



COVID-19 Questions and Answers

General Questions

1. What is the coronavirus (COVID-19)?

There are many types of human coronaviruses, including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans.

On February 11, 2020 the World Health Organization (WHO) announced an official name for the disease that is causing the 2019 novel coronavirus outbreak, first identified in Wuhan, China. The name of this disease – COVID-19 – was selected following the WHO’s best practice external icon for naming of new human infectious diseases. In COVID-19, ‘CO’ stands for ‘corona,’ ‘VI’ for ‘virus,’ and ‘D’ for disease.

2. How is Elwyn managing the COVID-19 virus concerns?

Elwyn has formed a corporate COVID-19 Response Team to oversee the development of policies and trend management for how to handle the threat of spread. Program level COVID-19 Response Teams have also formed for Elwyn CA, Elwyn NJ, Elwyn PA-IDD/DE, Education, Early Learning Services, Behavioral Health, and FHR. These teams will work together to make and implement decisions. A policy has been written and has been communicated to all employees. Signage around screening protocols and handwashing have been posted throughout all Elwyn facilities.

Program Closures

3. What reasons would cause Elwyn to close programs?

Elwyn is carefully monitoring county, state and federal guidance for program operation guidance. At present, several programs have been temporarily closed based on government or funder recommendations. Elwyn’s Corporate and Program level COVID-19 Response Teams are constantly monitor program needs. Elwyn is committed to doing everything we can to limit the exposure and spread of the virus.

Screening & Visitors

4. What screening protocols is Elwyn implementing for Clients, Families and Staff?

Elwyn is following CDC recommended screening protocols for clients and staff. We are monitoring the CDC for any recommended changes to these procedures and will implement them as needed. Anyone with symptoms, or who fails the screening process, must remain out from work and be medically cleared before resuming Elwyn activity.

5. What visitor protocols is Elwyn implementing?

Following the CDC and CMS recommendations, Elwyn is restricting visitors, except in very limited situations. We are committed to reducing the spread of the virus and to maintaining the health and safety of the people we serve and our staff.

6. What are Elwyn's self-quarantining requirements for staff and clients?

Anyone who has visited one of the CDC identified high-risk countries or who has had direct contact with someone who has tested positive for COVID-19 must self-quarantine for 14 days. If no symptoms are detected during the quarantine period, and the person can successfully pass Elwyn's screening protocol, the person will be permitted to resume Elwyn activity. Elwyn monitors CDC recommendations regularly and reserves the right to change this procedure at any time.

7. Is Elwyn limiting residential client activities with groups of people in close quarters?

Throughout Elwyn, we are following the CDC guidelines for Social Distancing.

Cleaning and Personal Protective Equipment (PPE)

8. How is Elwyn handling supplies and PPE?

As you may have seen on the news, supply of these products is limited across the world. Elwyn is working aggressively to ensure we can get needed supplies and provide them to the programs. Program teams are also keeping inventory records for supplies.

9. Will the Elwyn staff be wearing masks?

The CDC does not recommend or require the use of facemasks or respirators for anyone NOT diagnosed with COVID-19. Employees who wish to wear a face mask inside the home may do so. If an individual Elwyn serves is diagnosed with COVID-19 the home will be supplied with masks for the individual and the staff, as available.

10. What rules are Elwyn implemented about hand washing?

The COVID-19 policy stipulates handwashing requirements and flyers have been posted throughout the buildings.

The CDC recommends regular hand washing with soap and water following the following steps:

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

11. What is Elwyn doing to ensure appropriate cleaning protocols are in place?

The Environmental Protection Agency (EPA) has produced a list of products that will kill the virus. Each program level COVID-19 Response Team has the list and is working with the housekeeping teams to ensure appropriate products are used and that high touch surfaces are cleaned more frequently and vigorously.

12. What products kill the Coronavirus (COVID-19)?

The EPA has provided a [list of disinfectants](#) that are effective against COVID-19.