

CLIENT COVID-19 EXPOSURE and POSITIVE PROTOCOL
(available on HCRS intranet)

To maximize the health and safety of the HCRS community, it is essential clients are *encouraged* to follow these guidelines.

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Reminder: day 0 is the first day of COVID symptoms or the date the positive test was taken, whichever came first.

When a Client has a Close Contact COVID-19 Exposure

IF CLIENT:

Had a close contact exposure with a COVID-positive person...

Note: close contact means closer than 6 feet for 15 or more minutes within a 24 hour period with a COVID-positive person. Vaccination status and use of masks are not factored in.

THEN DO THE FOLLOWING:

Strongly encourage the client to wear a medical grade mask at ALL times when around other people for 10 days following the exposure.

- If they are fully vaccinated (booster status does not matter), let them know that per Vermont guidelines, if they do not have symptoms, they do not need to quarantine. Also let them know that due to the number of vulnerable people HCRS supports, we are operating more cautiously than the state guidelines so all services will be remote for 10 days following the exposure unless there is a critical in-person service need. Discuss with your manager any critical in-person service needs prior to providing them.
- If they are not fully vaccinated, let them know Vermont guidelines encourage them to quarantine. Also let them know services will be remote for 10 days following the exposure unless there is a critical in-person service need. Discuss with your manager any critical in-person service needs prior to providing them.

Strongly encourage a test on day 5. If they test positive, follow the steps for COVID-positive clients.

If the client develops symptoms at any time, refer to the guidance on page 2, *When a Client has COVID-19 Symptoms*.

When a Client has COVID-19 Symptoms

This guidance is for people who are vaccinated, boosted, or unvaccinated.

IF CLIENT:

Has COVID symptoms...

(Symptoms include: fever, chills, cough, shortness of breath, difficulty breathing, fatigue, muscle aches, body aches, headache, new loss of taste or smell, sore throat, congestion, runny nose, nausea, vomiting and/or diarrhea)

THEN DO THE FOLLOWING:

Strongly encourage them to stay home and away from others, get a PCR test on or after day 5, and remain at home until they get their test results.

If the test comes back positive, follow the steps on page 3 for when COVID-19 is confirmed.

If the test comes back negative, symptoms have improved, **AND** they have been fever-free for 24 hours without fever reducing medication, in-person services can resume.

When COVID-19 is Confirmed

This guidance is for people who are vaccinated, boosted, or unvaccinated.

If a client has a POSITIVE test (PCR, LAMP, or Antigen), per Vermont guidelines, they are strongly encouraged to stay home and isolate for at least 10 days.

Let them know services will be remote for 10 days following the exposure unless there is a critical in-person service need. Discuss with your manager any critical in-person service needs prior to providing them.

They can receive in-person services after day 10 if:

- They never had symptoms, or their symptoms have improved and they feel better
- **AND** they have been fever-free for at least 24 hours without fever reducing medication

Staff immediately contact their direct supervisor and share the known information about the positive case.

Staff use their division's COVID Worksheet (available on HCRS intranet) to obtain additional critical information about the client's illness situation.

Staff submit the completed COVID Worksheet by the end of the business day they learned of the situation and send the worksheet to their direct supervisor and division director.

As applicable, staff complete and submit the State Critical Incident Report (CIR) within 24 hours of learning of a positive test. A CIR is done for both a positive PCR and a positive antigen test.

As applicable, the direct supervisor or Area Manager notifies all staff who have been exposed and instructs the exposed staff to contact the HCRS Staff COVID Line. At that point, the COVID-19 Staff Protocol is followed for the exposed staff. Please refer to that protocol for details.

As applicable, the direct supervisor works with relevant staff to identify a plan for all exposed clients, family members, and other relevant personnel (e.g. agency contractors) to be notified of their exposure to a COVID-positive person. The name of the positive person is never shared during these notifications. Testing is strongly encouraged of all people exposed.

As applicable, staff follow-up with the client about test results, symptoms, etc. and update their direct supervisor, who updates the Division Director.

**When a Client's
Household Member Tests Positive for COVID-19**

This guidance is for people who are vaccinated, boosted, or unvaccinated.

Unless there is a critical in-person service need, the client is only offered virtual services. Critical in-person service needs are discussed with the Area Manager and, as applicable, other supervisors and/or the Division Director.

The client is encouraged to limit contact with the positive household member(s) to the greatest extent possible and to wear a medical grade face mask whenever they have to be in the same rooms as the positive household member. Please refer them to the *Tips for Managing a Positive COVID Case in Your Home* document.

The client is strongly encouraged to schedule a PCR test to be administered at day 5 or after.

Depending on the PCR test results (if the client agrees to test), if the positive house member is able to isolate, and the need for a critical in-person service, the client is provided with the following guidance:

If positive PCR or antigen test	Please refer to guidance on page 3 of this document, <i>When COVID-19 is Confirmed</i>
If negative PCR or antigen test	<p>The client may resume in-person services IF the positive household member(s) is effectively isolating from the client.</p> <p>If isolation is not possible, the client will not resume in-person services until 14 days after the household member tested positive</p>
If declines PCR and antigen test	The client is strongly encouraged to stay home for 20 days after the date the household member tested positive