

**Accord Adult Day Center**  
**Re. CORONAVIRUS (COVID 19)**

March 12, 2020

Dear Participants, Families, Vendors and Colleagues,

The news about the Novel Coronavirus (Covid-19) is concerning to all of us and I want everyone to be assured that Accord Adult Day Center's (Accord ADH) top priority is the health and well-being of our participants and staff. In order to make informed decisions, we have closely monitored all advisories being issued by the MA Department of Public Health (MDPH) and the Centers for Disease Control and Prevention (CDC). We have taken action and we will continue to take all necessary steps and we will follow these agencies guidance to assure everyone's wellbeing. Over the last, few months we have reevaluated all our infection control policies and procedures and we have reeducated our program staff and drivers to our enhanced expectations.

A major change to our daily routine has been the addition of a daily health screening of participants and staff by our Register Nurses. This procedure has been directed by the MADPH for our industry and we will do everything within our control to adhere to this guidance.

As a licensed Adult Day Health facility, Gateway ADH has always had **infection prevention and control plans in place and as previously stated, we have enhanced our procedures to incorporate the new information provided on the DPH Novel Coronavirus advisories.** Our staff are trained and will follow established protocols. This being flu season in Massachusetts, staff also have a heightened awareness of the risks posed to our participants by respiratory illnesses and the vital importance of effective infection control practices.

Some steps our ADH Program is taking to support prevention include, but are not limited to:

- Assessing employees and participants for flu/coronavirus symptoms **before they enter the van or program** and sending participants home and for follow up care if they display concerning symptoms.
- Daily sanitizing of all touch points in the program including, such as doorknobs, handrails, soap dispensers, chairs, and door, just for example.
- Daily sanitizing of the vans after each run. Drivers will contact Program to report abnormal findings and we will decline to transport participants who appear to be ill.
- Asking all participants and staff to wash their hands or use hand sanitizer before entering the program and throughout the day.
- Providing hand sanitizer stations in all major areas at our day programs.
- Working to prevent the introduction of respiratory germs into our facility by posting signs at the entrance instructing visitors not to enter.
- Educating staff and participants on symptom awareness for Coronavirus and providing clear protocols for staff and participants to stay home if they are ill or symptomatic.
- Postponing outings/activities. We will assess this every two weeks and decisions will be made on current information.

Additionally, all employees and participants are provided with health and safety in-servicing on the following,

- Hand washing
- Universal Precautions
- Influenza/Novel Coronavirus (symptoms and safety precautions)
- Prevention measures (which include not sharing foods, drinks, hugging, no hand holding/shaking)
- We have also increased our training and retraining efforts in this area.

You are a key partner in keeping yourself and others healthy by:

- **Please communicating with our program immediately and share information relative to everyone in your family as per the following CDC guidelines. Please notify us if someone in your family:**
  1. **Has been sick with a fever (higher than 100.3 F)**
  2. **Has traveled internationally within the past 14 days from a COVID-19 affected area**
  3. **Has had close contact or exposure to a person diagnosed with COVID -19 in the past 14 days.**
- **If you are unsure of any of the above or are not feeling well, please stay home.**
- **We also strongly urge you follow common sense infection control protocol at home and while at the day program.**
  1. Wash your hands often with soap and water for at least 20 seconds
  2. If you do not have access to soap and water, use an alcohol-based hand sanitizer
  3. Avoid touching your eyes, nose, or mouth with unwashed hands
  4. Avoid close contact with people who are sick
  5. Covering your mouth and nose with a tissue (or arm) when you cough or sneeze, then throw the tissue in the trash and wash your hands
  6. Cleaning and disinfecting objects and surfaces
  7. ***Do not bring in pocketbooks, bags, or any item that could potentially transfer germs to the adult day program.***

If you would like more information, please visit DPH's new website and the CDC websites that provide up-to-date information on COVID- 19:

<https://www.mass.gov/2019coronavirus> <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

We know this is a challenging and concerning time for you and your family. We will continue to keep you updated as DPH and CDC guidance and recommendations evolve. Thank you for your cooperation and please call if you have any questions at (508) 949-3598.

Sincerely,

Joseph Rizzo, LNA, MBA  
Executive Director/Owner