



## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

### PANDEMIC PLAN REQUIREMENT AS ARIZONA REOPENS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 05/19/2020

The COVID-19 pandemic has impacted everyone in the state and fundamentally changed how we live our daily lives. As of May 18, 2020, there are over 14,170 confirmed cases of COVID-19 in Arizona and over 1,480,349 cases in the United States. For the last six weeks, the state has been observing the [Stay Home, Stay Healthy, Stay Connected](#) Executive Order issued by Governor Ducey at the end of March in order to slow the spread of COVID-19 across the state. As of the end of day on May 15, 2020, that Executive Order expired and as a result many businesses deemed non-essential during the Executive Order are now reopening for business. This includes many programs run by DDD vendors providing services to members.

DDD has implemented many temporary measures to ensure that qualified vendors receive the support needed in order to continue service delivery to DDD members. Governor Ducey's [Stay Healthy, Return Smarter, Return Stronger](#) Executive Order does not change any of those temporary measures. The flexibilities and alternative service delivery options will remain in place until explicitly notified by DDD.

As the state begins to reopen, it is critical that all Qualified Vendors update their Pandemic Performance Plans to align with Centers for Disease Control and Prevention (CDC) and Arizona Department of Health Service (ADHS) guidance related to:

- Health
- Safety
- Hygiene
- Cleaning/disinfecting
- Training
- Staff screening
- Visitor restrictions
- Overall risk mitigation for staff and members

COVID-19 has taught all of us that a pandemic plan should evolve as new information becomes available in order to best protect staff and members. Qualified Vendors need to ensure they are continuing to monitor updated guidance issued by the CDC, ADHS or DDD and adjusting their Pandemic Performance Plans as necessary.

The CDC website has a wealth of information to help prepare Qualified Vendors understand what needs to be done to mitigate the risks posed by COVID-19.

- [Information for Communities, Schools, Workplaces and Events](#)
  - [Businesses and Workplaces](#)
  - [Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools and Homes](#)
    - [Cleaning and Disinfecting Your Facility](#)
- [Shared and Congregate Housing](#)
  - [COVID-19 Guidance for Shared or Congregate Housing \(Administrators\)](#)
- [Guidance for Individuals at Higher Risk for Severe Illness](#)

The [ADHS website](#) also offers guidance in line with CDC recommendations as well as additional recommendations including [ADHS Guidance on Screening of Visitors for COVID-19](#). Additionally, ADHS offers the following recommendations for retail establishments which also can be applied to many Qualified Vendor settings:

- Maintain physical distancing
- Operate with reduced occupancy and capacity based on the size of the business location with special attention to limiting areas where customers and employees can congregate
- Comprehensive sanitation protocols.
- Implementing symptom screening for employees prior to the start of their shift
- Consider offering cloth face coverings to employees and visitors to wear

The Division will continue to provide updated information through vendor announcements as well as updates to its [Actions Related to COVID-19 webpage](#) and [Guidance for Congregate Care Settings document](#).

As a reminder, if a Qualified Vendor is going to change the service delivery for a specific member or at a specific service location, including restarting operations that may have been temporarily suspended, vendors should send notification of proposed service delivery changes via email to [DDDQMUdocs@azdes.gov](mailto:DDDQMUdocs@azdes.gov) with the following information:

- Vendor name
- Name and number for the primary person coordinating the change
- What is the specific proposed service delivery change?
- Why does the vendor feel this change is required?
- Has the local health department been contacted for potential exposure?
- If yes, what direction was given?
- What is the location/address where the services occur?
- How many members will be affected by the proposed change?
- What will the vendor do to mitigate the effects of the service change, for example provide alternative services (coordinate with the assigned Support Coordinator)?
- Provide draft of the proposed member notification with link to the ADHS website.

The DDD Quality Management Unit will work with the Qualified Vendor to ensure the health and safety of all members as these situations are reviewed.

Additionally, if a Qualified Vendor becomes aware of a member who either tests positive or is a Person Under Investigation (PUI) for COVID-19, please refer to the Reporting and Technical Assistance Procedure for more information.