**TALKING TO YOUTH AND FAMILIES WHEN QUARANTINE OR ISOLATION IS REQUIRED**

**NOTIFICATIONS:**

* ***Initial Notification*** - The Medical Team is responsible for the initial notification to the families and/or guardians of youth when the youth requires quarantine or isolation.
* ***Ongoing Notification*** *-* The Medical Team will alert program leadership of the need to either quarantine or isolate the youth. Program leadership is responsible for notifying the youth’s interdisciplinary team members.

**STATUS UPDATES**:

* The Medical Team will provide daily progress reports to program leadership regarding all youth in quarantine or isolation.
* Social work team members will provide ongoing updates to families and/or guardians with the support of the larger interdisciplinary treatment team and with daily, timely status updates from the medical team.

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**TALKING TO FAMILIES:**

**INTRODUCTION**

*“We know that this is a very stressful time and we wanted to reach out to let you know the steps JCCA is taking in situations when a youth or a staff member on our campus has been confirmed or suspected to have COVID-19. We have been preparing for the impact of COVID-19 on our campus since February and we have been taking extensive precautions and implementing rigorous measures to minimize the spread on campus.”*

If a youth has been in contact with another youth or staff member who is confirmed/suspected to have COVID-19:

* *“I am calling to let you know that a youth/staff member whom your child has been in contact with, is suspected/has tested positive for COVID-19.”*

**EXPLAIN WHAT IS HAPPENING**

*Families:*

*For children who have symptoms, see section A.*

*For children who have been exposed and are in quarantine, see section B.*

*For all other children, see section C.*

SECTION A, If the youth is presenting with symptoms:

* 1. MEDICAL ONLY: Please describe to the family the youth’s current symptomology and medical plan.
     1. Share the plan for having the youth evaluated by the medical team on campus or to have the youth transported to the hospital. Be specific about whether the youth requires hospitalization. The caregiver must be informed of the name of the hospital and provided with contact information for both the hospital and someone on campus that they can contact when needed. Please be very specific.
     2. If the youth remains on campus, please explain the measures being taken. This includes the youth’s current location on campus.
        1. *“Your child has been moved to our* ***Isolation*** *cottage where there is constant medical oversight of youth who are either suspected or confirmed to have COVID-19.”*
           1. Describe what measures are being taken in the cottage. *“Our goal is to make sure that your child is safe and cared for. To ensure this as much as possible the children in that cottage are not allowed to leave their rooms or share any materials. Their food will be delivered to them and the cottage is deep cleaned frequently. Staff there are also required to wear masks, gloves and gowns. That cottage also has its own dedicated clinical team. Youth will be permitted to leave that cottage after seven days from the start of symptoms and/or three days of being asymptomatic.”*
           2. Be sure to validate and reflect. For example, *“We understand that you are feeling concerned and we want to assure you that their safety and care are our first priority.”*
           3. Ask the caregiver if they have any questions. It is also important to reflect that this might be a lot of information to process and though they might not have questions now, they are welcome to contact you as questions arise.
           4. Provide them with a day that you will follow up with them to share any updates.
           5. Let them know that if the youth’s cottage is changed or if they require greater medical attention, they will be notified and by whom.
           6. Provide your contact information, as well as the cottage’s contact information.
           7. For questions that you do not have the answer to, it is okay to say, *“I’m sorry, I don’t have an answer for that right now, but I will make sure that I or someone else reaches out to you as soon as we get that information.”*

SECTION B, if the youth is NOT presenting with symptoms:

* 1. Let the caregiver know that the youth is currently not presenting with any symptoms and that they are remaining in the cottage that is now in **quarantine** for 14 days. This means that the youth is solely interacting with the staff and youth assigned to their cottage.
  2. Let the caregiver know that the youth will be monitored for symptoms regularly and if they exhibit any symptoms, you or someone else will notify them as soon as possible.
  3. Be sure to validate and reflect. For example: *“We understand that you are feeling concerned, and we want to assure you that staff is being very attentive to the youth’s medical and mental health needs.”* Invite them to ask questions, and reflect that this might be a lot of information to process so they are welcome to contact you anytime as questions arise. Please be sure to provide them with your contact information, as well as the cottage’s contact information. Give them with a day that you will follow up with them to share any updates. Let them know that if the youth’s cottage is changed or if they require greater medical attention, they will be notified and by whom. For questions in which you do not have the answer to, it is okay to say, *“I’m sorry, I don’t have an answer for that right now, but I will make sure that I or someone else reaches out to you as soon as we get that information*.”

SECTION C, if the youth is in a “**Shelter in Place**” cottage:

1. Please let the caregiver know that although there are confirmed cases on campus, it is not suspected that their child has been in contact with any of the individuals with COVID-19. Remind the caregiver that JCCA is taking rigorous precautions to stop the spread by restricting the movements of youth and staff, reducing density, limiting contact with others, and practicing social distancing.
2. Be sure to validate and reflect. For example: *“We understand that you are feeling concerned and we want to assure you that your child’s safety and care are our first priority.”* Invite them to ask questions, and reflect that this might be a lot of information to process so they are welcome to contact you anytime as questions arise. Please be sure to provide them with your contact information, as well as the cottage’s contact information. Give them with a day that you will follow up with them to share any updates. Let them know that if the youth’s cottage is changed or if they require greater medical attention, they will be notified and by whom. For questions in which you do not have the answer to, it is okay to say, *“I’m sorry, I don’t have an answer for that right now, but I will make sure that I or someone else reaches out to you as soon as we get that information*.”

**OPEN UP THE CONVERSATION**

* + *Check in with the family to assess how they are doing at this time, and if they have any specific questions.*
  + *Ask,* “Do you have any questions about what I just shared?”
  + “Have I answered your questions or is there more that you would like to know?”
  + *If you have difficulty answering any of the follow-up questions, please reassure the parent that their concerns are valid and that they will be contacted by a supervisor shortly. You can say:* “That is a valid question! However, I don’t have that information right now. I will ask my supervisor to call you to make sure you get an answer as soon as possible.”

**ENDING THE CALL**

* Thanks so much for taking the time to talk to me. I just wanted to remind you that the health and well-being of our young people, staff, and community are JCCA’s highest priority.
* Identifying potential cases as soon as possible is the best way to prevent further spread of coronavirus in our community, which is why we have such strict protocols in place.
* Our rigorous sanitizing, monitoring, quarantine and isolation are practiced in accordance with the latest guidance from state health officials and the CDC, and we have a great team in place here.

Please do not hesitate to contact me if you have any questions.

***Talking to Youth***

*“We know that this is a very stressful time and we wanted to let you know the steps we are taking as an agency and to share as much as information as we can. If you have been in contact with a youth or a staff member who has been confirmed/suspected to have Covid-19 the team will let you know.”*

The youth should be informed that currently there are positive cases on campus.

* Check in and see how the youth is coping. It is important to remind them that a lot of misinformation sometimes gets shared and that this is an opportunity to ask questions and get real information. Avoid general questions like “How are you?” or “Are you alright?” Instead, ask specific questions such as, “How are you handling all this Coronavirus stuff?” or “I hear a lot of the kids talking about Coronavirus. Is there anything you want to ask me?”
* Explain that the policies within the cottages have all changed and there are three types of cottages on campus:
  + **Shelter in place** cottages are for youth that have likely not had exposure to any of the individuals with COVID-19. The agency is a taking steps to stop the spread by limiting how much youth and staff move around, limiting contact with people outside our cottage, and practicing social distancing. Hand sanitizer, sanitizing wipes and disinfectant spray are provided to these cottages.
  + **Quarantine** cottages are for youth who have been exposed to someone with COVID-19. Youth interact only with the staff and youth assigned to this cottage. Masks, gloves, hand sanitizer, sanitizing wipes, and disinfectant spray are provided to these cottages.
  + **Isolation** cottages are for youth who are suspected or confirmed to have COVID-19. In isolation, youth receive constant medical oversight and treatment for symptoms. Gowns, masks, hand sanitizer, sanitizing wipes and disinfectant spray are provided to these cottages.

*\*Masks, gloves, hand sanitizer, sanitizing wipes, and disinfectant sprays are provided to staff working for Safety, Facilities and the kitchen. Staff needing PPE should make the request through their supervisor.*

*\*According to Department of Health Guidelines, a youth can be released/discharged from isolation seven days after the start of symptoms and/or after they have been asymptomatic for three days.*

1. If the youth is presenting with symptoms:
   1. Explain that the team wants to ensure that they receive proper medical attention because they are feeling unwell. Let them know that they will be evaluated at the Health Center and when—please make every attempt to have a specific time to reduce anxiety. Limit the youth’s contact with other people in the cottage while awaiting the Health Center or hospital visit. If the medical appointment results in the youth needing to move to the Isolation cottage, explain what this cottage is for. Provide them with expectations included in the Isolation/Quarantine Policy. Alternatively, if the youth requires hospitalization, please let them know that the team would like the youth to have greater monitoring and will be sent to the hospital to ensure they are getting proper medical treatment. Be sure to validate their feelings during this time.
   2. Make sure to ask the youth if they have any questions throughout this process. It is important to tell them that this might be a lot of information to process, and though they might not have questions now, they are welcome to contact you as questions arise. Provide them with a day that you will follow up with them to share any updates. For questions in which you do not have the answer, it is okay to say *“I’m sorry but I am not sure what the answer is. I will reach out to people to try to get you an answer as soon as possible.”*
2. If the youth is not presenting with symptoms, but may have been exposed to someone with COVID-19:
   1. If the youth was not the person who reported possible exposure, inform them that you have received information suggesting that they have may have been exposed to COVID-19. Allow them to express their thoughts and feelings about this, then explain that the cottage will now be placed in “quarantine.” Explain that the youth will not have to transition to another cottage and reiterate that quarantine means that he or she will solely be interacting with the staff and youth assigned to their own cottage for 14 days.
   2. Ask the youth if they have any questions or comments about what you have shared. Address and validate their concerns but use them as an opportunity to pivot to the ways JCCA is keeping them safe, such as: *“I understand that you are feeling concerned, I want to assure you that we are going to take great care of you.”* Emphasize that they must inform you or a staff member if they start feeling ill. It is also important to explain that this might be a lot of information to process, and though they might not have questions now, they are welcome to contact you as questions arise. Provide them with a day that you will follow up with them to share any updates. For questions in which you do not have the answer to, it is okay to say *“I’m sorry but I am not sure what the answer is. I will reach out to people to try to get you an answer as soon as possible.”*
3. If the youth is in a “Shelter in Place” cottage:
   1. Please let the youth know that they will remain in the cottage under a “shelter in place” and explain that the agency is taking measures to stop the spread of COVID-19 by restricting the movements of youth and staff, limiting contact with others outside your cottage, and practicing social distancing.
   2. Ask the youth if they have any questions or comments about what you have shared. Address and validate their concerns but use them as an opportunity to pivot to the ways JCCA is keeping them safe, such as: “I understand that you are feeling concerned, I want to assure you that we are going to take great care of you.” Emphasize that they must inform you or a staff member if they start feeling ill. It is also important to explain that this might be a lot of information to process and though they might not have questions now, they are welcome to contact you as questions arise. Provide them with a day that you will follow up with them to share any updates. For questions that you do not have the answer to, it is okay to say, *“I’m sorry but I am not sure what the answer is. I will reach out to people to try to get you an answer as soon as possible.”*

For all youth:

* Staff should explain that New York State is using the Shelter In Place approach which means that the government has said that people are only allowed to leave their homes if they are essential workers (they care for others) or if they need to shop for food, necessary supplies, and medicine. The majority of people throughout New York and the nation have been asked to stay at home.
* Explain that most people are feeling bored, as they are not allowed to have physical contact with friends or family. Remind them that many places are closed (movie theaters, malls, nail/hair salons etc.), including places they would normally go on trips. Acknowledge that we recognize that they are probably feeling bored and understand that this is a difficult time. Lastly, ask them what activities they would like to do inside the cottage. It is important to try to end on a positive note. If youth suggest ideas that are not possible, answer that you will speak with your supervisor.
* Youth should also be reminded of how the virus spreads and the importance of social distancing. Recognizable people like Barack Obama should be used to help them understand what 6 feet means. Staff should say that they understand it is difficult to practice that in a cottage with so many other youth. Staff should also reiterate that staff will be practicing social distancing as well and though they wish they could hug or high five them, for now, they are limiting contact with everyone.

**WRAPPING UP THE CONVERSATION**

* Thanks so much for taking the time to talk to me. I just wanted to remind you you’re your health and well-being are JCCA’s highest priority.
* Identifying potential cases as soon as possible is the best way to prevent further spread of coronavirus in our community, which is why we have such strict protocols in place.
* Our rigorous sanitizing, monitoring, quarantine and isolation are practiced in accordance with the latest guidance from state health officials and the CDC, and we have a great team in place here.
* Please do not hesitate to reach out if you have any questions.

**Talking to Staff**

**Introduction**

We know that this is a very stressful time and we are so thankful for everything that you have done thus far. We wanted to let you know the steps we are taking as an agency and to share as much as information as we can. If you have been in contact with a youth or a staff member who has been confirmed/suspected to have COVID-19, the team will let you know.

**Open Up the Conversation**

* Check in and see how the individual is coping. Remind them that misinformation sometimes gets shared and that you wanted to check in to see if they have specific questions. Please emphasize that if they learn of disturbing information or rumors, they should check in with their supervisor to clarify and express their concerns.
* Avoid general questions like “How are you?” or “Are you alright?” Instead, ask specific questions such as, “How are you handling all this Coronavirus stuff?” or “I hear a lot of misinformation and rumors being spread. Is there anything you want to ask me?”

**Wrap up the conversation**

* Thanks so much for taking the time to talk to me. I just wanted to remind you you’re your health and well-being are JCCA’s highest priority.
* Identifying potential cases as soon as possible is the best way to prevent further spread of coronavirus in our community, which is why we have such strict protocols in place.
* Our rigorous sanitizing, monitoring, quarantine and isolation are practiced in accordance with the latest guidance from state health officials and the CDC, and we have a great team in place here.
* Please do not hesitate to reach out if you have any questions.

**GENERAL CAMPUS PROTOCOLS**

For each of these cases, caregivers, youth and staff should be informed of the screening procedures on campus for staff and youth included below:

**All children in our care** are screened every day for symptoms. Using a risk-assessment algorithm developed by the CDC, we will determine whether children who have had direct contact with a symptomatic individual need to be isolated in order to prevent further exposure.

* Children who report any symptoms are brought immediately to the campus health center. If your child reports any symptoms, we will notify you immediately.
* Our medical team, supervised by our Chief Medical Administrative Officer Dr. KJ Browner-Elhanan, has extensive protocols in place to test, isolate, and care for children with symptoms.
* Children in isolation and/or quarantine will continue to receive therapeutic, educational, and recreation services while we monitor their health.
* Staff who care for children with symptoms are equipped with appropriate personal protective equipment (PPE) to minimize the risk of transmission.

**Everyone who comes to campus** is screened upon arrival for symptoms and exposure, whether they are employees, vendors, or any other visitor.

* Anyone with symptoms is immediately sent away.
* If staff report any symptoms, whether it is upon arrival screening or because they are home sick, we ensure that all individuals with whom they have had close contact, including children, are quickly identified, and we also conduct the same sanitizing protocols of any spaces they have shared with our campus community.