

## **Current BVC Operations Plan**

### **Phases of Operation**

Phase I – Working as normal but restricting visits to facilities and restricting home visits.

Phase II – Working remotely on a case by case basis.

Phase III – Program Closed, only emergency support.

### **Until Further Notice**

All meetings – Zoom (web-based video conferencing tool) will be taught for staff to utilize for meetings beginning 3/16/2020.

Skype and Facetime is not acceptable for communication.

### **Closing Procedure**

At this time our plan is to remain open until we receive additional guidance from federal, state, or local entities.

Our closing procedure is as follows:

If a determination is made to close BVC, this information will be shared via the BVC website, BVC Facebook page, WKXA, The FOX, WFIN, and TV channels (11, 13, and 24).

## **Operation by Department**

### **Quality**

Recreation, Advocacy, Special Olympics, service groups (internal & external), events & enhanced monitoring suspended. Intake & PASSR will utilize Zoom or telephone for process.

Emergency Medication Administration will be provided, as needed.

Canceling all Med Admin classes and CPR & First Aid

### **EI**

Utilize Zoom & over phone meetings

Developmental Specialists – We will use Zoom/technology – if family prefer home visit, request to postpone. If family refuses either service delivery method, must be documented.

## **SSA**

Will use Zoom for annual ISP meetings and needed revisions. Regular home visits will be rescheduled. Signatures will be obtained via mail or email. SSAs will focus their attention on contacting families or individuals to ensure basic needs are being met (medications/prescriptions, home supplies, doctor appointments, concepts regarding social distancing, providers showing up, and community resources).

Service Coordinators – Will use zoom for annual IFSP meetings and needed revisions. Regular home visits will be rescheduled. Signatures will be obtained via mail or email. Referrals will be completed through technology via Zoom or telephone.

## **IA**

May use Zoom or telephone to conduct interviews for all MUIs. Will work in conjunction with SSAs and local entities such as CPS and law enforcement for matters of health and welfare. Stakeholders meeting will be rescheduled.

## **Maintenance**

HCH Homes & ICF – Will follow DODD guidelines (only for emergent situations and asking protocol questions prior to visit). Maintenance will wear protective equipment upon entering homes. Maintenance contractors will coordinate entry to the buildings via Brian and be asked protocol questions prior to access to building(s). Routine inspections will not take place until further notice.

## **IT**

Contractors will need to coordinate with Dawn prior to entering the buildings and will be asked protocol questions. Will coordinate hours to cover 8 am-4 pm.

## **Payment Authorization Waiver Services**

Continue to work out as far as in advance as possible.

## **School**

IEP meetings will be handled through Zoom, telephone or other technological means. Families will be contacted to scheduled these. The current IEP schedule will be maintained. Signatures will be obtained via mail or email. Spectrum is offering free internet for student use.

## **Spring Break (School)**

We are following Findlay City Schools calendar in regard to Spring Break.

## **Provider Assistance**

Day provider staff may be utilized as HPC providers in homes. On behalf of services are allowed. Limiting social and community activities is allowed. Staff may work in a home without CPR/First Aid as long as another employee or a nurse is working alongside. CPR/First Aid online trainings will be accepted. Med Admin certification requirements have not changed.

Provider Crisis Hotline – Will be established 3/16 and we will share number with all providers. Examples to call this number include staff shortages, Med Admin backup, questions related to changes around guidelines from DODD, assistance with medical appointments, prescriptions filled, etc.

SSA On Call – This number is to be contacted for individual related issues like reporting UIR/MUIs.