



# State of Louisiana

## Louisiana Department of Health

Office for Citizens with Developmental Disabilities

### MEMORANDUM

OCDD-P-20-010

**DATE:** March 22, 2020

**TO:** Home and Community Based Providers

**FROM:** Julie Foster Hagan, OCDD Assistant Secretary

**SUBJECT:** Emergency Preparedness/Staffing Suggestions

In the ongoing COVID-19 Emergency, the Office for Citizens with Developmental Disabilities (OCDD) asked that your Emergency Preparedness Plans to be updated in a Joint OCDD/OAAS Memorandum dated March 5, 2020 and titled *Covid-19*. Since this is an emergency like we have not seen in the past, plans prepared for normal circumstances might not work for the current emergency. Due to the changing nature of this emergency, you must constantly evaluate and update emergency preparedness plans as new information becomes available. In light of this, OCDD suggests the following emergency preparedness checklist for the COVID-19 Pandemic for providers:

#### PROVIDER STAFFING

- Review your current staffing plan;
- Obtain info from your staff regarding those available to work overtime, and other flexible hours;
- Evaluate your ability to implement modified staffing patterns (i.e., staff working longer hours so fewer staff are need);
- Identify needed supplies/Personal Protective Equipment (PPE);
- Evaluate any available remote supports;
- Evaluate non-essential services that could cease to allow staff to focus on in home supports:
  - Evaluate if management/clerical staff can shift to home supports,
  - If you shift management/clerical staff to home supports determine what training would be needed to change from clerical to in-home supports,
  - Remember that if you are using management or clerical staff for in home supports that person must:
    - Have a background check,
    - Complete training on abuse/neglect,
    - Complete training on infection control;

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- Evaluate any alternative workforces that you can use as supports identification of any alternative workforces that could be tapped into in the area;
- Cross train all staff, to ensure continuation of coverage in the event staff is not available;
- Ensure that you have an adequate supply of sanitizing and cleaning supplies;
- Implement alternate staffing patterns such as longer shifts to meet needs with fewer staff.

#### FOR EACH INDIVIDUAL

- Evaluate if there is the ability to increase unsupported hours, or substitute remote supports (if these exist for the provider), without impacting health and safety,
  - This can include those participants who would be safe with intermittent supports or check ins;
- Evaluate if there is any family or legally responsible individual who is available to provide supports if payment is available;
  - Some family/natural supports will be out of work so could benefit, and may be willing under the current circumstances,
  - Per previous guidance, remember that a family member or legally responsible individual who will be designated a direct service worker **must**:
    - Be hired by the agency,
    - Have a background check,
    - Complete training on abuse and neglect, and
    - Complete training on infection control;
- Identify if there are individuals who they know, would be willing to share with, and could do so safely (i.e., they have both been following the social distancing guidance (NOTE: this would be a temporary measure));
- Identify any staff who may be willing to provide supports for longer hours, or as companion care (either in the staff's home or by temporarily "living" in recipients home).