

Date: June 7, 2021

To: DD Waiver, Mi Via Waiver, Supports Waiver, State General Fund Providers and Stakeholders

From: Casey Stone-Romero, Community Inclusion Manager
Developmental Disabilities Supports Division



Through: Scott Doan, Deputy Director
Developmental Disabilities Supports Division



Subject: Day Services and Congregate Facility Reopening Plans

Effective July 1, 2021 all DDSF funded congregate day service facilities may reopen, with an approved Reopening Plan. The reopening effective date of July 1, 2021 is subject to change pending any additional guidance and/or directives from the Governor's Office or from the Office of the New Mexico Department of Health Cabinet Secretary. If your agency provides services on Tribal lands, please be aware of additional/different Public Health Order requirements based on Tribal jurisdiction.

Congregate facilities are required to submit a detailed Reopening Plan to their respective Regional Office(s). The Agency's Reopening Plan must **first** be approved by the Regional Office Director or the Community Inclusion Manager in each region they expect to provide day services before face-to-face services resume. If an agency provides services in multiple regions separate plans must be submitted for each region. **All existing service definitions, staffing ratios and service standards apply. In addition, guidance on Remote Based Services, released September 1, 2020, continues to apply. Day services may still include services in the home, remote based, community based and now facility based.** An individual and/or guardian has the right to choose to utilize multiple service delivery options at separate times throughout the week to create a "hybrid" expanded model of service locations. The exception for in home and remote based day service models is allowed through the Appendix K as approved in January 2021 by the Centers for Medicare and Medicaid Services (CMS) which expires 6 months after the end of the National Public Health Emergency. If an agency is unable to provide a day service as chosen by an individual and/or their guardian that individual has the right to choose a provider that can accommodate their needs.

Applicable Service Types for Congregate Facility Reopening Plans:

- **DD Waiver**
Customized Community Supports-Group (CCS-G), Category 1 and Category 2
- **Mi Via**
Customized Community Group Supports (CCGS)
- **Supports Waiver**
Customized Community Supports-Group
- **State General Fund**
Day Services

DDSD is not providing a required format for your Agency's Reopening Plan, however, the following is an outline of items that are minimum requirements to be addressed:

- I. Agency Name, Address, Phone Number, Email Address, COVID-19 Plan Author and Contact
- II. Site Address(es) where Reopening Plan will be implemented
- III. Proposed services and method of service delivery
- IV. Plan to ensure that individual choice and needs are met if someone requests service delivery location (home, remote based or center) that is not available at the current agency including agency policy for transitions
- V. Proposed Reopening Date for each site/location (Agencies may reopen as early as July 1, 2021 with an approved Reopening Plan, however, if an agency elects to set a future date, please provide date and explanation for delayed implementation)
- VI. Implementation of applicable Public Health Order Mandates
- VII. Hiring Plan, if applicable, Staffing Plan and Backup Staffing Plan (to include number of staff required to meet staffing ratios per standards and individual person-centered plans to safely reopen.)
- VIII. Staff Training on Reopening Plan
- IX. Facility Capacities (including limits and maximums)
- X. Daily attendance and visitor roster plans
- XI. Daily COVID-19 Screening procedures for staff, individuals, and visitors
- XII. NM Environment Department COVID-19 Reporting for Employees
<https://nmgov.force.com/rapidresponse/s/>
- XIII. Personal Protective Equipment (PPE) including mask requirements, as applicable
- XIV. Hygiene Protocols including handwashing, hand sanitizing, bathroom use
- XV. Transportation and disinfection of vehicles
- XVI. Activities of Daily Living (ADLs) or Instrumental Activities of Daily Living (IADLs) (i.e., communication, personal hygiene, eating, toileting, transferring/mobility)
- XVII. Meals and Snacks (i.e., seating arrangements, food preparation to include appliance use and cleaning, PPE, as appropriate, staffing plans to implement CARMPs and Mealtime Plans, use of paper goods for utensils, sanitation of plates, bowls, cups, glasses, utensils, etc. if paper goods are not being used, etc.)
- XVIII. Therapy, BSC and Nursing scheduling and service delivery
- XIX. Sanitation, Disinfection & Cleaning schedule of building/facility
- XX. Ventilation Improvement (i.e., fans, open windows, HVAC system filtration)
- XXI. Facility-based service schedule
- XXII. Isolation, infection prevention and control
- XXIII. Quarantine criteria for individuals and staff
- XXIV. Notification process for possible exposures (who will receive, i.e., DSPs, individuals, families, guardians, etc., how will they receive the notification and timeframes in which communication will occur).
- XXV. Reporting possible exposures outside of day services (Direct point of notification and tracking of incoming information)
- XXVI. Reopening Plan communication process to constituents, including providing a copy of the Agency's Reopening plan to all constituents

DDSD recommends that group day services be provided in pods that include the same individuals and staff, where possible. The agency must attest by signature of plan author, Agency Director, and/or Governing Board that the Reopening Plan will be implemented and followed as submitted. Completed Reopening Plans must be submitted to the respective Regional Office Director or the Community Inclusion Manager for approval, prior to reopening. DDSD will begin accepting Reopening Plans as of the date of this memo. Reopening plans will be reviewed and returned to the Reopening Plan Author within 5 business days.

Questions can be directed to Casey Stone-Romero, Community Inclusion Manager at casey.stone-romero@state.nm.us or 505-467-9272.

A review of this guidance and a question-and-answer session will be held from 1:30-2:30 p.m. on Wednesday, June 9, 2021 at the Webex link or dial-in information provided below.

Join from the meeting link

<https://nmdoh.webex.com/nmdoh/j.php?MTID=m2c853b238b8bda04431cb2889222954f>

Join by meeting number

Meeting number (access code): 1873 04 5726

Meeting password: QMdQAJX39F7

Tap to join from a mobile device (attendees only)

[1-844-992-4726](tel:1-844-992-4726),[1873045726##](tel:1873045726) United States Toll Free

[+1-408-418-9388](tel:+1-408-418-9388),[1873045726##](tel:1873045726) United States Toll

Join by phone

1-844-992-4726 United States Toll Free

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Join from a video system or application

Dial [1873045726@nmdoh.webex.com](tel:1873045726)

You can also dial 173.243.2.68 and enter your meeting number

The banner features the NMDOH logo on the left, which includes the text 'NMDOH' and 'NEW MEXICO DEPARTMENT OF HEALTH'. To the right of the logo, the text reads: 'Do you want to pre-register for your COVID-19 Vaccine? Visit cvvaccine.nmhealth.org to register today.'

Resources:

- NM DOH COVID-19 Site: <https://cv.nmhealth.org/>
- New Mexico's COVID-19 Hotline Call: 1-855-600-3453
- Non-Health Related COVID-19 Questions Call: 1-833-551-0518
- DDSD COVID-19 Site: <https://nmhealth.org/about/ddsd/diro/ddcv/>
- NM DOH COVID-19 Safe Practices: <https://cv.nmhealth.org/covid-safe-practices/>

- Report a Public Health Order Violation: <https://www.newmexico.gov/2020/03/25/how-to-report-non-compliance-within-a-business-a-violation-of-the-mass-gatherings-ban-or-other-violations-of-the-public-order/>
- NM DOH COVID-19 Vaccine General Information: <https://cv.nmhealth.org/covid-vaccine/>
- NM DOH COVID-19 Vaccine Site: <https://cvvaccine.nmhealth.org/>
- New Mexico's Crisis and Access Line Call: 1-855-662-7474
- [Information for Workers Affected by COVID-19](#)
- [Best Practices on Use of Face Coverings](#) (CDC)
- [Food Safety and Coronavirus](#) (FDA)
- [Handwashing Video](#) (Ecolab)
- [Handwashing 101](#) (ServSafe)
- CDC Disinfecting a Building: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>
- CDC Extra Precautions: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html>
- CDC Rural Communities: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/other-at-risk-populations/rural-communities.html>
- CDC Transportation Guidance: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html>
- CDC Transportation Disinfection Guidance: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>
- COVID Containment Policies: [EPI-COVID19-Containment-Policies-2.24.21.pdf](#) (nmhealth.org)
- [Coronavirus Preparation and Response Toolkit](#) (Argentum)
- [Interim Health Care Infection Prevention and Control Recommendations for Patients Under Investigation for Coronavirus Disease 2019 \(COVID-19\)](#) (CDC)
- New Mexico Environment Department Occupational Health and Safety Bureau COVID-19 FAQs https://www.env.nm.gov/occupational_health_safety/new-mexico-occupational-safety-and-health-bureau-covid-19-frequently-asked-questions-faq/
- Record Keeping and Reporting Occupational Injuries, Illnesses and Fatalities, New Mexico Administrative Code 11.5.1 NMAC, Section 16 effective 1/26/2021 <https://www.env.nm.gov/wp-content/uploads/2021/03/11.5.1.16-Amendment.pdf>
- CDC Ventilation in Buildings- <https://www.cdc.gov/coronavirus/2019-ncov/community/ventilation.html>
- All Together New Mexico-COVID Safe Practices Document- <https://indd.adobe.com/view/3f732e94-0164-424d-9ac6-a0ace27e70c8>
- [Participants at Adult Day Services Centers and Their Caregivers](#) | CDC
- [EPI-COVID19-Containment-Policies-5.27.2021.pdf](#) (nmhealth.org)