

Service, Inc. of IL has been conducting all its activities virtually since March 2020 when DHSDD suspended all ISC in-home visits. This experience showed us we can successfully conduct virtual activities, working with organizations and people receiving services and carrying out our services through a hybrid or fully virtual model.

As Service, Inc of Illinois returns to in-person activities for our core ISC services, we have developed protocols to help protect the health of provider organizations, people receiving services, and our own employees.

In light of the COVID-19 pandemic, these measures aim to ensure that all parties feel comfortable and safe during meetings, visits, etc. Per DHSDD guidelines (<https://www.dhs.state.il.us/page.aspx?item=135744>) we are beginning to schedule in-person activities utilizing national, state and local precautions to help in determining if the service should be conducted in-person, virtually, or a combination of both.

Service Inc, of IL Protocols

While we have started scheduling in-person activities, we continue to follow the latest developments involving COVID-19 and will adapt as the situation demands. Due to the realities of the pandemic, any visit is subject to change and may need to transition from in-person activities to strictly virtual platforms. When in-person visits do occur, there are a number of specific steps Service, Inc. of IL will be taking as safeguards related to the pandemic:

- Will only send the ISC staff member(s) necessary to conduct the specific in-person activities.
- Will follow guidelines issued at the national, state, or local level. This includes mask wearing, social distancing, handwashing, etc.
- Will take various factors into consideration in decisions about in-person and on-site activities, such as if the location has a high transmission rate or a spike in COVID cases.
- If ISC staff begin to display any COVID-related symptoms (colds, fevers, etc.), they will not participate in any of the in-person activities.
- If ISC staff who are scheduled to be on a visit test positive for COVID within 10 days of the planned in-person activity, they will not be able to complete activity. The activities will then need to be rescheduled or conducted virtually.
- If within 10 days following ISC's participation in an in-person activity, the ISC staff member either displays COVID-related symptoms or tests positive for COVID, Service, Inc. of IL will notify the provider organization local contact via email within one business day.
- Service, Inc. of IL will be aware of, and sensitive to, COVID-related risks as well as people's comfort level with direct interactions. The option of virtual services will continue to be available to people receiving services and their families throughout all phases of the pandemic based on the choice and safety of the individual.
- Office space is available for use on a limited, by appointment only bases.
- Service, Inc. of IL reserves the right to change any in-person activity to a virtual activity.

Provider Organization Expectations

In addition to the safeguards that Service, Inc. of IL will be implementing, there are also expectations we have for our provider partners that will help protect their staff, people receiving services, as well as Service, Inc. of IL employees:

- The organization needs to follow guidelines issued at the national, state, or local level. This includes mask wearing, social distancing, handwashing, etc.
- For the purpose of contact tracing in the event that someone tests positive for COVID, the organization needs to keep records of who was present (employees, people supported, other visitors, etc.) for all in-person activities.
- If within 10 days following the in-person activity, anyone from the organization, who the ISC staff member has come into contact with, either displays COVID-related symptoms or tests positive for COVID, the provider will contact local Program Managers, via email within one business day.

Looking Ahead

As we have been since the onset of COVID-19 in early 2020, we are closely monitoring the situation and will make adjustments to our plans and protocols in order to remain responsive to the pandemic.

Service, Inc. of IL will continue to be flexible in how we carry out in-person activities for our core ISC services. We appreciate how understanding everyone have been throughout these unprecedented times.

Contact Us

If you have any questions, comments, and/or concerns specific to your service activities, please contact Dan Coffey, CEO or Jennifer Gilmore, CPO