

Frequently Asked Questions – COVID-19

Last updated: 3/18/2020

AZA United has created this COVID-19 FAQs document to provide updated information for employees and families receiving services. This document is available on our website and will be updated whenever changes are necessary. Email announcements will also be sent noting any significant changes. This document contains the following sections:

1. General FAQs and information about COVID-19
2. Precautions taken by AZA United to reduce risk
3. FAQs for AZA employees
4. FAQs for AZA families
5. Daily safety checklist for services

AZA United has also set up an email inbox specifically for COVID-19 inquiries to ensure a rapid response:
covid19@AZAUnited.org

General FAQs and Information about COVID-19

What is COVID-19?

The Centers for Disease Control and Prevention (CDC) is responding to an outbreak of respiratory disease caused by a novel (new) coronavirus that was first detected in China and which has been detected globally, including in the United States. The virus has been named “SARS-CoV-2” and the disease it causes has been named “coronavirus disease 2019” (abbreviated “COVID-19”).

What are the main symptoms of COVID-19?

The following symptoms may appear 2-14 days after exposure:

- Fever
- Cough
- Shortness of breath

How is COVID-19 spread?

The CDC reports that the virus is thought to spread mainly from person-to-person through respiratory droplets when a person coughs or sneezes, particularly if you are in close contact (the CDC states within about 6 feet) of the infected person. It may also be possible to get COVID-19 by touching a surface or object that has the virus on it and then touching your mouth, nose, or eyes.

How can I help prevent illness or the spread of COVID-19?

Per the CDC, the best way to prevent the virus is to avoid being exposed to the virus. This virus is thought to spread mainly person-to-person. Please see the CDC website listed below for more information.

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your face, mouth, nose, and eyes
- Cover sneezes and coughs with a tissue, or use the inside of your elbow, and throw used tissues away immediately.
- If you are sick, wear a facemask when you are around others
- Clean and disinfect frequently touched surfaces daily

Where can I find out more information about COVID-19?

The following websites offer up-to-date information on COVID-19 nationally and locally (Arizona):

- *Centers for Disease Control:*
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- *World Health Organization:*
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- *Maricopa County Public Health Dept:*
<https://www.maricopa.gov/5460/Coronavirus-Disease-2019>
- *AZ Department of Health Services:*
<https://www.azdhs.gov/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/index.php#novel-coronavirus-home>

Precautions taken by AZA United to reduce risk

What general precautions are being taken?

- Any non-critical gatherings, tours, classes or events have been cancelled or postponed.
- All staff are directed to not come into work if they are feeling or displaying any symptoms, and to seek medical treatment as needed.
- Any staff member displaying symptoms will be sent home. Staff must be symptom and fever free for at least 72 hours without the use of medication (e.g., cough suppressant, fever reducer, over the counter, etc.) before returning to the workplace.
- All have been asked to inform Human Resources of any travel outside of AZ within the past 2 weeks, as well as hosting any house guests from outside of AZ. Staff must also report any participation in festivals, concerts, or other potentially high-risk gatherings. Quarantines may be imposed for high risk areas or activities.
- All staff are directed to practice social distancing (no handshakes, 6 feet apart, etc.).

- All staff are directed to do a quick visual screening upon first seeing the child to ensure no symptoms are immediately present (warm temperature, coughing, shortness of breath, etc.).

What is being done to reduce the risk of exposure in the HOME environment?

- All parents and providers are asked to communicate with each other prior to the start of each shift to confirm that they have no symptoms or unusually high probability of exposure.
- A checklist has been provided for parents and providers to ensure all key areas are discussed.
- Home based-providers should not visit more than three different client homes during any 2-week period.
- Most clinical services have been shifted to telehealth wherever possible.
- Parents or providers may cancel sessions without penalty if they have any doubts or concerns.

What additional measures are in place to reduce the risk of exposure in the OFFICE environment?

- All meetings and interviews are being conducted virtually whenever possible.
- Clinical staff are doing administrative duties remotely from home to avoid going into the office.
- All staff and visitors are directed to wash their hands in the nearest restroom upon entering.
- Signs are posted on office doors asking delivery carriers to leave packages outside the door.
- All frequently touched surfaces are being wiped down at least daily with disinfectant.
- Professional cleaning services are scheduled daily.
- No more than 10 people at a time may gather in any area of the office (when necessary).

What additional measures are in place to reduce the risk of exposure in the CLINIC environment?

- Each treatment room is limited to a maximum of one child at a time.
- Treatment areas are limited to clinical staff, and only as needed for parents/guardians.
- All clinic-based staff must wash hands before and after each client session.
- All used toys and materials are wiped down after each client session. Any toys that have been mouthed, sneezed on, or otherwise have higher risk are put in a separate bin to be washed and disinfected later.

FAQs for AZA employees

What should I do if I feel sick, or someone in my household is ill?

Staff members who have symptoms of acute respiratory illness (i.e., cough, shortness of breath) are to stay home and not come to work until they are free of fever (100.4° F or greater using an oral thermometer), signs of a fever, and any other COVID-19 related symptoms for at least 72 hours, without the use of fever-reducing or other symptom-altering medicines (e.g., cough suppressants). If someone in your home has symptoms, monitor your own symptoms closely and err on the side of caution if you have COVID-19 related symptoms.

Habilitation Providers who are not able to work scheduled habilitation or respite shifts should communicate directly with their client families. All other staff should report directly to their supervisors.

All staff should suspend all work activities, self-quarantine and notify the main office immediately if you are diagnosed with COVID-19. Call the main number and push 9 to reach the emergency line.

What if I have had contact with someone diagnosed with COVID-19?

If you have been exposed to someone with COVID-19, cancel any upcoming sessions with clients and immediately notify Human Resources. AZA United will generally follow the guidelines set forth by the AZ Department of Health Services. At this time, that guideline is for individuals to self-quarantine for a period of 14 days. Category A employees should notify their supervisor as soon as possible. Habilitation & Respite Providers may call the main office or email: covid19@AZAUnited.org

What should I be doing to ensure client safety if I am conducting services?

Any staff experiencing fever or shortness of breath should cancel in-home appointments until cleared by a doctor. AZA United recommends checking your temperature if you have any suspicion of a possible fever, especially within 2 hours of providing services, and follow the above protocol if a fever of over 100.4° F is recorded. Follow all other recommended guidelines as needed listed by the CDC above.

Staff who work in a clinic setting will be screened daily to ensure no clear symptoms are present, including checking temperature if necessary. Staff will also be required wash hands thoroughly before and after each session with a child. All toys will be thoroughly cleaned with Clorox wipes after each session. All areas of the clinic, including doorknobs, light switches, chair handles, tables, etc. will thoroughly sanitized at least once a day or more as needed.

FAQs for AZA families

When should I reschedule or cancel service appointments?

Please cancel services if the child or anyone living in the home has symptoms of acute respiratory illness (cough, shortness of breath) and/or a fever (100.4° F or greater using an oral thermometer). Services should not begin until COVID-19 related symptoms have not occurred for at least 72 hours, without the use of fever-reducing or other symptom-altering medicines (e.g., cough suppressants). Please follow our current procedures for notifying therapists or other staff members if this occurs. We understand that these are unusual circumstances and want to assure families that there will be no negative effect on services if cancellations are necessary during this time of high alert.

How do I cancel a scheduled appointment?

For in-home services, please contact your provider directly, or call the main office if needed. For a clinic appointment, please contact AZA United at 602-773-5773 or email: covid19@AZAUnited.org

What if some in my home has had contact with someone diagnosed with COVID-19?

If anyone in your home has been exposed to someone with COVID-19, cancel any upcoming sessions with providers and immediately notify the main office. The CDC has recommended that anyone who has been exposed to someone with the COVID-19 virus should quarantine themselves for a 2-week period. If someone in the client household is self-quarantined, services must be suspended until that quarantine is lifted and all members of the household are symptom-free for the recommended period.

What can I do to help maintain a safe working environment for AZA United staff?

If you are receiving in-home services, please ensure a safe environment by following all of the recommended protocols for preventing illness, including sanitizing frequently-touched surfaces. It is also very important to openly communicate before each session with your in-home provider to address any concerns. In addition, it is recommended that staff be allowed to frequently wash their hands in the home environment. For clinic-services, it may be necessary for staff to check your child's temperature if there are any signs of a possible fever. You will be contacted immediately if staff have any concerns.

Given the official pandemic status, we will err on the side of caution and will cancel or discontinue sessions if any symptoms are present. Thank you for your understanding and please contact us with any question or concerns.

If you have additional questions or concerns that were not addressed in these FAQs, you may fill out this online survey either anonymously or with your contact information for follow up:

[Click here to submit a question or suggestion](#)

See next page for a "Daily Safety Checklist for Services."

Daily Safety Checklist for Services

During this period of caution regarding exposure risk for COVID-19, all AZA United staff members and parents/guardians must communicate with each other prior to the start of each service session. Use this checklist to ensure you are covering all key factors. Based on the information discussed, determine if it is appropriate to conduct services as planned or to cancel the session.

This checklist is valid as of the date on the bottom of this document. For the most current version, visit: <https://azaunited.org/uploads/client/pdf/C19-Daily-Checklist.pdf>

During this time of heightened precautions, home-based providers should not be visiting more than three client homes during any two-week period. AZA United can also provide Personal Protective Equipment (PPE) such as gloves or shoe covers upon request. If you feel the need to wear a mask, you should just cancel the session. If you have any questions, call our main office or email: covid19@AZAunited.org

To ensure the health of all employees and client families, please discuss the following questions prior to the start of each session.

If the answer to any of the following questions is YES, sessions should be cancelled.

1. In the past two weeks, have you or anyone in your home traveled to an area (or through a major airport in that area) currently known to have local spread of COVID-19? (China, Europe, certain parts of the United States, etc.).

See map of current US cases here:

<https://www.nytimes.com/interactive/2020/us/coronavirus-us-cases.html>

2. In the past two weeks, have you or anyone in your home attended any large gatherings (concerts, festivals, conferences, etc.) or come into close contact (within 6 feet) of someone who has a confirmed COVID-19 diagnosis?
3. In the past 72 hours, have you experienced any signs of a possible fever?
4. In the past 72 hours, have you had any symptoms of lower respiratory illness such as cough, shortness of breath, or difficulty breathing?
5. Do you have any other reason to believe that you or anyone in your home might be at an increased risk for COVID-19, or in a high-risk category for health complications?