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COVID-19 Recovery, Resurgence Readiness, and Reopening Checklist for Behavioral Health Providers

The purpose of this tool is to assist behavioral health providers in planning for safe, long-term organizational preparedness during the COVID-19 pandemic. There are universal preparedness questions that all providers should consider, however, there is not a one size fits all approach to planning for continuity of operations.

Checklist Sections

1. Physical Space and Office Protocols
2. Health and Hygiene
3. Screening
4. Staff Planning
5. Wellness and Resilience
6. Administrative Functions
7. Additional Resources



1. Physical Space and Office Protocols

- How can you continue to support social distancing in your office space?
 - Do you need to reconfigure your lobby/waiting room to allow individuals receiving services and staff to be six feet apart?
 - Tip: Consider using tape to mark where people can stand that are 6 feet apart and/or change traffic patterns to one way.*
 - Do you need to reconfigure your overall office floorplan to support social distancing and limit close person-to-person contact?
- Do you need to create barriers in certain common areas and staff areas of your office, such as the lobby/waiting room?
 - Tip: Consider installing Plexiglas barrier at your check-in counter.*
- What strategies can you use to limit congestion in common areas, such as the kitchen, the waiting room, elevator banks, outside the office, etc.?
 - Tip: Consider closing your office cafeteria/kitchen.*
- What are your office entry and exit protocols?
- Are you maximizing the use of telehealth and telephonic services?
- Do you need to limit building capacity, extend office hours, or stagger appointment times to ensure there is safe physical distancing and limit close person-to-person contact?
 - Tip: If you conduct any in person consultation try to stay 6 feet apart from the consumer, and both staff and the individual receiving services should wear masks.*

2. Health and Hygiene



- How are you maintaining Personal Protective Equipment (PPE) supply? Staff and individuals receiving services should wear masks. Staff should wear masks and gloves around individuals receiving services when conducting an intake assessment or exam, dispensing medication, taking temperature.
 - Do you have extra masks for individuals receiving services?
- Have you developed schedules for cleaning high-touch surfaces multiple times a day? This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
 - If your program has vehicles, what is the schedule for cleaning them?
- Where do you have hand sanitizer and wipes placed throughout your office?
- Have you established a schedule for an outside cleaning company to do a deep clean of your office?
- What is your system for maintaining an inventory of cleaning disinfectant, hand sanitizer, bleach, etc.?
- Do you have signs posted around the office on proper COVID-19 prevention, i.e. handwashing, etc.
 - Tip: The CDC created FREE printable resources on their website: <https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>.*

3. Screening



- What are your protocols for screening patients and staff for symptoms of COVID-19?
 - Do you conduct daily temperature checks of staff and ask about symptoms when they report for work?
 - Tip: If any staff screen positive they should be sent home and instructed to get tested.*
 - How do you screen patients when they enter the office?
 - Tip: If your office is doing appointments, pre-screen individuals receiving services in advance of scheduling appointments and at the time of their appointment*

4. Staff Planning



- Have you Identified which staff are essential to be in the office? In what ways can you support telework for staff that can do their work remotely?
 - Tip: Consider implementing extended telework for non-essential staff.*
- How are you going to limit the number of people in the office at any time?
 - Tip: Consider staggering staff scheduling over the course of a day.*

5. Wellness and Resilience



- What approach does your organization use to support positive culture and wellbeing for your staff?
 - Tip: Communication and positive notes from senior leaders and direct managers are important to supporting staff.*
- What support and community resources are available to your staff through your insurance carriers, benefits partners and Employee Assistance Program (EAP) providers?
- What resources are available for clients to support wellbeing?

6. Administrative Functions



- Have you developed a method for tracking COVID-19 related expenses?
 - Tip: Save receipts/invoices to provide documentation of COVID-19 related expenses.*
- How are you ensuring that you are consistently and accurately documenting your telehealth services?
 - Tip: Develop a method for organizing your phone records for possible audits.*
- How are you ensuring that you consistently and accurately document all special actions taken during this time? This may be necessary for legal reasons at a later date.
- Do you need to implement a telework policy?
- Are there administrative functions that do not need to be performed in the office?
- Are you conducting staff training around these new protocols?
- Have you contacted your insurance carriers to learn about changes enacted due to COVID-19?

7. Additional Resources



- Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov>
- Federal Emergency Management Agency (FEMA): <https://www.fema.gov>
- Occupational Health and Safety Administration (OSHA): <https://www.osha.gov>
- National Council for Behavioral Health: <https://www.thenationalcouncil.org>
- Maryland Department of Health (MDH): <https://health.maryland.gov/pages/home.aspx>
- Anne Arundel County Department of Health: <https://www.aahealth.org>

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