



2019 Novel Coronavirus (COVID-19) Preparedness and Response Plan

Last updated, May 8, 2020



The Guild for Human Services

2019 Novel Coronavirus (COVID-19) Preparedness and Response Plan:

Date of most recent revision: May 8, 2020

Intended audience: Guild community members including; individuals and their families, employees, stakeholders and partners. This plan also is to be shared with licensing and contracting state agencies including, Department of Developmental Services (DDS), Department of Early Education and Care (DEEC), Department of Elementary and Secondary Education (DESE), Department of Children and Family (DCF) as well as The Department of Public Health (DPH) and local boards of health.

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Background

What is Coronavirus Disease 2019 (COVID-19) and how does it spread?

- COVID-19 is a respiratory virus. Current symptoms have included mild to severe respiratory illness with fever, cough, and difficulty breathing.
- According to Center for Disease Control and Prevention (CDC), the virus is spread mainly from person-to-person between people who are in close contact with each other (within about six feet) for 15 minutes or longer.
- Spread is from respiratory droplets produced when an infected person coughs or sneezes.

Who should be most cautious?

- Those considered “high-risk” include people over the age of 60, anyone with underlying health conditions or a weakened immune system, and pregnant women.
- Even those not considered high-risk should take appropriate precautions to limit contact and exposure as serious illness or death is not limited to those at highest risk. In addition, the healthy well, or those who may have the virus but present as asymptomatic, can expose those at high-risk to the illness if they do not take proper precautions.

Mitigating the Risk of Spreading COVID-19

The plan will provide COVID-19 information to individuals, staff, and visitors:

- Share the [latest information about COVID-2019](#).
- Review CDC’s [Interim Infection Prevention and Control Recommendations for Patients with Confirmed Coronavirus Disease 2019 \(COVID-19\) or Persons Under Investigation for COVID-19 in Healthcare Settings](#).



- Educate and train staff:
 - Reinforce sick leave policies.
 - Remind staff not to report to work when not feeling well.
 - Train and reinforce adherence to infection prevention and control measures, including frequent hand hygiene.
 - Provide information on actions The Guild is taking to protect families and their children, including closure of day program, restrictions on visitors to the residential group homes and the main Concord building.

The Guild will enforce procedures and provide supplies for CDC recommended infection prevention and control practices.

Universal precautions

Prevention

We are continuing to support the practice of universal precautions as previously documented:

- Cover your mouth when you cough or sneeze, using a tissue or the inside of your elbow.
- Wash your hands for 20 seconds with soap and warm water frequently and use hand sanitizer.
- If you have a fever or feel sick, stay home and call your healthcare provider.
- Clean and disinfect frequently touched surfaces.
- Get the flu vaccine; it's not too late!
- As of April 23, 2020 Guild Employees working in Guild group homes or providing direct service to individuals should wear a facemask, such as a surgical mask or cloth mask, during their shift.

In addition to universal precautions, The Guild has scheduled extra deep-cleans of the main building regularly until the virus abates (the building is already



cleaned daily under usual circumstances). All houses and classrooms are being supplied with additional cleaning and sanitation products, which are being used regularly throughout the day. Activities of daily living (ADLs) are being given extra staff support as well, particularly in the areas of personal hygiene education and routines.

General cleaning tips for Guild employees

Guild employees should follow these practices, even if COVID-19 is not present in the communities where they operate. Proper prevention can reduce working days lost due to illness and stop or slow the spread of COVID-19.. **The Guild Facilities Department and contracted cleaning service, Jan's Janitorial, will maintain cleaning supplies for each Guild site. Should you need cleaning supplies or run out of a supply, immediately notify your supervisor.**

This guidance from the CDC provides recommendations on the cleaning and disinfection of households where persons are suspected of or those with confirmed COVID-19 reside or may be in self-isolation. It is aimed at limiting the survival of the virus in the environments. These recommendations will be updated if additional information becomes available. These guidelines are focused on household settings and are meant for the general public.

- **Cleaning** refers to the removal of germs, dirt and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- **Disinfecting** refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface *after* cleaning, it can further lower the risk of spreading infection.

General recommendations for routine cleaning and disinfection of households

Community members can practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks) with household cleaners and EPA-registered disinfectants that are appropriate for the surface, following label instructions. Labels contain instructions for safe and effective use of the cleaning product, including precautions you should take when applying the product such as wearing gloves and making sure you have good ventilation during use of the product.

Household members should educate themselves about COVID-19 symptoms and preventing the spread of COVID-19 in homes:

- **Clean and disinfect high-touch surfaces daily in household common areas (e.g. tables, hard-backed chairs, doorknobs, light switches, remotes, handles, desks, toilets, sinks)**
- In the bedroom/bathroom dedicated for an ill person, consider reducing cleaning frequency to **as-needed** (e.g., soiled items and surfaces) to avoid unnecessary contact with the ill person.
- As much as possible, an ill person should stay in a specific room and away from other people in their home.
- The caregiver can provide personal cleaning supplies for an ill person's room and bathroom, unless the room is occupied by child or another person for whom such supplies would not be appropriate. These supplies include tissues, paper towels, cleaners and EPA-registered disinfectants.
- If a separate bathroom is not available, the bathroom should be cleaned and disinfected after each use by an ill person. If this is not possible, the caregiver should wait as long as practical after use by an ill person to clean and disinfect the high-touch surfaces.

How to clean and disinfect surfaces

Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. [Clean hands](#) immediately after gloves are removed.

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective. **These will be provided by The Guild and/or Jan's Janitorial. If you are in need of more supplies, immediately notify your supervisor. DO NOT mix your own cleaning supplies.**
- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
 - Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely, or;
 - Use products with the EPA-approved emerging viral pathogens claims that are suitable for porous surfaces.

Clothing, towels, linens and other items that go in the laundry

Wear disposable gloves when handling dirty laundry from an ill person and discard after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should

not be used for other household purposes. [Clean hands](#) immediately after gloves are removed.

- If no gloves are used when handling dirty laundry, be sure to wash hands afterwards.
- If possible, do not shake dirty laundry. Not shaking will minimize the possibility of dispersing the virus through the air.
- Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry from an ill person can be washed with items from other people.
- Clean and disinfect clothes hampers according to the guidance above for surfaces. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.

Hand hygiene and other preventive measures

- Household members should [clean hands](#) often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Household members should follow normal preventive actions while at work and home, including recommended [hand hygiene](#) and avoiding touching eyes, nose or mouth with unwashed hands. Additional key times to clean hands include the following:
 - After blowing one's nose, coughing, or sneezing;
 - After using the restroom;
 - Before eating or preparing food;
 - After contact with animals or pets; and
 - Before and after providing routine care for another person who needs assistance (e.g. a child or adult resident).



As a reminder, CDC resources can be found here:

- [Infection Control Basics](#)
- [Handwashing: Clean Hands Save Lives](#)
- [How to Protect Yourself](#)
- [How to Make a Cloth Face Covering](#)

Screening of employees and restrictions for visitors

- Temperature screening will occur for all staff and visitors entering all Guild buildings. Anyone with a temperature greater than 100 degrees Fahrenheit will be denied access to Guild facilities.
- Due to the Governor's stay-at-home advisory, all Guild houses will be closed to visitors, including family members and guardians effective March 24, 2020.
- Deliveries will be made to the vestibule to the front entry of the main Guild building or to the front stairs of residential group homes.

Other Precautions

- When possible, maximize the use of "social distancing", the practice of keeping at least six feet between individuals at all times.
- Wear a facemask when social distancing is not possible
- Keep a daily log of names and contact information for employees, clients, visitors and vendors.
- Guild leaders will contact partners and vendors, including contracted cleaning service, to review and approve their protocols for identifying and preventing the spread of respiratory diseases, including COVID-19.
- Any contracted service or repairs done inside any of The Guild's properties will be restricted to health and safety and determined by the director of facilities.

Assessing Risk of COVID-19 Exposure

If a staff member has symptoms consistent with COVID-19

- The staff member will be excluded from Guild facilities.
- The staff will be asked to contact their primary care physician for further follow up before returning to work.
- The staff will need to provide medical clearance before returning to work.
- The Human Resources Department remains in active communication with that employee from time of first symptom through formal medical clearance to return to work.
- If staff tests positive for COVID-19, The Guild for Human Services will be notified of the positive test.
- A determination of exposure to other staff and individuals will be assessed.
- The individuals or staff will be required to quarantine if they have had direct exposure to this staff.

If an individual group home member has symptoms consistent with COVID-19

- If an individual has a fever over 100.4 degrees, cough, shortness of breath, or sore throat, the primary care physician will be notified.
- The individual will be placed on [isolation precautions](#) until advised by DPH, the primary care physician if the COVID-19 test is negative and/or when the symptoms resolve.
- If testing is ordered, the individual should be treated as a presumptive COVID-19 case until the results are received and staff and other house members should be placed under quarantine for 14 days from the date of exposure.
- If an individual is positive for COVID-19, notify local and state Boards of Health immediately and follow the guidelines set by them.

Cases of COVID-19 in Employees or Residents

Suspected cases of COVID-19

- The Guild's Health Services Department and program leaders will work closely with the Massachusetts Department of Public Health, local Board of Health and the individual's health care provider to ensure that the proper medical treatment is provided.
- Infectious diseases will be reported by The Guild's Health Services Department to the local health department as required by Massachusetts General Law, Chapter III, Section 6.

Isolation procedures will be established by The Guild's Health Services Department and physician consultant in accordance with the DPH standards as needed for individual situations.

- Will be required to quarantine (separate yourself) from other people because they have been exposed to COVID-19. This quarantine period is based on the incubation period for COVID-19, which is 14 days after an exposure.
- If the staff/individual develops illness during the 14-day quarantine period, they will be referred to their healthcare provider for evaluation.
- During the quarantine period, staff and individuals are not to leave the home except for urgent medical care.
- If they must leave the home for urgent medical care, they will follow guidance of DPH and will notify the healthcare provider before they go that they are quarantined due to COVID-19 exposure.
- If the staff/individual under quarantine must come in contact with someone from outside the house (i.e. nurse), the individual must wear a mask.

- If the individual requires **immediate medical care, call 911 for an ambulance and inform EMS of the individual's symptoms and concern for COVID-19.**

Confirmed Cases of COVID-19

Reporting COVID-19 cases

In every event that an individual or employee is diagnosed with a confirmed case of COVID-19, The Guild will immediately contact the following:

1. A healthcare provider associated with the facility.
2. The local Board of Health to review the risk assessment and discuss laboratory testing and control measures.
3. The specific Executive Office of Health and Human Services funding and regulating agencies following their established protocols:
 - Director of Health Services or designee will notify DPH and local boards of health.
 - Chief Program Officer or designee will notify licensing agencies, i.e. DDS or EEC.
 - Chief Education Officer or designee will notify DESE.
 - Chief Operating Officer or designee will notify DCF.

Quarantine procedures for residence/group home

The treatment and care for an individual with COVID-19 is determined by medical professionals. The Guild's response will be governed by those directions as well as by the guidance of public health officials.

In the event that a Guild residence is ordered to isolate due to a presumptive or confirmed case of COVID-19, qualified Guild staff will be asked to work extended hours to support the individuals served and limit the spread of COVID-19 infection. Those employees will be isolated in the residence 24/7 for one week at a time with one week renewals as needed. The Guild's Board of Trustees has

voted on updated employee policies that reflect this incredible step that employees will take to provide ongoing care. Hourly employees providing COVID-19 isolation services will be paid at \$2 more than their regular hourly wage for the first forty (40) hours worked; all additional hours worked, including sleeping hours, will be paid at 1.5 times the increased wage to be paid through normal payroll processes, i.e. every second week. Salaried employees who accept such an assignment providing COVID-19 isolation services will be isolated in the residence 24/7 for one week at a time. They will be compensated with their regular salary as well as a \$3,000 weekly bonus to be paid through normal payroll processes, i.e. every second week.

Food and supplies will be delivered to the residence so that individuals will not need to leave. Social stories will be provided to individuals as well as engaging activities for the house and backyard. Nursing staff will assess the condition of all individuals in the house multiple times per day. Of course, electronic communication with guardians and family members will continue.

Isolation precautions policy

If it has been determined by medical personnel that isolation is appropriate, any staff or day student with an infectious disease will be restricted from school until s/he is no longer contagious and DPH guidelines will be followed. Unless otherwise advised by the DPH, the following measures will be instituted.

Procedure:

- Infectious diseases will be reported by the nurse to the local health department as required by Massachusetts General Law, Chapter III, Section 6:(Please see Infectious Disease/Infection Control Policy).
- Isolation procedures will be established by The Guild's Health Services Department and physician consultant in accordance with the Department of Public Health standards as needed for individual situations.

- The Guild's Leadership team will notify all parents, guardians, and the referring agency of the reported communicable disease within the setting.
- Residential individuals with an infectious disease will be served within the residential program as long as medically appropriate.
- Individuals should remain in their room. If they must come out in common areas, the individual should wear a mask.
- The individual with an infectious disease must have as little contact with the others as possible.
- The individual may return to open areas in the group home when the infection period is over with written confirmation from a licensed medical practitioner.
- Meals should be placed on paper plates and disposable utensils should be used.
- Use of a private bathroom will be provided, if possible, in conjunction with the recommendations of the DPH.
- Staff will wear personal protective equipment (PPE) following the [CDC's strategies for optimizing PPE supply](#), when in direct contact within six feet of the individual with the presumptive case of COVID-19 and should wash hands frequently and carefully after attending to the individual.
- When directed by DPH, a special droplet precautions sign will be placed outside of the isolation room.

Close contact with a confirmed case of COVID-19

An employee or resident may have had close contact with an individual who has tested positive for COVID-19 but has not tested positive themselves.

“Close contact” is defined as living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within six feet of a person who has tested positive for COVID-19 for about 15 minutes, or has been in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, **while that person was symptomatic**. Close contact which occurred **prior** to the development of symptoms is **not** considered to be an exposure. Decisions about who had close contact and implementation of legal quarantine are done through the local Board of Health.

- The employee or resident should self-quarantine for 14 days.
- Those in self-quarantine who have not developed symptoms and are not considered a high risk for transmission of the virus may return to the building once the 14-day quarantine period has ended.
- The facility does not need to be closed.
- The facility does not need to be deep cleaned at this time.
- If the exposed employee or resident subsequently develops symptoms and tests positive for COVID-19, follow the guidelines under *confirmed cases*.

Confirmed employee case outside The Guild’s program areas

If an employee tests positive for COVID-19 but has **not** been to any Guild program while they were symptomatic, no deep cleaning is required. Follow the CDC [return to work](#) guidelines to determine when an employee may safely return to the facilities.

Deep cleaning

A deep clean of a facility may be required if an employee or resident is confirmed to have COVID-19 and was present in the facility while they were symptomatic. The Guild will coordinate deep cleaning with our contracted cleaning service provider, Jan's Janitorial, who will then disinfect the site with the Clorox360 machine as is recommended by DPH.



Updated Guild Policies

Overtime

Amended by the Board of Trustees on March 26, 2020: In the event that a Guild residence is ordered to isolate due to a presumptive or confirmed case of COVID-19, qualified Guild staff may be asked to work extended hours to support the individuals served and limit the spread of COVID-19 infection. Therefore, employees who accept such an assignment will be isolated in the residence 24/7 for one week at a time with one week renewals offered as needed by The Guild and as accepted by employees.

Hourly employees providing COVID-19 isolation services will be paid at \$2 more than their regular hourly wage for the first forty (40) hours worked; all additional hours worked, including sleeping hours, will be paid at 1.5 times the increased wage to be paid through normal payroll processes, i.e. every second week. Salaried employees who accept such an assignment providing COVID-19 isolation services will be isolated in the residence 24/7 for one week at a time. They will be compensated with their regular salary as well as a \$3,000 weekly bonus to be paid through normal payroll processes, i.e. every second week.



Intersession

Amended by the Board of Trustees on March 26, 2020: Due to the COVID-19 pandemic, The Guild School will provide instruction during the spring intersession break. All qualified Guild employees—including day, adult residential, youth residential, and administrative employees--will be given five floating holidays to be used in lieu of the intersession holiday. These floating holidays will expire upon use or by June 30, 2021, whichever comes first. Use of floating holidays must be requested and approved through normal supervisory channels. Floating holidays are not vacation, do not constitute wages, and will not be paid out upon termination of employment.

COVID-19 Leave

Amended by the Board of Trustees on March 31, 2020: Due to the COVID-19 pandemic, The Guild will guarantee 80 hours of paid leave to any qualified, fulltime employee who has been advised by a licensed medical professional to quarantine, isolate or otherwise remain out of work due to a presumptive case of or exposure to COVID-19 infection or because the employee is demonstrating symptoms associated with COVID-19. Employees must exhaust all paid personal leave before accessing COVID-specific paid leave, including paid time off and floating holidays. Employees accessing COVID-specific paid leave may be requested to provide documentation by a licensed medical professional, including diagnosis and medical order for isolation.

Part-time employees may be entitled to **COVID-specific paid leave on a prorated** basis. Most workers in Massachusetts have the right to earn and use up to 40 hours of job-protected sick time per year to take care of themselves and certain family members. Workers must earn at least one hour of earned sick



leave for every 30 hours worked. In the event that a part-time employee is out of work for COVID related illness as described above, The Guild will provide a sick time bank that can be utilized by part-time employees. The Guild will match the employees accrued Mass Sick time up to 40 hours if all other paid personal leave is exhausted, including floating holidays.

COVID-specific paid leave does not constitute wages and will not be paid out upon termination of employment.

Administration

The Chief Operating Officer in consultation with the Chief Financial Officer shall be responsible for administering the COVID-19 sick bank, including procedures for the distribution of the time to qualifying individuals. All such procedures shall be consistent with the COVID-19 sick bank policy as stated above. No portion of the COVID-19 policy shall be interpreted to include leave that is not directly associated with COVID-19 exposure or infection.

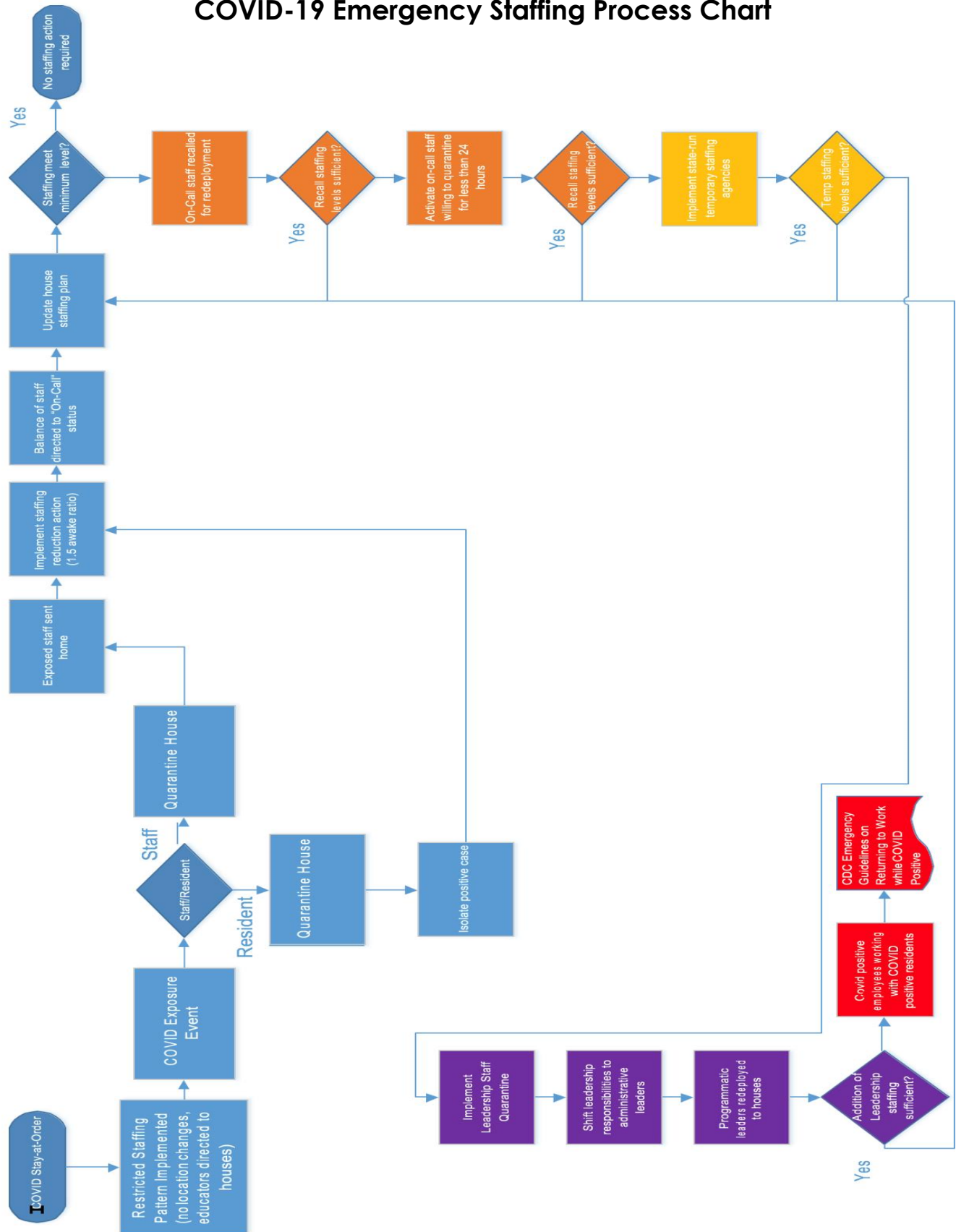
COVID-19 Emergency Staffing Decision Chart

Emergency Staffing Plan	Circumstances for Implementation	Plan Description	Government Authority	Guild Decision Maker
Restricted Staffing Pattern	Stay-at-Home Advisory to reduce spread of COVID-19 or other infection	The Guild's primary residential support plan during the COVID-19 pandemic is to maintain regular day, evening, overnight, and weekend shifts at the 19 group home locations. These services include delivering educational instruction in the youth homes and offering engaging activities at adult homes in place of outside day programs that have been closed. Guild staff members are assigned to only one group home and cannot "fill in" shifts at other group homes to avoid cross-contamination. Temperatures are taken before shift. Supplies are delivered to the house. No visitors are allowed. Masks are required as of April 23, 2020.	Governor of Massachusetts	CEO with advice from Chief Officers
Quarantine	resident is presumptive or confirmed w/COVID-19 or a staff member is confirmed with COVID-19 and has been in close contact with residents of the house (w/in 6 ft for 15 min+)	Guild staff, who work in that residence, are asked to work extended hours to support the individuals served and limit the spread of infection. Those employees quarantine 24/7 for one week with one week renewals as needed. Houses are staffed at 1.5 times the awake ratio. Exposed staff go home to quarantine; remaining staff are on-call for further assignment. Temperatures are taken daily. Nursing monitors symptoms daily. Supplies are delivered to the house. No visitors are allowed. Enhanced PPE is required for positive residents.	Department of Public Health Local Boards of Health	Chief Program Officer with advice from Director of Health Services
Redeploy staff to a secondary worksite	in the event of staffing shortfall	The Guild will redeploy staff members who at home due to the quarantine of their primary worksite, but who have not been exposed directly to a COVID positive individual. This is a move away from our primary plan of action as it does present a level of cross-contamination between group home sites.		CEO with advice from Chief Officers, Directors of HS and HR
Reduce the required duration of staff members quarantining in residences	in the event of continuing staffing shortfall	The Guild will move to invite staff members to quarantine for less than 24 hours per day. The Guild will be clear w/staff about risks of exposure to those outside of our residences when leaving. This is the model is consistent with hospital operations. The Guild will need to create mitigation plans in the event that any staff member fails to return to the work site after leaving as The Guild is not utilizing "float staff" to avoid cross-contamination.		CEO with advice from Chief Program Officer, Chief Operating Officer, and Director of Human Resources

COVID-19 Emergency Staffing Decision Chart

Access temporary staffing services	in the event of continuing staffing shortfall	The Guild will request temporary staffing from state-run staffing agencies and quarantine sites. These options are limited as our population requires a particular skill set that is not universally trained among direct service providers. In addition, the state-run quarantine sites require that we staff our individuals at those sites, which does not alleviate the staffing burden for The Guild. Finally, this plan has increased cross-contamination risks as state-run temporary staff members will have worked (or will work) in multiple sites outside of The Guild.	Licensing Agencies as appropriate: DDS, DEEC, DCF, DESE	CEO with advice from Chief Operating Officer, Chief Program Officer, and Director of Human Resources
Redeploy leadership to direct care positions	in the event of continuing and extreme staffing shortfall	The Guild will shift program leadership responsibilities to those leaders who have administrative positions and redeploy programmatic leaders in quarantine zones. This action presents risks to organizational continuity and accountability as oversight will be reduced and structural decisions will be made by people who are less practiced in those areas.	Licensing Agencies as appropriate: DDS, DEEC, DCF, DESE	Board of Trustees with advice from CEO and Chief Officers
Continue to work while COVID+	in the event of continuing and extreme staffing shortfall	The Guild will implement the CDC's guidelines for staff continuing to work in COVID-positive environments while COVID positive. These measures will be taken only in the failure of all other previous efforts and with close adherence to CDC's guidelines and The Guild's plans for implementation of those guidelines given "local circumstances."	Centers for Disease Control Department of Public Health Local boards of health	Board of Trustees with advice from CEO, counsel, and medical professionals
Reduce and consolidate programming	in the event that all prior options have been exhausted	The Guild will work with licensing agencies and support structures if a group home needs to run below licensed ratios and further, if below ratios deemed safe for operation. These plans will include consolidating houses, moving to the Concord location, and shutting down program sites.	Licensing Agencies: Funding Agencies as appropriate: DDS, DEEC, DCF, DESE	Board of Trustees with advice from CEO and legal counsel

COVID-19 Emergency Staffing Process Chart





Appendix A

Resources for Guild Community Members

For individuals served by The Guild residential programs

The mission of The Guild for Human Services is to educate, encourage and empower individuals with intellectual disabilities so they may achieve their full potential to lead high-quality lives and participate meaningfully in society. The Guild community share the value of health and safety for all. Even in these challenging times, individuals are working with Guild employees to engage in learning activities, engage with others in person and remotely and continue to pursue those interests and passions that are tangible parts of their quality of life. The Guild community shares in being vigilant to ensure that we remain active, engaged and grounded in The Guild community and beyond while also practicing the greatest care and precautions.

The Guild will continue to provide both day and residential services for residential students and adult individuals throughout this period in the group homes. All Guild houses will be closed to visitors, including family members and guardians, until May 4 or until otherwise authorized by state agencies and The Guild's leadership team.

Our staff will make every effort to use electronic communication methods to keep people connected during this time.

The Guild is planning on the following remote learning plans for day students and individuals whose families chose to take them home due to the COVID-19 crisis beginning early April. To date, The Guild has already been providing supplemental and enrichment activities, contact and guidance to families through the Student Services Department. The Guild Remote Learning Plan:

521 Virginia Road, Concord, MA 01742 • (781) 893-6000 • [GuildHumanServices.org](https://www.GuildHumanServices.org) 22



- Remote learning will be organized using the technology platform Google Classroom.
- Parents and students will be given access to our online curriculum Unique Learning System in order to access Massachusetts Curriculum Frameworks daily through assigned lessons by teachers.
- Licensed teachers, related services providers and clinicians will offer consulting, live face-to-face, and videos of lessons for families and students as appropriate regarding IEP goals, objectives and service delivery.
- Additional resources will include live and/or recorded adapted physical education classes, music therapy or art therapy groups.

Social stories have been provided to communicate changes as a result of the response to COVID-19

[Click here to access social stories](#)

For Parents and Guardians

The Guild continues to provide ongoing communication and collaboration with parents and guardians through our service providers including residential leadership, education leadership, Student Services Department members and clinical supports for youth and adult programs.

Additionally, The Guild is sending out weekly updates to parents and guardians with program summaries.

Links to additional external supports are posted on The Guild's COVID-19 link on our website.

[Click here to access The Guild's COVID-19 updates](#)



For Guild employees

COVID-19 policy changes have been made to support Guild Employees and are posted here:

[Click here to access the updated employee handbook](#)

The Human Resources Department continues to provide support to employees and map out available resources within our benefits portfolio as well as provided by the Commonwealth.

[Click here for employee resources](#)

[Click here quarantine and self-monitoring information](#)

Appendix B

Guild Community Updates

4/22/2020 – COVID-19 Update from Amy C. Sousa, Chief Executive Officer

Dear Guild School Community,
As anticipated, Governor Baker announced yesterday that Massachusetts public and private schools will remain closed through the remainder of the school year.

As with the Governor's previous directives, the closure order does not force special education schools to adjourn; however, the Governor and public health officials are clear that there is "no authoritative guidance how to operate schools safely" at present. Therefore, The Guild School's Concord building will remain closed to students through May 30, 2020. At that time, we will reassess



the safety and public health environment in order to make decisions about when to reopen the school building to students.

In the meantime, The Guild will offer remote learning for day students and those who remain at home and we will deliver school curriculum in our residential group homes. The Guild School will continue with each student's remote learning plan, including access to curriculum, specialists, teachers, and peers. The Guild will remain available for electronic IEP meetings. In addition, The Guild will work with the Department of Elementary and Secondary Education as well as adult service funders to advocate for extended lengths of stay for residential students turning 22 years old during this unusual time.

I know that we all yearn for answers to when this crisis will end. The Guild will continue to assess the public health environment and think critically about the needs, vulnerability, and quality of life for the people we serve in light of the ever-changing circumstances related to COVID-19. We will keep you informed as we move forward with decisions.

If you have questions, please feel free to reach out to your student's educational, residential and clinical team members for support. As always, you are welcome to contact me directly.

Take care,

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Chief Executive Officer
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Cell: 781-330-5189



4/20/2020 – COVID-19 Update from Amy C. Sousa, Chief Executive Officer

Dear Guild Community,

I know that it's been a long five weeks away from your children, daily activities, and community. It's even more difficult to think about extending that time away. Meanwhile, we're all experiencing many mixed messages in the media about the anticipated duration of the crisis with some calling for extensions of stay-at-home advisories and others advocating for the resumption of business-as-usual. The Guild's approach to these advisories is to think critically about the needs, vulnerability, and quality of life for the people we serve.

At this point, The Guild has experienced some of the impact of the COVID-19 surge in Massachusetts. Over the course of the last five weeks, The Guild has quarantined seven (out of 19) residences due to primary or secondary exposure to someone who is COVID-19 positive.

- One adult house was quarantined briefly due to a resident's symptoms, which testing determined not to be related to COVID-19.
- Three adult houses were quarantined due to positive COVID-19 tests for staff members working in those houses. Two house remains in quarantine while we await test results for staff and residents; the other house has returned to regular operation with no infections.
- Two youth houses were quarantined due to positive COVID-19 tests for staff members working in those houses. One house remains in quarantine while we await test results for staff and residents; the other house has returned to regular operation with no infections.
- One youth house is quarantined due to positive COVID-19 tests for two students. Guild staff members are quarantining 24/7 alongside of the students in this house until students' symptoms resolve and the post-symptom isolation period has been completed.



Fortunately, no Guild community member—resident, student, or staff—has experienced critical illness. Nonetheless, the illness takes its toll and individuals at The Guild are not immune to the full impact of COVID-19. As such, The Guild remains committed to continuing the social distancing procedures and stay-at-home advisories that have been put into place by public health officials. We cannot predict an end-date to these measures until the level of exposure to the individuals we serve subsides.

We know that you have many questions. Please feel free to contact your house manager, leadership team, or me to get individual questions answered. As a starting place, here are some responses to frequently asked questions regarding The Guild's ongoing response to the COVID-19 pandemic.

Frequently Asked Questions

How will I be notified if my child's residence needs to quarantine?

A house will be quarantined in the event that a resident has a presumptive or diagnosed case of COVID-19 or if a staff member in that house has a diagnosed case of COVID-19. If and when this occurs, information will be shared with public health officials, family members, and people in close contact. The Guild will call guardians individually if their child has been diagnosed or in close contact with someone diagnosed with COVID-19.

What does a quarantine look like at the Guild?

The treatment and care for an individual with COVID-19 is determined by medical professionals. The Guild's response is governed by those directions as well as by the guidance of public health officials.



In general terms, qualified Guild staff work extended hours to support the individuals served and limit the spread of COVID-19 infection. These employees remain isolated in the residence 24/7 for one week at a time with one week renewals offered as needed by The Guild and as accepted by employees. Individuals and staff members are provided with personal protective equipment as appropriate. Deep cleaning of the residence is provided. Supplies are delivered to the doorstep as needed throughout the quarantine period. Daily activities within the residence continue so long as individuals are well enough to participate.

How will I keep in contact with my child through this extended process and learn what's happening with her/him?

- All parents/guardians should have access to daily electronic communication with their children, i.e. email, Facetime, Go-to-Meeting, etc.
- All parents/guardians are sent weekly email updates from youth and adult residential programs with activity descriptions and pictures.
- Each Guild School student has a remote learning plan that includes access to curriculum, specialists, teachers, and peers.
- The Guild is available for electronic IEP and ISP meetings with families and LEAs/government officials for the duration of the crisis.
- The Guild community receives policy and protocol updates from executive leadership by email and updated web postings that can be found [here](#).

How does The Guild get direction from and give information to state leaders and public health officials?

- The Guild's leaders meet (electronically) on a daily basis with state government officials, including the Departments of Developmental Services, Department, Children and Families, Public Health, Early



Education and Care, Elementary and Secondary Education, and Public Health.

- The Guild meets (electronically) on a weekly basis (at minimum) with our state policy associations, including the Association of Developmental Disability Providers (ADDP) and Massachusetts Association of 766 Approved Private Schools (maaps).
- The Guild communicates with local boards of health on a regular basis to ensure comportment with community best practices. The Guild notifies both the Department of Public Health and the local board of health when quarantining any Guild facility.
- The Guild's leadership team of chief officers and directors meets (electronically) three times weekly to review policy and procedure updates, status reports on houses and individuals, and to problem-solve challenges relating to our new way of life.
- Residential managers have daily leadership phone calls with one another to share information and respond to current needs.

When will The Guild School reopen for day students?

At present, Governor Baker's school closure order is in effect until May 4, 2020. However, we've been paying attention to our neighbors to the north who have closed schools through June. While we have not heard from Governor Baker on this matter, The Guild anticipates that The Guild School will be closed beyond May 4 given the current trajectory of the illness. We will keep families apprised of developments in this area; however, we are making plans in the event that distance learning procedures remain in place for longer than May 4.

What happens if some adult day programs reopen and others do not?

As long as adult day programs are closed, The Guild Adult Residential Program will continue to operate from the residences 24/7 for individuals who cannot access day program. The Guild will work with individuals, guardians, medical



professionals, and providers to determine the safest and most appropriate course of action for individuals to return to normal activities.

What happens if I want my child to return to The Guild after an extended stay home?

[As stated on March 18](#), Guild residents who go home must remain home for the duration of the public health crisis. Should you wish for your individual to return to The Guild, the individual must pass a COVID-19 screening before returning to a Guild residence. Unfortunately, there can be no exceptions to this directive, not even for psychiatric crisis, as we must protect the health of all individuals' served. We recognize that this is a stressful time with limited access to supports and resources. Please feel free to reach out to your individual's clinical team for ideas, support plans, and options for individuals while at home.

###

Thank you for all of your calls, emails, and notes. Your questions, concerns, and ideas are relevant and useful for all of the individuals we serve. Again, if you have ongoing questions about your child's experience at The Guild during this unprecedented time, please do not hesitate to reach out to her/his residential manager or clinical team. And, as always, you are welcome to contact me directly.

Be well,

Amy C. Sousa
Chief Executive Officer



4/9/2020 – How to Make Masks from Maureen Costello-Shea, Chief Program Officer

Many thanks to all of you for your ongoing support during these challenging times. I cannot tell you how much staff and the individuals we support appreciate your many kind gestures including thank you notes to staff, gifts of games, puzzles and outdoor activities and the deliveries and packages filled with special treats and meals for the whole house. It means a lot to know you are always thinking of us.

Many parents have asked about making masks. With the change in CDC recommendations related to masks we have provided all of our staff with paper masks. While these paper masks meet the requirement, they are not designed for long term use. One of our adult parents, Peg Doherty, has been kind enough to share instructions for masks. I have attached these instructions which include helpful hints and video links. She has included her contact information on the attachment and is happy to talk with any of you.

We would love to be able to provide each of our staff with a cloth mask for their personal use. If you or a friend is able to make some masks for the Guild please let me know and I can work with you to pick them when they are completed.

Stay healthy and safe.

Maureen Costello-Shea
Chief Program Officer



4/2/2020 – Distance Learning Plan Update from Annie Willis, Chief Education Officer

Dear Districts, I hope this finds you and your teams all healthy and well despite the unusual circumstances this school year. As you know Governor Baker has closed schools until May 4th. As such The Guild's day school program is closed. To comply with social distancing and recommendations for congregate care, the residential students are remaining at their residences with education programming provided onsite. Shortly following the school closing announcement the Department of Elementary and Secondary Education gave guidance on remote learning for all students, including those requiring special education. The Guild is planning on the following remote learning plans for day students and individuals whose families chose to take them home due to the COVID-19 crisis beginning early April. To date the Guild has already been providing supplemental and enrichment activities, contact and guidance to families through student services.

The Guild Remote Learning Plan:

- Remote learning will be organized using the technology platform Google Classroom,
- Parents and students will be given access to our online curriculum Unique Learning System in order to access Massachusetts Curriculum Frameworks daily through assigned lessons by teachers.
- Licensed teachers, related services providers and clinicians will offer consult, live face to face, and videos of lessons for families and students as appropriate regarding IEP goals, objectives and service delivery.
- Additional resources will include live and/or recording adapted physical education classes, music therapy or art therapy groups.



We understand the importance of maintaining and striving for student progress and we are sensitive to our family's unique needs during this time. Each week The Guild team will review our progress and make updates on the remote learning plan as needed. Documentation of service provision will be completed weekly and available upon request.

If you have additional questions, please feel free to reach out.

Best, Annie Willis, M.S. Chief Education Officer Email: awillis@guildhumanservices.org Office: 781-893-6000 / Cell: 781-330-6839

3/26/2020 -- Governor Extends Closures from Amy C. Sousa, Chief Executive Officer

Yesterday, Governor Charlie Baker announced that all Massachusetts' public and private schools will be closed through May 4, 2020 to prevent the spread of COVID-19. This closure order will impact both The Guild School's day program as well as adult day programs across the Commonwealth.

The Guild will continue to provide both day and residential services for residential students and adult individuals throughout this period in the group homes. All Guild houses will be closed to visitors, including family members and guardians until May 4 or until otherwise authorized by state agencies. To view visitation restrictions directed by the Department of Developmental Services, [please click here.](#)

Our staff will make every effort to use electronic communication methods to keep people connected during this time. If you have difficulty accessing appropriate communication technology at home to maintain contact, please contact [Maureen Costello-Shea](#) directly so that we can assist you.



I know this presents increased concerns for families, individuals, and staff. Please know that we are doing everything in our power to keep individuals healthy, safe, and engaged. We are fortunate that--at this time--we have no presumptive or confirmed cases of COVID-19 within The Guild. We will continue to work with you to provide updated information and recognize the difficulty of this ever-changing environment.

We deeply appreciate your support, well wishes, and patience. As always, if you have questions, concerns, or just need to talk, Please do not hesitate to contact house managers, Guild leaders, or me directly.

Amy Sousa
Chief Executive Officer

3/23/2020 -- Governor Issues Stay-at-Home Advisory from Amy C. Sousa, Chief Executive Officer

This morning, Governor Baker announced a stay-at-home advisory for the Commonwealth of Massachusetts beginning at noon on Tuesday, March 24, 2020 through April 7, 2020. As such, all non-essential operations will be shut down to the public. For the Governor's COVID-19 Essential Services Letter, [please click here](#).

The Guild provides an essential service and will remain open for individuals served. Guild staff members will be issued "essential personnel" notices that allows them to traverse from home to The Guild to provide support and programming to individuals in residence.

Due to the Governor's stay-at-home advisory, all Guild houses will be closed to visitors, including family members and guardians effective March 24, 2020. Our

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staff will make every effort to use electronic communication methods to keep people connected during this time. If you have difficulty accessing appropriate communication technology at home to maintain contact, please contact your house manager directly so that we can assist you.

We recognize that prolonged family separation can have detrimental consequences. Thus, we understand if you would like to take your children home to wait out the virus. Please be advised that individuals who return home will be required to remain home for the duration of the public health crisis. Keep in mind that this crisis is projected to last for a substantial amount of time. Be thoughtful and realistic about what resources you have to care for individuals at home. Thank you for your understanding and flexibility as we navigate this rapidly evolving and unprecedented health situation.

Amy C. Sousa
Chief Executive Officer

3/18/2020 -- COVID-19 Update from Amy C. Sousa, Chief Executive Officer

Visits to The Guild

On March 11, 2020, we shared information about [The Guild's value of individuals' social and family connections](#). As you know, we take "social distancing" procedures with extreme caution. Given the public health concerns, and specific health concerns of individuals at The Guild, we must take extraordinary measures to protect the safety of the individuals in our care.

Last week, The Guild limited family visits to Guild residences to immediate family members and guardians only. Effective today, March 18, those immediate family visits will be limited further to prevent the spread of COVID-19. Parents and

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guardians will be allowed to visit their individuals for no more than one hour per week in a designated space. Those visits must be scheduled with the house manager in advance.

Parents/guardians will be required to submit to a temperature check before entering the residence. If temperature is elevated, the family member will not be allowed to enter Guild premises. Additionally, houses with more acute risk may place additional restrictions on visitation. House staff are empowered to err on the side of caution to protect the health and safety of your (adult) children.

Our staff will make every effort to use electronic communication methods to keep people connected during this time. If you have difficulty accessing appropriate communication technology at home to maintain contact, please contact your house manager directly so that we can assist you.

Home Visits

We recognize that prolonged family separation can have detrimental consequences. Thus, we understand if you would like to take your children home to wait out the virus. Please be advised that effective today, March 18, individuals who visit home will be required to remain home for the duration of the public health crisis. Keep in mind that this crisis is projected to last for a substantial amount of time. Be thoughtful and realistic about what resources you have to care for individuals at home.

Should you wish for your individual to return to The Guild, the individual must pass a COVID-19 screening before returning to The Guild. Unfortunately, there can be no exceptions to this directive, not even for psychiatric crisis. So, again, please be thoughtful and realistic about your individual's daily, weekly, and monthly needs before making the decision to bring her/him home.



It is with heavy hearts that The Guild's leaders put these restrictions in place. Please do not hesitate to contact us with your questions, concerns, fears, and frustrations. We are here for both your children and you.

Thank you for your understanding and flexibility as we navigate this rapidly evolving and unprecedented health situation.

Amy C. Sousa
Chief Executive Officer

***3/18/2020 -- Parents Helping Parents of Massachusetts from Jen Magnuson,
Chief Clinical Officer***

Dear Guild Community,

In the wake of the current events, The Guild acknowledges that feeling anxious and stressed in these rapidly changing times is normal. It is important that you take care of yourselves and monitor your own physical and mental health on top of the care and concern that you have for others. We understand that the news may feel overwhelming, but being mindful of yourself and others while working to maintain a balanced daily routine may help.

I wanted to take a moment to share a community resource with you all. Parents Helping Parents of Massachusetts is a local organization that provides a free and confidential 24/7 Parent Stress Line hosts Online Support Groups for parents through a digital media platform. Please find more information about these programs at www.parentshelpingparents.org.



We will continue to develop and share resources and support for families in the days and weeks to come. Please don't hesitate to reach out to myself or our clinicians with questions, or concerns.

Jennifer Magnuson
Chief Clinical Officer

3/15/2020 -- COVID-19 Update from Amy C. Sousa, Chief Executive Officer

Based on Governor Baker's order, all Massachusetts schools--both public and private--must close to curb the spread COVID-19 until April 7, 2020. As a result, The Guild School will deliver alternative educational programming to residential students in The Guild's group homes beginning tomorrow, Monday, March 16, 2020. Guild day students should remain home from Monday, March 16 through April 7, 2020. Guild educators will be in contact with families to provide home-based, educational alternatives.

All Guild educators and direct care staff should report to their assigned residential houses tomorrow, March 16, 2020. Guild administrative staff should report to work as scheduled to receive assignments.

Amy C. Sousa
Chief Executive Officer



3/13/2020 -- COVID-19 Update from Amy C. Sousa, Chief Executive Officer

Thank you for all of your emails, calls, and notes of support, advice, and information. We are so lucky to have such a remarkable community of people surrounding us during this time of increased anxiety.

Like you, The Guild is receiving a flood of cancellation notices from school districts, day programs, businesses, and houses of worship. We respect the efforts of these organizations to help prevent and mitigate the spread of COVID-19. Each agency, household, and individual needs to make thoughtful decisions about how to move forward.

At The Guild School, we educate approximately 80 students, who benefit from consistency, context, and communication. During this time of caution, we continue to rely on these themes:

- **Consistency:** At The Guild School, our students benefit from highly-structured schedules and routines. *Given the needs and small size of our community, The Guild School plans to remain open unless there is a specific reason to close*, such as the potential for imminent risk of infection, public health order to shut down or widespread staffing shortages. In the event that a shutdown is required, The Guild has prepared educational curricula to be delivered in the residential houses. We have also made many of the lessons available for day students to access at home.
- **Context:** We try to keep disruptions to routine to a minimum; however, if there is an unavoidable schedule change, we are preparing students with information that provides a prevention context rather than one of fear or catastrophe.
- **Communication:** As we learn about cancellations of favorite activities or events, we are communicating with students about those changes. The



Guild's speech pathologists and clinicians are developing social stories and schedule prompts for individuals at varying levels of detail to help them understand the changes. Additionally, we are developing these stories in case of multiple contingencies, knowing that the situation is evolving quickly.

We understand that families and communities may wish to have their children return home. The Guild School's decision to stay open -- with [increased preventative measures](#) -- is an option for your children; but, it is not a requirement. We ask that you stay in close communication with us as you make these decisions. We know that they are not easy. In the meantime, we will continue to stay in contact with you and keep you abreast of any developing information.

Amy C. Sousa
Chief Executive Officer

3/11/2020 -- COVID-19 Update from Amy C. Sousa, Chief Executive Officer

The information about and impact of Coronavirus (COVID-19) is evolving constantly. As a result, The Guild is continuously assessing and reviewing the latest information to support the individuals in our care.

As you are aware, Governor Baker declared a state of emergency yesterday due to the Coronavirus. Our understanding is that MA Department of Health and Human Services' (DHHS) Secretary Sudders will be issuing guidance and recommendations on congregate settings today and MassHealth will be issuing guidance on additional flexibilities by the end of this week.



In addition, The Guild leadership and healthcare workers are participating in numerous webinars on prevention and preparation for COVID-19 to help organize our work. We will provide you with regular updates, including the information below regarding The Guild's current practices in the areas of prevention, social distancing, and preparedness for possible infection.

Prevention

We are continuing to support the practice of universal precautions as previously documented:

- Cover your mouth when you cough or sneeze, using a tissue or the inside of your elbow.
- Wash your hands for 20 seconds with soap and warm water frequently and use hand sanitizer.
- If you have a fever or feel sick, stay home and call your healthcare provider.
- Clean and disinfect frequently touched surfaces.
- Get the flu vaccine – it is not too late!

In addition to universal precautions, The Guild has scheduled extra deep-cleans of main building weekly until the virus abates. (The building is already cleaned daily under usual circumstances.) All houses and classrooms are being supplied with additional cleaning and sanitation products, which are being used regularly throughout the day. Activities of daily living (ADLs) are being given extra staff support as well, particularly in the areas of personal hygiene education and routines.

Social Distancing

The Guild is applying "social distancing" measures as recommended by public



health officials in order to slow down the spread of the disease. Specifically, The Guild is implementing the following:

Community Engagement ("CE") Activities

The Guild's community engagement activities are vital components of individuals' leisure and educational programming. The Guild will make every effort to ensure that individuals are engaged in stimulating, educational, and appropriate activities; however, some types of CE activities will be curtailed reasonably to protect the health and safety of the individuals served.

At this point, The Guild is limiting community experiences in the following ways:

- Until further notice, The Guild will cancel attendance to large, indoor events, i.e. professional sporting events, Disney on Ice, etc. Per public health guidelines, we will stay in consistent communication with partner providers regarding attendance at smaller events as safety and health allows.
- Some regularly-scheduled community engagement activities will be put on hold until further notice and replaced with alternative programming. For example, Launch, Sky Zone, and pot luck events are cancelled until further notice.
- The Guild's medical providers have identified individuals with medically complex/fragile profiles who may need to have alternative programming with even more limited exposure to crowded events.
- If parents/guardians have concerns about community engagement activities for their individual and/or if they want to identify any additional restrictions, please contact the following people:
 - [Mustapha Abdulai](#), Director of Adult Residential Programs,
 - [Mark Boilard](#), Director Youth Residential Programs, or
 - [Annie Willis](#), Chief Education Officer.



- If an individual identifies activities that s/he wants to forgo due to concerns of COVID-19, house managers and/or education managers will work with them to accommodate their concerns and make a plan for an alternative activity.

Visitation to and from The Guild

Because The Guild deeply values individuals' social and family connections, we take "social distancing" procedures with extreme caution. As such, we are not recommending that families stop visitations with individuals and students. Rather, The Guild is recommending that families modify their interactions with individuals in ways that help to prevent the spread of illness to others, including the following:

- Until further notice, The Guild will host IEP, ISP, and Caring Together meetings via conference call.
- The Guild's maintenance staff will be tasked to residences and school areas only in cases of health and safety. Cosmetic repairs will be postponed until the risk of infection has abated.
- Family visits to Guild residences should be limited to immediate family members and guardians only. Those visits should be pre-scheduled for limited periods of time. Visitors with any symptoms of illness will not be allowed to enter Guild facilities. All visitors must take reasonable precautions against the spread of infection.
- When appropriate, consider using electronic communication options with your individual.
- Some Guild sites may have additional prohibitions on site visits as dictated by public health officials and/or the medical diagnoses of the individuals being served in that location.
- The Guild asks that family members who are experiencing illness symptoms, i.e. cough, fever or shortness of breath, to postpone visits home.

- Individuals who visit home will be required to engage in precautionary measures upon return to Guild residences, including bathing and washing clothing.
- Due to the increased need for staffing at the residences and the risk of infection in vehicles, The Guild must suspend most transportation for home visits.

In the Event of COVID-19 Infection

If it has been determined by medical personnel that isolation is appropriate then any staff or student with an infectious disease will be restricted from school until s/he is no longer contagious. The Department of Public Health (DPH) will be contacted. DPH guidelines will be followed. Unless otherwise advised by DPH, the following measures will be instituted by The Guild:

- Infectious Diseases will be reported by the Nurse to the local health department as required by Massachusetts General Law, Chapter III, Section 6.
- Isolation procedures will be established by The Guild's Health Services Department and physician consultant in accordance with the DPH Standards as needed for individual situations.
- The Guild's Health Services Department or designee will notify all parents, guardians, and referring agencies of the reported communicable disease within the agency.
- Residential students with an infectious disease will be sent home when possible. They may return to school when the infection period is over, with written confirmation from a licensed medical practitioner.
- For residential adults or If a residential student cannot be sent home, appropriate isolation procedures will be instituted for the duration of the infectious period.
- The individual will not be allowed to attend classes or work. S/he must have as little contact with the others as possible.



- Meals should be placed on paper plates and disposable utensils used. Use of a private bathroom will be provided as needed depending on the type and nature of the illness in conjunction with the recommendations of DPH.
- Staff will wear protective equipment as indicated and should wash hands very carefully after attending to this individual.

As a parent, daughter, and human services' provider, I share your concerns about the spread of COVID-19. Please know that The Guild is keeping abreast of all information channels to stay ahead of any and all prevention and mitigation strategies available. As always, please do not hesitate to reach out with your questions, concerns, and ideas.

Amy C. Sousa
Chief Executive Officer

3/3/2020 -- COVID-19 Update from Jennifer Smith, Director of Health Services

As many are aware, there is growing discussion and planning for the Coronavirus (COVID-19). The Massachusetts Department of Public Health and local board of health agencies have been in constant contact with the Centers for Disease Control and Prevention (CDC), and have launched a site that includes extensive information regarding the Coronavirus here: mass.gov/2019coronavirus It is updated on a regular basis. It is important to remember that the risk of COVID-19 in Massachusetts remains low.

The precautions to help prevent the spread of colds and flu can help protect against COVID-19:



- Cover your mouth when you cough or sneeze, using a tissue or the inside of your elbow.
- Wash your hands for 20 seconds with soap and warm water frequently and use hand sanitizer.
- If you have a fever or feel sick, stay home and call your healthcare provider.
- Clean and disinfect frequently touched surfaces.
- Get the flu vaccine – it is not too late!

The Guild follows the attached isolation precaution policy for infectious diseases. The Guild's Emergency Preparedness Committee will be convening to prepare and plan for potential exposure to COVID-19. In the event of a suspected or confirmed case of COVID-19 within one of The Guild's Programs, we will consult with local and state agencies for further guidance.

The information and guidelines provided by the Department of Public health and CDC are evolving. We will stay well informed and adjust decisions according to that information and guidance.

Feel free to reach out with any questions.

Jennifer Smith
Director of Health Services



Appendix C

Essential Personnel Letter

Essential Personnel Travel to Group Home sites in Massachusetts
--

March 23, 2020

To Whom It May Concern,

Please know that the person in possession of this letter is an employee of The Guild for Human Services. This staff is deemed an essential employee as he/she provides essential and critical care in one of The Guild's 19 group home settings (locations listed on back). All EEC/DDS group homes provide 24 hour care and supervision and disruption in travel could have critical consequences to the individuals in our care.

Please contact, Michael J. Clontz, Chief Operating Officer, should you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael J. Clontz".

Michael J. Clontz,
Chief Operating Officer
Mobile: 781-330-5097
mclontz@guildhumanservices.org



Appendix D

Staff Use of Face Masks

Dear Guild Employees,

Thank you again for your ongoing essential work to support the well-being and care for the Individuals who are residents at The Guild. Your collective care and commitment shine through every day.

Effective today, all Guild Employees working in Guild group homes or providing direct service to individuals should wear a face mask, such as a surgical mask or cloth mask, during their shift. Face masks may include cloth face coverings if surgical masks or N95 masks are not available. The Health Services Department will continue to monitor The Guild's inventory of masks and work to replenish houses on a weekly basis.

Face shields are being deployed to houses that are under quarantine and should be utilized when providing care for an individual who has tested positive for COVID-19 or when using physical interventions to respond to imminent risk.

If you have any questions regarding utilization of face masks or face shields, please contact me. For information on proper mask usage, [please click here](#).

Take care,

Michael Clontz, COO

Chair of the Safety Committee

Chair of the Emergency Preparedness Committee

mclontz@guilhumanservices.org



Appendix E

Remote Work Response to COVID-19

Remote Work response to COVID-19:		
Guild Human Services	Date Approved by CEO: March 30, 2020	
Remote work procedures for Guild Human Services		
March 30, 2020	subject to review and change by Chief Officers	

In response to the unprecedented Coronavirus pandemic as well as responsive actions by local, state and federal governments, The Guild has created remote work procedures. The purpose of these procedures is to create a remote work option for employees facing barriers from State/Federal travel restrictions, any shelter in place orders put in place by government agencies and any plan implemented by Guild Chief Officers to establish remote work.

Essential client facing staff will continue to follow regular shift assignments to ensure health and safety of individuals served by The Guild.

Before authorizing an employee to work from home, supervisors should follow the steps outlined below:

- 1) Confirm the primary responsibilities of the position are achievable by a remote work. For example, direct care positions are not achievable via remote work.
- 2) Job responsibilities: manager and employee will discuss and determine if the job is appropriate for a remote arrangement.
- 3) Determine if the remote work based on a specific project or ongoing weekly responsibilities:
 - a. Determine scope of project or work
 - b. Build timelines deliverables
- 4) Set schedule (working hours, availability 8-4, 9-5, 3 days home, 2 on site, etc.)
- 5) Determine plan of remote communication tools, (phone/email), equipment needs, and designated home work space
- 6) Determine communication plan for workflow process (reporting progress/work to supervisor)
- 7) Confirm security, protection of proprietary agency information and cyber risks, HIPPA while remote work plan is in place
- 8) Plan to evaluate and adjust
- 9) Any Overtime accrued in a remote work plan should be approved with written permission

Any remote work plan should be reviewed on a weekly basis with supervisor.

All remote work plans (and extension of work plans) should be approved by Chief.

Remote work plans are a temporary adjustment to the regular work site.



Appendix F

Memo from Amy C. Sousa about Quarantine versus Isolation

TO: Guild Chief Officers, Directors, Residential Managers, and Nurses

FROM: Amy C. Sousa, Chief Executive Officer

RE: Quarantine versus Isolation

DATE: April 20, 2020

As of tomorrow, the two residential students who have been diagnosed with COVID-19 will have completed the CDC's requirements for isolation after infection. Yet, the group home within which the students reside will have another six days of quarantine remaining. As a direct result of this set of circumstances, the following memorandum addresses the question of whether the two populations of students be allowed to intermingle within the house for the remainder of the quarantine period.

Quarantine and Disease Incubation

Quarantine separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick. These people may have been exposed to a disease and do not know it, or they may have the disease but do not show symptoms.

Recently, NPR did a layperson's report on the public health protocol referred to as "travelers' quarantine." Travelers' quarantine is the practice whereby people who emigrate from one location to another self-quarantine for 14-days to prevent the spread of infectious disease.

This practice isn't specific to COVID-19; rather, it is applied generally to infectious disease control. Yet, the principle applies to COVID-19 as well. NPR



cites an NIH article on SARS-CoV-2, which indicates that the typical incubation period for COVID-19 is about five days; but, "[a]bout 97% of the people who get infected and develop symptoms will do so within 11 to 12 days, and about 99% will within 14 days." Moreover, international public health literature repeats the citation that 99 percent of people infected with COVID-19 will develop symptoms within 14 days.

These studies give credibility to the 14-day quarantine period for those exposed to the COVID-19 to develop symptoms. Thus, The Guild's practice of quarantining group homes for 14-days post COVID-19 exposure is consistent with public health literature and the principle of travelers' quarantine. This time allows for the disease to incubate and for the individual to show symptoms of infection.

Isolating a Contagion

Isolation is the practice of separating sick people with a contagious disease from people who are not sick. The Centers for Disease Control and Prevention (CDC) says that people who have been diagnosed with COVID-19 can stop isolating if they've been fever-free for 72 hours, their other symptoms have improved, and it's been at least seven days since they first felt sick.

The limited documentation available about how patients recover from COVID-19 differs among medical providers and international medical literature. The only apparent consensus among medical providers is that there is no clear data showing just how long people who are COVID-19+ are contagious.

Given the lack of consensus and further given that The Guild's primary

function is not that of medical providers, the reasonable course of action is to presume that the CDC's guidance on isolation is the most appropriate course of action to contain the spread of COVID-19.

Co-occurrence of Quarantine and Isolation in Congregate Care

As noted above, quarantine is a process designed to allow a full incubation period for the disease to show itself. Whereas the CDC's guidance for isolating a COVID+ patient for 7 days from the time of first symptom is designed to control the contagion from someone who has already demonstrated symptoms. The two forms of social separation have been conflated in public perception since the outbreak of COVID-19. Yet, the current co-occurrence of COVID+ individuals and individuals who are quarantining due to possible incubation leads to questions about how to proceed with shared living experiences.

As of tomorrow, the two students who have been diagnosed with COVID-19 will have completed the CDC's requirements for isolation after infection. Yet, the students who have not been diagnosed with COVID-19 will have another six days of quarantine remaining. The question then is should the two populations of students be allowed to intermingle within the house?

There are two rights at play. First, the COVID+ students have a right to freedom of movement within the house. CDC's guidance indicates that their isolation period can end, which means they can emerge from their limited lifestyles confined to bedroom and bathroom.



On the other hand, the non-COVID+ students have a right to safety in their group home. Given the limited scientific information on the transmission timeline of COVID-19, there may be reason for these students to be concerned about COVID transition within the home. This fear is exacerbated by the underlying medical conditions of some house members.

At question in this scenario is whether there is a genuine risk to safety sufficient to outweigh two students' right to freedom of movement within their home. Absent conclusive, public health data or specific medical advice to the contrary, The Guild will follow the CDC guidelines and release the two students from isolation, while maintaining universal precautions and the full term of the house quarantine.

If additional protective measures need to be put into place due to specific underlying conditions of any resident, those measures should be enacted upon the resident with the underlying conditions through consultation with the resident's medical provider and the team meeting process.