



DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

COVID-19 (CORONAVIRUS) INFORMATION AND PANDEMIC PLAN REQUIREMENT

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/11/2020

There is an ongoing outbreak of respiratory illness that originated in Wuhan, China caused by a new type of coronavirus (SARS-CoV-2). There have been 647 confirmed cases of COVID-19 in the United States with 6 in Arizona as of March 9, 2020. Arizona has been preparing for potential community spread for several weeks. In the early stages of an outbreak like this, public health takes measures to contain diseases to stop them from spreading in our communities. Here in Arizona, and in other parts of the country, local public health partners have been monitoring potentially exposed individuals for symptoms of COVID-19 and ensuring that individuals suspected of being infected are isolated until their test results come back negative. It is important to remember that while COVID-19 originated in China, it is not a disease that only affects or can be spread by people of Asian descent, it can impact all races, nationalities and genders.

It is critical that all Qualified Vendors ensure their staff members are familiar with the Vendor's Business Continuity Plan and Pandemic Performance Plan as outlined in the [Qualified Vendor Agreement](#), sections 6.12.1 and 6.12.2. The Pandemic Performance Plan should include:

1. Key succession and performance planning if there is a sudden significant decrease in Qualified Vendor's workforce.
2. Alternative methods to ensure there are services or products in the supply chain.
3. An up to date list of company contacts and organizational chart.

Ensuring supplies, medications and food are available for a possible disruption of daily activities due to COVID-19 in the community will ensure the health and safety of the members being served. Qualified Vendors should have preparations in place to cover 14 days should it become necessary. The Arizona Department of Health Services (ADHS) has provided the following additional guidance based on information from the CDC for vendor agencies:

- Review Continuity of Operations Plan (COOP).
 - Assess essential functions and the reliance that others and the community have on their services or products.
 - Cross-train personnel to perform essential functions so the workplace is able to operate even if key staff members are absent.
 - Ensure teleworking agreements are up to date for employees that can telework.
- Encourage employees to stay home when they are sick.
 - Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24-hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).

- If possible, maintain flexible policies that permit employees to stay home to care for a sick family member. Employers should be aware that more employees may need to stay at home to care for sick children or other sick family members than is usual.
- Perform routine environmental cleaning:
 - Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs.
 - Use a bleach-and-water solution (0.1% solution; 1:50 dilution) or disinfectant with a label that says “EPA approved” for killing bacteria and viruses. Always follow directions on product labels.
 - Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
- Provide accurate information to employees using reputable sources for information about COVID-19.
 - ADHS has developed [FAQs about COVID-19](#) that you can be shared with employees
 - Federal, State, and Local Public Health Departments are sources that will provide factual, up-to-date information.
 - Visit www.azhealth.gov/coronavirus or contact your [Local Health Department](#) for the most up-to-date news about the virus in AZ.
 - The CDC also provides [current updates](#).

For individuals, the CDC recommends the following to take precaution in preventing contraction of COVID-19:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- If you need to see a healthcare provider, consider using telemedicine, if this is an option.

County Health Links and Contact Information

County Website	Main Phone
Apache County	(928) 337-4364
Cochise County	(520) 432-9400
Coconino County	(928) 679-7272
Gila County	(928) 402-8811
Graham County	(928) 428-1962
Greenlee County	(928) 865-2601
La Paz County	(928) 669-1100
Maricopa County	(602) 506-6767
Mohave County	(928) 753-0714
Navajo County	(928) 524-4750
Pima County	(520) 724-7797
Pinal County	(520) 866-7325
Santa Cruz County	(520) 375-7900
Yavapai County	(928) 771-3134
Yuma County	(928) 317-4550