



Helping parents help their babies, one family at a time.

March 12, 2020

Dear Families,

Please read below to understand Rise's response to protecting our child, families, and staff regarding COVID-19. Rise has specific protocols for the agency, for Early Supports and Services (ESS), and for child care.

Agency-wide Protocols

Rise for baby and family is following the recommendations outlined by NH Department of Health and Human Services (DHHS) required for our services. They have set up a webpage and will provide information and frequent updates about the evolving outbreak. Please see the website at:

<https://www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm>

All staff will be following these recommendations to prevent the spread of respiratory infections including COVID-19 from NH DHHS include:

- If you are ill, stay home from until you have been fever free for at least 24 hours without taking any fever reducing medication and you feel better;
- Cover coughs and sneezes with a tissue; or cough in your elbow.
- Avoid touching your eyes, nose and mouth;
- Wash your hands often for at least 20 seconds, especially after coughing or sneezing, or use alcohol-based hand sanitizer if soap and water are not available;
- Avoid close contact with people who are sick; and
- Clean and disinfect frequently touched surfaces and objects.

Staff are not allowed to come to work when they are sick to reduce the risk of spreading COVID-19 and all other illnesses. All staff must disclose when they travel to an area identified as a high-risk for COVID-19 exposure. Proper protocols will be followed to ensure it is safe for staff to return to work. Staff will clean their desks and common areas weekly utilizing proper disinfecting solutions. Staff will use proper bleach water solutions to disinfect toys and proper handwashing procedures as the primary means for prevention. Hand sanitizers (gels) and disinfecting wipes will be used alternatively.

We ask that families also follow these guidelines and the health policies issued for ESS and child care. The policies outlined are meant to protect all the children, families, and staff that we serve. **All families who have recently traveled to a location that is at risk for being exposed to COVID-19 or have had known contact should notify a staff member immediately** and follow all guidance issued by DHHS and CDC.

Here is the current guidance:

In addition to these personal prevention measures, our school families should avoid all travel to any locations for which CDC has issued a Level 3 travel notice:

<https://wwwnc.cdc.gov/travel/notices>. Travel to other countries outside of the U.S. should be discussed with the family's healthcare provider.

According to the health department, people who have returned from CDC level 3 travel advisory countries are being monitored by public health authorities and must stay home for 14 days after their travel. People returning from CDC level 2 travel advisory countries are being advised to monitor their health and limit interactions with others for 14 days after returning to the United States.



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Household members such as family members, including children, of quarantined individuals are not required to quarantine. As long as they remain asymptomatic, they can leave the home and can go to public places like school and work. If the person being quarantined develops illness, household members must then also stay home on quarantine.

People who have returned from other locations with travel advisories for COVID-19 may continue to attend work and school. Travelers that develop symptoms (e.g. fever, cough, or shortness of breath), should:

- Take their temperature with a thermometer.
- Stay home and avoid close contact with other people.
- Seek health advice by phone from either a healthcare provider or the NH Division of Public Health Services at 603-271-4496 (after-hours:603-271-5300).
- Before going to a doctor's office or emergency room, call ahead and tell the provider or office about recent travel and symptoms.
- Practice strict respiratory etiquette and hand hygiene including covering the nose and mouth with a tissue when coughing or sneezing and washing hands often with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer if soap and water are not available.

Proper Handwashing Procedure

This is the proper hand washing procedure that all staff are required to follow for themselves and when assisting children in washing their hands:

1. Moisten hands with water and apply liquid soap.
2. Rub hands together away from the flow of water for 20 seconds.
3. Rinse hands free of soap under running water.
4. Dry hands with a clean disposable paper towel.
5. Turn faucets off with disposable paper towel.



ESS

In addition to the above guidance the following are specific protocols for Early Supports and Services:

- Rise will follow any guidance or required actions provided through the NH Part C office which governs ESS throughout the State.
- Rise ESS staff are not permitted to bring toys or other materials into the homes until the risk has lessened to prevent the spread of illness from one home to another.
- Any medically required item that is brought in and out of a home (i.e. a positioner) will be disinfected between uses, following proper procedures.
- Staff will wash their hands upon arrival to a home, child care, or community setting and before leaving.
- Staff will machine wash any bag or cloth item that is brought into a home between uses.
- Any family who would prefer to not have home visits, should notify their home visitor. If a family has access to a computer, internet, video camera, and microphone, and would prefer video conferencing, please notify your home visitor for discussion about implementation.
- If guidance is issued that we need to cancel home visiting services, because the state mandates that, we will let you know as soon as possible.



Child Care

In addition to the all agency guidance above, the following are specific protocols for child care:

- Rise will follow any guidance provided by Child Care Licensing Unit and DHHS.
- All staff, children*, and visitors are required to wash their hands following proper procedures at the following times:
 - Upon arrival in the classroom in the morning, upon re-entry into a classroom; when entering the classroom from outside, or when entering a new classroom (i.e. combining classrooms)
 - Before food preparation (including bottles) and after feeding
 - Before and after meals
 - After toileting/diaper changes
 - Before and after water, sand, playdough, or other messy play activities with moist materials that are shared
 - After dealing with bodily fluids, pets, or other contaminated objects

*Because of the alcohol content within hand sanitizer, it cannot be used with children under the age of 3, as their hands commonly come to their mouth.

- Door handles and common areas will be disinfected in the middle of the day and at the end of the day or as needed.
- Sinks used for handwashing after diapering/toileting will be disinfected after each diapering "session" – typically three times a day, as needed, and at the end of the day. Sinks used for handwashing before and after meal times and cleaning toys will be disinfected before and after each meal time, as needed, and at the end of the day.
- Toilets will be disinfected between uses; potty seats will be disinfected between uses.
- All toys that are mouthed will be immediately placed in a container and will not be placed back into the classroom for use until it has been washed and disinfected. All toys are disinfected at the end of every day.
- All water cups will be washed and disinfected at the end of each day.
- Rugs in the infant space will be cleaned weekly; rugs in all other spaces will be cleaned every two-weeks.

Many of the above procedures are already in place as they are recommended best practices for child care programs. We will ensure that all staff are trained and implementing these procedures. All these items, in addition to other health practices that are already in place will be implemented to prevent the spread of illness.

If an exposure to COVID-19 were to occur within the child care, Rise may need to close for deep cleaning to prevent the spread of illness between children and families. We understand that families have to work and will try to prevent any major disruptions.