

NEW HOPE OF INDIANA
"Back on Track"
Plan for Moving Forward for
Direct Caregivers



Note: Updates to this Plan will be noted in red.



Introduction

New Hope of Indiana's number one goal is to keep the individuals we serve and our associates safe and healthy in the midst of the COVID-19 pandemic. Since mid-March New Hope's direct caregivers have continued to provide exceptional care to the individuals they serve. Our greatest thanks goes out to all direct caregivers for their ongoing dedication, especially those who served individuals with COVID-19. Direct caregivers should continue to follow the guidance that they have previously been given with regards to best practices and care of both COVID negative and positive clients but it is important to plan for the future and anticipate procedural changes in lieu of the ongoing COVID-19 pandemic.

Accordingly, this Plan for Moving Forward ("Plan") is applicable to direct caregivers who provide direct caregiving to individuals served in residential and, prior to the COVID-19 outbreak, community-based settings. New Hope will abide by federal, state, and local guidelines as we strive to balance public health concerns with the needs of our community. This Plan details how we hope to get "Back on Track," and pulls guidance from the Centers for Disease Control and Prevention (CDC); the Occupational Safety and Health Administration (OSHA); the Indiana State Department of Health (ISDH); Governor Holcomb's "Back on Track" Plan; and guidance from Mayor Hogsett. It highlights the responsibilities of our direct caregivers, visitors, and other providers at residential service locations and other New Hope locations and outlines the steps New Hope is taking to address COVID-19.

While New Hope has implemented various protocols to ensure direct caregiver safety, it's up to direct caregivers to continue executing these protocols daily. By releasing this Plan, New Hope intends to clearly communicate its goals for moving forward, highlight workplace protocols in place to protect all direct caregivers' safety, and establish a level of comfort for all of New Hope's direct caregivers as we begin to slowly resume some activities that have been suspended as a result of COVID-19 as it becomes safe to proceed. Although we wish that we could simply return to life as we knew it before the COVID-19 outbreak, it is important to understand that there will be practices that we have adopted during this time that we may need to continue indefinitely to ensure the safety of all parties. Similarly, as more information becomes available, our understanding of COVID-19 will continue to evolve and procedures will likely need to change accordingly. We will make every effort to communicate new information and changes, but whenever you have questions or feel that something is unclear, please contact your supervisor or Maija Augenbergs for guidance.



Since the beginning of the COVID-19 outbreak, New Hope goals have remained the same:

- 1) Keep individuals served and associates safe and healthy;
- 2) Minimize Risk;
- 3) Keep Associates working; and
- 4) Be as transparent as possible in communications

As we begin to plan for moving forward these goals will remain consistent, at the same time we understand that every direct caregiver's situation is different and encourage those with specific risks or concerns to reach out to their manager or HR to discuss alternate arrangements, should they be necessary.

Back on Track Timeline

At this time, New Hope has created a tentative phased approach based on the Governor's "Back on Track Plan" as well as the timing for that plan set forth by Mayor Hogsett. This current plan is through at least July 4 and will be updated as necessary.

Stage One

This was the stage New Hope was in until Friday, May 15, 2020 when Marion County's stay at home order was lifted. During this stage, our direct caregivers, including DSPs, Team Leaders, Managers, and Nurses continued to provide direct care services to the individuals served by New Hope in the Supported Living Program, Group Homes, and FCS. Behavior Consultants and other Therapists began providing services via telehealth when possible. The services provided in all three Day Services Programs, AIM program, and the Food Truck program were suspended. Day Service DSPs, Team Leaders, and the Manager began to assist with providing direct support at NHI residential locations and in FCS. New Hope's Capital Asset team members were the only associates working in the Payne Road office. Individual associates were allowed into the office as needed. For the safety of individuals served and our direct caregivers, visitation at the homes were suspended as were all nonessential community outings. NHI began closely monitoring all individuals served for fevers and other possible symptoms of COVID-19 to ensure a swift response. Direct caregivers began taking their temperatures and were asked a series of diagnostic questions before entering the residential sites. For the protection of individuals served and other direct caregivers, direct caregivers were reminded of the importance of remaining at home if they felt sick. Although visitation was suspended, New Hope worked to assist individuals served with maintaining ongoing contact with loved ones through virtual visits, phone calls, and door visits from families.



During Stage One, individuals served and NHI direct caregivers truly felt the impact of the increasing community transmission of COVID-19 in Marion County and surrounding areas. As was the case throughout the country, NHI grappled with shortages of critical supplies, including personal protective equipment (PPE). Fortunately, the New Hope community extends beyond individuals served and direct caregivers, and many of our generous friends and supporters throughout the community who got to work sewing cloth masks that were then distributed to all direct caregivers and were required. After discussion with the Indiana State Department of Health, NHI direct caregivers began to wear surgical masks and plastic face shields when providing personal care during the week of April 19. As community transmission in the Indianapolis area began to increase, so many of us were personally affected when some of our friends, family members, clients, and fellow direct caregivers began to test positive for COVID-19. Meanwhile, both direct caregivers and clients who contracted COVID-19 had to remain in isolation until recovery to prevent the virus from spreading to others. As frightening as this unprecedented crisis has been, we have also seen acts of true courage and kindness that have helped to sustain us during this time, in particular the many New Hope direct caregivers who continued to provide care for the NHI clients who tested positive while they recovered. Words cannot sufficiently express the gratitude that we feel for these direct caregivers. These direct caregivers have been true examples of our core values and a direct demonstration of the meaning and purpose of our organization.

Stage Two

Stage Two in Marion County began on May 15, 2020. For direct caregivers, COVID-19 infection control procedures at service locations have remained in effect. These procedures are described in more detail in the sections below. Therapists who have been providing services remotely via telehealth will continue to do so whenever possible. Behavior Consultants may provide services at client's homes outside to ensure appropriate social distancing. Although most direct caregivers who worked in the Payne Road office prior to the COVID-19 outbreak will continue to work remotely, the Accounting and Human Resources Departments will begin returning to the office on limited schedules and the Capital Asset team will continue to work in the building. The Operating Council will also return on a flexed schedule on June 1, 2020. In this Stage, New Hope will also have front desk staff to assist with the limited number of people coming into the building for deliveries, interviews, etc. Just as direct caregivers are required to wear a mask while working, all associates who work at the Payne Road location will also be required to wear masks unless eating or drinking in a location separate from others. Although there will be limited staff at the Payne Road office, all associates,



including direct caregivers, will continue to conduct routine business, such as submitting mileage or expenses, completing required trainings, and communicating with other direct caregivers remotely using email, Microsoft Teams, fax, phone calls, Microsoft Lens, etc.

Family visitation in Supported Living Signs also began during this Stage on Monday May 15. Families and friends are allowed to visit with their loved ones under these guidelines: 1) the family must give the site 24 hours' notice; 2) the visit must be exclusively outside and social distancing must be practiced; 3) the family will all wear masks and the client will wear a mask if possible; 4) if appropriate, walks around the neighborhood may be taken; 5) families should not bring any gifts, food, etc. At this time, Group Homes are evaluating the return of visitation to the homes based on guidelines established by BDDS.

Stages Three and Four

Under Stages Three and Four, in addition to the Payne Road associates working in Stage Two, Payne Road Day Services will begin to open to a limited number of clients from both Payne Road and Castleton Day Services, starting with clients who can tolerate wearing a face masks, social distancing, hand washing and remaining in the footprint of Day Services while in the building. Clients will be screened for fevers and symptoms upon entering the building. If a fever is detected or symptoms observed or reported, the client will be isolated from others until they can return home. As always, clients who are sick should continue to remain at home and should not return to Day Services until they have recovered. Nurse Consultants and supervisors should be contacted and consulted whenever a client is sick or is having possible symptoms of COVID 19 to ensure that appropriate care is obtained and necessary protections for others have been implemented. As clients resume attending Day Services, New Hope will initiate additional social distancing protocols to protect individuals served and staff. Although New Hope has prided itself on fostering community and inclusion by creating an environment conducive to relationship building between individuals served and office personnel, as we move forward, individuals served will be asked to remain in areas of the building dedicated to Day Services. Similarly, office direct caregivers will also be required to remain in their respective workspaces to adhere to social distancing guidelines.

Ongoing Infection Control and Social Distancing

During all Stages, infection control and social distancing protocols will be put in place at all service locations. Currently, all direct caregivers are asked to wear surgical masks, except while eating and drinking. Direct caregivers and individuals served should eat



and drink in a location where they can be away from others, and communal or family style meals should not be resumed during these stages. The following protocols will be put in place to further ensure effective infection control and social distancing efforts during stages One, Two, Three, and Four:

- Staff Scheduling – DSPs will be limited to working at no more than 3 cost centers, and preferably only 2 cost centers to limit the number of direct caregivers at each home and supporting individuals served. This procedure will remain in effect indefinitely to facilitate infection control and to ensure effective contact tracing in the event of an individual served or a direct caregiver testing positive for COVID-19.
- All Individuals Served Will be at least Twice Daily Screened at Residential Locations – Individuals served have been screened regularly for fever and other symptoms since Stage One and it will continue. In most cases, temperature screening will occur at least twice per day, but additional screening may be required for some individuals to ensure that their health needs are appropriately monitored. Directions for completing screenings of individuals served are provided on each individual's eMAR in Therap. Direct caregivers should document all screenings on the eMAR. If a direct caregiver notes an elevated temperature for an individual served and/or any symptoms of concern such as coughing, shortness of breath, fatigue, diarrhea, or any other indication that an individual is unwell, the direct caregiver should contact the Nurse Consultant and his or her supervisor immediately to report this information and seek additional guidance. If it is after hours and the Nurse Consultant for the site cannot be reached, contact the on-call Nurse Consultant immediately. As stay at home restrictions are lifted and individuals begin to go on home visits or community outings, additional screening protocols may be implemented as needed when an individual returns home from a visit or an outing.
- All Direct Caregivers Will be Screened Daily Prior to Entering Work Locations – All direct caregivers will be screened for fevers, other symptoms of COVID-19, and asked to disclose if they have potentially been in close contact with someone with COVID-19 before entering the service location. When taking their temperature, another direct caregiver will be asked to witness this process to verify the temperature and initial that this has been completed. Direct caregivers who have a fever, who report potential symptoms, or exposure to others who have COVID-19 or symptoms of COVID-19 will be asked to go home and contact their



supervisor for additional instructions. COVID-19 testing will be required before the direct caregiver may return to work. Direct caregivers who need to be tested for COVID-19 should contact Maija Augenbergs for instructions about how to proceed with obtaining testing.

- All Direct Caregivers Will Wear Masks, Face Shields, and Gloves When Providing Personal Care – All direct caregivers should immediately don a surgical mask when they arrive at a service location for their shift. Surgical masks should be worn at all times throughout the shift unless the direct caregiver is eating or drinking. When providing personal care to an individual, in addition to a surgical mask, direct caregivers should also wear face shields when providing personal care to an individual. Direct Caregivers should watch the videos in LMS entitled “PPE-Donning and Doffing” and “Proper Use of Masks and Gloves” to ensure that they are following all procedures to safely use PPE when providing personal care and while at the service location. Please note that additional PPE is required when working at a service location where individuals served are COVID-19 positive and during nebulizer treatments. PPE requirements for these situations are described in the next section.
- Additional PPE Is Requirements for Nebulizer Treatments and Individuals who are COVID-19 Positive – If a direct caregiver is working with an individual who needs a nebulizer treatment, full PPE, including an N95 mask, a face shield, a gown, and gloves should be worn while assisting the individual with the nebulizer treatment. Direct caregivers providing this treatment should be trained by the nurse consultant or the site supervisor for the individual on the proper protocol and sequence for donning and doffing PPE while providing nebulizer treatments. This protocol should be followed for both individuals who are not symptomatic or presumed positive for COVID-19 and also for individuals who are positive for COVID-19. At service locations where individuals are suspected to be or confirmed to be positive for COVID-19, full PPE should be worn at all times throughout the shift. Full PPE includes, gloves, face shields, N 95 masks, and gowns. The nurse consultant or site supervisor will provide training for how to use full PPE at sites with COVID-19 positive individuals. Reference sheets for correct use of PPE in all scenarios will kept on hand at all service locations as a resource for direct caregivers to refer to when needed.



- Individuals Served Will be Asked to Wear Masks When Appropriate – When possible, individuals served will be asked to wear cloth masks unless eating or drinking while they are in common areas of the home if served in Supported Living or Group Homes, while attending Day Services, while riding in a vehicle with staff, and during all other activities in which they may have possible contact with others. In general, individuals served will not be asked to wear masks in their bedrooms while they are alone. Please note that some individuals may not be able to tolerate wearing a mask for health or behavior-related reasons and all individuals have the right to refuse to wear a mask. Direct caregivers should continue to work with individuals served and their support teams to discuss the needs of each individual and identify those individuals who cannot tolerate wearing a mask.
- Visitation of Family, Friends, and Support Team Members at New Hope Residential Sites – Visitation with social distancing with family, friends, behavior consultants, and other support team members is currently permitted in the Supported Living Program. Visitation with social distancing for individuals served in Group Homes will be resumed when authorized by the state and public health authorities. To ensure appropriate social distancing, initially all visitation will occur outside of the home, such as on a front porch, a deck, or other appropriate location outside of the home. Visitors and individuals should remain 6 feet apart. This will be a challenge as we all want to hug and be close to our loved ones during this difficult time. To assist individuals served, family members, friends, and support team members with adhering to social distancing guidelines, visual reminders of the 6-foot distance will be provided. Visitors will also be asked to wear masks. If a visitor does not have a mask, NHI will provide them with one. Masks should be worn by individuals when tolerated. Visitors will initially be asked to schedule visits in advance with the site team leader to ensure that safe social distancing can be maintained and only one visit will be scheduled at a time. When visits are scheduled, the site team leader will request that the visitor take their temperature before coming to visit and self-monitor for symptoms. If they have symptoms or feel sick, the team leader will work with them to reschedule the visit. Similarly, if an individual served has a fever, symptoms of COVID-19, or is feeling sick, the team leader should be informed of this information so that the visitor can be notified before coming. Prior to June 1st, New Hope Maintenance staff have only gone to residential service locations to address maintenance emergencies. Effective June 1st, Maintenance staff will resume regular routine maintenance services at residential locations. Maintenance staff will wear masks and will also be required



to complete all necessary temperature and symptom screening procedures when coming to each service location.

- Visiting Family Members at Family Homes or in Community Settings – When the COVID-19 outbreak began, it became clear that social distancing requirements could not be maintained if individuals were going on outings in the community or going to homes of family members for visits. For this reason, some family members chose to take individuals to their homes for the duration of the COVID-19 outbreak. This remains an option for families if they are able to continue to care for their loved one until it is safe for them to resume receiving services from New Hope. At this time, a determination for when resuming off-site visitation at the homes of friends and family members can safely occur has not been established. For now, New Hope will continue its current policy of temporarily suspending off-site visitation until additional information becomes available. However, New Hope recognizes that maintaining connections with family and friends and spending time with them in an array of settings is essential to living a full and meaningful life. For this reason, as soon as it is safe to resume off-site visitation and outings for individuals with family and friends, NHI will modify this policy.
- Community Outings – All individuals served by New Hope have adhered to the state-wide stay at home order issued by Governor Holcomb and the additional order by Mayor Hogsett which prohibited all non-essential outings and gatherings of people. This Stage has passed but it is still the recommendations for vulnerable populations to continue to stay at home will remain in place for a period of time. This does not include going outside, which is encouraged. Because New Hope serves many individuals who are at increased risk of experiencing serious illness if infected by COVID-19, the decision to resume community outings will be made in consideration of this fact and with the guidance of public health authorities. New Hope will work on a case-by-case basis with the support teams, family members, and guardians of individuals served to evaluate the specific needs of each individual and the collective needs of a group of individuals residing in the same home when making decisions about how to proceed with resuming community outings.
- Medical Appointments of Individuals Served – At the current time rescheduling non-essential medical appointments remains the recommended practice. For many routine medical services, telehealth options continue to be preferred to



ensure appropriate social distancing. When this is not an option, direct caregivers may be asked to transport individuals served to medical appointments. Direct caregivers may also be asked to transport individuals served to urgent care centers or the emergency room in the event that urgent medical care is needed and cannot be postponed. Direct caregivers should continue to communicate with Nurse Consultants and supervisors about all medical needs of individuals served. As always, if a direct caregiver believes that there is a medical emergency, they should call 911 for assistance.

- Transportation – Except for transportation for to and from Day services, the timeline to resume accessing transportation for individuals served via Indygo has not been determined. New Hope will work with public health authorities and other affected parties to make a determination about when it is safe for individuals served to resume accessing transportation via Indygo.
- Electronic Mailing of Paper – Until a better system is developed, all paper will be electronically delivered as is being done in Stage 1.

In addition to the protocols mentioned above, New Hope may implement additional guidance during Stages Two, Three and Four that is designed to promote workplace safety.

Day Services

When Day Services returns to the Payne Road Building, all Day Service individuals will be required to wear masks, follow social distancing, and only utilize the Day Services portion of the building. This includes only using the restrooms on the south end of the building and the small restroom by the café. Day Service individuals will also enter and exit through the double doors on the west side of the building closest to day services. At this entrance they will also be screened for temperature and symptoms.

Stage Five

Under Stage Five, New Hope will consider reopening the Payne Road office and this Plan may be amended various to ensure the health and safety of our direct caregivers.

Also, under Stage Five, if not already in place, Group Home individuals can begin to attend Day Services. During this stage, Castleton Day Services may also reopen to a limited number of individuals.



Considerations

It's important to note that these phases are tentative and are subject to change based on state and local guidance, and the pandemic itself. Should a direct caregiver or an individual served test positive for COVID-19 after Day Services and the Payne Road office reopens, our plan may change in an effort to protect our clients and direct caregivers. In addition, if cases of COVID-19 spike again in New Hope's operations or in Marion County, we will consider whether to remain open or close Day Services and the New Hope office and move back to prior stages in the Plan, if needed.

Direct caregivers should continue to communicate any concerns related to their personal situation to their supervisor or to Human Resources.

Other Important Workplace Protocols to Follow

New Hope has implemented various workplace protocols designed to preserve the health and safety of our direct caregivers. This section further explains these protocols. For additional information, please reach out to your manager or supervisor.

Direct Caregiver Exposure and Confirmed Illness Protocols

Keeping individuals and direct caregivers safe and healthy is our priority. In addition to the screening protocols outlined in previous sections of this Plan, New Hope has developed other protocols to achieve this goal, including procedures for dealing with exposure to COVID-19, responding to a confirmed case of COVID-19, and reporting transparency.

*COVID-19 Exposure and Illness Protocol**

As has always been our procedure, direct caregivers who are feeling sick are asked to stay home from work. Direct caregivers who are having symptoms of acute respiratory illness should seek medical attention and follow the guidance of a health care provider. Direct caregivers who are symptomatic or who have reason to believe they have been exposed to COVID-19 should notify their manager and Maija Augenbergs as soon as is practicable. Direct caregivers who are symptomatic or who have been exposed will be asked to get tested for COVID-19 as soon as possible and assist with contact tracing of other associates with whom they have come in contact. This information will be maintained separately from personnel records and names will not be released.

* In general, please stay at home if you are not feel well.



When a direct caregiver tests positive for COVID-19, deep-cleaning procedures of the service location(s) where they have worked will be triggered. Furthermore, all direct caregivers working in the same location will be notified via email that they have worked at a location where another direct caregiver has tested positive. Direct caregivers who have had close contact with someone who has tested positive will also be asked to get tested for COVID-19 as soon as possible.

Direct caregivers who test positive for COVID-19 will be instructed to follow the advice of a qualified medical professional, self-quarantine at home, and not come to work. When self-quarantining at home, direct caregivers should:

- Stay away from other people in their home as much as possible, staying in a separate room, and using a separate bathroom if available.
- Not allow visitors.
- Wear a face mask if they have to be around people and encourage others living in their home to also wear face masks if possible.
- Avoid sharing household items, including drinking cups, eating utensils, towels, and bedding.
- Clean and disinfect high-touch surfaces frequently.
- Continue monitoring their symptoms and call their health care provider if their condition worsens.

Notably, direct caregivers who have tested positive should not return to work until the conditions outlined in the following table are met:

Return to Work Policy:
Direct caregiver was tested for COVID-19.
The direct caregiver may return to work if: <ul style="list-style-type: none">• They no longer have a fever; and• Coughs and other symptoms have improved; and• They have received one negative COVID-19 test.



Other Direct Caregiver Health and Safety Protocols

The success of this Plan relies on how well our direct caregivers follow health and safety protocols. As such, the following protocols have been implemented to ensure your health and safety. Please bring any concerns regarding these protocols to a manager or supervisor immediately.

General Direct Caregiver Health and Hygiene

Practicing good hygiene is essential to prevent the spread of COVID-19. Do your part by practicing good hygiene at work and at home:

- Regularly wash your hands for at least 20 seconds throughout the day with warm water and soap, specifically when arriving or before leaving work, before eating, before and after providing personal care, before cooking, after using the restroom, etc. Similarly, wash hands and sanitize as instructed when donning and doffing PPE. Also assist individuals served with practicing good hand hygiene by washing their hands more frequently.
- Cover coughs and sneezes.
- Avoid touching your eyes, nose, and mouth.

To help direct caregivers remain healthy, hand sanitizer and disinfecting wipes are available at all service locations. We have limited amounts of these supplies and will continue to restock as we are able. It is suggested that direct caregivers wash their hands more frequently than normal. At all service locations, cleaning and disinfecting should occur on a more frequent basis. For additional guidance, please contact your supervisor.

Direct caregivers should continue to follow social distancing guidelines even when they are not at work. Avoid nonessential outings and if you must go out, avoid crowded locations and wear a face mask while you are in the community.

Direct Caregiver Mental Health Considerations

New Hope understands that the COVID-19 pandemic has increased stress levels of people across the country. We want to prioritize our direct caregivers' mental health during these uncertain times. As such, we have made every effort to ensure that the workplace is safe for direct caregivers to return to work and are ready to discuss personal situations. Managers and supervisors are aware of mental health considerations during this transition. Direct caregivers with concerns regarding their mental health should contact the EAP at 1-888-209-7840.



New Hope may add to this list of workplace procedures as needed. Direct caregivers should monitor workplace communications to ensure they are up to date on all health and safety communications.

Conclusion

New Hope looks forward to the future of our clients and direct caregivers beginning to resume pre-COVID 19 activities. The COVID-19 pandemic has created uncertain times and resulted in unprecedented changes. As communicated throughout this action plan, we are prioritizing the health of our clients and direct caregivers every step of the way as we consider resuming activities that have been suspended as a result of COVID-19.

We will execute on our plan cautiously, following applicable state and local guidance as much as possible. We also understand that each direct caregiver's needs and situations will be different as we begin to phase in additional activities. Direct caregivers should discuss any work-related concerns they have as they relates to their personal health or situation with their manager or supervisor.

Finally, we ask that direct caregivers are patient and understanding of the fact that the COVID-19 pandemic may require our plans to change. Direct caregivers will be given as much notice as possible in the event of an unforeseen setback, suspension or service, or office closure.

Direct caregivers should direct questions regarding the content of this action plan to their supervisor. Furthermore, while the strategies highlighted in this document can protect workers from COVID-19, it's important to follow CDC guidance at all times.