth-El Center, Inc. to provide 24 hour housing and support services for all Beth-El Center, Inc. Program Residents seven days per week, three hundred and sixty-five days per year.

The Executive Director shall determine when services shall be reduced to ESSENTIAL housing and support services due to inclement weather, emergency, or other situations which prohibit and make necessary the reduction of services to ESSENTIAL SERVICES STATUS. This policy would be implemented under the consideration of extreme weather conditions and/or the state or federal government has declared a State of Emergency to respond to environmental or medical emergencies.

In the absence of the Executive Director, the Director of Programs and Facilities shall make such determination.

Procedure for Notifications and Ongoing Announcements

- a. Executive Director shall notify the Director of Programs and Facilities, Administrative Assistant, Permanent Supportive Housing Case Manager, Shoreline Diversion Specialist and the Soup Kitchen Manager by midnight prior to or as soon as possible following emergency declaration
- b. The Director of Program and Facilities shall notify all Residential Counselors, the Shelter Case Manager, Housing Specialist, Outreach and Engagement Coordinator and any active interns. (The Executive Director shall perform this function in the absence of the Director of Programs and Facilities)
- c. The Soup Kitchen Manager shall notify the Breakfast Coordinator and scheduled volunteers.
- d. The Administrative Assistant shall notify scheduled office volunteers
- e. All staff will receive an e-mail with the Essential Services Status operational plan, sent to the e-mail listed with the Administrative Assistant

Essential Services As Defined By Staffing: Administrative, Emergency Shelter Services, Soup Kitchen Services

Administrative Offices

- a. The Executive Director is to report to work during defined business hours to ensure continued essential business
- b. Administrative Offices shall be closed. All administrative staff, non-essential staff and office volunteers are excused from reporting to 90 New Haven Avenue or respected worksites.
- c. Staff who are notified not to report to work shall be compensated in the usual manner.
- d. Part-time employees shall receive pay for the scheduled amount of time they normally would have worked.

Note: These hours will not be used in calculation of overtime or compensatory time.

Soup Kitchen Services

- a. All food services provided will continue, whenever possible, without interruption
- b. Service Reduction for food programs will be discussed when Essential Services Status is activated. Food Program Service Reduction is defined as an alteration in the administration of food programs and might vary to scale of response. Service Reduction could include staggered meal times to prevent large congregation of diners, strictly Meals-to-go services with no dining hall access, up to and including cancellation of services overall.
- c. Dependent upon the circumstances of Essential Services activation, non-24 hour staffed programs offices shall be closed. All program staff assigned to a non-24 hour staffed Beth-El Center, Inc. program are excused from work.
- d. Staff notified not to report to work, shall be compensated in the usual manner
- e. Part-time employees shall receive pay for the scheduled amount of the time they would normally have worked. These hours will not be used in calculation of overtime or compensatory time.

Note: On the occasion when the agency remains open, and the employee chooses not to report to work, such absence is considered an absence for personal reason and the employee should elect to draw from their accrued Paid Time Off balance.

Emergency Shelter Programs

- a. All shift employees shall be required to work or provide coverage (**remain on duty**) should their relief be delayed or unable to reach work site.
 - i. Shift Employees are defined as: Residential Counselors (RC)
- b. On site shifts shall be covered by other on-site program staff, when shift workers are unable to reach work or remain on duty.
 - a. Other program staff are described as:
 1. Director of Programs and Facilities

Note: In order to provide for essential services, the Director of Program and Facilities will have the authority to authorize two Program Staff per eight hour shift. It is expected that during the period of ESSENTIAL SERVICE STATUS, the RC, or designated program staff, will provide on-site coverage to assure the resident shelter has a minimum of eight hours of on-site supervisory coverage for each 24 hour period. This supervisory coverage will be scheduled by the Director of Program and Facilities or their designee.

- c. Senior Program Staff shall provide on-site work coverage was necessary and determined by the Executive Director or their designee.
 - a. Senior Program Staff are defined as:
 1. Executive Director
 2. Director of Programs and Facilities

COVID 19 Services Operational Plan

(Updated 3/11/20)

Emergency Shelter Services

Admission Screening

All new residents will receive an admission screening, inclusive of three questions:

1. Have you traveled to any of the following countries: Iran, China, Europe, South Korea or are from out of state?
2. Experiencing symptoms currently or in the last 24 hours of:
 - a. Temperatures of 100.4 or above
 - b. Shortness of Breath
 - c. Increased Coughing and/or sneezing
3. Have been around anyone else that has?

Resident Monitoring

All staff engaged in residential or day programs should be observant and educate all resident/guests on the following practices:

Wash hands often with soap and water for at least 20 seconds. If soap and water are not available, use alcohol-based hand sanitizer (products with 60% or more alcohol-based work best).

Avoid touching your eyes, nose, and mouth.

Avoid close contact with people who are sick.

Practice social distancing– 6 feet distance at all times is appropriate

Cough or sneeze into your bent elbow or into a tissue then through the tissue in the trash.

Clean and disinfect frequently touched objects and surfaces(hard surfaces should be cleaned every shift or every few hours, soft surfaces should be laundered appropriately using hot water).

All staff engaged in residential or day programs should be observant of residents/guests presenting with the following symptoms-

- Fever (100.4 and above)
- Cough
- Shortness of Breath

Reporting:

Any concerns that arise through Screening and Monitoring should be brought to the immediate attention of the Executive Director

Residents/Guests will be asked to contact their Primary Healthcare Provider immediately. If they do not have a Primary Healthcare Provider, they will be asked to contact the Emergency Room Department of Milford Campus Bridgeport Hospital: 203.876.4100

The Beth-El Center will report suspect ill cases to the City of Milford Health Department 203-783-3314 and plan for ongoing self-monitoring and/or further quarantine.

Outreach and Engagement Services

Intake Screening

All new clients will receive an admission screening, inclusive of three questions:

4. Have you traveled to any of the following countries: Iran, China, Europe, South Korea or are from out of state?
5. Experiencing symptoms currently or in the last 24 hours of:
 - a. Temperatures of 100.4 or above
 - b. Shortness of Breath
 - c. Increased Coughing and/or sneezing
6. Have been around anyone else that has?

Resident Monitoring

All staff engaged in outreach and engagement services should be observant and educate all clients on the following practices:

Wash hands often with soap and water for at least 20 seconds. If soap and water are not available, use alcohol-based hand sanitizer (products with 60% or more alcohol-based work best).

Avoid touching your eyes, nose, and mouth.

Avoid close contact with people who are sick.

Practice social distancing– 6 feet distance at all times is appropriate

Cough or sneeze into your bent elbow or into a tissue then through the tissue in the trash.

Clean and disinfect frequently touched objects and surfaces(hard surfaces should be cleaned every shift or every few hours, soft surfaces should be laundered appropriately using hot water).

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The Beth-El Center will report suspect ill cases to the City of Milford Health Department, 203-783-3314, and plan for ongoing self-monitoring and/or further quarantine.

Food Programs:

Dining Hall Hygiene and Food Handling Procedures

All Patrons must wash their hands when entering into the dining hall for meal services

All volunteers and staff must follow food protocol procedures as outlined

Patron Monitoring

All staff engaged in food services should be observant and educate all clients on the following practices:

Wash hands often with soap and water for at least 20 seconds. If soap and water are not available, use alcohol-based hand sanitizer (products with 60% or more alcohol-based work best).

Avoid touching your eyes, nose, and mouth.

Avoid close contact with people who are sick.

Practice social distancing– 6 feet distance at all times is appropriate

Cough or sneeze into your bent elbow or into a tissue then through the tissue in the trash.

Clean and disinfect frequently touched objects and surfaces(hard surfaces should be cleaned every shift or every few hours, soft surfaces should be laundered appropriately using hot water).

All staff engaged in food services should be observant of clients presenting with the following symptoms-

- Fever (100.4 and above)
- Cough
- Shortness of Breath

Reporting:

Any concerns that arise through Screening and Monitoring should be brought to the immediate attention of the Executive Director.

Residents/Guests will be asked to contact their Primary Healthcare Provider immediately. If they do not have a Primary Healthcare Provider, they will be asked to contact the Emergency Room Department of Milford Campus Bridgeport Hospital: 203.876.4100

The Beth-El Center will report suspect ill cases to the City of Milford Health Department, 203-783-3314, and plan for ongoing self-monitoring and/or further quarantine.

Service Reduction:

Under the discretion of the Executive Director and direction from the City of Milford Health Department, Food Programs services might be reduced or cancelled.

Reduction: Hot dining hall meals will be reduced to Meals-To-Go services

Cancellation: All meal programs will be cancelled until further notice and patrons will be directed to alternate meal programs

If food programs are reduced or cancelled, secondary services including showers and scheduled programs will be cancelled.

[COVID 19 Information](#)

[Cleaning and Disinfectant Policy and Procedures](#)

[\(Updated 3/11/20\)](#)

How to Clean and Disinfect

Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.
 - Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3rd cup) bleach per gallon of water or
 - 4 teaspoons bleach per quart of water
 - [Products with EPA-approved emerging viral pathogens \(Attach EPA list to guidance\)](#) are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
 - For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:

- If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
- Otherwise, use products with the EPA-approved emerging viral pathogens claims (examples at [this link:pdficonexternal icon](#)) that are suitable for porous surfaces

Linens, Clothing, and Other Items That Go in the Laundry

- Do not shake dirty laundry; this minimize the possibility of dispersing virus through the air.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

Personal Protective Equipment (PPE) and Hand Hygiene:

- **Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.**
 - Gloves and gowns should be compatible with the disinfectant products being used.
 - Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to **clean hands** after removing gloves.
- Gloves should be removed after cleaning a room or area occupied by ill persons. [Clean hands](#) immediately after gloves are removed.
- Cleaning staff should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor.
- **Cleaning staff and others should clean hands often**, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.

- Additional key times to clean hands include:
 - After blowing one's nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - After contact with animals or pets
 - Before and after providing routine care for another person who needs assistance (e.g., a child)