

**ILLINOIS DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES**

COVID-19 PROVIDER SELF-ASSESSMENT PREPAREDNESS TOOL

INSTRUCTIONS:

1. All providers of Community Day Services (31U, 31C) must complete the self-assessment for each site they operate (by distinct address).
2. Read each statement carefully. Check or click the box that best describes the status of each “Item” as it relates to your preparation for phasing in the reopening or resuming of CDS.
3. Use the “Strategies and Supporting Documents” column to briefly describe or list strategies and include the titles of supporting documents, such as policies and procedures and documentation of training. Supporting documents demonstrate how your agency is addressing each item, include clear procedures for staff training, and frame how the agency will deliver services in a way that ensures consistent implementation and management.
4. The “Notes/Questions for Agency Use” column is optional.
5. Questions and/or technical assistance may be requested by email to BQM.DHS@illinois.gov.
6. Providers should submit their completed self-assessment tool after all sections have been marked complete to BQM.DHS@illinois.gov.

PROVIDER INFORMATION

Provider Name:		Services Covered (check all that apply):	<input type="checkbox"/> 31U <input type="checkbox"/> 31C
Provider address and phone number:		Site address and phone number:	
Name of Person Completing Form:		Date Completed:	

PLAN AND PREPARE

Emergency Preparedness

Providers must maintain a current written COVID-19 (CV) Preparedness Plan that addresses agency protocols for responding to operating during COVID-19. The CV Preparedness Plan and agency procedures must adhere to current Federal, State and County mandates, guidelines and advisories and help ensure the safety of individuals, staff and the community. The CV Preparedness Plan must include, at a minimum, the following Core Elements: Transportation, Preventing the Spread of Infection (Screening, Social Distancing, and Infection Control), Person-Centered Planning, Training and Support, and Community-Based Services.

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
1. COVID-19 specific procedures are incorporated into our agency's CV Preparedness Plan. Address the following: <ul style="list-style-type: none"> • Communications (e.g. phone trees, signs) • Visitor policy • General operational protocols • Timelines and persons responsible for implementing and reviewing the CV plan • Delivering services in facility and community settings • Quality assurance • Other relevant procedures identified by the agency 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. Federal, State, and County public health advisories for COVID-19 have been reviewed and incorporated into our agency's CV Preparedness Plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<p>3. Who is responsible for checking and/or addressing updated health advisories?</p> <p>4. What is the agency's plan to update the CV Preparedness Plan, if necessary?</p> <p>5. How will unexpected suspension of services, if it becomes necessary, be communicated with individuals and staff?</p> <p>Address the following:</p> <ul style="list-style-type: none"> Ensuring the plan will continue to be updated to reflect current information from resources, such as executive proclamations and public health advisories. <p>For more information, see https://www.cdc.gov/coronavirus/2019-ncov/index.html https://www.osha.gov/COVID-19 https://www.osha.gov/Publications/OSHA3990.pdf https://www.dhs.state.il.us/page.aspx?item=123451</p>						
<p>6. Our agency's CV Preparedness Plan is available to staff, guardians, families/individuals, stakeholders and surveyors.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>7. Our agency's CV Preparedness Plan addresses how to access resources if there is an individual or staff who is suspected to have COVID-19.</p> <p>Information on COVID-19 resources can be found at: https://dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/symptoms-treatment</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
8. The following staff have been assigned to communicate information with staff, individuals, and their families/guardians/caregivers regarding operational protocols, health and safety, and updates to workplace preparedness strategies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Insert names, titles, or contact information:						

Transportation

Individuals often depend on provider supports to assist with their transportation needs to attend facility-based activities and engage in activities in the community. It is important to carefully assess the changes needed to ensure transportation can be delivered in ways that keep individuals, staff and the community safe and minimize the potential spread of infection.

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<p>1. Our agency has completed an assessment and identified strategies to ensure social distancing and infection control during transportation when using agency vehicles or staff personal vehicles.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Evaluating individuals BEFORE entering transportation vehicles or accessing the CDS site. • Scheduling and/or route changes, such as limiting number of vehicle occupants, staggering arrival and departure times, etc. • Encouraging a cohort model so individuals who live in the same home also receive programming together • Pick-up and drop-off location and procedures • Procedures to maintain social distancing and limit contact during loading and unloading • Individuals who use a wheelchair or other device 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>2. Our agency has developed a plan to ensure individuals are socially distant when transporting to and from an activity in the community</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Individuals from the same home can transport together • Individuals should not sit directly next to someone who does not live in their home • Individuals should sit in alternating rows when possible 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

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Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<p>3. Our agency has a written procedure for staff to follow when transporting individuals.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Use of PPE, such as face coverings and/or gloves • Health checks before individuals get in the vehicle at pick-up and before departure • What to do if a participant appears to have symptoms of illness at pick-up 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>4. Our agency has a written procedure for proper cleaning and disinfecting of vehicles used to transport individuals.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Keeping a supply of cleaning supplies, hand sanitizer and PPE available for the driver and agency staff to take with them on every trip • Cleaning high touch surfaces after each use, such as door handles, seat bars/belts, window control buttons, steering wheel, etc. • Protocol and schedule for routine vehicle cleaning after each use • Protocol for deep cleaning after transporting someone who was sick or symptomatic 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Preventing the Spread of Infection

COVID-19 spreads mainly among individuals within close contact of one another for prolonged periods of time and when droplets from an infected person are launched into the air and/or onto surfaces. It is important to assess the setting(s) and changes needed to implement proper screening, social distancing, hand hygiene, face coverings, cleaning and disinfecting to reduce the risk of exposure and limit the spread of infection. The guidance in this section applies recommendations by public health experts to assure health and safety in our community.

Screening

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<p>1. Our agency has a written procedure and designated roles for screening everyone upon entering the setting, including all staff, individuals, visitors, and deliveries.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Designating adequate space for screening • Posting signs at the entrance(s) • Installing visual cues such as tape on floors to show appropriate social distance • Developing a process that includes a symptoms checklist, temperature check, hand sanitizer, sign-in list, etc. • Developing criteria limiting visitors and deliveries • Screening of visitors and deliveries • Reminding people to stay home if sick, showing symptoms or known exposure <p>https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control.html</p> <p>https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>2. Our agency has a written process to identify and safely support individuals or staff who become sick with symptoms concerning infection during service delivery.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Posting signs • Training staff and individuals 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<ul style="list-style-type: none"> Establishing and communicating a pick-up policy 						
<p>3. Our agency has designated an isolation room or area for people who become ill or symptomatic while in our setting(s) and must await transfer to another setting.</p> <p>Address the following:</p> <ul style="list-style-type: none"> Designating space for isolation to prevent exposure to others while awaiting transport to another setting Infection control during the time the person is waiting to leave Documenting individuals and staff who had close contact, vehicle and rooms the person accessed Planning for those who are ill or symptomatic to be transported to an appropriate setting as soon as possible 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Social Distancing						
<p>4. Our agency has completed (or will complete) an assessment of activities and services delivered in our setting(s) and strategies have been (or will be) identified to meet social distancing guidelines</p> <p>Address the following:</p> <ul style="list-style-type: none"> Placement of furniture and other items to enforce social distancing for staff and individuals. Schedules for staff and individuals to limit the number of social contacts Providing extra support for individuals with limited mobility and language Providing extra support for individuals who have limited control of bodily fluids Posting visual cues (e.g. signs, floor tape) Monitoring common areas, restrooms, waiting areas for transportation for social distancing 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<ul style="list-style-type: none"> Visual cue and processes to ensure distancing while eating or taking breaks. Installation of physical barriers as needed https://dceocovid19resources.com/restore-illinois/ 						
5. Our agency has a plan for on-going training and support for staff and individuals to learn the practice of social distancing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Infection Control						
6. Our agency has a written procedure for proper hand hygiene and strategies have been identified to ensure adherence to procedures. Address the following: <ul style="list-style-type: none"> Alcohol-based hand sanitizer available as appropriate Ensuring sinks are kept clean and well-stocked with soap and paper towels for hand washing Posting signs throughout the setting highlighting good daily hygiene tips (e.g. washing hands, properly covering when sneezing/coughing, and avoiding touching eyes/nose/face) Staff training Maintaining supplies https://www.cdc.gov/coronavirus/2019-ncov/hcp/hand-hygiene.html	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. Our agency has a written procedure for wearing face coverings and gloves in alignment with CDC guidelines and strategies have been identified to ensure adherence to procedures. Address the following: <ul style="list-style-type: none"> Availability of face coverings and gloves Assisting individuals to wear face coverings Posting signs Staff training 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<ul style="list-style-type: none"> Maintaining supplies <p>https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf</p> <p>https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/gloves.html</p>						
<p>8. Our agency has a written procedure to ensure proper cleaning and disinfecting, particularly of high-touch areas and items and strategies have been identified to ensure adherence to procedures. Examples of high-touch surfaces and objects include doorknobs, tables/countertops, desks, light switches, handles, phones, keyboards, toilets, faucets, water fountains and sinks.</p> <p>Recommend using EPA-approved disinfectants for frequent cleaning of high-touch surfaces and shared equipment. If EPA-approved products are not available, follow CDC recommendation on how to prepare a bleach solution.</p> <p>EPA-Approved Disinfectants: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2</p> <p>CDC Cleaning and Disinfection for Community Facilities: https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html</p> <p>Address the following:</p> <ul style="list-style-type: none"> Cleaning and disinfecting mobility and other assistive devices (e.g. wheelchair handles, walkers, etc.) 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<ul style="list-style-type: none"> • Removing non-essential items, for example, removing soft, porous materials, such as area rugs and seating, to reduce the challenges with cleaning and disinfecting them • Removing clutter and non-essential items from flat surfaces to allow for easier cleaning • Avoiding use of items that are not easily cleaned, sanitized, or disinfected • Maintaining a cleaning schedule • Maintaining supply of cleaning and disinfecting products 						
<p>9. Our agency has a plan and supplier for maintaining an adequate supply of PPE (face coverings, gloves, etc.) and other infection control supplies for staff and individuals, when applicable.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Anticipating PPE and infection control supply needs of staff and individuals • Designating staff to monitor and re-stock supply levels • Identifying minimum supply levels to trigger re-order and re-supply • Identifying resources to purchase PPE and infection control supplies • Sanitizing of re-useable PPE before re-use • Training staff and individuals on use of PPE and supplies in accordance with CDC guidelines 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Person-Centered Planning

Person-centered planning is the process through which the participant's needs, goals, and preferences are identified and through which the participant may exercise choice and control. Person-centered planning is especially important during the coordination and phasing-in of services as participant's needs, goals, preferences and family situations may change, may have changed and/or may continue to change.

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<p>1. Our agency has contacted each participant and/or family/guardian, and the ISC to discuss our plan to reopen and resume services and the participant's transition and phase-in of services in the facility and/or community.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Using the "Illinois Risk Benefit Tool" • Concerns and comfort level with resuming services in the facility and/or community • Timeframe for resuming services in the facility and/or community • Pace the transition for re-entry to accommodate individuals' goals and interests 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>2. Our agency has a process to assess the needs of each participant for consideration in planning the transition and phase-in from home or congregate residential settings to day services. Our process involves engagement with the individual, family, guardian, caregiver, other service provider(s) and case manager.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Individual's health status and risk level for COVID-19 (e.g. underlying medical conditions or circumstances) • Any important changes that may have occurred during time away from the center or community • Any changes or updates to the individual's preferences, activities, and the PP and IS that may affect services (e.g., new goals, new skills, new needs) 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<ul style="list-style-type: none"> Flexibility of staff availability to meet the needs of the individual 						
3. Our agency has updated the contact information for individuals, family members, guardians, caregivers, other service providers and/or case managers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. Our agency has developed a plan and materials to communicate program changes to individuals, families, guardians, caregivers, other service providers and case managers prior to opening. Address the following: <ul style="list-style-type: none"> How programming has changed to keep individuals safe What to expect from a transition from home or residential setting to day services How the transition will be managed Safety precautions to be implemented in the setting to keep everyone safe and healthy Instructions such as staying home if sick 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Training and Support

Training and support are essential to implementing and sustaining procedures through continuous monitoring and quality assurance. They help build the foundation for a shared understanding of the processes developed to help assure the health and safety of everyone. Training and support should be available and provided to staff, individuals, and family/caregivers when applicable.

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<p>1. Staff are trained in essential pandemic operational protocols prior to delivering day services.</p> <p>Staff and individuals are trained at the earliest opportunity in hygiene, social distancing, use of PPE, cleaning, and recognizing symptoms of COVID-19 prior to or following the opening of day services.</p> <p>Training may be provided in-person or via technology, such as use of videos or other media from trusted public domains. Training will be reinforced on an as needed basis.</p> <p>At a minimum, training must include, but not limited to:</p> <ul style="list-style-type: none"> • Emergency Preparedness Plan • Proper hand hygiene • Social distancing • Proper use of PPE (e.g. putting on, taking off) • Use of cleaning and disinfecting products • Recognizing the signs and symptoms of COVID-19 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<p>2. Staff and individual trainings are documented.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Maintaining documentation of staff training • Ensuring competency of training when applicable • Agencies should be able to access these records during monitoring visits/audits/reviews. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>3. Our agency has a plan to support staff, individuals, and families/caregivers in the following areas:</p> <ul style="list-style-type: none"> • Assessing and addressing staff questions and concerns regarding returning to work • Communicating health and safety measures in place for staff and individuals • Encouraging anyone who is sick to stay home • Planning when a staff or individual gets sick <p>CDC Business and Workplaces. Plan, Prepare, and Respond: https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html https://www.cdc.gov/coronavirus/2019-ncov/community/mental-health-non-healthcare.html https://emergency.cdc.gov/coping/index.asp</p> <p>OSHA Guidance on Preparing Workplaces for COVID-19: https://www.osha.gov/Publications/OSHA3990.pdf</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Community-Based Services

Individuals may need additional supports and training to navigate the community safely, such as learning to practice social distancing and infection control. The statements and considerations listed below focus primarily on issues that are specific to small groups; however, many are applicable and should be considered for all services in the community whether delivered as 1:1 or in small groups.

Supports in the Community

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<p>1. Our agency has a system to assess the community locations where individuals have typically received community-based services to identify strategies for supporting individuals in accordance with CDC guidelines.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Availability of/access to community resources and settings; for example, the library is open, but hours and number of visitors are limited • Availability of/access to public restrooms • Proper hand hygiene • Ability to maintain social distancing, such as whether the individuals are able to practice social distancing or if the setting presents challenges for a small group • Proper use of PPE, including the length of time individuals can wear a face covering during community activities • Modifying staff to individual ratios and/or size of small groups • Adjusting or staggering scheduled activities • Flexible scheduling of options for individual choice based on community activities that may change with short notice 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Item	Completed	In Progress	Not Started	N/A	Strategies and Supporting Document(s)	Notes/Questions for Agency Use
<p>2. Our agency has a written procedure that staff can follow during community activities with individuals and have trained the staff in the procedures.</p> <p>Address the following:</p> <ul style="list-style-type: none"> • Ensuring a pre-prepared bag is ready with extra PPE and infection control supplies, hand sanitizer, soap, hand towels, etc. for the staff and individuals • Proper hand hygiene • Maintaining social distancing in the community • Proper use of PPE • What to do if an individual appears to have symptoms of illness while in the community • Using a public restroom • Alternate community activities identified if a setting is unavailable or at capacity when the individuals arrive 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		