







Normalizing Operations Framework

The following framework is being implemented in response to the COVID-19 public health crisis. For the safety and protection of New York States Area Agencies on Aging, their staff, contractors, and Older New Yorkers this document can be used as a guide when considering how to deliver services and supports during the COVID-19 crisis.

The Association on Aging in New York strongly recommends that you confer with your local public health department in instituting policies and procedures throughout a reopening strategy.

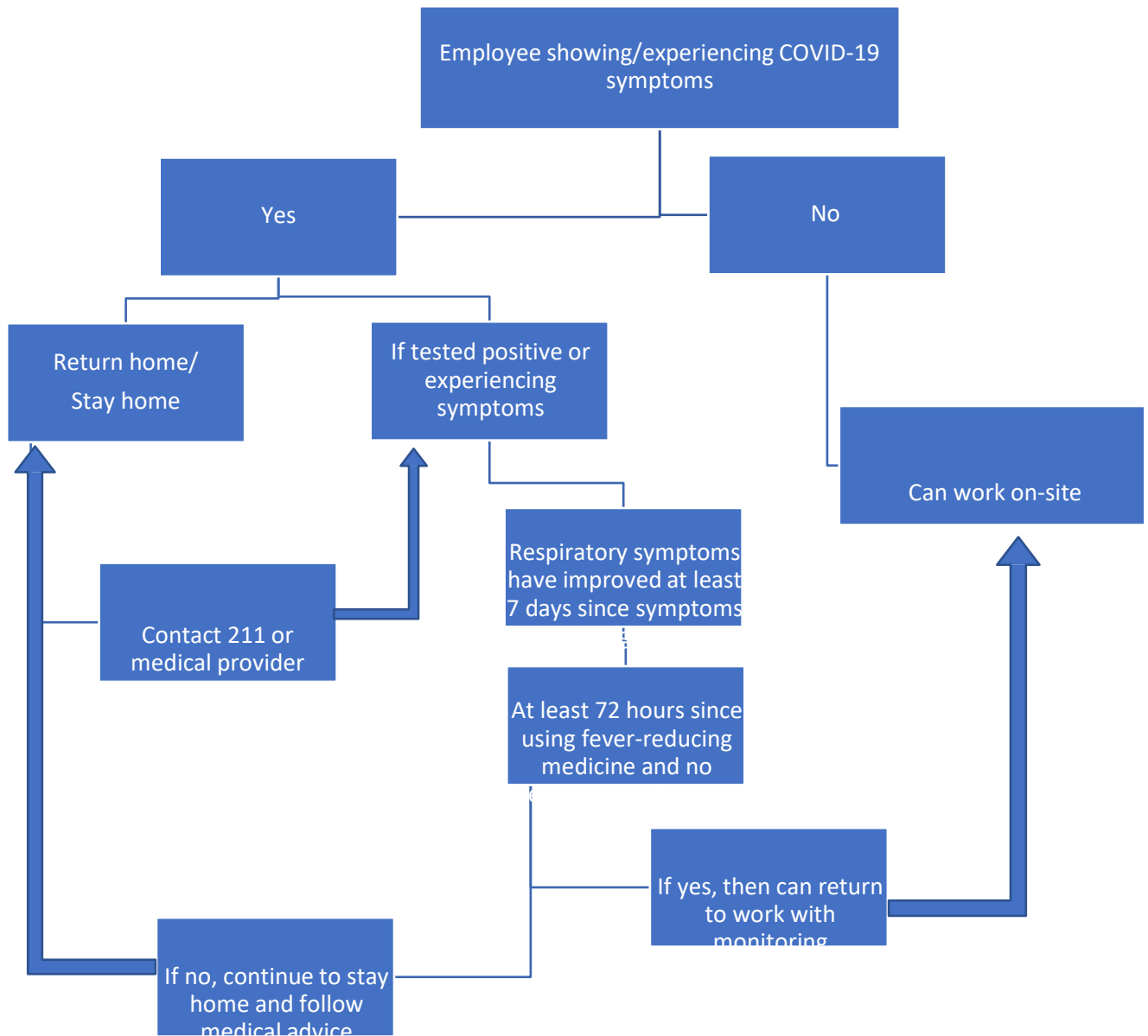
Staff Practices

Employee Safety

	<ul style="list-style-type: none"> • Employees will work remotely unless otherwise directed by management • Employees will conduct meetings online or via teleconference whenever possible • Employees will stagger meetings to limit between-meeting interactions of other employees, volunteers, and the public • On-site meetings will limit the number of attendees to the public interaction guidance for gatherings (e.g., 10-person limit)
	<ul style="list-style-type: none"> • On-site work hours will be staggered in shifts as directed by management
	<ul style="list-style-type: none"> • Before entering the worksite, employees will be screened for COVID-19 symptoms according to current CDC guidelines* <ul style="list-style-type: none"> ○ See attached screening tool • If employee is showing or reports symptoms, refer to the decision tree below
	<ul style="list-style-type: none"> • Employees are encouraged, if able, to wear facemasks when in the presence of other employees, volunteers, or the public <ul style="list-style-type: none"> ○ Non-medical masks may be used ○ Face shields may be used if designed to cover the sides of the face and extend below the chin • Maintain, where possible, a minimum 6 feet physical distance from others
	<ul style="list-style-type: none"> • Employees will sanitize/disinfect their workspace <ul style="list-style-type: none"> ○ At the beginning and end of each workday ○ At the beginning and end of in-person meetings ○ At the beginning and end of in-person activities
	<ul style="list-style-type: none"> • Employees traveling out of state or country will report travel to management to determine if a 14-day quarantine period is required

*CDC Guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>





Staff reporting symptoms follow the guidance of the below decision tree



Interfacing with the Public

The following provide additional guidelines for members of the public accessing a site where an AAA meeting, program or service may take place. For the safety of staff, consumer/participants, and volunteers, AAAs may implement on-premises visits by appointment only.


AAA Offices


	<ul style="list-style-type: none"> • Before participating in an AAA program or service, consumer/participants will be screened for COVID-19 symptoms according to current CDC guidelines* <ul style="list-style-type: none"> ○ See attached screening tool
	<ul style="list-style-type: none"> • Consumer/participants are asked to wear facemasks, if able, when in the presence of staff, volunteers, and other consumer/participants <ul style="list-style-type: none"> ○ Members of the public will be requested to wear their own facemask or be offered one, if needed ○ Non-medical masks may be used ○ Face shields may be used if designed to cover the sides of the face and extend below the chin. • Maintain, where possible, a minimum 6 feet physical distance from others
	<ul style="list-style-type: none"> • If a consumer/participant is unable to wear a facemask <u>and</u> is unwilling to participate in a health screening, the member will be asked to participate in the program or service at a future date <ul style="list-style-type: none"> ○ Consumer/participant will be provided the AAA phone number to call for information, supports, and services, if needed
	<ul style="list-style-type: none"> • Consumer/participants will have access to hand sanitizer that is at least 60% alcohol-based • Consumer/participants will have access to tissue and no-touch disposal receptacles • Consumer/participant will have access to no-touch towel dispensers

*<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

In-home visits or potential contact at consumer/participant's home

The following provide additional guidelines for employees and consumer/participants when services are provided in a consumer/participant's home. A tele-visit will be offered in place of in-home visits. Consumers/participants and other meeting consumer/participants requested to wear mask during the visit. Discuss safety aspects at time of meeting schedule.

	<ul style="list-style-type: none"> • Standard “day of visit” screening to include COVID-19 symptoms and identify number of meeting consumers/participants (including children) to assess exposure risk <ul style="list-style-type: none"> ○ Screening may include additional safety questions ○ Employees will describe what consumers/participants can expect from the employee to reduce risk for exposure to COVID-19 during the visit (e.g., employee wearing face mask) ○ Employees may request consumers/participants to wear a face mask during the in-home visit ○ Employees may offer to take consumer/participants’ temperature(s) if appropriate ○ If children are to be present, employee may request consumer/participant to make additional arrangements for childcare ○ Employees may limit the number of individuals who can participate in an in-home meeting <ul style="list-style-type: none"> ▪ No meeting will include more than 10 individuals • Employees who have not been screened at the AAA office before the workday begins are to take their own temperature before entering the home of a consumer/participant • Employees may end any home visit if, in their professional assessment, the home is unsafe for the employee, including concerns that the consumer/participant is showing COVID-19 symptoms • Employees are encouraged to leave items with consumer/participant after use (e.g., pens) • If employee becomes ill within 14 days post-visit, the AAA/employee will notify the consumer/participant and provide educational information regarding public health contacts for virus exposure assistance • Employee will provide education materials (e.g., postcard) regarding COVID-19 that include a request for the consumer/participant to contact the employee if the consumer/participant becomes ill within 14 days of the in-home visit/contact
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	<ul style="list-style-type: none"> • Employee vehicles should be considered an extension of the office when used in the conduct of the AAA business <ul style="list-style-type: none"> ○ Pre- and post-meeting cleaning and sanitization of the vehicle's high-touch areas will be conducted (e.g., steering wheel, door handle) ○ Pre- and post-meeting hand sanitization will be conducted
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Note: Sanitizers left in a hot car may become volatile and increase risk for sanitizer to explode.

Program/Service Practices

The following provides additional program- and service-specific guidelines for the safety of staff, volunteers, and consumers/participants. Safety guidelines presented above are to be considered standard operating procedures for all AAA programs and services for employees, staff, and consumers/participants unless as otherwise specified in the program guidance below.

Congregate Meal Settings

Congregate meal services require enhanced safety measures as older adults are at a heightened risk for serious illness due to the COVID-19 virus. Pre- or post-meal programs are temporarily halted until further notice.

Standing operations and limitations:

- Seating capacity reduced to 50% of normal operating capacity
- Limit group size to no more than ten people per table
- Arrange seating to provide minimum of six feet between tables/groups
- Disallow self-service of food or beverages
 - No buffets or salad bars
 - No self-serve dispensers (e.g., coffee, tea, lemonade, milk)
- Disallow condiment bowls or community condiments (e.g., salt, pepper, ketchup) on tables
 - Unused condiment packages provided to consumer/participants will be disposed in the trash
- Personal items are not permitted on tables
 - Clothing may be placed on the back of consumer/participant's chair
 - Personal items (e.g., purses) will be placed under consumer's/participant's chair
 - No activity items (e.g., knitting, cards, books) are permitted at the table
- Service window shields may be installed to provide a barrier between staff and meal recipient where able and permitted by facility owner
- Masks and gloves for food prep and serving are required
- Meals may be served in individual containers and distributed to meal recipients

Available at congregate meal sites

- Packaged flatware
- Packaged condiments upon request
- Education materials printed in landscape for use as table placemats (further reduces surface contact)

Home-Delivered Meals

The following framework is based on the premise that any recipient of a home-delivered meal may have the COVID19 virus.

Home-delivered meals will adopt a “no-contact” delivery system

- Employees/volunteers will not hand food containers or bags directly to consumer/participants
- Employees/volunteers are discouraged from entering the consumer/participant’s place of residence
 - If employee/volunteer must enter the home, the in-home visit guidelines will be additionally followed
- Drivers cannot accept direct contributions or any other item from the consumer/participant at this time
- AAA may determine if additional meal delivery provisions are appropriate for consumer/participants on a case-by-case basis (e.g., frozen versus hot meals, increased/decreased delivery frequency)

Volunteers may be provided safety education related to COVID-19 and the home delivered meal program protocols

Home delivered meal drivers are encouraged to:

- Conduct pre- and post-meeting cleaning and sanitization of the vehicle’s high-touch areas will be conducted (e.g., steering wheel, door handle)
- Regularly clean and sanitize all items used in the delivery of meals

Options Counseling/Case Management/NY Connects

Options counselors, and case managers will follow the in-home visit guidelines.

Evidence-Based Programs (fidelity challenge) & Health Promotions

Evidence-based program and health promotions staff will follow the procedures established in the AAA office guidance for interacting with the public. Consumer/participants may be asked to sign a waiver that describes any additional safety risk to participating in group-type activities that necessitate being near other consumer/participants and to meet the activity outcome measures.

Evidence-based programs

- Due to the fidelity requirements of these programs, staff will be guided by the program licensor in delivering the programs. At this time, guidance has been limited from the licensors. Licensors have indicated that many of the programs cannot be conducted with COVID-19 safety protocols. As program licensors create allowable adaptations that ensure the safety of staff, volunteers, and consumer/participants, programs may be resumed.

Health promotions activities

- Programs conducted in outdoor space may allow for optional mask usage and require physical distancing. Facilitators will account for potential negative effects (e.g., weather, environmental conditions, health issues of consumer/participants) before conducting outdoor programs.
- Programs conducted in indoor spaces will follow public interfacing guidelines and include:
 - Facemasks optional during activity if physical spacing can be strictly managed
 - Facemasks required during all other interactions
 - All non-porous items (e.g., workout equipment, devices) will be disinfected before and after activity
 - Consumer/participants will practice in good hand hygiene when passing porous items (e.g., paper, handouts) through hand washing or hand sanitizing
 - Hand sanitizer and disposable gloves may be available during activities

Activity facilitators (e.g., guest speakers, volunteers, coaches) will follow AAA standards while leading activities. Face shields may be used by facilitators in lieu of face masks for the purposes of providing instruction during activities. Face shields must cover the sides of the face and extend below the chin.

Personal drink and snack items are permitted but communal (sharing) snacks and drinks are prohibited.

Care Transitions

Care transitions may occur in hospital settings, long-term care settings, and in-home. Employees will follow in-home guidance when at the consumer/participant's home. Visits will be scheduled by appointment only, unless otherwise required by contract or rule.

Hospital and long-term care settings:

- Where possible, care transitions staff will continue to conduct telehealth visits
- In-person visits at the facility will be determined on a case-by-case basis
 - Employees will coordinate hospital and long-term care visits with the respective facility personnel and follow the facility visit requirements

Family Caregiver Program

Family caregiver employees will follow the in-home visit guidelines. Below are additional procedures for family caregiver employees.

Working caregivers

- Working caregivers may be asked an additional screening question as to whether the virus has been reported in their workplace
- Working caregivers may be asked if they are regularly screened at the workplace for the family caregiver employee to assess risk of exposure from the working caregiver to the employee

Caregiver support groups

- Registration to attend a support group is required to maintain a maximum group number of 10
- Food and beverage will not be provided for support groups until further notice
- Support group consumer/participants may not bring food or beverage for the group
- Support group consumer/participants may bring their own beverage for the meeting
 - Resources and handouts may be shared with support group consumer/participants after hands are sanitized
- Support group facilitators will become familiarized with COVID-19 rules at the site where the support group meeting is to occur
 - Support group facilitators will notify registered consumer/participants if there are any rules that they will be expected to follow beyond those of the AAA
 - Off-site familiarity and communication about that location's expectations

Contracted Services Practices

Contracted service providers

- Contractors may be required to provide a written plan for personal safety of their employees and consumer/participants while providing AAA services
- Contractors will be encouraged to follow CDC guidelines reducing the spread of COVID-19 (e.g., physical distancing, wearing facemasks, conducting employee health screenings)
- Contractors providing congregate meal services will be required to follow AAA standards for services




Printable Resources

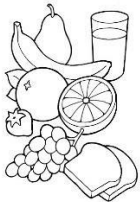
The Centers for Disease Control and Prevention (CDC) provides printable information at its website. The below link is focused on government offices, but you can search for additional printable information through the link.

<https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc&Audience=State%20%26%20Local%20Government>

Virus on Surfaces

Below are estimates on how long the COVID-19 virus is believed to survive on various surfaces. The science on this continues to change and may need periodically updated. Surfaces provide one of the primary ways in which the virus spreads. Diligent cleaning and disinfecting within the below time frames may be helpful in slowing the spread of the virus.

	<p>High-touch surfaces</p> <ul style="list-style-type: none"> ○ Routine cleaning of common high-touch spaces is recommended <ul style="list-style-type: none"> ○ Desks/tables ○ Keyboards ○ Hard-backed chairs ○ Doorknobs and handles ○ Light switches ○ Touchscreens
	<p>Hard (non-porous surfaces)</p> <ul style="list-style-type: none"> • Metal (e.g., doorknobs, jewelry, silverware) <ul style="list-style-type: none"> ○ 5 days • Glass (e.g., drinking glasses, mirrors, windows) <ul style="list-style-type: none"> ○ Up to 5 days • Ceramics (e.g., dishes, mugs) <ul style="list-style-type: none"> ○ 5 days • Wood (e.g., furniture) <ul style="list-style-type: none"> ○ 4 days • Plastics (e.g., milk containers, elevator buttons, detergent bottles) <ul style="list-style-type: none"> ○ 2-3 days • Stainless steel (e.g., pots and pans, refrigerators) <ul style="list-style-type: none"> ○ 2-3 days • Copper (e.g., cookware, teakettles) <ul style="list-style-type: none"> ○ 4 hours
	<p>Soft (porous) surfaces</p> <ul style="list-style-type: none"> • Cardboard (e.g., shipping boxes) <ul style="list-style-type: none"> ○ 24 hours • Paper (e.g., mail, newspaper) <ul style="list-style-type: none"> ○ Varies: Minutes to 5 days <ul style="list-style-type: none"> ▪ Wash hands after touching paper to reduce risk • Fabric (e.g., clothing, linen) <ul style="list-style-type: none"> ○ Unknown, but unlikely to survive if on hard surfaces • Aluminum (e.g., soda cans, tinfoil) <ul style="list-style-type: none"> ○ 2-8 hours

	<p>Food (e.g., takeout, produce)</p> <ul style="list-style-type: none">• Currently does not appear to spread through food <p>Water</p> <ul style="list-style-type: none">• Local water treatment filtration disinfects germs in the water <p>Shoes</p> <ul style="list-style-type: none">• Limited data. Some potential for the virus to stay on shoe soles but time unknown <p>Skin and hair</p> <ul style="list-style-type: none">• Research has not yet confirmed how long the virus can live on your skin. Rhinoviruses, which cause colds, survive for several hours. Therefore, good hand hygiene likely reduces the virus's ability to survive on skin.
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Screening Tool

The below COVID-19 screening tool is based upon the current CDC guidelines, which may change over time, and other sources (healthcare systems, Society for Human Resource Management). It may be adapted to fit your organization's specific needs and may need to be confirmed as acceptable according to employment and legal guidance your organization may receive.

In the past 24 hours, have you experienced any of the following signs or symptoms that cannot be contributed to another health condition?	
A temperature that is high for you or over 100.4°F	Yes/No
Shortness of breath or tightness in your chest/lungs	Yes/No
An unexplained cough	Yes/No
Feeling chilled or repeated shaking with chills	Yes/No
Unexplained muscle pain	Yes/No
Headache	Yes/No
Sore throat	Yes/No
Loss of taste or smell	Yes/No
In the past 10 days, have you had person-to-person contact with someone who has exhibited COVID-19 symptoms?	
In the past 10 days, have you visited an area where there has been a significant outbreak of COVID-19?	Yes/No
I attest that:	
<ul style="list-style-type: none"> • I have not required medication for reducing a fever in the past 72 hours (3 days) • I am not currently experiencing respiratory symptoms (cough, shortness of breath) or my symptoms have improved over the past ten days • I have not experienced COVID-19 symptoms during the past 10 days 	
Signature: _____	Date: _____