

Milestone is committed to establishing safe and healthy work practices and program environments for our clients, staff and visitors. The following plan outlines

- the policies and procedures that have been created to address the risks associated with providing services
- re-opening our Community Participation Supports Program (CPS) facilities
- minimizing the risks to our staff and clients caused by the Covid19 pandemic

All Clients, Staff and Visitors are expected to follow these protocols so that we can maintain everyone's health and safety. As always, we welcome questions, comments and feedback from all of our stakeholders related to these policies and procedures, which will be continuously evaluated and revised as needed to establish best practices and for best results as we move forward.

To prepare to reopen our CPS facilities, we took the following actions:

- The CPS Program Specialists and/or Program Supervisors contacted all clients, families, residential providers and Supports Coordinators (SCs) to determine who was interested in returning to the facility for services.
 - The team then utilized the Individual Transition Guide (ITG) to evaluate the Client's readiness to return and determine their support needs. Only clients who are able to comply with our safety protocols are able to return to the facility at this time.
 - Alternative service models such as remote, in-home and/or in-community were offered to those who are unable to participate in the facility-based services. Milestone also remains committed to finding new methods of providing CPS services to all clients while maintaining the health and safety of everyone in our facilities and programs.
 - Communication with clients and their teams regarding these service options will be ongoing. Clients and their teams were provided with written information regarding our plans and protocols and as these are revised, updated versions will be shared.
- The team identified an emergency contact person and a back-up emergency contact person who can be called to pick-up or arrange for pick-up of the Client, immediately, in the event that they become sick while at program.
- Each program has a dedicated quarantine area where the individual who is exhibiting symptoms will wait for this ride, but they will need to go home as soon as possible. The individual will not be permitted to return to program until they have been cleared by a medical professional or can produce a negative Covid-19 test.
- Each Client's schedule has been individually determined with the team and will be based on factors such as (but not limited to):
 - the length of time that the client is able to or willing to wear a mask
 - transportation availability
 - the number of clients allowed in the facility at any one time, so that we can maintain proper social distance
 - the level of support needed by the client to maintain safe practices

- Varied start and end times, shortened days and part-time attendance will all be allowed and facilitated as needed. Remote, In-Home and In-Community options for the CPS service will continue to be offered to all Clients in conjunction with or in place of In-Facility services.
- All CPS Program Staff participated in training on:
 - The Covid-19 virus (including signs and symptoms, methods of transmission and how to protect themselves and others from transmission – such as proper cleaning and disinfection practices, social distancing, hand hygiene, covering a cough or sneeze and proper wearing and storage/handling of masks)
 - Strategies and tools that can be used to teach and support the individuals served in following these health and safety guidelines
 - Strategies and tools that can be used to address the stress and anxiety caused by the pandemic, including use of the Sanctuary Model of Trauma Informed Services.
 - All Milestone and Partners For Quality Policies, Procedures and Protocols developed to address and mitigate the risks associated with Covid19
- Staff were also trained on Milestone’s Employee Screening Protocol and expectations regarding self-monitoring and reporting of symptoms and/or possible exposure will be explained. Staff are not permitted to come to work if they are feeling sick or may have been exposed to someone who has tested positive or is presumed positive for the Covid-19 virus.
 - The Protocol mandates that all staff are screened for symptoms and possible exposure upon every entry to a Milestone Facility and/or Program – including taking their temperature to confirm that it is under 100 degrees.
 - Any staff who is experiencing symptoms or reports that they may have been exposed is sent home immediately, and HR is contacted so that proper reporting and notification requirements can be followed.
- Masks:
 - Milestone’s policy is that all Program Staff will wear surgical masks at all times that they are working. Staff are permitted to remove their masks to take breaks, which should be taken outside if possible or in a secure/isolated area inside, and while eating and drinking which will be done at a distance of at least 6 feet from others and the area will be thoroughly cleaned / disinfected afterwards
 - Milestone requires that all clients wear a mask while receiving services in Milestone’s CPS facilities and vehicles and as required in the community per individual business rules and per the Governor’s recommendations. A home-made cloth mask is acceptable as long as the client’s mouth and nose are securely covered. Masks can be removed for eating and drinking (see below for lunch and snack procedures) and taking safe breaks from wearing the mask will be facilitated and supported.
- All of our buildings / facilities were thoroughly cleaned and disinfected prior to our reopening and are now being cleaned at least daily.
 - Each program space was measured and re-configured as needed to determine the number of clients who can safely be served while maintaining a distance (at least 6 feet) from each other.
 - If we reach this new capacity at any site, clients eligible to and desiring to return will be prioritized based on:
 - If the individual lives with family and the family relies on our CPS program to provide supervision and support
 - If the individual has struggled (including with isolation) because they have been unable to receive a facility based service
 - Wall and floor signs were installed to help Clients and Staff move about the space while maintaining proper social distance.
 - Plastic or Plexiglass barriers are being used to divide spaces when distance is not possible (such as between the sinks in the bathroom).
 - Furniture that is hard to clean and that does not support social distancing (such as a cloth covered couches) was removed.

Upon reopening and ongoing:

- Upon arrival at the program, each Client will be screened by an assigned Staff in the designated screening area (will vary by program) according to the CPS Client Screening Protocol.
 - Clients who have a temperature of above 100 degrees Fahrenheit, are reporting or exhibiting any symptoms of Covid19 or who report that they may have been exposed to someone who has tested positive or is presumed to be positive for Covid-19 will be sent home immediately.
 - We ask that all clients self-monitor at home and if they have a fever, are feeling sick or may have been exposed to someone who has tested positive or is presumed to be positive for Covid-19, they do not attempt to come to the Program.
- After screening, Clients are required to wash their hands or use hand sanitizer prior to reporting to their program area or room for the day. Staff will provide prompts or assistance as needed.
- Clients will receive services individually or in small groups of 2 or 3 with specifically assigned Staff. These Clients / groups and the assigned Staff will stay together as a cohort for the whole day to minimize interactions with others and reduce the risk of contagion.
- Opportunities for community activity and involvement will be pursued but will also be evaluated for safety prior to any trips being scheduled or undertaken. Staff will carefully follow the distancing and cleaning requirements of Milestone's Covid-19 Fleet Vehicle Procedures.
- Each Client's lunch / snacks will be placed in an individual locker or designated space in each room / program area. Refrigerators will be equipped with individually labeled bins to hold lunch bags with food that needs to be kept cold. Bagged lunches are suggested but if a hot meal is required, we will either have a single assigned staff operate the microwave or we will assist each client to take turns using the microwave which will be disinfected between each use.
 - Snacks and lunch will be eaten in each program area. Clients will be seated at tables and will be at least 6 feet from each other. There will be a place identified for them to safely store their mask while they eat and drink. Following the snack or meal, they will be assisted in cleaning and disinfecting the area, in putting their mask back on and in washing their hands.
- Staff will provide education, coaching and guidance to all clients regarding Covid-19 and all safety protocols including the wearing of masks and proper social distancing. If, despite these supports, a client refuses to wear a mask or social distance within a Milestone Facility or vehicle or as required in the community, the client's emergency contact will be called to take the client home. The client's team will then be contacted by the program supervisor and the ITG will be re-visited to determine what supports are needed for the client to continue to receive services in those environments or if alternative services and/or safety protocols must be developed and implemented. The client will not be permitted to return to the facility until he/she is able to comply with all safety protocols.

Per current guidance from the PA Department of Human Services, we may be required to close a facility if a staff who has provided services in that facility or a client who has received services in that facility tests positive for Covid-19. The closure would be for a minimum of 14 calendar days and we would utilize that time to clean and sanitize the building. We will follow the reopening guidance developed by the Department and will communicate this guidance and any changes to our reopening protocols to all stakeholders.