



# Operational Service Plan

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|--|-------------------------------|-------|----------|
| Department:  | Juvenile Alternative Facility | Date: | 6/5/2020 |
| <b>Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)</b>  |                               |       |          |
| Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed). |                               |       |          |

Scott County will continue to provide services through the Juvenile Alternative Facility. Population will be limited to 11 residents. Priority will be given to youth with immediate safety issues. Placement requests for voluntary placements and 30 day evaluations may be denied.

### Function A: General prevention for the facility

1. All staff and residents shall be provided with ongoing education regarding prevention and early detection.
2. Starting May 9<sup>th</sup>, 2020 for staff and May 12<sup>th</sup>, 2020 for youth- staff and residents will wear face masks when they are in common public areas.
3. Encourage all persons within the facility to cough into their elbow/sleeve or cover their cough or sneeze with a tissue. Throw all tissue in the trash after use.
4. Maintain good hand hygiene by washing with soap and water, or using an alcohol-based hand sanitizer, especially after coughing or sneezing. Avoid touching eyes, nose and mouth without cleaning hands.
5. Clean all common areas within the facility at least three times daily at shift change during secure check. Using approved sanitation products, wipe down handles, doorknobs, computers, counters, faucets, and phones. Staff will log these cleanings in the Pandemic/Influenza binder located at the staff desk.
6. Resident’s rooms shall be cleaned daily and deep cleaned, following CDC guidelines, weekly or when they depart. (cleaning instruction and expectations are located in the staff areas and in the Pandemic/Influenza binder at the staff desk).
7. Residents will clean the group areas and bathrooms twice daily using disinfecting products.

### Employee Screening:

8. Prior to leaving for work, JAF employees are are required to perform a self-assessment using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site. If the employee provides a positive response (yes) to any of the health questions, the employee should remain at home and contact their supervisor, who will consult with the Occupational Health Nurse for recommendations and guidance.
9. Upon reporting to the facility, the JAF employee will sign the screening and Tennessee Warning forms. The supervisor, or an approved staff member will conduct another health screenings using the Visitor/Employee Health Screening tool. If the Employee answering “Yes” to any questions, immediately need to contact a facility supervisor, as they will not be allowed to work their shift or enter the institution.
10. Staff will submit to a non-invasive temperature check to ensure they do not have a temperature greater than 100.4F
11. JAF employees must also agree to wear PPE-Eye protection, Face masks or any other PPE as may be required. If No please see a supervisor

## Function B: Intake Assessments

An assessment will be conducted by Staff members in an effort to properly screen potential resident who may have the Covid-19 virus or Covid-like illness to determine if they meet facility's admissions criteria.

1. At the time of an initial referral, the JAF employee will ask questions of the Officer or Placing Agent, relating to the health of the child, including current [Visitor/Employee Health Screening Tool](#) questions.
  - a. If the officer observes or indicated a positive response to any of the screening questions, the child would require medical clearance before admittance to the JAF.
2. An assessment using the Visitor/Employee Health Screening tool will also be conducted at the time of the intake. Staff will ascertain the following information:
  - a. Take and record the temperature of residents at intake (must be below 100.4F)
  - b. Does the youth have any chronic illness, like asthma, diabetes...?
3. If the youth has a temperature of 100.4F or greater, or they display other obvious covid-like symptoms, they will not be accepted into the facility until they have received medical clearance
4. If the youth is negative for fever and symptoms they will be accepted, and reminded to wash their hands frequently & to cover their cough/sneeze with their sleeve.
5. All new residents will be quarantined in the open pod area for 72 hours and have their temperature checked every 8 hours before moving into the main population.

## Function C: Care of Residents who displays symptoms of the Covid-19 virus

1. If a resident begins to complain of, or display Covid-like symptoms (new chills, cough, fever, shortness of breath) staff will:
  - a. Isolate the ill youth and limit their contact with other staff or professionals.
  - b. Notify the Supervisor on duty or the JAF Facility Manager.
2. The Facility Manager will contact and consult with public health nurse to determine if the resident is at risk of or may have the Covid-19 virus.
  - a. If the resident is determined to be at risk or may have Covid-19 virus, the resident will be moved to the open pod area for 7 days to monitor their symptoms.
  - b. If there is more than one resident of each gender exhibiting symptoms, staff will explore options for potential discharge of a resident or adding additional staff to monitor pod area and using a screen to divide the area by gender.
  - c. Social distancing of at least 6 feet must be maintained when possible.
  - d. The youth will be required to wear a face mask whenever they leave their room
  - e. The youth will be expected to disinfect the bathroom facility after they use it.
  - f. Ill youth will have their temperature checked in morning, noon, evening & as needed for monitoring & treatment of fever. \*(Minimum every 4 hours)

### Staff Contact with Ill Youth

1. Any Staff who comes in contact with an ill person for less than 15 minutes will wear a *N95 mask, eye goggles* & wash hands after contact with resident.
2. If the anticipated exposure (less than 6 feet) to an ill resident will be more than 15 minutes, staff will be required use of full PPE kits. Other residents should have no contact with ill resident.

3. Residents and all those that come in contact with an ill resident should report any flu-like symptoms to other Staff on duty and Supervisor.

### **Transport of Ill Youth**

1. If transport is required, all participants must wear face masks.
2. No more than one ill youth will be transported at one time.
3. Transport officer should follow EMS guidance @ <http://www.health.state.mn.us/divs/idepc/diseases/flu/h1n1/ps/icems.html>. If facility staff is transporting with JAF vehicle, resident will be placed in the back seat of the van. Staff will sanitize van following all transports.

### **Function D: Essential/Non-Essential Services**

1. All Facility Probation Officers, Program Supervisors and Case Manager perform essential duties.
2. The Facility will ensure that all essential services for the residents continue during this period of high risk for Covid-19 virus. Essential services include:
  - a. **Food service**
  - b. **Medical/mental health**—Public Health will ensure that a nurse is provided.
  - c. **Recreation**
  - d. **Hygiene**
  - e. **Public safety/supervision**

**All services for the residents will be on the JAF property.**

3. Functions that may be suspended while employees are assigned to more critical roles include:
  - a. **Education**
    - Residents who are isolated or confined to their rooms due to illness will not be required to participate in educational services.
    - The Scott-Carver Educational Cooperative (3 C's School) have developed a curriculum for the residents while school is suspended. Staff will follow this curriculum and the teachers are available for questions and support during the time school is suspended.
  - b. **Programming/activities**
  - c. **Therapy**
  - d. **Transportation** (unless an emergency)

### **Visitation**

All visits should be conducted remotely (Skype and Facetime) when possible, practical and appropriate; however in person visitation may be the only option in some cases. In those cases, visitation will be allowed by appointment only.

All visits must be scheduled at least 24 hours before the visit. Appointment will be made by contacting JAF staff at 952.496-8950

Appointment setters use a script which includes information meant to prepare visitors for their appointment and includes information related to specific visiting guidelines and health and safety protocols.

Employees setting appointments for all JAF visitors or vendors will conduct a health screening using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.

1. If the visitor or vendor provides a positive response (yes) to any of the health conditions questions, the appointment cannot be made, and alternate services should be explored.
2. If the client/customer does not have any of the symptoms identified, the appointment setter will continue with the minimum department script including:
  - a. The expectation that all visitor or vendor cancel their appointment if any of the symptoms are present the day of the appointment.
  - b. Directions and process for conducting visiting
  - c. Infor visitor the face masks are required when entering or conducting business in County facilities. Masks may be available if a visitors requires one.
  - d. Only the guardian or parents of the resident are allowed to visit (exceptions will be made for care attendance, translators or specific Court ordered visitation). Exception should be approved prior to the visit.
3. On the day of the visit, Jaf Staff will conduct a customer health screening using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site. If the visitor provides a positive response (yes) to any of the health questions, or the greeter observes obvious signs of symptoms, the supervisor will be contacted, and services may be denied.
4. JAF Staff will use a non invasive thermometer to obtain a current temperature on all visitors.

### **Family Visits**

1. When ever possible, remote/virtual visits are highly encouraged; however, when a parents or legal guardian requests face-to-face visit the following guidelines will be in place.
  - a. Only the guardian or parents of the resident are allowed to visit. Exceptions will be made for care attendance, translators or specific Court ordered visitation (e.g. siblings). Exception should be approved prior to the visit.
  - b. All visitors will be asked the health screening questions prior to visiting.
  - c. Social distancing (6' or greater) is required during visiting – no physical contact without staff approval.
  - d. An outdoor screened tent visiting area will will be available, weather permitting.
    - a. If visitors do not want to meet in the outside area, they will be allowed to visit in the conference room.
  - b. All visitors will need to use an alcohol-based sanitizer upon entering the building. The hand sanitizer will be provided to the visitors in a dispenser located at the front door.
  - c. Youth and visitors must wear face masks during the visit.
  - d. If a visitor does not have a face mask, JAF staff will supply a temporary mask if available.
  - e. If a visitor refuses to wear a mask, they will not be permitted into the facility, and the Superviors should be contacted for guidance.
  - f. JAF staff will sanitize the meeting space before and after the visit.
  - g. Any visits denied because of a health screening must be documented by the facility.

### **Professional Visits –**

1. When ever possible, remote/virtual visits are highly encouraged; however, when a professional visitor requests a face-to-face visit the following guidelines will be in place.
  - a. All professional visitors will be asked the health screening questions.

- b. Professional visitors may be subject to a non invasive thermometer to ensure they do not have a temperature greater than 100.4.
- c. Professional visitors may be able to utilize an outdoor area for visits
- d. If they do not want to meet in the outside area, all professional visits will occur in the school building. Professionals and youth will wear face masks during the visit and attempt to maintain proper social distancing
- e. If a visitor refuses to wear a mask, they will not be permitted into the facility, and the Supervisors should be contacted for guidance.
- f. JAF staff will sanitize the meeting space before and after professional visits.

### Home Visits

1. Home visits may be granted based on court orders or case planning.
2. Prior to leaving for any home visit, staff will discuss safety and hygiene expectation including:
  - a. Wearing a mask when 6' social distancing isn't possible
  - b. Washing hands often
  - c. Staying away from those who may be sick

### Returning from a Home Visit

1. When returning from a home visit, staff will conduct a health screening using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.
2. All youth returning from home visit will be quarantined in the open pod area for 72 hours and have their temperature checked every 8 hours before moving into the main population.

## Adherence to Governor's Executive Orders

### Identifying Sick Employees

- Employees who present any Covid-like symptoms while at work will immediately report their condition to the supervisor. If the employee is deemed *sick*, they will be removed from their worksite and sent home or isolated until they can leave work.
- Employees who present these symptoms following a work shift (prior to reporting for another shift) will contact their supervisor. They will be directed to remain at home and the Occupational Health Nurse will provide guidance.
- In accordance with CDC guidance, the workstation and equipment used by an employee with these COVID-19 like symptoms will be taken out of service and not used for at least 24 hours. At the end of that period, the area and equipment may be sanitized using routine cleaning procedures.
- In any case, when the employees' worksite/station and equipment used cannot be taken out of service for the required 24 hours, the area and equipment must undergo a deep cleaning procedure, following CDC guidelines, prior to being used by other employees.

### Identifying Sick Customers/Visitors:

- A customer/Visitor who reports an illness or presents covid-like symptoms while receiving services in a Scott County Facility, will be escorted out of the building. The workstation and equipment used by the customer will be isolated and taken out of service for at least 24 hours. Areas visited or used by the ill person must be disinfected before allowing other customers to enter those areas. Following the 24 hour period, the workstation and equipment may be sanitized using routine cleaning procedures.

**Training/Communications:**

- This Operational Service Plan has been communicated to all departmental employees and necessary training is provided to all staff conducting services, including back-up functions. Additionally, all employees will receive ongoing safety and procedural updates as needed.
- Managers and supervisors are responsible to monitor the implementation and effectiveness of this plan, and to make recommendations for improvement based on their observations, or the input and observations of department staff.
- This plan has been posted on the County SCOOP site and is available to all employees.

**Enforcement:**

- All department employees are required to adhere to these operational and safety procedures. Managers and supervisors are responsible to monitor and enforce safety processes. Coaching and corrections must take place when violations occur.

**Discontinuation of Services / Shut down:**

- If illness, contamination or other conditions reduce the minimum resources or employees required to provide services in a manner consistent with this Operational Service Plan, the service will be discontinued, and notices given to customers and staff

**Level of Staff Changes and Resource Needs**

Describe staff changes based on your department’s functioning under the “new normal” (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

4. The Facility will follow the staffing plan and MN Department of Corrections requirements in 2960.0150 subpart 3 to determine the minimum number of essential staff needed on shift. This policy states (in part) that the Scott County Juvenile Alternative Facility :
  - a. Will designate a Facility Manager and will designate a staff person to be in charge of the facility shall the Facility Manager be temporarily absent.
    - Establish a management line of succession plan.
  - b. Will have staff of the same gender as resident’s on shift.
  - c. Will have a minimum of two staff on duty and be present within the facility at all times. One staff from each gender shall be present at all times.
  - d. Will have appropriate staffing levels taking into account the factors below:
    - The age of resident’s being served.
    - The resident’s physical and mental health.
    - The vulnerability of resident.
    - The resident’s ability for self-preservation in the event of an emergency.
    - The degree to which the resident may be a threat to self or others.
    - The risk of resident absconding.
    - The gender of resident.
    - The limitations of the resident.
    - The number and types of education services programs offered or coordinated for the resident.

**Staff**

1. Staff who are ill or have been in contact with anyone who has had the Covid-19 virus should not report to work for 10 days after onset of symptoms. Staff need to notify a Supervisor as soon as possible when of calling in sick for a shift.
2. The Supervisor will report to ER if:
  - a. Employee is out sick with influenza-like illness
  - b. Employee is out caring for family member with influenza-like illness
  - c. Employee is out sick with non-influenza-like illness
  - d. Employee is out due to school/daycare closure
3. Staff will be sent home if they develop symptoms while at the facility.
4. A Supervisor will complete the "Screening Form and the Procedure for Sending an Ill Employee Home" form with the employee if they need to be sent home from work. The form is located in the Pandemic/Influenza binder at the staff desk
5. The Facility Manager will notify the Director of Corrections of Scott County if the Facility is having staffing/coverage issues.
6. Staff will take appropriate precautions and considerations:
  - a. Wear gloves when touching body fluids or contaminated items.
7. Strict adherence to general hygiene practices should be followed.
8. Currently JAF is equipped with PPE, masks, gloves, hand sanitizer and cleaning supplies.
9. JAF will be cross training other Scott County employees in the event that the full time staff and intermittent are not available to cover shifts.

Equipment:

- Infrared thermometer – for distance temperature taking
- 12 X 12 Screened tent for outdoor visitation

**Division Director Comments**

Molly Bruner comments Based on a COVID-19 possible confirmation (turned out negative) by a staff person, the decision to mandate staff to wear masks on May 9<sup>th</sup> and youth to wear masks in common area on May 12<sup>th</sup> was implemented. I understand the preference would be to have this operational service plan approved prior to those mandates, however, I felt that we couldn't wait. We are open to the discussion and making any determinations as deemed appropriate by the strategy team and/or administration.

**Strategic Branch Comments**

Consideration of next steps:

- Professional visits are highly recommended to be conducted remotely. Staff from Scott County working with youth placed at the JAF will be considered on a case by case basis for in person visits.
- Recommend a policy decisions for the following questions:
  - about how to address overtime for healthy staff to work.
  - What happens to staff when quarantined, but are able to work and don't have the capabilities to work remotely?

**County Administrator Comments**

County Administrator Signature \_\_\_\_\_ Lezlie Vermillion 6/5/2020

**Operational Service Plan Updates**

Please include date the change goes into effect and reason for change.

Starting June 1<sup>st</sup>, 2020 – we would like to open face-to-face visitation for our youth with their parents/legal guardians.

We have also been given guidance from the Department of Corrections and the ACLU that we should start looking at reopening safely because of the abundant research establishing that maintaining contact with family through visitation is critical to a child’s health, welfare and successful outcomes. It’s the right thing to do for our kids.

We will continue to provide video (skype, facetime, etc.) communication and allow for regular phone calls to and from youth and their parents/guardians as supplement visits.

In terms of the recommendation for visiting outside, weather permitting, is to allow for as much outdoor social distancing visits as possible. The evidence appears to show that being outside mitigates the risk for transmission and keep additional people outside of the facility. This would require the purchase of a screen tent. The rationale for purchasing a screen tent is that we could have staff still in the JAF facility being able to see the visit occurring outside. It’s also possible for staff to be outside for recreation with the visit going on at a distance. If the visits are conducted in another space (garage/school) we would need additional staff to be on duty to meet the staff to resident ratio for supervision.