



# COVID-19 Reopening Plan

*Please note that this plan is subject to change in response to COVID-19 conditions in Maryland.*

The Arc Central Chesapeake Region’s (The Arc) primary goal is the health and safety of the people we support, our employees, and stakeholders. The Arc is an essential business, it is critical we continue to provide services to people with intellectual and developmental disabilities and their families. This COVID-19 Reopening Plan was developed with consideration from “Maryland Strong: Roadmap to Recovery”, guidance from the State of Maryland Department of Health, the Developmental Disabilities Administration (DDA), the Centers for Disease Control (CDC), and the State of Maryland.

The Arc’s Reopening Plan is divided into four phases. The focus is to gradually reduce restrictions on operations and programs, aligned to the State of Maryland’s progress on flattening the curve and the reduction in hospitalizations. It is important to note that this plan is fluid and subject to change based on COVID-19 conditions in Maryland, the Governor’s and local official’s health orders, and how “Maryland Strong: Roadmap to Recovery” is implemented.

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# Guidance for All Employees

- All employees, including Direct Support Professionals, are required to wear a fabric facemask (which can be homemade) or surgical facemask while working. In an Arc office administrative staff may remove their face mask when alone in a private office, conference room, cubical, or outside where employees can social distance. Face masks are always encouraged.
- When an employee wears a surgical facemask, the mask must be discarded at the end of their shift, and a new surgical facemask must be used the next time they work. The Arc will provide surgical facemasks.
- All employees should wash hands regularly for at least 20 seconds with soap and water. Use only paper towels or hand drier to dry hands.
- When in an Arc office, employees and visitors must follow all protocols outlined on signs throughout the building(s).
- Employees should stay home if they are experiencing any of the symptoms or have been around confirmed cases of the flu and/or coronavirus. Contact People & Culture for any suspected exposure.
- If an employee is out sick, they must contact People & Culture before returning to work. Clearance from People & Culture is needed to return to work.
- Live-in employees who may be experiencing flu or coronavirus symptoms must consult People & Culture for guidance and should not access other parts of the house except their personal space.
- Employees who have or are planning to travel out of the state or country must contact People & Culture before returning to work, even if symptom-free and may need to quarantine based on local and state health guidelines.

## Workplace Guidelines

### Reception Areas

At The Arc's Headquarters (HQ) a new badge system will be in effect for all visitors, and employees must come to the lobby to greet their guest(s). If a guest does not need to enter the office for business necessity, they shouldn't. At both the Annapolis and Mid-Shore Regional Offices, guests should not leave the reception area. Seating has been reduced or removed in the reception area at all offices. Guests are required to wear a facemask, and are encouraged to stand on the social distancing circles when in the reception areas. Sneeze guards have been installed at the reception desks at HQ and Annapolis. Pens used by the guest(s) will be The Arc's gift to the guest. Hand sanitizer stations and/or dispensers will be readily available.

### Talent Room at HQ

Whenever possible, this room should be used for guests who come into complete documents, such as pre-employment paperwork, etc. or for a necessary in-person, confidential meeting with a guest. No more than three people are to be in the Talent Room at one time.

### Small Conference Room in Annapolis

Whenever possible, this room should be used for guests who come into complete FMS related documents or for a necessary in-person, confidential meeting with a guest. No more than three people are to be in the Annapolis Small Conference Room at one time.

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## Stairways at HQ

The stairways in the Weinberg building will be one way, with the lobby stairway to be one way going up and the Employee Entrance stairway one way going down. Signs will be posted noting the directions of each stairway. The 2nd floor of the Sheehan Center is closed; stairs are to only be used by Executive Services and Maintenance Team members.

## Elevator at HQ

The elevator at HQ will be limited to one person at a time unless the person needs assistance to navigate the elevator. Signs will be posted to note the temporary occupancy restriction of the elevator. An Executive Services team member will wipe down the elevator buttons between usage. The Sheehan Center elevator is closed; the elevator is to only be used by Executive Services and Maintenance Team members.

## Workstation Areas

Only assigned workstations are to be occupied. Employees who are assigned to A and B days should not be present on the same day unless prearranged with the Director of Executive Services or the senior leader at that office. Chairs and monitors will be removed to discourage un-occupied workstation use. As much as possible, employees' personal items should be removed for thorough nightly work surface cleaning.

## Collaboration Areas

To promote social distancing, the chair count at each office's Collaborative Areas has been reduced and should not be increased unless approved by the Director of Executive Services.

## Professional Development Center & Rollason Community Center

These rooms will only be used for required, in-person training, and meetings. The maximum capacity is determined by the phased-in plan and will be coordinated by the Director of Executive Services and/or the Senior Director of People & Culture.

## Kitchen & Common Areas

These areas should be cleaned after use and personal items are to be removed daily. Any food intended to be shared should be wrapped individually, and/or provided directly through a restaurant/food service vendor and be individually wrapped/boxed.

# Housekeeping & Cleaning

- Hand sanitizer stations and dispensers will be readily available throughout our HQ and Regional Offices.
- Disinfectant wipes will be available for employees. The location of where wipes can be found are available via signs in each building/floor at HQ and the Regional Offices.
- HQ and Regional Offices will be professionally cleaned nightly, Monday through Friday, following CDC cleaning guidelines. The Director of Executive Services will work with The Arc's cleaning vendors to ensure we maintain an adequate stock of paper products and cleaning supplies.

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# Phase 1

## Effective June 10, 2020

### Office

The Arc's HQ, Annapolis, and Mid-Shore Regional Offices will open with limited operations.

#### HQ

- Limited employees will be on-site. The CEO Cabinet, Executive Services, Development & Communications, Quality, Talent Acquisition, and some limited Finance team members will return to regular office operations. The HQ office will be open from 8:00AM to 4:30PM.

#### Annapolis Regional Office

- FMS staff will rotate into the office on a limited basis. The office will be open by appointment only.

#### Mid-Shore Regional Office

- Mid-Shore administrative staff will rotate into the office on a limited basis. The office will be open by appointment only.

All administrative, program management, FMS, and leadership employees should continue to telework unless required to return to an office for limited on-site operations. For employees returning to the office, telework is an option with approval from the employee's manager. Telework agreements are not required.

All meetings and trainings must be conducted virtually unless there is an in-person requirement. Meetings and trainings that occur in-person must have less than 10 people, including the instructor or facilitator and social distancing is to be observed. The use of outdoor space, such as the Hake Pavilion, may be used, and is encouraged for meetings when possible.

### Programs & Services

The Arc's HQ will begin to resume limited services aligned to DDA's Appendix K.

#### Community Living

All Arc group homes and personal support houses will continue to operate, and people supported should plan to stay home. Attendance at day programs will not be permitted, employment will be determined on a case-by-case basis. Outdoor activities at group homes are permitted\* while wearing facemasks and social distancing will be enforced. Visitors will be permitted\*, on a case-by-case basis, with visitors staying outside, wearing facemasks, and social distancing. Overnight visits with family or friends are not permitted. Managers, support staff (including nurses), and maintenance team members will only enter a home in the case of an emergency. All travel from the homes is restricted to essential activities, such as attending approved medical appointments, or medical emergencies.

*\*If a group home or personal supports house is quarantined or has a COVID-19 diagnosis, those protocols need to be followed, including staying home and restricting visitors.*

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### Personal Supports

Personal supports will resume with services only rendered in a person's or family's home. No community activities will be permitted, other than limited outdoor activities with facemasks being worn and social distancing enforced. All travel is restricted to essential activities, such as assisting a person in attending approved medical appointments or medical emergencies.

### Anne Arundel County Day Services

In effect as of May 18, virtual services and in-home day services for people with 1:1 support will be provided.

### Anne Arundel County Employment Services

In effect as of May 18, modified employment services are available for people served working in essential jobs. Virtual services are to be offered for those not working. No Arc transportation or on-site job coaching will be offered.

### Mid-Shore Day & Employment Services

In effect as of May 18, modified services are available for people served working in essential jobs. Virtual services are to be offered. No Arc transportation or on-site job coaching will be offered.

Admissions meetings, information & referral, and family navigation will continue to occur virtually. All events, information sessions, and non-essential training sessions for families remain canceled.

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# Phase 2

Tentatively Effective July 8, 2020

## Office

The Arc's HQ, Annapolis, and Mid-Shore Regional Offices will expand from limited operations to reduced operations.

## HQ

- Remaining 2nd floor HQ employees may return to the office. 1st floor HQ employees, unless they returned in phase 1, may return following an A and B day schedule on-site. Sheehan Center employees may return to their office. The HQ office will be open M-F 8:00AM to 4:30PM.

## Annapolis Regional Office

- Office closed. Meeting and office space may be used and reserved through the Director of Executive Services.

## Mid-Shore Regional Office

- Mid-Shore administrative employees may return to regular office operations. The office will be open by appointment only.

Liberal telework options are available for all administrative, program management, FMS, and leadership employees. Employees should discuss and get approval from their manager. Telework agreements are not required.

All meetings and trainings must be conducted virtually unless there is an in-person requirement. Meetings and trainings that occur in-person must have less than 10 people, including the instructor or facilitator and social distancing is to be observed. The use of outdoor space, such as the Hake Pavilion, may be used, and is encouraged for meetings when possible.

## Programs & Services

The Arc's HQ will begin to resume limited services aligned to DDA's Appendix K.

## Community Living

All Arc group homes and personal support houses will continue to operate, and people supported should plan to stay home. Attendance at day programs will not be permitted, employment will be determined on a case-by-case basis. Outdoor activities at group homes are permitted\* while wearing facemasks and social distancing will be enforced. Visitors will be permitted\*, on a case-by-case basis, with visitors staying outside, wearing facemasks, and social distancing. Overnight visits with family or friends are not permitted. Managers, support staff (including nurses), and maintenance team members will only enter a home in the case of an emergency. All travel from the homes is restricted to essential activities, such as attending approved medical appointments, or medical emergencies.

*\*If a group home or personal supports house is quarantined or has a COVID-19 diagnosis, those protocols need to be followed, including staying home and restricting visitors.*

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### Personal Supports

Personal supports will operate with services only rendered in a person's or family's home. No community activities will be permitted, other than limited outdoor activities with facemasks being worn and social distancing enforced. All travel is restricted to essential activities, such as assisting a person in attending approved medical appointments or medical emergencies.

### Anne Arundel County Day Services

Virtual services or in-home day services for those receiving 1:1 services remain in effect.

### Anne Arundel County Employment Services

Modified services for people served working in essential jobs remain in effect. Virtual services are to be offered for those not working. No Arc transportation or on-site job coaching will be offered.

### Mid-Shore Day & Employment Services

Modified services for people served working in essential jobs remain in effect. Virtual services are to be offered. No Arc transportation or on-site job coaching will be offered.

Admissions meetings, information & referral, and family navigation will continue to occur virtually. All events, information sessions, and non-essential training sessions for families remain canceled.

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## Phase 3

*Tentatively Effective September 8, 2020*

*This phase is aligned with Maryland's Phase 2. Implementation date is subject to change.*

### Office

The Arc's HQ, Annapolis, and Mid-Shore Regional Offices will expand from reduced operations to modified operations.

### HQ

- All HQ and Sheehan Center employees will return to their office, with 1st floor HQ employees continuing to follow an A and B day schedule on-site. The HQ office will be open M-F 8:00AM to 4:30PM.

### Annapolis Regional Office

- Office closed. Meeting and office space may be used and reserved through the Director of Executive Services.

### Mid-Shore Regional Office

- Mid-Shore administrative employees may return to regular office operations. The office will be open by appointment only.

Telework options are available for all administrative, program management, FMS, and leadership employees. Employees should discuss and get approval from their manager. Telework agreements should be completed and approved by People & Culture.

All meetings and trainings are encouraged to be conducted virtually unless there is an in-person requirement. Meetings and trainings that occur in person must have less than 15 people, including the instructor or facilitator, and social distancing must be observed. The use of outdoor space, such as the Hake Pavilion, may be used, and is encouraged for meetings when possible.

## Programs & Services

The Arc's HQ will begin to resume limited services aligned to DDA's Appendix K.

### Community Living

All Arc group homes and personal support houses will continue to operate, and people supported are encouraged to stay home whenever possible. Attendance at day programs will be determined on a person-by-person basis, with team input. All persons supported are permitted to return to work. Some community activities and travel, beyond medical appointments, may be permitted following State and County guidelines may resume on a limited basis with prior approval from a Regional Manager/Assistant Director; facemasks and social distancing protocols must be enforced. Visitors will be permitted\*, on a case-by-case basis, with visitors wearing facemasks. No overnight guests will be permitted in a group home or personal supports house. Day and overnight visits for those served with family or friends at a family's home will continue to not be permitted. Managers, support staff (including nurses), and maintenance team members may enter the home for limited activities.

*\*If a group home or personal supports house is quarantined or has a COVID-19 diagnosis, those protocols need to be followed, including staying home and restricting visitors.*



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## Personal Supports

Personal supports will operate with services rendered in a person's or family's home. Some community activities will be permitted, based on a team's decision, and following State and County guidelines; facemasks and social distancing protocols must be observed.

## Anne Arundel County Day Services\*\*

Virtual services or in-home day services for those receiving 1:1 services remain in effect.

*\*\*A plan to resume in-person Day Services in a safe and modified manner will be completed by early September.*

## Anne Arundel County Employment Services

Modified services for people served working in essential jobs remain in effect. Virtual services are to be offered for those not working. No Arc transportation or on-site job coaching will be offered.

## Mid-Shore Day & Employment Services

Modified services for people served working in essential jobs remain in effect. Virtual services are to be offered. No Arc transportation or on-site job coaching will be offered.

Admissions meetings, information & referral, and family navigation will continue to occur virtually. All events, information sessions, and non-essential training sessions for families remain canceled.

*Effective September 1, FMS will fully transition to a virtual office with all FMS employees teleworking permanently.*

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## Phase 4

### *Tentatively Effective Fall 2021*

*Implementation date is subject to change.*

Phase 4 is resuming The Arc back to pre-COVID-19 operations with all restrictions and protocols lifted. It is believed that this will not be possible until there are several therapeutic treatment options for COVID-19 and/or a vaccine for COVID-19 is available. A staged approach to full implementation of phase 4 will be developed before full implementation.