



# 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. This plan reflects changes to the reopening plan released on June 2, 2020. This plan is effective as of August 11, 2020 until further notice. 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.

Guidance for All Employees.....	2
Workplace Guidelines.....	2
Housekeeping & Cleaning.....	4
Transportation Protocols.....	4
Phase 1.....	5
Phase 2.....	7
Phase 3.....	9
Phase 4.....	11

---

# Guidance for All Employees

- All employees, including Direct Support Professionals, are REQUIRED to wear a facemask at all times. **Facemasks should cover your nose and mouth at all times.** DSPs supporting people directly should wear a disposable, surgical style, earloop mask, provided by The Arc. DSPs should change their mask after each 8-hour shift or if the mask becomes dirty during a shift.
- Staff working in an Arc office may use a fabric facemask. You may remove your face mask when alone in a private office, conference room, cubical, or outside only when employees can social distance. Facemasks are always required. It is important that the mask is clean and covers your nose and mouth.
- **It is up to each of us to hold each other accountable to ensure facemasks are worn at all times.**
- When an employee wears a surgical facemask, the mask must be discarded at the end of their 8-hour 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 and contact People & Culture if they experience any symptoms or have been exposed to confirmed cases of the flu and/or coronavirus.
- 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 experience 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 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 a business necessity, they shouldn't. At the Annapolis and Mid-Shore Regional Offices, guests are encouraged, whenever possible to remain in 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 in to 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.

### 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, personal items should be removed from employees' desks for thorough nightly work surface cleaning.

### Collaboration Areas

To promote social distancing, the chair count in Collaborative Areas at HQ and Regional Offices have 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 each 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 at all group homes and personal supports homes.
- 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 in the kitchen at all group homes and personal supports homes.
- HQ and Regional Office(s) 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. Group homes and personal supports homes high touch areas such as kitchens, bathrooms, etc. will be cleaned daily by Direct Support Professionals.

## Transportation Protocols

- All Arc vehicles used to transport people supported must have a supply of disinfectant wipes, hand sanitizer, and surgical masks in the vehicle. Employees should contact their managers about obtaining these supplies, as needed.
- Frequently-touched hard surfaces such as door handles, buckles, and armrests should be disinfected between passengers (if providing transportation for more than one person during the day) and after the trip is finished.
- Employees and people supported must disinfect their hands, using hand sanitizer immediately upon entering the vehicle.
- Both employees and the people supported should wear a facemask while in the vehicle (if the person we support is able). People who do not have a facemask will be provided one.
- Employees should encourage people to sit in a seating pattern that provides the most distance between people.
- If the weather permits, it is encouraged that windows to the vehicle should be lowered some to increase airflow and the AC fan should be turned on high.
- Employees using their personal vehicle to provide transportation to people supported are encouraged to follow all COVID-19 Transportation Protocols.
- All Arc driving and transportation policies and procedures continue to be in effect.

---

# Phase 1

*Effective June 10, 2020*

*Completed, Moved to Phase 2 on July 8, 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 with social distancing 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.*

---

### 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.

---

## Phase 2

*Effective July 8, 2020*  
*Continued Implementation*

### Office

The Arc's HQ will expand from limited operations to reduced operations.

### HQ

- All HQ administrative employees may return to regular office operations. The HQ office will be open M-F 8:30AM to 4:00PM.

### 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 will close effective September 2020 with Eastern Shore administrative staff working virtually.

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. When meetings or trainings are held outside the in-person group may exceed 10 people as long as social distancing can be maintained.

## 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 with social distancing enforced. Visitors will be permitted\* with visitors staying outside, wearing facemasks, and social distancing. Day and overnight visits\* with family or friends, not at the group home or personal supports house, may be permitted on a case-by-case basis. Managers, support staff (including nurses), and maintenance team members may enter a home to meet the needs of those served. Community outings will be permitted; this will be determined individually, through a person-centered decision process, prioritizing the health and safety of their person and those they live with.\* Facemasks must be worn by person(s) supported, Direct Support Professionals (DSP), and/or family and friends, during transportation and while out in the community.

*\*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.*

---

## Personal Supports

Personal supports will operate with services encouraged to be provided in a person's or a family's home. Community outings can be determined between the person supported (and their family) and the DSP. It is encouraged that the number of community locations visited per day is limited and the risk level of the community location be considered. Facemasks must be worn by both the person supported and the DSP during transportation and while out in the community.

## Anne Arundel County Day Services

Virtual services or in-home Day Services for those receiving 1:1 support remain in effect. For those receiving 1:1 Day Services, limited community outings may be permitted and should be determined between the person supported (and their family) and the DSP. It is encouraged that the number of community locations visited per day is limited and the risk level of the community location be considered. Facemasks must be worn by both the person supported and the DSP during transportation and while out in the community.

## Anne Arundel County Employment Services

Modified services for persons served who are working remain in effect. Virtual Services will continue to be offered for those not working. Limited Arc transportation and on-site job coaching may be offered, on a case-by-case basis. Facemasks must be worn by both the person(s) supported and the DSP during transportation and while working and/or out in the community.

## Mid-Shore Day & Employment Services

Modified services for persons served who are working remain in effect. Virtual Services will continue to be offered for those not working. Limited Arc transportation and on-site job coaching may be offered, on a case-by-case basis. For those receiving 1:1 Day Services, limited community outings may be permitted and should be determined between the person supported (and their family) and the DSP. It is encouraged that the number of community locations visited per day is limited and the risk level of the community location be considered. Facemasks must be worn by both the person(s) supported and the DSP during transportation and while working and/or out in the community.

Admissions meetings, Information & Referral, and Family Navigation will continue to occur virtually, in some instances in-person, outdoor or limited indoor meetings following social distancing may occur. All events, information sessions, and non-essential training sessions for families remain canceled.

*Effective September 1, 2020, FMS and Eastern Shore administrative staff will fully transition to a virtual office. All FMS employees will telework permanently and post-COVID-19, an Eastern Shore office will be determined based on organizational needs.*



---

## Phase 3

### To Be Determined at a Future Date

*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 employees will return to their office, with regular office hours scheduled each week with their manager. The HQ office will be open M-F 8:30AM to 4:00PM.

#### Annapolis Regional Office

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

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. Attendance at day programs will not be permitted, and employment will be determined on a case-by-case basis. Outdoor activities at group homes are permitted\* while wearing facemasks and with social distancing enforced. Visitors will be permitted\* with visitors staying outside, wearing facemasks, and social distancing. Day and overnight visits\* with family or friends, not at the group home or personal support house, may be permitted on a case-by-case basis. Managers, support staff (including nurses), and maintenance team members may enter a home to meet the needs of those served. Community outings will be permitted; this will be determined individually, through a person-centered decision process, prioritizing the health and safety of the person and those they live with.\* Facemasks must be worn by person(s) supported, DSPs, and/or family and friends, during transportation and while out in the community.

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

---

### Personal Supports

Modified services for persons served who are working remain in effect. Virtual Services will continue to be offered for those not working. Limited Arc transportation and on-site job coaching may be offered on a case-by-case basis.

### Anne Arundel County Day Services\*\*

Reduced Day Services, with limited and/or modified community outings, will be provided. Virtual Day Services or in-home Day Services for those receiving 1:1 support will remain in effect.

### Anne Arundel County Employment Services

Modified supports for people served who are working will be provided. Virtual job coaching and supports will be provided whenever possible. Limited Arc transportation and on-site job coaching may be provided on a case-by-case basis. Facemasks must be worn by both the person(s) supported and the DSP during transportation and while working and/or out in the community.

### Mid-Shore Day\*\* & Employment Services

Reduced Day Services, with limited and/or modified community outings, will be provided. Modified supports for people served working in jobs will be provided. Virtual job coaching and supports will continue to be provided whenever possible. Virtual Day Services will continue to be provided. Modified Arc transportation or on-site job coaching may be provided on a case-by-case basis. Facemasks must be worn by both the person(s) supported and the DSP during transportation and while working and/or out in the community.

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.

---

## Phase 4

### *Tentatively Effective Fall 2021*

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.