



Operational Service Plan

Department:	Juvenile Alternative Facility	Date:	Updated: 6/14/2021
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)			
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 employees are required to follow the current [Scott County Organizational Covid Health and Safety Guidelines](#) located on the County Covid-19 Health and Safety site.

Scott County will continue to provide services through the Juvenile Alternative Facility. Population will be full capacity at 16 residents.

Function A: General prevention for the facility

1. All staff and residents shall be provided with ongoing education regarding prevention and early detection.
2. Staff and residents will follow Organizational Guidance and CDC recommendations for masks, complying with the most restrictive requirements.
3. Masks are required for staff and residents because this is a congregate care facility that cares for high risk individuals.
4. 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.
5. 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.
6. Clean all common areas within the facility will be cleaned in compliance with licensing requirements and OSHA requirements. Shared work stations are cleaned before and after use at shift change. Cleaning supplies will be available for extra cleaning if preferred by the staff or residents.
7. Resident’s rooms shall be cleaned daily and deep cleaned weekly or when they depart.
8. Residents will clean the group areas and bathrooms daily using disinfecting products.

Employee Screening:

Function B: Intake Assessments

An assessment will be conducted by Staff members in an effort to properly screen potential residents 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 Organizational Guidance questions.
 - a. If a referral is being made for a non-emergency, planned placement and the child is symptomatic, the child would require a medical clearance before they could be admitted to JAF.
 - b. For emergency placements, if the officer observes or indicates a positive response to any of the screening questions, the child would be restricted to a private room where they should remain until they are medically cleared. Meals will be provided in the child’s room. They will be required to wear a mask when leaving their rooms to use the restroom.

- c. JAF staff will have access to the Community Paramedics to come and administer rapid-tests. When the child tests negative, they will be allowed to join the general population.
2. An assessment using the Visitor/Employee Health Screening tool will also be conducted at the time of the intake. Staff will accept 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. All new residents will be placed in the appropriate pod area and will not have to quarantine for 72 hours.

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 activity room in the school building 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 direct 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. Staff meetings will occur on-site with virtual attendance available
3. 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. With parent and resident approval, the JAF will collaborate with Public Health to have resident vaccinated.
 - c. **Recreation**
 - d. **Hygiene**
 - e. **Public safety/supervision**
4. Functions that may be suspended while employees are assigned to more critical roles include:
 - a. **Education**
 - o Residents who are isolated or confined to their rooms due to illness will not be required to attend school but will be given school material to complete in isolation if able.
 - o 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.

Each day facility member perform a self-evaluation for illness, and would not report for duty if any covid-like symptoms are present .

COVID Teaching Plan when School District is providing in-person learning:

- JAF staff will meet with SW Metro (ISD 288) to determine planning for school programming at JAF prior to the 2021-2022 school year and will comply with district protocols.
- Where district guidance and county guidance differ, staff will adhere to the more restrictive guidance.

COVID School / JAF OPERATIONS PLAN

COVID Teach Plan when School District is providing distant learning:

If school district moves to hybrid or distant learning, JAF school programming will align to school districts learning model.

Programming/activities

Off-Site Recreation Activities: the JAF residents will be offered off-site recreational activities following the process outlined:

- Off-site recreation groups will be limited to a maximum of 6 Residents
 - Residents must have lived in the designated Pod for at least Three (3) days
 - JAF staff will monitor resident activities and enforce hygiene and distancing protocols
 - The JAF will use Dakota Fitness for large muscle group activities.
 - Off-Site recreation may include indoor and outdoor community events
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- b. **Community Appointments (Health and Medical):** JAF residents will be offered community based program opportunities such as haircuts, medical appointments.
- Off-Site resident Programs will be evaluated and approved by the JAF Manager on a case by case bases

- Transportation for off-site programming will be provided by JAF staff or other professionals, i.e. counselors/case agents.
- Those approved to provide transport will receive information concerning hygiene and safety expectations
- Individuals providing transport or supervision for the community program will be screened for covid-like symptoms via telephone prior to their arrival
- Once they arrive, the transporting person will come to the JAF door and be asked the screening questions. If they answer “yes” to any of the screening questions, the transport will not happen.
- The residents participating in community programming will be screened for covid-like symptoms prior to and on return from the program.

c. **Therapy**

All mental health therapy may continue to be offered via tele-health. For clients where face to face therapy and observation is preferable, based on the professional opinion of a mental health practitioner, this will be allowed with approval by the JAF Manager.

d. **Spiritual listeners**

The JAF will resume Spiritual Listening groups starting May 1, 2021.

- Groups will be conducted inside of the building as of June 14th, 2021
- The Spiritual Listener program will resume services one night a week
- The Volunteer Facilitator will be trained on the current safety protocols and expectations
- The facilitators will be screened for Covid symptoms on arrival

e. **Transportation**

- Transportation will always be one passenger and one driver wearing masks unless the following situations exist:
- Whenever transports are occurring, all occupants must always wear masks, and one or more windows must be slightly opened to allow for fresh air movement.
- Staff and residents will use hand sanitizer prior to entering the vehicle.
- Drivers will be provided wipes and asked to wipe shared touch space (e.g. steering wheel)

Group Transport:

- Residents and Staff are required to wear masks at all time in the transport vehicle
- Residents participating in off-site recreation activities will be screened for covid-like symptoms prior to entering the transport vehicle
- Staff and residents will use hand sanitizer prior to entering the vehicle.
- The transport vehicle will be sanitized (surfaces wiped) after each transport

Visitation

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. Inform visitor that face masks are required when entering or conducting business in County facilities. Masks may be available if a visitors requires one.
 - d. All family members may visit a resident if approved by the Case Manager

Family Visits Occurring at JAF

1. face to face visits, then the following guidelines will be in place.
 - a. All family members may visit a resident if approved by Case Manager
 - b. No physical contact without staff approval.
 - c. An outdoor screened tent visiting area 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 Visitation Room or 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 is medically unable to wear a mask, staff will provide the visitor with a face shield to be worn for the duration of the visit
 - e. If a visitor does not have a face mask, JAF staff will supply a temporary mask if available.
 - f. If a visitor refuses to wear a mask, they will not be permitted into the facility, and the Supervisors should be contacted for guidance.
 - g. JAF staff will sanitize the meeting space before and after the visit.
 - h. Any visits denied because of a health screening must be documented by the facility.

Professional Visits at the JAF –

1. professional visitor requests a face-to-face visit the following guidelines will be in place.
 - a. Professional visitors may be able to utilize an outdoor area for visits
 - b. If they do not want to meet in the outside area, all professional visits will occur in the school building, visitation room or conference room.
 - c. Professionals and youth will wear face masks during the visit and attempt to maintain proper social distancing
 - d. If a visitor refuses to wear a mask, they will not be permitted into the facility, and the Supervisors should be contacted for guidance.
 - e. 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 for youth placed on a voluntary placement agreement – home visiting plans must be reflected in the youth’s social service case plan.
2. JAF Staff will contact the family members by phone a day before the visits to ask the COVID screening questions relating to everyone who will be involved in the visits
3. Where family screening cannot take place prior to the scheduled visit the visit will be postponed or cancelled.
4. Prior to leaving for any home visit, staff will discuss safety and hygiene expectation with the youth and the family member. Expectation include:
 - a. Washing hands often
 - b. Staying away from those who may be sick
5. Illness during the visit
 - a. If the JAF Resident becomes ill during the home visit, the family should contact the JAF for care coordination
 - b. If other members of the home become ill during the visit, the family must contact the JAF as soon as possible and the JAF Resident should be immediately removed from the home and returned to the JAF

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, and perform a temperature
2. If the youth responds positively (experiencing symptoms), has a temperature higher than 100.4 degrees, or displaying Covid-like symptoms, the youth will be Isolated in the activity room in the school building for ten (10) days.
 - a. All attempts will be made to find alternate housing when youth isolation/quarantine populations within the JAF surpass the housing areas available on-site.

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.
- Once a sick employee is identified, the post exposure protocol will be taken

Identifying Sick Residence /Visitors:

- When a resident becomes ill, they will be isolated immediately, and post exposure protocols will be followed.

Identifying Sick Visitors:

- Once an ill visitor or guest reports an illness or presents covid-like symptoms they will be escort out of the building or isolated until they can be assisted with transportation.
- If necessary, to ensure safety, all activities may be suspended until post exposure protocols are followed.
- Post exposure protocols should then be implemented

Post exposure protocols when identifying sick employee, visitors or residents:

- In all activities, visits, off ground appointments, school will be suspended until a contact inventory can be completed
- The employees' worksite/station and equipment used must be cleaned, following CDC guidelines, prior to use by other employees.
- Supervisors must review the employee's movement while in the building and note all areas exposed to the ill employee
 - Staff members, visitors and residents who were exposed to the employee will be identified for possible notification
 - Notification of the affect/exposed persons, parents and/or guardians will be conducted as soon as possible in accordance with County protocol.
 - School staff will be notified of possible exposure in the building
 - Documentation of affected persons and areas, and actions taken should be made
 - Once cleaning and post exposure reviews and actions have been completed the facility can resume regular scheduled functions
 - The movement and planned events for those involved in the presumed exposure should be evaluated and an assessment will be made based on the risk of the affected person, and the reason of any planned activities based on the exposed person's Treatment Plan. And a decision will be made regarding planned event happening.

Post exposure protocols when identifying sick residents

- Resident will be transferred to the open pod area for isolation.
- If there are more than one resident testing positive and they are different genders, the visitation room and/or the activity room will be used as the second isolation. If the activity room is used, this will require additional staffing
- Resident will be in their room, if resident leaves their room to go to the bathroom, eat, they will need to wear a mask.
- All staff entering the isolation area will be required to wear full PPE kits, including N95 mask.
- Case Manager will work with Probation Office/Social Worker to have the resident return home for the duration of their isolation when safely possible.
- All visitation will be virtual during the time a resident is in the building and has tested positive.
- All person-to-person professional visits will be suspended until isolation is completed.

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).

5. 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 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.

Intern Programs:

- Beginning April 15, 2021 JAF may Host Interns. All interns will be trained on JAF standard and special protocols, including the Operation Service Plan and Health and Safety Expectations.

Division Director Comments

Strategic Branch Comments

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 1st, 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.

10/13/20 - Programming at the JAF has been extremely hampered since the beginning of Covid and has impacted the quality of services the JAF has been able to provide for the residents. Having the ability to start to provide programming onsite and offsite is crucial for the quality of the JAF services and ensuring the JAF is complying with the Department of Corrections licensing standards for required programming. The lack of on- site and off-site programming has impacted the residents at the JAF emotionally, and physically which has impacted their Mental Health. The JAF will begin to implement new services with Covid protocols to ensure the safety of the residents and staff.

March 2021:

- Approved plans for transporting small groups of youth to outdoor activities.
- Approved the use of interns effective April 15, 2021