



DG CAREGIVER GUIDEBOOK:

**Program Design Addendum for Re-
Engaging Clinic/Center During COVID-
19 Pandemic**

DG Therapy Group
Helping Children Thrive

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DGTG Program Design Addendum for Re-Engaging Clinic/Center During COVID-19 Pandemic

“Our Mission at DG Therapy Group is to always care for our clients and assist children with disabilities to attain their highest potential, thus improving their quality of life through a multi-disciplinary high-quality therapy approach.”

DG Therapy Group, Inc is re-engaging services in both Clinics (Whittier and West Covina) in accordance to regulatory guidelines from Centers for Disease Control, Department of Developmental Services, the local Public Health Department, the Governor, the Los Angeles County, and OT, PT, ST Licensing Board Agencies.

- These protocols, policies, and guidelines are subject to change as we continue to update protocols and all affected parties to keep in accordance with listed agencies.
- Re-engaging our Clinics to provide Occupational, Physical, and Speech Therapy services is contingent on several factors and vary as needed in response to regulatory guidelines such as providing safe social distancing of 6ft (2 meters) distance, whenever possible, and healthful practice for the client, staff, and anyone visiting the premises during pre-scheduled times.
- Keeping in mind service delivery choice is driven by the family and what is best for the consumer, DGTG offers treatments via Clinic/Center Based, In-Home, and Telehealth (live video chat and phone conference); as an alternative service during COVID-19 State of Emergency to ensure continuation of services without provision gaps.
- Clients will continue to have Remote service delivery via Telehealth as an option if they opt out of in-person services or when unable to attend in-person services.
- Special considerations will be taken with clients or staff according to his/her health conditions; however, everyone must always wear a mask/mouth and nose covering when visiting the premises.
- Exceptions to the mask/mouth covering mandate are children 5 years and younger or clients with severe sensory irritations. Anyone 5 years or older must wear a face shield if they are unable to wear a face mask/mouth and nose covering.
- Therapists will provide in-person Therapy sessions to clients scheduled in the Clinics if this practice continues to be safe for all involved. Schedules will be modified to fit the clients, Therapists, and Clinic needs.
- Additional PPE will be needed for Therapists treating clients older than 5 years of age who have difficulty respecting social distancing standards/boundaries.
- **Any person with a temperature above 100 degrees F will not be allowed to return to the clinic until their temperature has returned to normal for more than 24 hours without the use of fever reducing medication.**
- In-Home Services will be provided again in the future; however, this is our last phase of reopening.

Initially and Ongoing for COVID-19 Prevention

Staff Training Protocol:

- Staff will receive training for COVID-19 prevention (social distancing and proper hygiene practices, such as:
 - Avoid touching own face or other people's face, no hugging, kissing, hand shaking, fits bumps, etc.
 - Precautions for exposure to and prevention of virus propagation such as identifying symptoms of infection, quarantine protocol, proper sanitization, safety training, stress management, and in-services to meet CDC and DGTG guidelines, etc.)
- DG Therapy Group will provide staff with PPE supply and training for proper use of such equipment. Clients must bring their own PPE supply.
- All DG Therapy Group staff is required to complete a minimum of 2 Relias courses: Hand Hygiene & Stress Management

Training Protocol for Individuals (Clients and Caregivers) Served:

Wearing Masks and Social Distancing:

- Clients will be trained on proper social distancing and how to wear a mask/mouth and nose covering and correct hand washing and hygiene practices.
- Wearing a mask/mouth and nose covering is always required for office staff, Therapists, caregivers, children older than 5 years of age and anyone visiting the premises.
- Maintaining 6 feet (2meters) apart when in common areas except when Therapists are providing treatment to their client.

Handwashing, Hygiene, Disinfecting, and Sanitization:

- Office staff and Therapists will train caregivers and clients:
 - In proper hygiene, and avoid touching own face or other people's face, no hugging, kissing, hand shaking, fits bumps, etc.
 - Proper hand handwashing technique consistent with the U.S. Centers for Disease Control and Prevention's is strictly implemented and posted on bathroom and waiting areas.
- It is enforced to thoroughly wash hands with soap and water for at least 20 seconds, prior to or upon entering our Clinics and before and after every treatment session.



Instructional Posters:

- Posters with instructions on healthy habits, guidance on good hygiene standards and social distancing of 6 feet (2 meters) apart protocols are placed outside the building, in the lobby, designated waiting areas, bathrooms, etc.
- The floor is marked with signs to indicate the distance of 6 feet (2 meters) apart from others and where to go when entering the lobby and various treatment rooms.
- Signs on walls indicate required mask/mouth and nose cover to be worn always when in premises.
- Posters on walls indicate signs and symptoms of COVID-19 infection and basic instructions where to go for testing or checkup.

Disinfecting Practices:

- Hand sanitizer pumps are placed in several locations within the Clinic with 70–85% rubbing alcohol as an alternative if water is not immediately accessible.
- Disinfectant solution and hand towels for single use are placed in specific cleaning stations throughout the Clinic for immediate disinfecting of toys, equipment, surfaces, shoes, etc.
- Instructions on properly cleaning of commonly touched surfaces to mitigate spread of pathogens and virus will be provided.
- Disinfecting schedules are maintained throughout the Clinic and common areas:
 - Break Rooms are sanitized every 2 hours.
 - Restrooms disinfected every hour.
 - High Touch Surfaces disinfected every hour.
 - Workstations are disinfected by the staff member assigned to said workstation 2 times a day.
 - Commonly used items are disinfected after every use.
 - Therapists rooms, toys, equipment, area, etc. are disinfected by the Therapists during and after every therapy session.

Screening Protocol for Clients and Caregivers:

- Clients and caregivers must undergo an electronic survey/screening for tracking possible exposure to COVID-19 or symptoms prior to receiving treatment.
- Clients may call the Clinic up to 30 minutes prior to their appointment time to complete the electronic survey/screening over the phone before arriving to the Clinic.
 - Has client or caregiver been in contact with anyone sick?
 - Has client or caregiver experienced any COVID-19 related symptoms that include, but are not limited to coughing, sneezing, sore throat, fever, chills, body aches, sudden loss of taste or smell, or shortness of breath?
 - Has client or caregiver been in contact with anyone with a known COVID-19 case?



- How many people are present during treatment sessions to track possible infection?
- Clients and caregivers must report any international travel in the last 30 days, before entering the building.
- Log pre-entry or pre-treating Temperature
- Client will not be treated in person if any of the answers above is YES
- HR will follow up with “YES” answers.
- If higher than normal temperature (**above 100 degrees F**) is present, a Telehealth session will be provided instead, or a make-up appointment will be scheduled **until their temperature has returned to normal for more than 24 hours without the use of fever reducing medication.**
- Any persons with 3 or more COVID -19 related symptoms will be asked to get tested at the advised CVS testing location.
- Upon arrival for their appointment, the caregiver will call the office to receive instructions on how to enter the premises, if unsure.
- Clients are encouraged to arrive 15 minutes prior to commencing their Therapy session to have ample time to complete all checking in procedures
- The receptionist will meet the caregiver outside by the entrance door in Whittier Clinic and in the inside lobby in the West Covina Clinic
- Receptionist will ask caregivers the DGTG COVID-19 Safety Survey Questionnaire, if not previously completed by phone.
- Social distancing (6ft apart) is required while waiting in line prior to entering the Clinic.
- **We will refuse entry and service to anyone not wearing a mask/nose and mouth covering.** Everyone is required (except children 5 years and younger) to wear a face masks/nose and mouth cover as they enter the building.
- Prior to entering the Clinic clients, caregivers, and all scheduled visitors will submit to temperature testing with a forehead digital thermometer according to Health and safety guidelines.
- No one will be allowed to enter the premises if having COVID-19 related symptoms that include, but are not limited to coughing, sneezing, sore throat, fever, chills, body aches, or shortness of breath. They will be asked to go home and call us for HR to follow up on symptoms and for office staff to reschedule.
- **Any person with a temperature above 100 will not be allowed to enter the Clinic until their temperature has returned to normal for more than 24 hours without the use of fever reducing medication.**
- All persons are required to have their shoes sprayed with a disinfectant solution or scanned with a UV wand prior to entering the Clinics. People may bring socks if they desire to remove their shoes.
- UV wand may also be used to easily disinfect surfaces and difficult to clean material
- All persons are required to wash their hands upon entering. The Whittier Clinic will also have an outside handwashing station to allow easier flow of people as others use the inside bathrooms.



- Clients and caregivers will be shown the location of bathrooms or designated sinks within the premises where they can properly wash their hands with soap and water.
- Caregiver will enter the facility with a mask; if the child is older than 5 and can wear a mask then caregiver will make sure the child is also wearing a mask.
- Receptionist will collect paperwork and payments if needed.
- Contactless payment is available as an option with signs posted at payment area.
- Only one adult is allowed with the child in the large Therapy gyms and larger rooms if social distancing can be maintained.
- Therapist will take the client to the treatment room and the caregiver will be instructed to either wait in the lobby or in the treatment room if space allows for social distancing.
- Caregiver must always be fully engaged and responsible for their child.
- Questions, concerns, confirmation of future appointments, client progress and performance, etc. may be discussed during the treatment session; however, if social distancing is not possible within the individual rooms, such information may be provided over the phone or via email to ensure HIPPA compliance and client privacy is preserved.
- If Caregiver is in the treatment room, they and Therapist will work together to clean/sanitize the area including all touched items and surfaces - toys, mats, exercise balls, tools, equipment, doorknobs, etc. to maintain safety for all and next clients. This is crucial to keep everyone safe.
- Designated doors will be allocated for entering and exiting the Clinics to avoid conglomeration of clients.
- Additional family members and other non-scheduled visitors are not allowed on the premises.
- A letter was sent home via USPS or email, with a questionnaire, as well as verbal confirmation via phone call was administered for each client choosing preference of service delivery method.
- Clients are assigned a specific schedule with their Therapist prior to arriving to the Clinic/Center.

Quarantine:

- Clients, their caregivers, and staff will be sent home immediately if they exhibit any symptoms of COVID-19 or if they report having been in contact with someone who is infected.
 - Any persons with 3 or more COVID-19 related symptoms will be asked to get tested at the advised CVS testing location.
- Contact with infected individuals will be tracked by DGTG. **Clients, caregivers, and staff that have/had a confirmed case of COVID-19 or has been in contact with known COVID-19 case, need to report it to HR:**
arpio@dgtherapy.com



- Individuals who live with someone known to be infected with COVID-19 are not allowed to come to the Clinics and must self-quarantine for 14 days.
- If 3 or more COVID-19 symptoms are identified upon arrival, the individual must go home immediately and quarantine for 14 days.
- Individuals with a confirmed COVID-19 case and/or who have completed quarantine can return to the clinic when they meet the criteria below:
 - 3 days with no fever
 - and improved symptoms
 - and 10 days since first symptoms appeared
 - provide a Dr.'s note of clearance
- **Any person with a temperature above 100 degrees F will not be allowed to return to the clinic until their temperature has returned to normal for more than 72 hours without the use of fever reducing medication.**
- Clients and caregivers with seasonal or pollen allergies are specifically allowed to attend Therapy sessions if they do not have a fever.

Facility Sanitization:

- Frequent cleaning and disinfecting procedures have been instituted and are enforced especially in common spaces.
- Clinics are thoroughly cleaned throughout the day by office staff and Therapists and at the end of the day by a janitorial team.
- Staff must handwash with soap and water shared items before and after using them.
- Office staff must clean their work area such as computers, desks, phone, etc. 2 times a day.
- Janitorial team will thoroughly clean each Clinic every day after hours and perform the following tasks:
 - Wipe with disinfectant all surfaces, doorknobs, door handles, light switches, furniture, door frames, sinks, toilets, and clean the entire office, floors, etc.
 - Proper waste disposal and removal at least once daily.
 - **Recommended cleaning products:**
 - Wiping or spraying with a chlorine dioxide concentration of 500 mg/L.
 - Child safe disinfectant (Odoban) solution to be used on toys, tables, chairs, surfaces, equipment, swings, exercise balls, mats, etc.
 - Alcohol and other cleaning solutions may also be used to disinfect bathrooms, floors, spray carpets, etc.
 - The use of a microwave is approved to disinfect microwavable material.
 - Child safe disinfectant solution to be used on all areas where children are treated.



Transitioning to In-Person Treatments in a Clinic/Center Based Program:

Hours of Operation at both Clinics are as follows to allow for staggering treatments:

- Monday through Friday: 7:30am-7:30pm
- Saturdays: 8am to 3pm
- Clinic/Center Based services are offered as we can exercise more control in cleaning and disinfecting areas, social distancing, number of people in a room, etc.
- **Therapists will teach face covering tolerance and proper hand washing to all clients**
- Clients entering Occupational Therapy and Physical Therapy rooms may leave their shoes at assigned shoe cubby stations and wear socks or have their shoes sprayed with a disinfectant solution or scanned with an UV wand.
- Therapists will limit toy use if possible and are responsible to clean and sanitize all toys and equipment used or touched.
- Clients may bring a toy or supply however they must be made from plastic or an easy to clean/disinfect material.
- Therapists and clients may NOT use stuffed animals, weights, compression garments, playdough, theraputty, or any other equipment that is difficult to sanitize until further notice.
- Physical contact will only be necessary during treatments as needed and determined by Therapists in their professional judgement.
- Clients must always be within arm's reach from treating Therapist or caregiver and not allowed to run around unsupervised.

Attendance Policy:

"3 Absences" rule remains however considerations will be taken as follows:

- a. An absence will not count against a client is if client attends a Teletherapy (live video chat or phone consultation) session when a client cannot attend in person sessions due to:
 - a. Last minute emergencies, transportation issues, etc.
 - b. If caregiver or clients are sick with any highly contagious disease or symptoms like COVID-19, high fever, etc.
 - c. Someone in the household has been in contact with a person sick with COVID-19.
 - d. Going through quarantine.
 - e. Client or caregiver is feeling sick but well enough to attend Telehealth.

Caregiver always has the choice to change their choice of Therapy delivery method and may go back to Telehealth if at any moment they do not feel comfortable, in regards to being exposed to possible pathogens when they leave their home, attending in person sessions becomes too difficult or stressful, etc.



Occupational Therapy/Feeding Therapy:

- Caregivers may bring food from home for feeding/OT treatments, however. No food will be purchased or provided by DGTG.
- Food will be microwaved as it has been determined microwaves kill COVID-19.
- Caregivers may bring clothes for dressing practice during OT treatments however clothing items may be sprayed with disinfectant or scanned with UV wand.
- Extra precautions will be taken when providing feeding therapy during OT sessions such as wearing gloves, face shield, mask/mouth, and nose covering, apron or disposable gown as needed, etc.
- Feeding clients may be treated via Teletherapy preferably for safety and protection if client has excessive drooling, spitting, etc.
- Parents may bring their own toys or material if desired, to reduce and minimize contact of clinic toys. Only easy to clean toys (plastic) will be used in the Clinics if needed during sessions to facilitate cleaning and sanitizing.

Assigned Therapist Treatment Rooms and Client/Caregiver Involvement:

- Cleaning/disinfecting stations in all treatment rooms
 - All treatment rooms have cleaning/disinfecting supply such as a spray bottle with a child safe disinfecting solution (Odoban) which is safe to spray in the air and on any surface such as carpet, chairs, toys, tables, swings, therapy balls, treatment equipment, etc.
 - Clean white hand towels are available in every treatment room to thoroughly wipe down surfaces after being sprayed with disinfecting solution. White hand towels are to be placed in assigned bins after a single use. White hand towels will be washed in hot water, detergent, and bleach at the end of the day by our janitorial staff.
 - Every treatment room is equipped with gloves, cleaning supply, hand sanitizer (for immediate disinfecting when soap and water or disinfecting spray is not available), etc.
 - Every treatment room has several plastic bins to store toys which may be used to soak toys in soap and hot water as needed provided the toy is washable and not battery operated.
- OT and ST rooms are equipped with clear plastic dividers placed between the Therapist and the client being treated or caregiver during consultation.
- All Therapists will be assigned their own treatment room or work areas.
- All OT and PT rooms will be equipped with toys and treatment material that will be used ONLY in the assigned room. Toys and material will remain in such treatment room and MAY NOT be taken to other treatment rooms.
- Clients may bring a couple of easy to clean toys or material such as play-dough, crayons, food, and utensils for feeding treatments, clothes for ADL type treatments, etc.

- Items must be brought in a bag, backpack, or an easy to store container and used only in the assigned treatment room. All items must be taken home after session; otherwise, they will be discarded.
- All Therapist will only use their assigned treatment room to provide therapy for the entire day.
- Treatment sessions are 60 minutes long. Every Therapist is required to provide 45 minutes of ‘hands-on’/direct contact with the client. The remaining 15 minutes are used to update the caregiver of the client’s progress, confirm future appointment, answer questions (if not answered during the 45 minutes of direct contact time with the client), obtain signature from caregiver, fill out Daily Note, and finish disinfecting material and treatment room/area if not done during the direct contact treatment time.
- If social distancing is possible, caregiver will be asked to remain involved during in-person treatment sessions the same way as they currently are when receiving Telehealth. Caregivers may also assist with disinfecting the work areas especially in the larger rooms and gyms where there are more objects and areas touched/used.
- If social distancing is possible, caregivers will be asked to assist the Therapist during the “hands-on”/direct part of the treatment at the Therapist’s discretion considering safety for all involved such as when a client has behavioral issues, profuse drooling, requires more hands on type treatments, etc. In this case, the Therapist’s role will be to coach and guide the caregiver during the in-person treatment session the same way it is done during Teletherapy sessions.
- Caregivers are responsible for looking after their child and not allow them to wonder off or run around the clinic.
- Therapists need to maintain their client at arm’s reach during sessions especially when caregiver is not present in the treatment room and not allow the child to freely run around the large gyms or shared space in the clinic.

Telehealth- Occupational, Physical, and Speech Therapy Services:

For Clients Who Choose Teletherapy (Video Chat or Phone Consultations)

- Many consumers have expressed their reluctance to receive a Therapist in their home or to attend Therapy sessions at our Clinics for fear of exposure to COVID-19.
- To service our clients, avoid interruption of services and possible setbacks in our client’s progress, we will continue to provide Therapy services via Telehealth through live vide chat, phone call conferences and electronic communications. This ensures services necessary for the health, development and well-being of the child are delivered. This also provides a layer of protection to consumers and caregivers of consumers who have compromised immune systems or who are more susceptible to respiratory illness as they can receive services via

Telehealth using HIPAA approved systems, such as Zoom or doxie.me ensuring consumer rights, health, safety and welfare are taken into account.

- In general, we continue to follow the pre-established precautionary procedures in our Clinics and in the In-Home settings to increase the odds of preventing spreading the virus or becoming contagious.
- Telehealth (live video chat or Phone Conference) has proven to be extremely effective and beneficial for clients to continue as an option since families have become more involved in the sessions, and more engaged with their child providing hands-on activities in the natural environment to help the child attain developmental milestones.
- Teletherapy will be geared as a family and child centered session as caregiver/parent participation is crucial during every session.
- Caregivers will show competency in understanding and performing a detailed Home Program which will be modified during every session and updated on a weekly basis, or as needed to meet the child's needs, progress, and development.
- A copy of a Home Program or recommended activities will be emailed, or a hard copy will be mailed depending on caregivers/parents' preference.
- If a Progress Report or Evaluation is due and the Therapist needs additional information or hands-on testing on the child is required, a one time in-person visit will be scheduled with the caregiver and the child. Extra precautions will be taken to prevent possible exposure or spread of the COVID-19 infection.

From the Owner:

As always, we remain grateful for our continued collaboration to provide excellent care to our clients and their family. We appreciate the flexibility to support individuals via in-person (Center Based or In-Home) and Teletherapy (live video chat or Phone Conference) taking into consideration the needs and the safety of our clients, Therapists, and the general population.

We strive to deliver the best care possible to our clients and their family.

Diana Gutierrez, PT CEO. / Co-Creator: Chelsea Ruiz, Quality Control Manager



Resources:

DG Therapy remains committed to helping families and children in need. Although this is a trying time, and we are limited with the information we have, we know that we can get through this together, as a community, one step at a time.

Below are some resources that may be able to assist you. If you cannot find a specific resource you are looking for, please contact HR at 562.693.5449 ext. 232 or via email arpio@dgtherapy.com.

[211 L.A. County Resource Line](#) - 211 LA is the central source for providing information and referrals for all health and human services in LA County. It is open 24 hours, 7 days a week, with trained Community Resource Advisors prepared to offer help with any situation, any time.

COVID-19 Tips & Resources for Families with Young Children

<https://www.first5la.org/parenting/articles/tips-for-families-with-young-children/>

LA Food Bank - Food Pantry Locator -

To find a local food pantry in your area, visit: <https://www.lafoodbank.org/find-food/pantry-locator/>

Find out where you can get tested for COVID -19

<https://www.arcgis.com/apps/Nearby/index.html?appid=43118dc0d5d348d8ab20a81967a15401>

Meals for seniors: L.A. City's Emergency Senior Meals Response program - if you are over 60 years of age and in need of a home-delivered meal or know someone who is, please call 213-263-5226 or visit [Coronavirus.LACity.org/SeniorMeals](https://www.lacity.org/coronavirus/senior-meals).

Mental Health Resources:

- Mental Health Resources:
[Disaster Distress Helpline](#): Call [800-985-5990](tel:800-985-5990) (TTY [800-846-8517](tel:800-846-8517)) or text TalkWithUs to [66746](tel:66746) for 24/7 support.
- [Crisis Text Line](#): Text HOME to [741741](tel:741741) for 24/7 crisis support.
- [California Suicide & Crisis Hotlines](#): Find phone numbers and links to all the suicide and crisis hotlines by county in California.
- [CalHOPE Peer-Run Warm Line](#): Call [833-317-HOPE](tel:833-317-HOPE) (4673) for 24/7 non-emergency support from someone with lived experience persevering in a crisis.

Get financial help!

Use this link to find out info about unemployment, evictions, relief from financial institutions and more. <https://covid19.ca.gov/get-financial-help/#top>

In need of childcare?

<https://mychildcare.ca.gov/#/home>

Pledge of Commitment (Return):

For DG Employees and Caregivers:

Reviewing thoroughly and following protocols and procedures is crucial to maintain this program. This pledge will ensure all individuals agree to implement structural change with health and safety policies. We agree to strive to keep our communities safe to prevent further spread of the virus.

I am certifying my understanding of the restructure from DG Therapy Group, Inc. and associated guidelines, protocols, and procedures outlined in the DG Caregiver Guidebook: Program Addendum for Re-Opening During COVID-19 Pandemic.

I am pledging a commitment to follow all stated guidelines, protocols, and procedures for the health and safety of all.

Parent (Guardian) Signature: _____

Print Name: _____

Client Name: _____

Date: _____

Caregivers return to Case Manager (CM) or Case Manager Assistant (CMA) by 07/13/20.
Please reach out to your CM or CMA if needing more time to return.