

# Starfish Safe Start Plan

## Family Handbook



STARFISH

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FAMILY SERVICES

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# Starfish Safe Start Plan

## What's the purpose of The Plan?

The Starfish Safe Start Plan is a series of recommended best practices for safety, environment, and public health used to support the health and well-being of Starfish employees and families during COVID-19. This plan may change as new information or guidance is shared. The type of services a family is getting, for example in-person versus virtual education or virtual therapy, may change to meet the safety needs of the family and Starfish employee. The information in this handbook is recommended based on guidance from Federal, State, and Local authorities. Starfish's focus is the health and safety of our employees and the families we serve.

# Starfish Safe Start Task Force

## How was The Plan developed?

As part of our focus on the health and safety of Starfish families and employees, a team known as the Starfish Safe Start Task Force (SSSTF) created the Starfish Safe Start Plan. The Safe Start Plan shows how Starfish services will begin to reopen in multiple phases using a flexible plan. The SSSTF used information from employees, families, and best practice recommendations to create the Safe Start Plan. Through the creation and implementation of the Safe Start Plan we hold in mind our Blueprint for Brighter Futures and how our plan aligns with our commitment to Healthy Families, Successful Students and Empowered Families.



# Communication Plan

## How will families stay informed?

Transparent and frequent communication of the plan is critical. Here are the ways we will keep families informed through the process:

- Families will receive a copy of the Starfish Family Safe Start Handbook that shares the steps Starfish is using to promote health and safety for Starfish services
- Signs at Starfish locations will remind families of Starfish's steps (e.g. mask wearing, proper handwashing, keeping 6 feet of social distancing, etc.)
- Any updates to the plan as guidance or steps change
- Surveys to measure changes in feelings of safety during reopening
- Families will sign a consent form agreeing to the steps before returning to in-person services
  - Starfish employees will support families in understanding steps
  - Families who are in more than one program may need to sign more than one consent

According to the Family Feedback Survey, approx 96% of families felt that Starfish's communication was timely, clear, and supportive!

# Our Multi-phase Approach

## How are we preparing for the unknowns?

We understand that there will be a lot of nervousness to return to normal services. Driven by data and feedback from employees and families, our multi-phase approach to returning to in-person on-site services allows us to be flexible to unknowns and make changes as the situation changes. This approach helps to lower the potential for exposure and transmission as much as possible, making sure that we have time to get buildings ready for reopening, ability to learn and make changes as we move forward, all based on Michigan's Safe Start Plan.

### Phase 1

#### Late July/Early August

Pilot Health & Safety Protocols

Return of limited in-person services

Essential Services continue (food/diaper distribution; facilities work; food service)

### Phase 2

#### Early/Mid August

Hybrid Behavioral Health Services (BHS) telehealth and in-person

Preparation of Early Childhood Education (ECE) centers for Fall Programming

Family Service Guides, Center Leaders, on-site to support finalization of enrollment

Essential Services continue

### Phase 3

#### Late August/Early Sept

Hybrid BHS telehealth and in-person

ECE centers staggered opening based on community transmission risk; In-person and virtual options; Reduced classroom size

Phase out of food distribution; Diaper distribution continues

# Family Health and Safety Steps

During COVID-19 Starfish will take steps to minimize the risk of spreading this disease. These steps show the health screening steps that all families will follow before meeting in-person with a Starfish employee. All family health screening and temperature check information will be kept private.

## Check In Health Screening

When families arrive at a Starfish location there will be a screening station. Screening stations will keep social distancing (at least six feet between people) for people who are not in the same group/family and will use safety barriers. Some programs may use a different screening system, such as screening clients/students at the vehicle during drop off and having an escort bring them to their classroom or office. Starfish employees will call community-based families before the meeting to ask screening questions.

## Health & Safety Screening Questions

Anyone entering a Starfish building or receiving community-based services must pass the health screening. For all minors, a parent/guardian will answer the screening questions.

- **If the answer is 'yes' to any of the screening questions that person cannot enter the building:**

1. Do you have any flu-like symptoms, such as a fever, an unproductive/dry cough, shortness of breath, sore throat, or diarrhea?
2. Have you been in close contact in the last 14 days with someone diagnosed with COVID-19?
3. In the past 14 days have you traveled via airplane internationally?

- Everyone within the same group/family will not be allowed to enter the building if one person does not pass the health screening. Starfish community-based employees will not be allowed to enter the home if one person does not pass the health screening.
- Anyone who does not pass the screening test will need to remain symptom free for three days and needs to speak to a Starfish employee before returning for services.

If someone is dropped off at a Starfish location by a transportation service such as Uber or a school bus and the individual does not pass their health screening, they will be separated from others until transportation arrives to pick them up.



# Family Health and Safety Steps cont.

## Temperature Check

Everyone must have their temperature taken before entering a Starfish building or before a Starfish community-based employee can enter the family's home. A trained Starfish employee will use a non-contact thermometer and will take safety steps to take temperatures. If someone has a temperature of 100.4 or higher, they cannot enter the building and/or the Starfish employee may not enter the home, until they are three days fever free without the use of medication.

## Handwashing

Per the CDC, washing hands is an effective way to help prevent the spread of this disease. People should be washing their hands often, using soap and water for at least 20 seconds.

## Face Coverings

All clients/students and visitors must wear face coverings when at a Starfish location or when Starfish services are happening in their home. Exceptions to this requirement will be made based on the age of the child and the environment in which their services take place, in accordance with recommendations from State and Local authorities. Additional guidance on who must wear masks and when will be provided by your Starfish service provider(s). All instructions provided by the CDC on how to wear, clean and dispose of face coverings should be followed. Due to the short supply of cotton masks, people are encouraged to follow CDC guidance on creating their own cloth face-covering. People should wear their own personal face covering but if someone forgets a face covering or the covering is not proper or offensive, Starfish will provide one. For those whose health or safety is put at risk by wearing a cloth face covering, they should contact their Starfish provider.

According to the Family Feedback Survey, wearing masks is one of the top ways Starfish can increase feelings of safety.



# Family Health and Safety Steps cont.

## Escorts

Escorts may be used at the screening station or client/student vehicle to walk clients/students to their classroom or office. Parent/Guardians will not need to be screened if they are not entering a Starfish building. Escorts will be Starfish employees and are responsible for signing clients/students in and out. Escorts will follow their current program steps for drop off and pick up.

## Drop-off

Drop-off times will be spaced out leaving at least a 15-minute gap between start times to prevent long wait times at health screening stations and to follow social distancing steps. Waiting areas will only be used for families that do not have a car and need a place to stay while the client/student is receiving services. Only one visitor should wait in the waiting room, unless there are siblings. Anyone who needs to wait in the waiting area will need to pass the health screening.

## Pick-up

Pick up times will be spaced out leaving at least a 15-minute gap to follow social distancing steps. Escorts will walk clients/students out of the building to the pick-up location. The escort is responsible for making sure they are releasing the client/student to an appropriate guardian and will maintain a sign in and sign out method that works best for the program.

## Change in Health

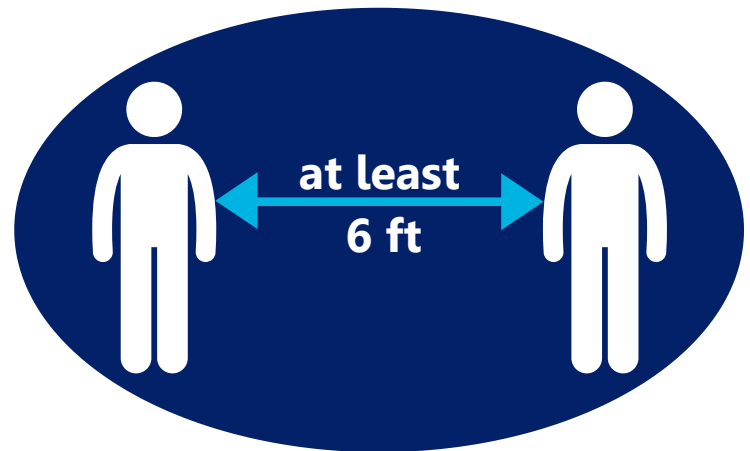
Starfish employees will be monitoring clients/students' health during services. If a client/student appears sick, they will need to be separated from others until their parent/guardian can pick them up.

- Signs a client/student might be sick can include:
  - General mood or changes in behavior
  - Elevated body temperature
  - Skin rashes, unusual spots, swelling or bruises
  - Complaints of pain and not feeling well
  - Symptoms related to COVID-19
    - including but not limited to any flu-like symptoms, such as a fever, an unproductive/dry cough, shortness of breath, sore throat, or diarrhea



## Social Distancing Steps

During COVID-19, Starfish will use social distancing guidelines as recommended by the CDC in Starfish building and in the community. Social distancing or physical distancing is a set of steps to help prevent the spread of COVID-19 by keeping a physical distance of six feet between people and reducing the number of times people come into close contact with each other.



## Facility Safety Steps

Steps will be taken at all Starfish locations for the safety of employees and families. Safety barriers, safety boundaries and a safety checklist will be used to support health and safety.



## Safety and Cleaning Supplies Steps

These steps help all Starfish services to have supplies to keep all clients/students and families safe.

- Cleaning supplies used will be disinfectant spray, wipes, bleach, alcohol wipes, hand sanitizer, hand sanitizer dispensers, hand sanitizer refills.
- Protective wear used will be cloth face coverings, disposable masks, gloves, and face shields.
- Starfish employees will have an extra set of clothes or an oversized button-down shirt with them in case they need to change their clothing during the workday.
- Non-contact thermometers, touchless trash cans, 'yuck' buckets and bags to store reusable masks or personal items to be brought home and washed daily will be used.



# Safety and Cleaning Supplies Steps cont.

## Community-Based Supply Kits

Community-based Starfish employees will have kits that include cleaning supplies, protective wear and additional supplies. Cleaning supplies include disinfectant wipes or spray and rags or paper towels, and hand sanitizer to use at client/student homes and in employee vehicles between visits. Protective wear includes gloves, disposable masks, cloth face coverings, or face shield. Additional supplies include totes/bags, yuck buckets, and sealable plastic bags. The Starfish employee will use a different bag for each family and will not bring items that have not been cleaned into anyone's home.



## Emergency Response Steps

If there is a known COVID-19 case at a Starfish location these steps will be followed:

- The Starfish employee will separate the client/student/visitor.
- If the client/student/visitor is a minor, the Starfish employee will call the guardian or emergency contact. A Starfish employee will remain with the child.
- The client/student/visitor will be given more safety gear if needed and the Starfish employee will put on more safety gear.
- The client/student/visitor should go home or to the nearest health center. Public transportation should not be used, and Starfish employees cannot drive the client/student/visitor.
- The classroom/office and any common areas will be cleaned by Starfish employees.
- Anyone who might have been in contact with the client/student/visitor will be told while making sure that private information is not shared about the client/student/visitor. For example, the name of the client/student/visitor will not be shared.
- The Starfish location might be closed for cleaning. If a building or service is closed, families will be told.

# Cleaning and Disinfecting Steps

Cleaning and disinfecting will happen before Starfish locations reopen and will happen each day to try to stop the spread of COVID-19.

## Classrooms, Clinics, and in the Community

All items that are not easily disinfected will be removed from classrooms and clinics, such as toys made of 'soft' materials, rugs, blankets, and furniture.

- All high-touch solid surface areas, such as door handles and tables, will be cleaned and disinfected at least three times a day.
- All less frequently used surface areas will be cleaned and disinfected daily.
- All shared objects/toys will be cleaned and disinfected between each use and if the object is put in a person's mouth.
- 'Yuck buckets' will be used to store all toys to clean and disinfect at the end of the day.
- All floors will be cleaned daily. Carpeted floors will be vacuumed daily, and non-carpeted floors will be vacuumed and mopped daily.
- An electrostatic disinfectant sprayer technology (Emist) will be used to complete all disinfecting at minimum 2-3 times a week but is recommended every other day.
- In classrooms, Only bedding (sheets, pillows, blankets, sleeping bags) that can be washed should be used. Each child's bedding will be stored in individually labeled bins, cubbies, or bags. Bedding will be washed by Starfish weekly or before another child uses it.
- Community-based employees will have cleaning and protective wear kits. All items that are not easily disinfected will not be taken into a home.



# Cleaning and Disinfecting cont.

## After Contamination

If a client/student, visitor, or employee shows symptoms of COVID-19, the following cleaning steps will be followed:

- Any areas where the person was will be closed until they have been cleaned and disinfected.
- All areas used by the sick person, such as offices, bathrooms, shared areas, and any shared materials, such as electronic equipment or toys, will be cleaned and disinfected
- Electrostatic disinfectant sprayer technology (Emist) will be used after cleaning to disinfect.
- If more than 7 days has passed since the sick person was at a Starfish location, additional cleaning and disinfection does not need to happen.
- If a person is diagnosed with COVID-19, has been in a Starfish location and poses a risk to the community, the Starfish location might close for a short time to be cleaned and disinfected.

According to the Family Feedback Survey, increased cleaning and sanitation is the number one way Starfish can increase feelings of safety.

