

Assistive Technology for Kansans: Plan for Reopening

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General Information:

ATK closed March 17, state has been under a stay at home order and is just opening up. As of 6/1 we have had almost 10,000 positive cases, 208 deaths, and diagnosis rate of approximately 100-120 new cases per day.

Lead agency for ATK is the University of Kansas. 8 of 105 counties have been particularly hard hit—metro areas, meat packing plants, and a prison.

Reopening:

June 1, some staff from 4 of our 6 AT Sites returned to their offices.

Offices are locked at present and no direct customer contact is allowed.

The two AT Sites that are not reopening at the present have a high level of COVID 19 in their area.

Staff that are returning to the offices come in staggered shifts and some staff due to high level of risk for themselves or family member will not be returning to their offices but will continue to work remotely.

Planning Process:

ATK's plan involved input from KU, our subcontractors, our Advisory Council and a lot of reading about national best practices.

Formal Written Plan?: Yes, we have a formal multi-phase plan that addresses the recurrence of increased levels of COVID 19.

Continuity of Operations:

Follow the subcontractor's plan. ATK Management (PI, ATK Program Coordinator, Communications Coordinator, and Reuse and Telecommunications Coordinator) plan includes process for leadership from those not directly impacted by the disaster to assume leadership position and help coordinate effort.

Safety of staff, visitors, and borrowers: See multi-phase plan.

Enhanced Sanitation and Access to Sufficient Supplies:

Yes, changed some of our cleaning products.

Started serious shopping to locate supplies.

Used local vendors and obtained PPE through pharmacies rather than the internet.

Many orders originally placed on the internet were later cancelled, or delivery postponed. Local vendors appreciated the business and reliably delivered the product.

\$10,000 on PPE

Supporting Subcontractors:

Working closely with subcontractors.

Some wanted to reopen quickly and some are fearful about reopening.

Provided additional equipment so staff could work remotely, provided additional interim funding, additional supports to staff for enhanced internet or cell phone packages.

Budget increases due to COVID 19:

\$75,000 for subcontractor expenses and equipment and \$10,000 on PPE. Total=\$85,000

As We Move From Phase I to Phase II:

ATK management will monitor incidence at the state level and continue to take into consideration the guidance of the University of Kansas and the Governor's Office as we gradually open services across the state. Phase II involves **contactless services**, but it is possible that a region **may not be able to serve all counties** based on incidence data for specific counties in their region. ATK management will review counties with the AT Access Site staff and their lead agency management about continued suspension of services to some counties.

Phase II: June 1 – June 15, 2020.

Staff will begin to return to their offices and contactless services will begin in approved counties. The following rules are to be followed by all AT Access Site staff.

- **No direct customer contact.**

Return to Offices Protocol

- **Wear masks and maintain social distance** in the office.
 - Some offices may be physically rearranged.
 - Other office layouts will require staff to continue a combination of working from home and working in the office. Half the staff will alternate days (Mon & Wed or Tues & Thursday).
 - Please talk to team members and take into consideration their unique needs then notify Parsons of your schedules.

Contactless services may be provided (pick-up, delivery, loan, demo, fund, I&R, assessment, training).

Before scheduling any contactless service that involves picking up, delivering, or shipping any equipment, you need to complete the **Customer Screening – Coronavirus Survey** over the telephone with the customer.

Customer Screening – Coronavirus Survey

Screening questions, you must ask all questions		
Do you have any of the following symptoms: cough	YES	NO
• Cough		
• Fatigue		
• Flu-like symptoms (muscle pain, headache, body ache)		
• Shortness of breath		
• Chills		
• Diarrhea		
• New loss of taste or smell		
• Fever > 100.00 F		
In the past 14 days, have you been in close contact with a person suspected or confirmed to have Covid19?		
Has anyone in your home been in close contact with a person suspected or confirmed to have Covid19 in the past 14 days?		
Have you or anyone in your home travelled to an area with an outbreak of Covid19?		
Have you or anyone in your home travelled outside of Kansas in the last 14 days? If so, where:		
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Survey Continues:

KS outbreak counties:

Staff Signature: _____ Date: _____

If the customer answers **Yes** to any of the questions, do not schedule and let them know you will call again in 2 weeks (14 days).

Pick-up and Delivery of KEE Devices Must be Contactless.

You must complete the task with no interaction between you and the customer or people helping the customer. Staff must wear gloves and masks.

- **Delivery of KEE Devices:** Match refurbished devices to individuals who are familiar with the devices they are receiving so no training is needed. For example, the individual has used a power wheelchair before. **Do not deliver any device that requires you to enter the house and/or doing any set-up. They can wait 2 more weeks.**

Delivery Process Continues:

Set up a window of delivery time.

Put the bagged device by the door or on the porch with the delivery form on a clipboard and a pen. Knock on the door or call/text the customer.

Customer signs the form (they can keep the pen) and leaves the form on the clipboard. Takes the device into the home.

Delivery person collects the signed form and clipboard. Clipboard is sanitized and form is placed in notebook or zipped pouch.

KEE Equipment Pick-up Process:

Notify the individual that the device must be placed outside the home. Possible options could include on the porch, outside the front door, or by the door in an open garage. Staff may NOT enter a home.

- Put the donation form on a clipboard with a pen at the agreed-on spot.
- **Bag the device** and take it to the vehicle.
- Go back to collect the signed donation form. Clipboard is sanitized and form is placed in notebook or zipped pouch.
- Clean and sanitize the equipment before taking it to a vendor. Take a photo of it for the database.

Device Demonstrations:

Set up a Zoom or other video chat for review of 3 devices that might meet the person's needs.

- Review each device's features, ask the consumer which ones are most important, what are they trying to do, are there unique demands to different settings.
- Agree on the device that the consumer would like to try first. Clean and sanitize the device, bag it, then ship it to the customer.
- Set up a video chat and repeat a device review this time with the device in the customer's hands.
- Let the customer try the device for a few weeks or arrange for a pickup so you can ship another device if needed. Clean and sanitize device when it returns.
- Collect customer evaluation data and outcomes.

Device Loans (ATK Device Loan System and AT Access Site inventory):

Contact customers who are able to use the devices without training.

- Contact customer to confirm shipping address.
- Confirm the device requested, review the length of the loan, and when and how it will be picked up.
- **Clean and sanitize devices before they go out and when they return.**
- Ship or do a contactless drop off at the customer's home (some may live nearby so drop off may work).

Device Information and Funding:

Continue working via telephone, video chats, emails, texts, Facebook Messenger and the myriad methods you've found.

Assessment and Training:

- Collect as much information as possible using distance methods,
- Ship devices and perhaps tablets to support video chat demos and teaching efforts,
- Face to face interaction may be required for some entities (KS Rehabilitation Services) at some point, but you can complete some work during the interim.

As we move forward: Phase III

ATK management will continue to monitor incidence at the state level and take into consideration the guidance of the University of Kansas and the Governor's Office as we continue to open services across the state. Phase III involves face to face surveys with protections in place. Services may be suspended if incidence of Covid increases in Kansas. ATK management will review data provided by Kansas Department of Health and Environment (KDHE) on incidence by county and trends across the state, <https://www.coronavirus.kdheks.gov/160/COVID-19-in-Kansas>). Again, a region may not be able to serve all counties based on information gathered from KDHE.

Phase III: June 16 – June 30, 2020.

ATK staff will **begin to provide face to face services to customers in approved counties**. ATK staff will use the following measures to protect themselves and their customers.

- Wear a mask at the office and in the customer's home.
- Schedule any AT service with customers living in approved counties in your region.
 - Prioritize customers with VR service authorizations, iCan Connect services and TAP devices.
 - Develop pickup and delivery schedules with a focus on serving those who have been waiting longest and were not able to be served in Phase II.
 - Clean and sanitize all equipment before and after use.

Review **Customer Screening – Coronavirus Survey** with the customer over the telephone before scheduling any services.

- If the customer answers **Yes** to any of the questions, do not schedule and let them know you will call again in 2 weeks (14 days).
- **Let the customer know you will be wearing a mask and gloves and are required to take their temperature before you enter their house. (Parsons will provide contactless digital thermometers. Offer to take your temperature too when you arrive so they know you aren't running a fever.)**

As we move forward: Phase IV

ATK management will continue to take into consideration the guidance of the University of Kansas and the Governor's Office. In an effort to open services to all areas of the state, ATK management will review data provided by Kansas Department of Health and Environment (KDHE) on incidence by county and trends across the state.

It is likely that a region may not be able to serve all counties based on information gathered from KDHE for a few months, but “hot” counties will be reviewed weekly.

Phase IV: July 1, 2020 – August 1, 2020

ATK staff will continue to provide face to face services to customers in approved counties. ATK staff will visit with staff in each region to discuss protective measures. It is possible that masks and gloves may no longer be required, however the Customer Screening – Coronavirus Survey will be required. As travel restrictions are lifted, it is possible some of the people we serve may not exercise needed hygiene, social distancing, and even travel to “hot” counties in Kansas and other states therefore increasing the likelihood they could contract Covid.

Review **Customer Screening – Coronavirus Survey** with the customer over the telephone before scheduling any services.

- If the customer answers **Yes** to any of the questions, do not schedule and let them know you will call again in 2 weeks (14 days).
- Let the customer know you are required to take their temperature before you enter their house. (Parsons will provide contactless digital thermometers. Agree to take your temperature too.)

Resources:

Kansas Executive Summary of Ad Astra: A Plan to reopen Kansas:

- <https://covid.ks.gov/wp-content/uploads/2020/04/Reopen-Kansas-Exec-Summary-043020.1.pdf>

Kansas Department of Health and Environment Covid 19 data:

- <https://www.coronavirus.kdheks.gov/160/COVID-19-in-Kansas>

IBM Watson tracking Coronavirus by County (trend lines)

- <https://weather.com/coronavirus/1/37.7002,-97.0855>

Questions?

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