

Reports circulating about the current outbreak of Coronavirus: COVID-19 can lead to a heightened sense of concern. As such, we want to approach the topic in a calm and logical manner. To support you in doing so, ISA has compiled the following information directly from the Center for Disease Control. It is recommended that you closely observe the [CDC COVID-19 website](#). You should also follow your local state and county [health department](#).

Staff and service recipients look to you for support and guidance. Remember that you set the tone for how many others will view and respond in this situation. Be cautious and thoughtful in all decision making.

General Best Practices

Forecasting potential outcomes is too variable at this time. It is therefore best practice to focus on the absolutes when supporting children and adults of varying needs. Follow the guidelines from the CDC as well as your organization's emergency planning procedure. Additionally you should:

- Ensure contact lists for families and officials are up to date
- Prepare and plan for potential staffing shortages
- Communicate with all levels of your organizational structure in a transparent way

In regard to limiting access to the community, remember that disruptions in routine can lead to significant stress responses in the individuals we support. Additionally, trauma survivors may be particularly sensitive to encouraged isolation. Be prepared for suspicion and paranoia to possibly present themselves. Take time to consider the needs of the people you support.

Take Steps To Protect Yourself and Others (continued on page 2)



Clean your hands often

1. [Wash your hands](#) often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
2. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
3. Avoid touching your eyes, nose, and mouth with unwashed hands.



Minimize Contact

1. Avoid close contact with people who are sick.
2. Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for [people who are at higher risk of getting very sick](#).
3. Stay home if you are sick, except to get medical care. [Learn what to do if you are sick](#).
4. Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.

5. Throw used tissues in the trash.
6. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
7. If you are sick: You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room.
8. If you are NOT sick: wear a facemask if you are caring for someone who is sick. When out in public settings and social distancing is difficult to maintain, the CDC now recommends wearing [cloth face coverings](#).



Clean and disinfect

1. Clean AND disinfect [frequently touched surfaces](#) daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
2. If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.



Have supplies on hand

1. Contact your healthcare provider to ask about obtaining extra necessary medications to have on hand in case there is a COVID-19 outbreak in your community and you need to stay home for a prolonged period of time.
2. If you cannot get extra medications, consider using mail-order for medications.
3. Be sure you have over-the-counter medicines and medical supplies (tissues, etc.) to treat fever and other symptoms. Most people will be able to recover from COVID-19 at home.
4. Have enough household items and groceries on hand so that you are prepared to stay home for a period of time.



Watch for symptoms and emergency warning signs

1. Pay attention for potential COVID-19 symptoms including, fever, cough, and shortness of breath. If you feel like you are developing symptoms, call your doctor.
2. If you develop emergency warning signs for COVID-19 get medical attention immediately. In adults, emergency warning signs include difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new confusion or inability to arouse, bluish lips or face.*
*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

Frequently Asked Questions for Administrators of Schools and Childcare Programs:
[Click here to view the guide from Centers for Disease Control and Prevention](#)

The CDC encourages that providers:

1. Establish relationships with key healthcare and public health partners in your community.
2. Make sure you know about healthcare and public health emergency planning and response activities in your community.
3. Learn about plans to manage patients, accept transfers, and share supplies.
4. Review any memoranda of understanding (MOUs) with affiliates, your healthcare coalition, and other partners to provide support or assistance during emergencies.

The CDC encourages that:

1. Community preparedness planning for COVID-19 should include older adults and people with disabilities, and the organizations that support them in their communities, to ensure their needs are taken into consideration.
2. Many of these individuals live in the community, and many depend on services and supports provided in their homes or in the community to maintain their health and independence.
3. Long-term care facilities should be vigilant to prevent the introduction and spread of COVID-19. [Information for long-term care facilities can be found by clicking here.](#)

This loss control brochure is offered in the hope that readers will benefit from it and take adequate steps to stay safe. It does not intend to be a complete discussion of the subject, nor do we guarantee that compliance with its suggestions will fully assure the safety of persons and property. Any and all guidance on this subject matter is not intended to contradict what Federal, State or local authorities are communicating nor does it guarantee insurance coverage for any potential losses.