

Learning and Behavior Solutions Pandemic Response: Clinic Operations Protocols

	Level 1	Level 2	Level 3
Family Notifications	<p>Implement communication protocol for family notification of the quarantine policy:</p> <p>Monthly, or more frequent if needed, communication with parents from a Director, as well as ongoing weekly communication with parents from BCBA.</p>	<p>Implement communication protocol for family notification of the quarantine and relevant updates to protocols:</p> <p>Monthly or twice monthly communication with parents from a Director, as well as ongoing weekly communication with parents from BCBA.</p>	<p>Implement communication protocol for family notification of the quarantine and relevant updates to protocols:</p> <p>Daily or twice weekly minimum communication with parents from a Director, as well as ongoing weekly communication with parents from BCBA.</p>
Staff Notifications	<p>All policy changes that pertain to clients are sent electronically and signed by employees.</p> <p>Regular updates to all staff via MS Teams channel, as appropriate.</p> <p>Implement communication protocol for all center-based patients regarding our quarantine policy.</p>	<p>All policy changes that pertain to clients are sent electronically and signed by employees.</p> <p>Weekly updates to all staff via MS Teams channel, as appropriate.</p> <p>Implement communication protocol for all center-based patients regarding our quarantine policy.</p>	<p>All policy changes that pertain to clients are sent electronically and signed by employees.</p> <p>Daily updates to all staff via MS Teams channel, as appropriate.</p> <p>Implement communication protocol for all center-based patients regarding our quarantine policy.</p>
Staff Meetings	<p>Weekly staff meetings (Wed, Sun., at 7pm) for those who wish to attend.</p> <p>Large group staff meetings will occur virtually; team meetings and individual meetings will be determined based on employee preferences and in well-ventilated areas.</p>	<p>Weekly staff meetings (Wed, Sun., at 7pm) attendance by employees is strongly encouraged.</p> <p>Staff meetings are virtual (unless less than 4 people meeting in one area with appropriate distance of 3-feet between individuals and masks worn)</p>	<p>Bi-Weekly mandatory staff meetings (Wed, Sun., at 7pm).</p> <p>Team meetings conducted virtually.</p>
Group Instruction	<p>No group instruction, such as social skills or circle time. Limit number of clients working in small groups to 3 or less.</p>	<p>No group instruction, such as social skills or circle time. Limit number of clients working in small groups to 2 or less, for less than 10 minutes at a time.</p>	<p>No group instruction. Will continue to advocate for insurance companies to approve TeleHealth for social skills groups.</p>

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Service Base	<p>Sessions in clinic/home/school/ community as normal while following CDC recommendations for social distancing</p> <p>All community based (outside of home) programming require prior approval by the Clinical Director.</p>	<p>Families are strongly encouraged to begin home-based therapies.</p> <p>Attempt to further isolate center-based programs.</p> <p>All community based (outside of home) programming is on hold.</p> <p>Telehealth services are made available to those as applicable.</p>	<p>Center-based services will be evaluated on a case by case basis.</p> <p>Home-based services required unless determined essential to continue at center.</p> <p>No community-based programming.</p> <p>Telehealth services are made available to those as applicable.</p>
Clinic activity	<p>Limit staff and patient movement throughout building.</p> <p>Big Playroom - Encourage technicians to limit usage to 10 people (4 per center including both staff and client).</p> <p>Kids' Kitchen- limited to 3 clients/3 staff- with 3-feet between individuals.</p> <p>Small Playroom – Encourage technicians to limit usage to 2 per center including staff and client</p>	<p>Level One Protocol with following additions:</p> <p>No more than 10 people total in common spaces (indoor and outdoor)</p> <p>No more than 4 people in classroom at one time. Efforts should be made to reduce this when possible to only one client and one staff.</p>	<p>Level Two Protocol with following additions:</p> <p>No more than 4 people total in common spaces (indoor and outdoor)</p> <p>One patient and one staff in classroom at a time.</p>
Scheduling	<p>Scheduling of clients focuses on reducing the number of staff-client contacts and limits movement between settings.</p>	<p>Scheduling of clients continues to focus on further reducing the number of staff-client contacts and limits movement between settings.</p> <p>Attempt to accommodate staff cancellations with staff identified to work with impacted client.</p> <p>Hours may be reduced to accommodate limitations listed.</p>	<p>Scheduling of clients limits the number of staff-client contacts to 1 staff member only and one client per staff member. Movement between settings restricted.</p> <p>Sessions cancelled if assigned staff is unable to attend.</p> <p>Hours reduced to accommodate limitations listed.</p>

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Staff & Client Screening	All individuals entering the clinic beyond the waiting room need to go through screening process. (fever/symptoms/travels/exposure)	All individuals entering the clinic need to go through screening process. (fever/symptoms/travels/exposure)	All individuals entering the clinic need to go through screening process (fever/symptoms/travels/exposure)
Symptoms Displayed	Staff and patients are encouraged to look for symptoms and avoid services/center if exhibiting any signs of illness. Encourage staff to wear a mask if exhibiting symptoms.	Staff observed with a cough or early symptoms are sent home and encouraged to seek medical treatment. They are only allowed to return when symptom free 72 hours or cleared by a medical professional. Require staff to wear a mask if continue exhibiting similar symptoms after cleared to return to work.	Any center-based staff with a cough or high fever is not permitted to work in the center for 72 hours unless tested and confirmed to not have a communicable virus. Require staff to wear a mask if continue exhibiting similar symptoms after cleared to return to work.
Access to center-based facility	Limited	Clinic is locked down and only clinical staff/essential staff are permitted to enter. Any non-essential staff should get approval to go to the clinic. Administrative staff work from home as possible to limit number of individuals in clinic.	Only center-based services evaluated on a case by case basis permitted entry to clinic. Limited staff are identified as center based. All non-essential staff and admin work required to work from home. Discontinue the use of receptionists in centers.
Parent access to clinic	Contact Director. All efforts should be made to accommodate parent requests while limiting the number of people entering the facility at a given time	Limited parent entry into the clinic.	No access unless emergency situation
Drop off/pick up	In the lobby	Done in the vestibule one family at a time.	All clients picked up and dropped off at vehicle.

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Cleaning	<p>All solid surfaces including doors and walls cleaned and disinfected twice weekly at a minimum.</p> <p>All common areas cleaned throughout the day.</p> <p>All client classrooms cleaned nightly</p> <p>Implement LBS cleaning protocol for toys that are mouthed. Patients with frequent hand mouthing should have items used/mouthed, cleaned daily or following client use.</p>	<p>All solid surfaces/items are cleaned throughout the day.</p> <p>Common areas- Every hour to two hours- clinic support.</p> <p>Client classroom/items- at the end of each session.</p> <p>Doors and walls wiped/disinfected nightly.</p> <p>Implement LBS cleaning protocol for toys that are mouthed. Patients with frequent hand mouthing should have items used/mouthed, cleaned frequently throughout the day per cleaning protocol.</p> <p>Staff encouraged to wipe down all solid surfaces immediately after use</p>	<p>Implement Level Two guidelines and add solid surface wiping protocol (every hour).</p>
Hand washing	<p>Staff and patients wash hands once per hour at a minimum. Use hand sanitizer when changing locations.</p>	<p>Wash hands every 30 minutes at a minimum, as well as when changing clients. Use hand sanitizer when changing locations</p>	<p>Wash hands every 30 minutes at a minimum, as well as when changing clients. Use hand sanitizer when changing locations</p>
Personal Protective Equipment (PPE)	<p>Follow CDC recommendations- strongly encourage use of PPE. Additional equipment may be provided upon request or when need is identified (gloves, etc.)</p>	<p>Staff follows CDC recommendations for the use of PPE.</p> <p>Staff strongly encouraged to wear their masks in all common areas or confined spaces that have more than 2 people.</p> <p>Staff strongly encouraged to wear masks in all public spaces on personal time.</p>	<p>All center-based staff required to wear PPE per CDC policy.</p> <p>Staff must wear their masks in all common areas or confined spaces with any others present.</p> <p>Staff strongly encouraged to wear masks in all public spaces on personal time.</p>

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Social Distancing	<p>Follow CDC and ADH, Federal and State, Guidelines and Recommendations, to be monitored by LBS Directors and shared with staff and families.</p> <p>Self-quarantine for two-weeks if attend an event larger than recommendations in place.</p>	<p>Limit gatherings/events to those with less than ten people from an identified social group. Utilize PPE if entering public places with more than 10 people.</p> <p>Self-quarantine for two-weeks if attend an event larger than LBS policies currently in place.</p>	<p>Limit all social gatherings/events of more than 5 people from identified social group, with appropriate distance maintained by all participants.</p> <p>Self-quarantine for two-weeks if attend an event larger than policies in place.</p>
Travel	<p>Staff and clients are encouraged to limit travel as recommended by the CDC.</p> <p>Staff and client travel to “hot spots” as determined by CDC requires 14-day self-quarantine for incubation period.</p> <p>Staff and client contact with someone who has travelled to “hot spots” as determined by CDC, requires 14-day self-quarantine for incubation period.</p>	<p>All staff and clients are encouraged to limit travel to 1 hour away (Northwest Arkansas region).</p> <p>All staff and clients who travel beyond one hour away are required to self-quarantine for 14 days.</p> <p>All staff and clients who are around others they know to have traveled more than an hour away are required to self-quarantine for 14 days.</p>	<p>Level Two protocol applies.</p> <p>Limit within community travel to essential activities only. Utilize pick-up and delivery options to maximum extent possible. Utilize TeleHealth and other means as permitted for personal health.</p>
Clinic Tours & Intake Meetings	Interested families are limited and occur outside of active clinic hours	Interested families are limited and occur outside of active clinic hours	No tours
New Client Assessment	Initial in clinic where applicable	Initial in clinic where applicable	Scheduled before or after clinic hours
New Hire Orientation	Conducted in small groups outside of active clinic hours	Held remotely	Held remotely