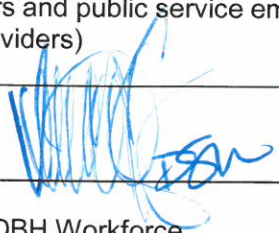




INFORMATION NOTICE 20-04

Date March 13, 2020

To Department of Behavioral Health (DBH) Workforce (i.e., regular, part-time, contracted and temporary employees; supervisory, management, and executive management; interns, volunteers and public service employees; contract agencies, and fee-for-service providers)

From Veronica Kelley, DSW, LCSW, Director 

Subject Coronavirus (COVID-19) Information for DBH Workforce

Purpose To provide information regarding COVID-19 and the following related areas:

- Background on outbreak and emergency declarations;
- Actions DBH HR, Executive Management and Office of Disaster & Safety have taken and planned strategies;
- Practices to limit the risk of workplace exposure;
- Requirements for responding to suspected or confirmed cases of infection; and
- Considerations of potential impact to service and administrative operations.

Background The United States (U.S.) Centers for Disease Control and Prevention (CDC) is currently responding to a respiratory disease outbreak caused by a novel (new) coronavirus (COVID-19) known to have originated in China. Since its original detection, it has also been identified in over 100 locations across the U.S. On January 31, 2020, the World Health Organization -- International Health Regulations Emergency Committee, declared the outbreak a "public health emergency of international concern".

On March 4, 2020, Governor Gavin Newsom declared a State of Emergency to propel resource availability and initiate formalization of emergency actions within California, similar to those underway in multiple states across the Country. The declaration is supported with available funding dedicated to addressing COVID-19 in California and implementing prevention efforts across agencies.

Continued on next page

INFORMATION NOTICE 20-04, Continued

Background, continued

On March 10, 2020, the San Bernardino County Public Health Officer and Board of Supervisors declared a local health emergency in an effort to initiate preparations should COVID-19 appear in our County. According to a County Public Health News Release, *"the health risk from COVID-19 to the general public in San Bernardino County remains low at this time."*

Sources:

- The CDC maintains a *Coronavirus Disease 2019 (COVID-19)* [webpage](https://www.cdc.gov/coronavirus/2019-ncov) (<https://www.cdc.gov/coronavirus/2019-ncov>) with credible National information regarding history of the virus, symptoms, individual, community and healthcare professional guidance.
- The California Department of Public Health (CA DPH) [webpage](https://cdph.ca.gov/covid19) (cdph.ca.gov/covid19) is issuing regular updates, preventative measures, high-risk populations and statistics on transmission and reported cases in California.
- The County Department of Public Health (DPH) maintains a Corona Virus Disease 2019 (COVID-19) [webpage](http://wp.sbcounty.gov/dph/coronavirus/) (<http://wp.sbcounty.gov/dph/coronavirus/>) with new releases, and guidance available for cities, healthcare providers, first responders and law enforcement, etc.

DBH Actions and Expectations

DBH Human Resources (HR), Executive Management and the Office of Disaster & Safety (Disaster & Safety) have been apprised of the COVID-19 since the repatriation flights from China landed locally in Riverside. After the Department's preliminary preparation for potential response, updates released by the CDC, CA DPH, and County DPH and Board of Supervisors, have been included in internal discussions and meetings. The Department has taken the following proactive measures to minimize the risk of illness in the workplace:

- Distribution of hand sanitizer at DBH locations and continued coordination/planning for further distribution of safety products;
- Facilitation of "COVID-19 in the Workplace" Webinar for primary staff for preparation and planning;
- Meetings with County Human Resources and local unions;
- Disaster & Safety engagement with County disaster preparedness representatives and leaders;
- Planning for impacts to the community and/or workforce; and
- Development of service measures to reduce exposure in DBH clinics.

Continued on next page

INFORMATION NOTICE 20-04, Continued

DBH Actions and Expectations, continued

During this state of emergency, it is critical for DBH facilities, including contracted providers, to continue to provide care for all clients while remaining proactive and cognizant of appropriate adjustments based on need (e.g., home-based care, outpatient, urgent care, telephonic consultation, telehealth, etc.). Alternative methods of treatment (other than face-to-face outpatient) in the event a client has symptoms associated with COVID-19, shall be coordinated with the Clinic Supervisor, Clinic Nurse Supervisor, Program Manager and Clinic Medical Director, upon approval/guidance by the appropriate Deputy Director.

Symptoms of COVID-19

According to the CDC, reported coronavirus illnesses have included mild to severe cases of the below-listed symptoms, 2-14 days after exposure.

- Fever;
- Cough, and
- Shortness of Breath.

Note: Symptoms associated with coronavirus are subject to change as more information becomes available.

General Workplace Safety Precautions

The following are preventative measures to maintain health and limit the spread of diseases in the workplace:

- Educate employees on topics such as staying home when sick, cough and sneeze etiquette, and hand hygiene;
 - Educate clients as appropriate (prior to scheduled visits and ensure clinic postings) (CDC – Stop the Spread of Germs – [English](#) and [Spanish](#));
 - Wash hands with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing;
 - Always wash hands with soap and water if hands are visibly dirty;
 - When soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol;
 - Cover coughs and sneezes with a tissue and throw the tissue in the trash immediately;
 - Avoid touching eyes, nose, and mouth;
Clean and disinfect frequently-touched objects and surfaces using cleaning agents created to disinfect these surfaces and follow labeled directions (also see [CDC Cleaning and Sanitization Guidelines](#));
 - Clean workstations and eating storage areas;
 - Avoid close contact with sick individuals;
 - Stay home when you are sick.
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INFORMATION NOTICE 20-04, Continued

General Workplace Safety Precautions, continued

Note: All employees must notify their supervisors if they will not be reporting for work due to illness or COVID-19 symptoms according to applicable County Memorandum of Understanding (MOU) guidelines. **It is mandatory that employees not report for work if COVID-19 symptoms are present.**

Guidance for Potential or Actual Employee COVID-19

The following guidelines are provided to assist supervisors regarding employees with COVID-19 symptoms or actual diagnosis:

Note: The information herein may be updated as needed.

If ...	Then ...
If an employee presents with COVID-19 symptoms such as fever, cough and/or shortness of breath <u>before arriving to work</u>	<ul style="list-style-type: none">• STAY HOME• Notify supervisor as soon as possible regarding inability to come in. (Employees are expected to follow the same policies/procedures when not reporting for work due to any illnesses or injuries)• Contact your medical provider using one of the following methods:<ul style="list-style-type: none">○ Blue Cross Teladoc/Kaiser Video Appointments• Consider requesting approval for an appropriate leave of absence per the MOU:<ul style="list-style-type: none">○ Leave Request for Extended Sick and Special Leave (instructions)○ Leave Request for Extended Sick and Special Leave (form)• Check the County HR webpage: Precautions to Stay Healthy on updated information

Continued on next page

INFORMATION NOTICE 20-04, Continued

**Guidance for
Potential or
Actual
Employee
COVID-19,**
continued

If ...	Then ...
An employee develops symptoms during the work day	<ul style="list-style-type: none">• Employee must be immediately separated from other employees <i>and</i> must be instructed to go home immediately and contact their medical provider. (See above instructions).• If employee presents that they are physically unable to leave the facility due to illness or injury, medical personnel (911) should be called. Employees are not provide transportation.• The Investigations of Workplace or the Occupational Injury or Illness Reporting Procedure (SFT7020) must be followed and supervisor is to complete and submit the Bloodborne Pathogen/TB Exposure Report according to Report Instructions.• The Clinic Supervisor must report both suspected and confirmed notated communicable disease as described under Reporting Medical Conditions and Communicable Diseases IIN 16-002. See Health Officer Order – Addition of COVID-19 to the Reportable Diseases and Conditions List.

Continued on next page

INFORMATION NOTICE 20-04, Continued

Guidance for Potential or Actual Employee COVID-19, continued

If ...	Then ...
An employee claims that that they were exposed to COVID-19 in the workplace	<ul style="list-style-type: none">• The Investigations of Workplace or the Occupational Injury or Illness Reporting Procedure (SFT7020) must be followed and supervisor is to complete and submit the Bloodborne Pathogen/TB Exposure Report according to Report Instructions.• The Clinic Supervisor must report both suspected and confirmed notated communicable disease as described under Reporting Medical Conditions and Communicable Diseases IIN 16-002. See Health Officer Order – Addition of COVID-19 to the Reportable Diseases and Conditions List.
An employee is out for a consecutive period of time due to a potential or actual case of COVID-19 diagnosis	<ul style="list-style-type: none">• Contact The Standard for Short Term disability information (if applicable)• A healthcare provider's note (doctor's note) for the employee will not be required at the time of initially reporting the absence.• A healthcare provider's note <u>will be required</u> upon ability to return to work.

Continued on next page

INFORMATION NOTICE 20-04, Continued

**Guidance for
Potential or
Actual
Employee
COVID-19,**
continued

If ...	Then ...
An employee is out to care for a family member with COVID-19	<p>COVID-19 may qualify as a "serious health condition" under FMLA/CFRA, allowing an employee to take FMLA/CFRA leave if either the employee or an immediate family member contracts the disease.</p> <p>See SB County Benefits Website for Leave Information: http://cms.sbcounty.gov/hr/Benefits/ProtectedLeavesDisability.aspx and contact The Standard for Short Term disability information.</p>
An employee is ready to return to work after a COVID-19 <u>confirmed</u> case	<ul style="list-style-type: none">• The employee must adhere to the instructions provided by their healthcare provider and present a Return to Work (RTW) note from their provider before returning to work. The employee shall submit the RTW notice to their supervisor via email and copy: DBH-RTWAppt@dbh.sbcounty.gov• An appointment with the County Center for Employee Health (CEHW) and Wellness will be scheduled. The employee may be released to return to work if the CEHW confirms employee's symptoms are fully resolved.

Continued on next page

INFORMATION NOTICE 20-04, Continued

Guidance for Potential or Actual Employee COVID-19, continued

Supervisors/managers are prohibited from the following actions:

- Asking if an employee has a compromised immune system or a chronic health condition that the CDC advises may make him/her/them more susceptible to complications from a communicable disease.
- Compelling an employee to take an influenza vaccine.
- Discriminating against an employees on the basis of race, color, national origin, religion, sex, age, citizen status, genetic information, ancestry, marital status, sexual orientation, gender identity and gender expression, AIDS/HIV, medical condition, political activities or affiliations, military or veteran status, and status as a victim of domestic violence, assault or stalking.

Note: Resources that *can* be provided to staff, as needed include:

- Information regarding [Mental Health Benefits](#) for counselling services to deal with any stress or grief-related concerns.
 - The County's benefit webpage for information on [Protected Leaves and Disabilities](#).
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Preventative Client - Interactions

The following preventative measures are required to minimize risk in DBH service locations. Guidance shall be coordinated through the appropriate Program Manager, Clinic Supervisor, Clinic Nurse Supervisor and Clinic Medical Director:

- Programs are to call clients in advance to verify appointment attendance and screen for symptomology (see [IN-20-04 COVID-19 Script](#)).
 - If a client reports any symptoms as described herein, reschedule and recommend client contacts their primary care provider, urgent care center, or local emergency department, depending on severity.
 - Provide alternate methods to face-to-face consultation, as coordinated with leadership (as described herein) including telephonic consultation, etc.
 - Consider the need to conduct in-home visits for high-acuity clients that may be ill, such as Clozaril recipients, when appropriate contact and droplet precautions can be taken.
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INFORMATION NOTICE 20-04, Continued

**Guidance for
Actual or
Potential Client
COVID-19 Case**

In the event that a DBH clinic or program becomes aware of a client that is suspected to have, or is confirmed to have, COVID-19 symptoms, the following actions must be completed:

Note: The information herein may be updated as needed.

If ...	Then ...
A client is exhibiting symptoms of COVID-19, and a non-licensed/registered professional is first made aware of this	<p>Client must be asked to reschedule clinic appointment and contact their primary or other healthcare provider. The Clinic Supervisor must then follow the Special Incident Reporting Procedure – Client Related and report to the Program Manager, Deputy Director, Medical Director Assistant Director, Director, HR, Compliance and Disaster & Safety.</p> <p>The Clinic Supervisor must report both suspected and confirmed notated communicable disease as described under Reporting Medical Conditions and Communicable Diseases IIN 16-002. See Health Officer Order – Addition of COVID-19 to the Reportable Diseases and Conditions List.</p>

Continued on next page

INFORMATION NOTICE 20-04, Continued

Guidance for Actual or Potential Client COVID-19 Case, continued

If ...	Then ...
A client is exhibiting symptoms of COVID-19, and a licensed/registered professional is made aware of this	<p>Client must be asked to reschedule clinic appointment and contact their primary or other healthcare provider. The Clinic Supervisor must then follow the Special Incident Reporting Procedure – Client Related and report to the Program Manager, Deputy Director, Assistant Director, Director, HR, Compliance and Disaster & Safety</p> <p>The licensed professional an/or registrant must report the notated communicable disease as described under Reporting Medical Conditions and Communicable Diseases IIN 16-002. See Health Officer Order – Addition of COVID-19 to the Reportable Diseases and Conditions List.</p>

Note: Following the reporting of an actual or potential client case, the Office of Disaster & Safety will coordinate sanitization of the clinic and/or building in collaboration with Facilities and Project Management.

Impact to Programs and Services

In an effort to remain proactive and prepare for potential impacts to primary behavioral health care operations, DBH leadership – including supervisory, management and executive management staff, are requested to begin considering primary service and administrative operations and critical staff required to carry out regular operations in the event DBH workforce is impacted. For example, consider key staff that have the authority to oversee staff as well as facilitate line operational functions; and/or consider key components of the particular division/program overseen to determine what functions are priority and what functions can be temporarily suspended.

Note: List of key/critical staff will be requested in separate communication to ensure adequate preparation and planning. It is imperative to follow instructions given.

Continued on next page

INFORMATION NOTICE 20-04, Continued

Reference

- California Department of Public Health (CDPH): [Coronavirus Disease 2019 \(COVID-19\)](#)
- U.S. Department of Health and Human Services (HHS) -- Centers for Disease Control (CDC):
 - [Coronavirus Disease 2019 \(COVID-19\)](#)
 - [Coughing and Sneezing](#)
 - [Clean Hands Save Lives](#)
 - [Prevention and Treatment](#)
 - [Protecting yourself and others from Respiratory Illness – Non-pharmaceutical Intervention \(NPI's\)](#)
 - [Symptoms](#)
- [What you need to know about coronavirus disease 2019 COVID-19](#)
- San Bernardino County Department of Public Health: [Coronavirus Disease 2019 \(COVID-19\)](#)
- San Bernardino County Human Resources: [Precautions to Stay Healthy](#)
- San Bernardino County Human Resources: [Coronavirus Resources](#)
- World Health Organization: [Coronavirus disease \(COVID-19\) outbreak](#)

Questions

Please contact the appropriate office/division based on type of inquiry, as listed below:

- Personnel-related inquiries and/or workforce operations – DBH HR at 909-388-0890
 - Incident reports and/or safety concerns – Office of Disaster & Safety at 909-388-0885 or safety@dbh.sbcounty.gov
 - Clinic operations and/or client-related reporting – Direct Supervisor, Program Manager or Deputy Director (based on availability)
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Client Illness Preventative Script

Script Information

In accordance with guidance in the DBH Information Notice (IN) 20-04 – Coronavirus (COVID-19) Information for DBH Workforce, please use the following script to facilitate appointment reminder:

Standard Dialogue

DBH Staff: *“Hello, this is [DBH Staff Name] calling to confirm an appointment with [Provider Name] on [Appointment Date and Time] at [Clinic Location]. Will you be able to attend?”*

Patient: “Yes”

DBH Staff: *“In an effort to reduce illness at our locations, we are asking if any of our clients are experiencing a combination of fever, cough, and shortness of breath. Are you currently experiencing any of these symptoms?”*

Patient: “Yes”

DBH Staff: *“As you know, flu and coronavirus are currently health concerns; therefore, we would like to offer alternatives to your face-to-face appointment. Is it okay for us to contact you in the near future to arrange an alternative to your face-to-face appointment?”*

Note: Upon client agreement, coordinate alternative methods to treatment as instructed in IN 20-04. Clients should be reminded to refrain from coming in to future face-to-face appointments if they exhibit any of the COVID-19 or flu symptoms.

Standard Message for Answering Machine/Voice mail

DBH Staff: *“Hello, this is [Staff Name] calling to confirm an appointment with [Provider Name] on [Appointment Date and Time]. If you are currently experiencing fever, cough, and shortness of breath symptoms please let us know so that we may offer you alternatives to a face-to-face appointment. If you have an urgent mental health need or an emergency please call our clinic, the access unit, community crisis response team or 911. Thank you.”*

Note: If the client does not answer the phone, follow confidential protocol and do not reveal client is a recipient of behavioural health services. Attempt to call client a second time prior to appointment to ensure pre-appointment screening.