



## **Guidelines and Protocols for Providing SAIL Services and Activities During the COVID-19 Pandemic**

**July 2020**

The COVID-19 pandemic has created stress and uncertainty for everyone. It is important for us at SAIL to remain flexible and adaptable as we navigate the changing ways we deliver services and offer programs.

Due to the nature of the pandemic, rules and regulations are constantly changing. We as an organization remain committed to following the recommendations from the CDC, the Public Health-Madison and Dane County: Forward Dane Plan (Forward Dane), and the expertise of the AgeBetter member organizations Attic Angel Association and Oakwood Village. We are prepared to change our business practices at any time as needed to protect AgeBetter's Sharing Active Independent Lives (SAIL) membership, staff, and volunteers from contracting COVID-19.

We may do this by extending our current limitations on in-person service delivery, limiting services to what is deemed essential, and/or electing to keep the SAIL office at Oakwood Village closed to the public and continuing to recommend that SAIL staff work from home. Currently the SAIL office at Oakwood Village remains closed to the public until further notice. Re-opening of the office will likely occur when Oakwood Village re-opens to the public. We also remain committed to offering creative and meaningful adaptations to SAIL social and educational programming and will accomplish this objective through a collective and collaborative planning process on a continual basis.

Resources and websites leading to CDC guidelines, the Forward Dane plan, supporting information and tips, as well as, definitions relating to groups of individuals affected by the plan, are provided at the end of this document.

## Guidelines

- Volunteers and Members have the choice in the level of active participation they feel is comfortable and safe. Once they have made that determination, SAIL will not try to influence or change their participation level.
- We love our Volunteers and Members, and want both to feel safe and remain healthy. We take the health risk related to the COVID-19 virus seriously, so consequently, for the foreseeable future, a “no contact between Volunteers, Staff, and Members” policy has been implemented, which includes hugs and handshakes. Members, can still expect warm greetings and the personal treatment they have always received from the Volunteers.
- If a Member needs assistance up a curb or step, a Volunteer can offer balance assistance if both parties use hand sanitizer after the encounter.
- Volunteers, Members, Service Providers, and staff agree to deliver or receive services only if, to the best of their knowledge, they have not been exposed to COVID-19, display symptoms of COVID-19, or have tested positive for COVID-19.
- Efforts will be made to minimize multiple contacts by different Volunteers and Members.
- Members understand that Volunteer services are provided based on Volunteer availability. As SAIL resumes Volunteer Services, Volunteer availability may limit the number of requests fulfilled. Medical Transportation, grocery pick-up/delivery, and medication pick-up/delivery are the top priorities.
- Associate members receiving assistance with in-store shopping, online shopping and medication pick-up with delivery, will be encouraged to upgrade their membership to Full Membership during this time.
- Staff will continue to maintain accurate records of service delivery which includes type of service, service provider name, location, time and date. This is normal protocol and will be especially important for tracing purposes during the pandemic.
- No personal health information will be entered with a Service Request. All health information related to COVID-19 will be held confidential.
- Information related to a Service Request may be shared with Dane County Public Health for Tracking/Tracing of COVID-19 if requested.
- SAIL will provide updated information to Volunteers, Service Providers, and Members on the signs and symptoms of COVID-19, proper hygiene, and using protective supplies.

- Other Guidelines for resuming SAIL services are outlined in this manual.
- SAIL has conveyed to its Service Providers the expectation that they adhere to CDC and Dane County safety guidelines at all times while performing services for members. This includes using the SAIL-provided questionnaire addressing symptoms of COVID-19 e.g. fever, cough, runny nose, etc. and following the protocols listed, wearing a mask at all times while in the presence of a SAIL member, properly disinfecting work surfaces, etc.

In summary, as SAIL provides services and activities during the COVID-19 pandemic, it is important that we all remember the potential health risks. In an effort to reduce these risks, we are requiring all Volunteers, Members, and Staff to follow the CDC guidelines listed below when participating in all services and activities provided by SAIL. We expect SAIL Service Providers to also follow the CDC guidelines.

# Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

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Following ADA guidelines, individuals who are able to medically tolerate a face covering (mask) must wear a mask during a Service Request, which includes indoor spaces, cars, or if walking/working together is closer than 6 feet. If a Volunteer, Service Provider, or Member does not have a mask, one can be provided without cost.

# How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

## WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



## USE THE FACE COVERING TO PROTECT OTHERS

- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

## FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



## TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

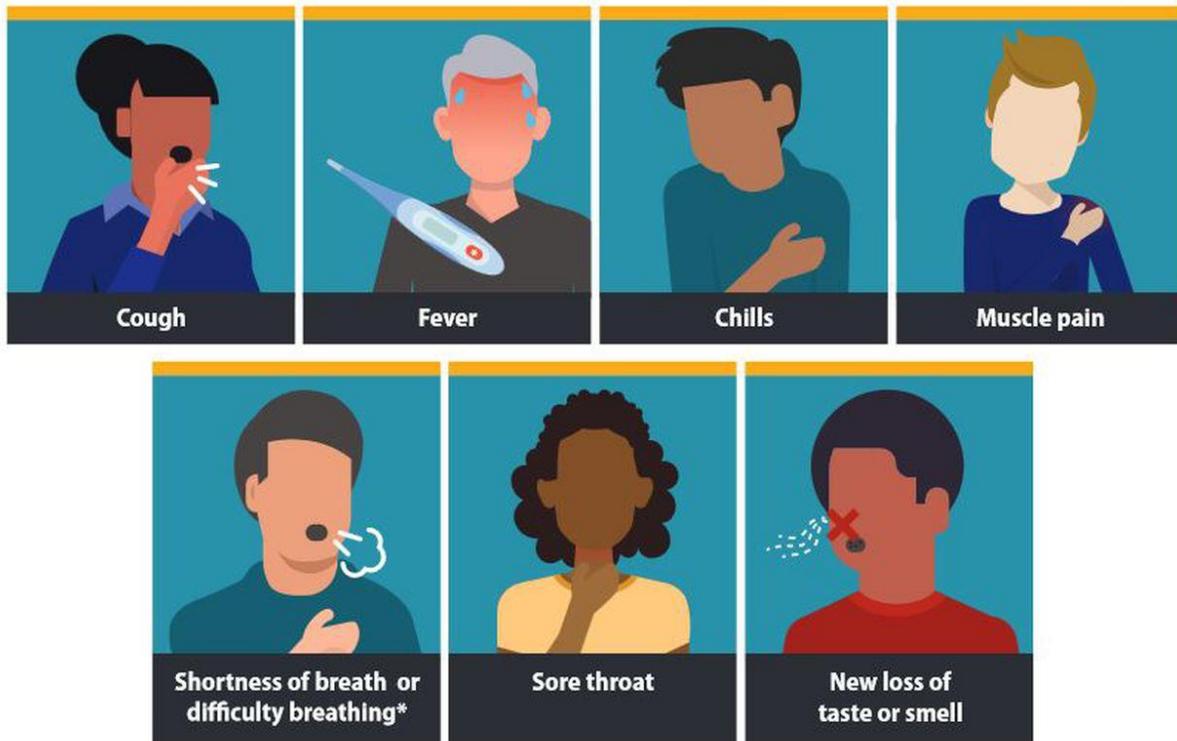
[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

## EXPECTATIONS FOR SERVICE REQUESTS

When Members call SAIL for a Service Request (Home Visit, Shopping, Transportation, etc.) they must be free of all the symptoms listed below. Staff, Volunteers, or SAIL Service Provider must be free of all the symptoms listed below prior to accepting the Service Request. If either party has a chronic cough which pre-dates the pandemic, with no change during this time, this should be documented with SAIL and made clear to the Member/Service Provider prior to accepting or providing service.

When the Volunteer, Service Provider, or staff member contacts a Member to verify the Service Request, the parties will speak to one another regarding the Symptoms of COVID-19 listed below. Both parties should feel comfortable about completing the Service Request.

### Know the symptoms of COVID-19, which can include the following:



If either the Volunteer, Service Provider, staff member, or Member feels their health is at risk or feels uncomfortable about completing the Service Request, the request can be canceled and rescheduled for another date or with another Volunteer, Service Provider, or staff member.

If the Service Request is canceled, the Volunteer or Service Provider is responsible for contacting the SAIL Office regarding the outcome.

## **Exposure and Confirmed Illness Protocol**

Keeping our Volunteers, Members, Staff, and Service Providers safe and healthy is the top priority of our organization. Given the contagious nature of COVID-19, it is in everyone's best interest to implement the following exposure protocols.

- These protocols are being implemented on a nondiscriminatory basis.
- If either a Volunteer, Service Provider, or Member believes they have been in contact with someone who has COVID-19 and/or they have symptoms of COVID-19, they need to contact their Primary Care Provider regarding the recommended steps to take for their own personal health and wellbeing.
- SAIL requires a Service Provider, Volunteer or Member (recipient of a service) who may have been exposed to COVID-19, shows symptoms of COVID-19, or has tested positive for COVID-19 to call and speak directly with either: Ann Albert at 230-4445 or Nicole Schaefer at 230-4452.
- All health information will be treated as confidential medical information under the Americans with Disabilities Act.
- The identity and Service Request information of a Volunteer, Service Provider, or Member will be shared with Public Health-Madison and Dane County upon their request. It will be the responsibility of Public Health to contact the involved Volunteers and Members based on their established Contact Tracking/Tracing procedures.
- Volunteers, Service Providers, and Members who have been exposed to COVID-19, show symptoms of COVID-19, or have tested positive cannot deliver or receive services provided by SAIL until: They have 14 days without COVID-19 symptoms and/or they have received two negative COVID-19 tests.

## **Transportation**

As SAIL begins offering transportation to medical appointments, shopping and errands we are committed to following the guidelines provided by the CDC and Forward Dane for the safety of both our Volunteers and Members. A special educational program will be provided containing Information and the safety guidelines for Volunteers prior to reinstatement of volunteer transportation services. Protective supplies will be provided as well.

## **Transportation Procedures**

- Volunteers will disinfect their vehicles before and after providing a ride to a Member.
- Prior to entering the vehicle, all Volunteers and Members are required to disinfect their hands either by washing their hands or using hand sanitizer. SAIL will provide Volunteers with hand sanitizer to use during service requests. Members will be able to use this sanitizer if they do not have access to their own personal sanitizer.
- Both parties will wear masks at all times.
- Volunteer will ensure the re-circulating vent option is not used and the windows are cracked in order to allow fresh air into the vehicle (weather permitting).
- Member agrees to sit in the back seat and to sit diagonally from the Volunteer.
- When using their vehicle for personal reasons, Volunteers are not required to follow the guidelines listed above.

## **Disinfecting Vehicle Interior**

All high touch areas in a vehicle are to be disinfected before and after a transportation service is provided. This includes:

Seats/ Mirrors/ Door handles/Dash/ Armrest/ Steering wheel/Console/ Shifter/Seat adjuster/Armrests/ Seatbelts/Cup holders

SAIL will provide EPA recommended disinfectant for Volunteers who choose to provide transportation for Members. Depending on whether the vehicle has leather, cloth, or imitation leather upholstery, steps and cleaning agents will differ.

## **Entering a Member's Home**

If a Volunteer feels comfortable entering a Member's home it must be by Member invitation. Volunteers will use hand sanitizer prior to entering the home. Volunteers and Members will wear a mask during the Service Request or Visit. During the Service Request or Visit, Volunteers will use hand sanitizer frequently. Prior to leaving the home, the Volunteer will disinfect high touch areas which they encountered during the Service Request. Volunteers will remove face covering outside the member's home according to the recommendation provided by the CDC and outlined in this guide.

## **Final Note on the Reopening Process**

SAIL wants to ensure that Volunteers and Members receive clear communication regarding changes for SAIL relating to COVID-19. We will use mail, email, and phone

calls to relay information. Follow-up training and phone calls will also be used as needed.

The AgeBetter Board of Directors is responsible for the overall COVID-19 related activities, services, and overall SAIL operational response which includes but is not limited to the following:

- Review, understand, and apply guidelines from the CDC and Forward Dane for the organization's COVID-19 protocols established for providing services and activities to Volunteers and Members of SAIL.
- Continually assess and monitor the health risk associated with each service category and activity provided by SAIL. Protocols will be monitored and adjusted based on information from health officials to reduce the risk of COVID-19 exposure for Volunteers and Members.
- Provide a safe and comfortable environment for Volunteers and Members to express their apprehension or unwillingness to participate in any of the services and activities provided by SAIL.
- Provide services and activities which match Volunteer and Member comfort level.
- Re-open indoor small group activities during Forward Dane Phase 3 if appropriate.
- Offer outdoor activities for small groups during Forward Dane Phase 2 if appropriate.
- Provide Volunteers and Members the recommended sanitization and disinfection supplies and face coverings (masks) at no cost.
- Work to ensure Volunteers and Members understand the signs and symptoms of COVID-19 and the Guidelines for SAIL. Training will be provided and information will be reviewed at a minimum on a quarterly basis.

The AgeBetter Board of Directors, SAIL Council, and the staff are working hard to establish protocols to lower the risk of exposure to COVID-19. However, it is the responsibility of all the Members, Volunteers, Service Providers, and Staff to follow the protocols. We will only be successful if every one of us works together and respects one another.

*The federal Volunteer Protection Act of 1997 aims to promote volunteerism by limiting, and in many cases completely eliminating, a volunteer's risk of tort liability when acting for nonprofit organizations or government entities. No volunteer of a nonprofit organization or governmental entity shall be liable for harm caused by an act or omission of the volunteer on behalf of the organization or entity.*

## **Resources**

CDC Guidelines <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Forward Dane Phased Re-opening Plan <https://publichealthmdc.com/coronavirus/forward-dane>

Guidance for Wearing Masks <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-guidance.html>

## **Definitions**

Staff: AgeBetter staff: Executive Director, SAIL Program Director, SAIL Membership Services Assistant, SAIL Volunteer Coordinator, SAIL Communications Assistant

Service Providers: SAIL vetted vendors and SAIL Professional Services Members

Volunteers: AgeBetter volunteers including SAIL member and community volunteers

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