



COVID-19 SAFETY PROTOCOL

OVERVIEW:

Twin Cities Music Therapy Services takes the health and safety of our clients, families and employees seriously. Now that our music therapists have received the COVID-19 Vaccine, along with current state guidelines and the needs of our clients, Twin Cities Music Therapy Services has decided to begin expanding availability for in person music therapy services. We are committed to reducing the risk of exposure to COVID-19 and we are dedicated to providing a healthy and safe workplace for our employees, clients, and families.

Our plan is based on information and guidance from the Centers for Disease Control (CDC) and the Occupational Health and Safety Administration (OSHA) at the time of its development, as well as MN and Hennepin County guidelines. Due to the volatile nature of COVID-19 and its variants, the need for modifications may occur based on further guidance provided by the CDC, OSHA, and other public officials at the state or local levels.

Twin Cities Music Therapy Services is focused on five lines of defense:

1. Limiting the number of people together at the same time in the same place
2. Health and exposure agreement for employees and clients
3. Frequently sanitizing all areas
4. Requiring appropriate personal protective equipment and strict hand washing Procedures
5. Ventilation of session rooms with HVAC system, HEPA Air Purification, and/or open windows

In addition, our team received the vaccine for COVID-19 on March 15th, 2021, which will provide an important layer of protection for employees and clients as we move forward with resuming more in-person sessions.

Twin Cities Music Therapy Services will work with each client, their family, case manager, and other team members to identify a format of music therapy services that is most appropriate, including telehealth, in-home sessions, clinic-based sessions and sessions at our community partner locations. These discussions will support the individual in informed decision-making by providing them with information about what is currently permissible under State and Federal orders and what risks are represented in those activities. Twin Cities Music Therapy Services will consider each individual on a case by case basis rather than applying blanket policies that might restrict individual rights.

OSHA & CDC PREVENTATIVE GUIDELINES

What is COVID-19?

Coronavirus disease (Covid-19) is an infectious virus that spreads primarily through droplets of saliva or discharge from the nose when someone who is infected coughs or sneezes. Most people infected will experience a mild to moderate respiratory illness and recover without needing special treatment; however, individuals of an older age or individuals with underlying medical problems (such as cardiovascular disease, diabetes, chronic respiratory disease, and cancer) are more likely to develop a more serious illness. (information from the World Health Organization) OSHA and the CDC have provided the following preventative guidance for all workers, regardless of exposure risk:

- Frequently wash your hands with soap and water for at least 20 seconds.
- When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Follow appropriate respiratory etiquette, which includes covering for coughs and sneezes.
- Avoid close contact with anyone who is sick.
- Maintain appropriate social distance of six feet to the greatest extent possible.
- Wear a face covering when outside of your home

Additionally, employees must familiarize themselves with the symptoms and exposure risks of COVID-19. The primary symptoms of COVID-19 include the following:

- Cough
- Shortness of breath or difficulty breathing
- Fever (either feeling feverish or a temperature of 100.4 degrees or higher);
- Chills
- Fatigue
- Muscle or body aches
- Headache
- Sore throat
- New loss of taste or smell
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

If you develop a fever and symptoms of respiratory illness, such as an atypical cough or shortness of breath, do not report to work. You must also notify your supervisor immediately and consult your healthcare provider. Similarly, if employees come into close contact with someone showing these symptoms, they must notify their supervisor immediately and consult their healthcare provider. We have the responsibility to work to identify and notify all employees who have close contact with individuals with COVID-19 symptoms. “Close contact” is not brief or incidental contact with a person with COVID-19 symptoms.

The CDC defines “close contact” as either:

- Being within roughly six feet of a COVID-19 infected person or a person with any symptom(s) for 15 minutes or longer
- Having direct contact with infectious secretions of a COVID-19 infected person or a person with any COVID-19 symptom(s) (i.e., being coughed on).

HEALTH AND SAFETY PREVENTATIVE MEASURES

Twin Cities Music Therapy Services has put a number of best practices and measures in place to ensure the health and safety of identified groups of individuals. With each group of individuals, our Plan is focused on Five lines of defense – limiting the number of people together at a time, health and exposure reporting from employees and clients, sanitizing all areas, requiring appropriate personal protection equipment (PPE), and ventilation of session spaces. Information on CDC and State guidelines, Twin Cities Music Therapy procedures, including cleaning and reporting procedures, social distancing guidelines, handwashing techniques, and any other pertinent information will be provided to clients and posted in session spaces.

TWIN CITIES MUSIC THERAPY SERVICES 5 LINES OF DEFENSE

1. LIMITING NUMBER OF PEOPLE GATHERED

- Therapists will maintain telehealth and home programming services when funded, clinically appropriate, and preferred by the client, family or community partner.
- Clinic-Based Sessions: All session start and end times will be staggered to cut down on interactions within the music therapy clinic
- Employees will maintain 6 feet between each other, clients, and other persons at the facility whenever possible
- Clinic-Based Sessions: Parents and staff must come in the session room or wait in their car or outside the CFPA building during the session. There will not be a waiting room at the Twin Cities Music Therapy Services clinic.
- All internal and external team meetings will continue to be attending via phone or Video Conference
- Group sessions will be held outdoors when possible

2. HEALTH AND EXPOSURE REPORTING PROCEDURES FOR EMPLOYEES AND CLIENTS

Health and Exposure Reporting Procedures for Employees

- Employees must report to their supervisor and stay home and/or reschedule to telehealth if:
 - they have a temperature over 100
 - they have been exposed to a known COVID-19 case in the last 14 days
 - they have a positive COVID-19 test
 - they experience one of these COVID-19 symptoms: Fever, shortness of breath, or cough
 - they newly experience two or more of these COVID-19 symptoms: fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea
- Twin Cities Music Therapy Services will then notify any individuals who may have been exposed to the employee within 48 hours of the onset symptoms or known exposure.
- Guidelines for Self-Quarantining and Testing:
 - Required Self-Quarantine for 14-days IF
 - Close contact (within 6 feet for longer than 15-mins) with someone who has a known or suspected case of COVID-19
 - Informed by public health official that they may have been in close contact with someone who has tested positive for COVID-19
 - Required Self-Quarantine while awaiting COVID-19 Test results until the employee receives negative test results.
 - Required Self-Quarantine if experiencing any of the above symptoms until the employee has been symptom-free for 48 hours

Health and Exposure Reporting Procedures for Clients

- All clients must notify their therapist, cancel the session and/or reschedule to telehealth if:
 - they have a temperature over 100
 - they have been exposed to a known COVID-19 case in the last 14 days
 - they have a positive COVID-19 test
 - they experience one of these COVID-19 symptoms: Fever, shortness of breath, or cough
 - they newly experience two or more of these COVID-19 symptoms: fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea
- Twin Cities Music Therapy Services will then notify any individuals who may have been exposed to the client (therapists, staff or other clients) within 48 hours of the onset symptoms or known exposure.
- Guidelines for Cancellations/Telehealth after Exposure:
 - Cancel or Telehealth Sessions for 14-days IF
 - Client or member of client's household have close contact (within 6 feet for longer than 15-mins) with someone who has a known or suspected case of COVID-19
 - Client or member of the client's household have been informed by public health official that they may have been in close contact with someone who has tested positive for COVID-19
 - Cancel or Telehealth Sessions while the client or member of the client's household are awaiting COVID-19 Test results until the individual receives negative test results.
 - Cancel or Telehealth Sessions if the client or member of the client's household is experiencing any of the above symptoms until the individual has been symptom-free for 48 hours

3. FREQUENTLY SANITIZING ALL AREAS

- A cleaning checklist will be available to all employees to reference after each session specific to locations and session types;
 - Clinic-Based Sessions
 - Session Rooms
 - Office Space
 - Waiting Area
 - Employees will sanitize the therapy room or space before and after client use, wiping down surfaces, sanitizing used instruments, opening windows, and running HEPA Air Purifier
 - Eliminate the use of materials that are difficult to clean (cloth materials and porous surfaces)
 - Instruments played with the mouth (harmonicas, whistles, trombone, etc) will not be used in sessions until further notice.
 - Reduce instrument use and use separate instrument bundle per client when possible, especially for in-home sessions
 - Each client using visuals will have a separate set of visuals
 - All client-specific instrument bundles will be sanitized following use, clearly marked and stored
 - Sanitize all instruments and materials before and after each client use
- Employees will be provided with disinfecting wipes and/or spray at each Facility and for In-Home Sessions
- Employees will follow directions on specific cleaning product for disinfecting
- Therapists who hold sessions at Community Partner Locations will follow the cleaning and COVID-19 Protocol for each facility

4. REQUIRING APPROPRIATE PERSONAL PROTECTIVE EQUIPMENT AND STRICT HAND WASHING PROCEDURES

EMPLOYEES:

- Handwashing and Sanitizing Requirements:
 - Employees will wash hands upon arriving to work, before and after each session, and before leaving to go home
 - Employees will follow handwashing and/or sanitizing guidelines from CDC <https://www.cdc.gov/handwashing/when-how-handwashing.html>
 - Employees will be provided with hand sanitizer and/or soap for cleaning hands
 - Employees may also use their own sanitizer if they prefer, provided that it contains at least 70% alcohol
 - CDC guidelines will be posted at the Twin Cities Music Therapy Services clinic and in other facilities as possible

- Face Coverings and PPE
 - Employees will wear masks at all times during sessions
 - Employees will follow CDC protocols for donning and doffing PPE: <https://www.cdc.gov/niosh/npptl/pdfs/PPE-Sequence-508.pdf>
 - Employees will wash or sanitize hands before and after removing PPE.
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 - Employees will wear a newly cleaned mask each day
 - Employees will change masks in between each location and as needed throughout the day
 - Employees will also be provided with a face shield and may use in addition to a mask
 - Face shields are recommended in settings in which 6 feet distance cannot be maintained
 - Employees will be provided with protective eye wear and should wear at their discretion or in situations in which 6 feet distance cannot be maintained
 - Employees will have access to gloves but should only wear gloves when needed

CLIENTS, CAREGIVERS AND STAFF:

- Clients will be encouraged to wear masks, if able
 - Masks will be made available at the Twin Cities Music Therapy Services clinic
 - Clients will be required to sanitize hands upon entering facility and as needed during sessions
- Caregivers and Staff are required to wear masks during indoor, in-person sessions, if able

5. VENTILATION AND AIR PURIFICATION

- **HEPA Air Purification:**
 - Where available, employees will use the air purifier before, during, and after sessions.
 - Purifier should be run on the highest tolerable setting with use of the UV filter (when available)
 - Air filters will be replaced by Twin Cities Music Therapy Services, as needed.
- **Open Windows:**
 - When possible, employees will open doors and/or windows to the session space to circulate fresh air during the session.
 - Employees will open clinic windows in between sessions for at least 15 minutes.
- **Outdoor Sessions:**
 - Employees will conduct outdoor sessions whenever possible, especially for home visits. Take advantage of this beautiful weather!

ADDITIONAL BEST PRACTICES

- Telehealth is currently approved for all funding sources (CSG, FSG, HCBS Waivers). Therapists are encouraged to hold sessions via telehealth when possible and in collaboration with individuals and families when this is either clinically indicated or a preference of the client/family.
- Telehealth Sessions may also take place while a client/family member/staff/employee are quarantining, or during inclement weather resulting in the cancellation of an outdoor session.
- Therapists should also encourage clients to wear masks (as appropriate) and incorporate mask training resources as appropriate in sessions.

PROCEDURES FOR EXPOSURE AND CONFIRMED CASES

POSSIBLE EMPLOYEE EXPOSURES:

If an employee is 1) in close contact (within 6 feet for a period of 15 minutes or more, cumulative) with a person that tests positive for COVID-19 -OR- 2) is notified that they may have been exposed to COVID-19 by a person or health department, the employee:

- will quarantine for 14 days before returning to in-person sessions
- may switch sessions to telehealth or work remotely if possible
- Will get tested for COVID-19 (paid for by Twin Cities Music Therapy Services)

If an employee begins showing symptoms, the employee should reference the section below “Employees Displaying Symptoms” and MUST be symptom free and fever free using no fever reducing medications for 48 hours and/or quarantine for 14 days

CONFIRMED EMPLOYEE COVID-19 CASES:

Employees who test positive for COVID-19 will:

- Report all positive tests results and “suspected but unconfirmed” cases of COVID-19 to supervisor, Lindsay Markworth as soon as possible
- Quarantine and/or work remotely until 14 days past first symptoms date
- If the infection was contracted inside the workplace, work with supervisor to notify worker’s compensation carrier

Twin Cities Music Therapy Services will:

- Treat positive test results and “suspected but unconfirmed” cases of COVID-19 the same
- If the source of infection is known, identify if it was at the workplace or outside the workplace
- Assist employees to notify worker’s compensation carrier
- Follow CDC and State guideline protocols for return to work, including workplace contact tracing and CDC-recommended cleaning and disinfecting in all affected areas
- Disclosures:
 - Disclose identity of employee, as required, to OSHA or the health department
 - Notify employee’s coworkers who may have come into contact with the employee at work within the past 48 hours that they may have been exposed to COVID-19 and may wish to see a healthcare provider, without revealing the identity of the infected employee. (Given our small team, the best efforts will be made to maintain confidentiality. Employees will be notified that they may have come into contact with someone with COVID-19- that could be a client, co-worker, etc.)
 - Employees who had close contact (within 6 feet for 15 minutes or longer, cumulative) with the infected employee in the past 48 hours will be required to work from home for a 14-day self-quarantine. Employees may work from home, providing home programming and/or telehealth.
 - Notify known clients, staff, or individuals who may have come into contact with employee at work within the past 48 hours that they may have been exposed to COVID-19 and may wish to see a healthcare provider, without revealing the identity of the infected employee.
- Thoroughly clean and sanitize any area in which there was a known case of COVID-19
- Provide opportunities for flexible scheduling and remote work when possible

Employees Displaying Symptoms

Any employee COVID-19 symptoms (fever, shortness of breath, or cough) will be immediately separated from other individuals and sent home. Additionally, any employees with two of more of the following COVID-19 symptoms (fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea) will also be immediately separated from other individuals and sent home.

- The ability to work remotely will be encouraged where possible.
- Guidance from the employee's health care provider and/or health department on their return to work date will be required.
- Employees may use PTO during this time, or receive partial compensation through FMLA Programs
- Twin Cities Music Therapy will follow state and federal guidance for return to work guidance, as well as guidance from the employee's health care provider

Employees who have tested positive should:

- Self-isolate for 14 days, including isolating from family members living in the same home
- Stay home until:
 - there is no fever (100.4 or greater) for 48 hours without use of fever-reducing medications AND
 - improvement in symptoms AND there are negative results (showing no COVID-19)

CONFIRMED CLIENT or MEMBER OF CLIENT'S HOUSEHOLD CASES:

- If an employee was in close contact (within 6 feet for a period of 15 minutes or more, cumulative) with a client, client's family member or caregiver who tests positive, the employee will quarantine for 14 days before returning to in-person sessions. The close contact must be within 48 hours prior to onset of client's symptoms or positive test date.
- The employee should get tested but must still quarantine for 14 days
- If an employee begins showing symptoms, the employee MUST be symptom free and fever free using no fever reducing medications for 72 hours and may not return to work until 14 days past the onset of symptom date

Twin Cities Music Therapy Services will:

- Notify known clients, staff, or individuals who may have come into contact with the infected individual at our clinic within the past 48 hours that they may have been exposed to COVID-19 and may wish to see a healthcare provider, without revealing the identity of the infected individual.
- Thoroughly clean and sanitize any area in which there was a known case of COVID-19
- Provide opportunities for flexible scheduling and remote work when possible

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