



JB Pritzker, Governor
Paula A. Basta, M.Div., Director

One Natural Resources Way, Suite 100, Springfield, Illinois 62702-1271
Phone: 800-252-8966 • 888-206-1327 (TTY) • Fax: 217-785-4477

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To: Area Agencies on Aging

Re: Minimum Requirements for Resuming In-Person Services at Senior Centers

This serves as an update to the notice issued on March 11, 2020, for congregate settings, including Senior Centers, that were closed due to COVID-19. A conservative, phased approach to reopening Senior Centers must be considered due to the increased vulnerability of some participants. All public health criteria included in this document are subject to change. As research and data on this novel coronavirus continue to develop, this plan can and will be updated to reflect the latest science and data.

PHYSICAL SITE:

- Please review the [Restore Illinois](#) guidelines to plan for appropriate use of your space.
- Activity space being utilized must allow for IDPH social distancing guidelines: https://www.dph.illinois.gov/sites/default/files/COVID-19_WorkplaceHealth_SafetyGuidance20200626-2.pdf.
- Consider occupancy limits for common areas (e.g. areas where meals are consumed, activities are held) to allow for social distancing.
- When feasible, limit the number of entrance and exits utilized to the site.

PROGRAM OPERATIONS:

- As public health guidance continues to evolve, virtual services continue to be encouraged.
- Identify participants and services that can be provided virtually and continue to provide these services remotely. Examples of services that may be provided virtually include but are not limited to:
 - Evidence-Based Health Promotion Programs and Nutrition Education
 - Friendly Visiting
 - Individual Needs Assessment
 - Information and Assistance (I&A)
 - Legal Assistance
 - Telehealth (e.g. medical, nutrition counseling, behavioral/mental health)
 - Telephone Reassurance
- Begin resuming services with a modified schedule that includes the following:

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- Facility capacity based on Restore Illinois Phase 3 (Gatherings of 10 people or fewer; this includes staff and participants) with social distancing measures
- Facility capacity based on Restore Illinois Phase 4 (Gatherings of 50 people or fewer; this includes staff and participants) with social distancing measures
- Facility capacity based on Restore Illinois Phase 5
- Coronavirus resources page for “County-Level Risk Metrics” should be used for local level awareness of each county’s progress during each phase of Restore Illinois, and will help local leaders, businesses, local health departments, and the public make informed decisions and promote healthy behaviors: <https://www.dph.illinois.gov/countymetrics>
- For services such as tax preparation assistance, sites should provide a schedule or arrange for appointments to be made so people are not congregating or waiting in line (inside or outside) and minimizing the number of individuals onsite at one time.
 - When providing a service, ensure there is 6-ft. distance between the participant and staff and that masks are worn.

GENERAL HEALTH:

- All employees, participants, and visitors must wear disposable or cloth face coverings (i.e. masks, shields, etc.) over their nose and mouth while at the site.
 - Exceptions may be made ONLY where accommodations are appropriate per IDHR guidance: https://www2.illinois.gov/dhr/Documents/IDHR_FAQ_for_Businesses_Concerning_Use_of_Face-Coverings_During_COVID-19_Ver_2020511b%20copy.pdf
- Social distancing of at least 6-ft. must be maintained between participants and staff.
- Frequent hand washing by employees and participants and an adequate supply of soap, paper towels, and/or disinfectant hand sanitizers should be made available.

STAFF MONITORING:

- The IDoA screening questionnaire should be administered to each staff member daily prior to coming onsite for services.
 - If staff has a fever at or above 100.4 degrees Fahrenheit/38 degrees Celsius or symptoms of COVID-19 they should not enter the facility and seek testing and evaluation for COVID-19. Symptoms include: fever, chills, headache, sore throat, coughing, sneezing, shortness of breath, muscle aches, vomiting and diarrhea.
 - Staff with symptoms of COVID-19 should not work until they are cleared by their medical provider.
- Employees that have been in close contact with someone that has tested positive for COVID-19 should self-isolate for 14 days. Close contact is within 6 feet for greater than 15 minutes without protective equipment.

- Staff shall report to their supervisor if they test positive for COVID-19.

PARTICIPANT MONITORING:

- The IDoA screening questionnaire should be administered to each participant daily prior to coming onsite for services.
- Sites should take participant temperature prior to entering the center.
- If participant has a fever at or above 100.4 degrees Fahrenheit/38 degrees Celsius, the site recommends the participant return home immediately and contact their healthcare provider for evaluation.
- IDPH requires the Senior Center notify their local health department (LHD) and IDoA of participants that have tested positive for COVID-19 who have been present at the Senior Center.

VISITORS:

- Recommended that visits to the site (other than participants) be by appointment only until further notice. A Senior Center that schedules a meeting must meet the visitor at the public entrance to their center, staff will be required to administer the IDoA screening questionnaire and take the visitor's temperature before entry into the building. Anyone with a temperature reading at or above 100.4 degrees Fahrenheit/38 degrees Celsius or symptoms of COVID-19 should NOT enter the site.
- Masks must be worn by all visitors while visiting the Senior Center
- Hand sanitizer should be provided to all visitors to use before and after entering the center.
- Social distancing of at least 6-ft. must be maintained between participants and staff. Physical barriers such as Plexiglas screens or sneeze guards should be used where available and appropriate at the front desk of the site.

SIGNAGE:

- Senior Centers should display signage at the entrance with requirements for face coverings and social distancing guidelines, in multiple languages as appropriate.
- IDPH has developed various signage that can be utilized:
<https://dceocovid19resources.com/assets/Restore-Illinois/signage3/8.5x11.pdf>

DISINFECTING/CLEANING PROCEDURES:

- Centers should have processes to disinfect commonly touched surfaces regularly throughout the day and designate someone to ensure that disinfection is occurring.
- Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols: https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf
- Clean and disinfect common areas (e.g., restrooms, waiting area, meal preparation, staff break areas, etc.) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings, designated furniture) frequently; every two hours is recommended for high-traffic areas. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>
- Sanitization of multi-use items (e.g, cards, pens, etc.) should be completed after each use.
- Disinfect tables and chairs before and after activities and again at closing time. See EPA approved list of disinfectants: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- Discard any single-use items or paper articles (e.g., paper menus) after each use.

PERSONAL PROTECTIVE EQUIPMENT (PPE) NEEDS & AVAILABILITY FOR SITE:

- Senior Centers should have disposable masks and gloves (in a variety of sizes) for employees, participants, and visitors at all times.
- Employees should wear masks at all times. Sites should ensure there are areas for break times when employees can remove masks (for example, to eat) and maintain social distance.
- Employees, participants and visitors that wish to use their own PPE should be informed that disposable masks/gloves must be disposed of daily or after each use and cloth masks should be washed/cleaned daily.
- For those participants who struggle with wearing masks, be sensitive to participants with COPD, dementia, other conditions that make it challenging to wear masks and keep them distanced if they can't wear masks.
- CDC guidance for cleaning masks: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wash-cloth-face-coverings.html>
- IDoA webinar “Correct Usage of Personal Protective Equipment”: <https://attendeegototraining.com/r/9056699674996488706> (Must register and then webinar

and slides will open)

TRANSPORTATION:

- Remind participants who travel independently to and from the center to practice social distancing when traveling to and from the site.
- If transportation is provided by a site, the following practices are encouraged:
 - A face mask is required to be worn by both passengers and volunteers.
 - Consider skipping a row of seats between yourself and other riders if possible.
 - Enter and exit buses through rear entry doors if possible.
 - Develop cleaning protocol of vehicles (i.e. before/after each trip, seats, hand rails, etc.)
 - See additional guidance:
 - CDC: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html#TypesofTransportation>
 - IDPH <http://dph.illinois.gov/covid19/transporting-high-risk-populations-guidance>

If you have any questions, please contact: aging.occs@illinois.gov