

Client and Staff Safety Protocols

Responding to the COVID-19 Pandemic



Admissions

Our Admissions Team has added pre-screening questions for all potential clients.

- These questions are asked three times prior to admission:
 - When the client calls to inform us they are admitting
 - Before the client travels to an Alsana facility
 - Prior to entering an Alsana facility

If a client screens positive at any point, they may not enter Alsana treatment until they have been appropriately triaged and tested if necessary. We assist them with making those arrangements.

We are admitting new clients to our in-person programs as well as identifying which clients are a good fit for virtual programming, reflecting Alsana's commitment to meet each client where they are in recovery.

- For new clients arriving for treatment at any of our levels of care, an Alsana staff will meet them at the door to take their temperature PRIOR to entering the facility.
 - If the client's temperature is below 100.4F, they may enter.
 - If the client's temperature is higher, Alsana staff will work with the Medical Team to advise on next steps and possible COVID-19 testing.
- All new clients are asked a screening questionnaire for the first 14 days of admission to determine if any of their prior contacts are suspected positive or positive for COVID-19. Based on this information, Alsana medical staff determines client's need for testing.

All admitting clients go through one final screen prior to walking into treatment.



Nursing

Ongoing in-depth training and education is provided to staff on:

- Hand and respiratory hygiene
- COVID-19 signs and symptoms
- How to don and doff PPE
- How to treat COVID-19
- When to send a COVID-19 client to a higher level of care
- How to isolate a client and quarantine a facility
- When to stay home

Alsana staff is asked to follow government recommendations and orders regarding travel and staying at home. We have daily staff screening regarding symptoms and travel.

- All Alsana staff have daily temperature and screen check prior to entering the facility to start their shift.
- Any staff that has a positive fever screen or questionnaire is not allowed to enter the building and asked to follow up with their primary care physician to determine COVID-19 risk and need for testing.
- Our Chief Medical Officer is notified if anyone is identified as "at risk" and will work to determine the best next steps on an individual basis.

When a client is in isolation for suspected or positive COVID-19 diagnosis, the nurse will be the ONLY staff member allowed to enter the isolation room; all other interactions will be conducted by Zoom.



Limiting Exposure

We are monitoring all entries into facilities and offices closely.

- Designated staff are stationed at all entryways to enforce safety protocols and ask screening questions.
- Visitors are prohibited from entering our treatment facilities.
- Client outings have been temporarily suspended.

All family week activities have been suspended.

- We will continue with virtual family sessions and have contacted families to assure them that client safety continues to be our highest priority.
- We have implemented extended call hours for clients to stay in connection with family and friends.

As part of Alsana's preventive measures, we have increased our sanitary practices.

- Staff is screened daily for fever before their shift.
- Clients are screened daily for fever.
- Disinfecting wipe-downs occur before and after every group meeting and meal each day.
- We have a weekly deep cleaning of all our facilities done by a professional cleaning company.
- For additional information on CDC cleaning and disinfecting guidelines and products, please reference: <https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>
- Hand washing moments occur throughout the day at each level of care.
- Residential clients wear masks and are screened daily for the first 14 days of treatment.
- PHP and IOP clients wear masks at all times while in programming.
- Staff wear masks at all times.
- If we encounter a positive COVID-19 case, we will immediately communicate with the family, referral providers and all other appropriate parties.

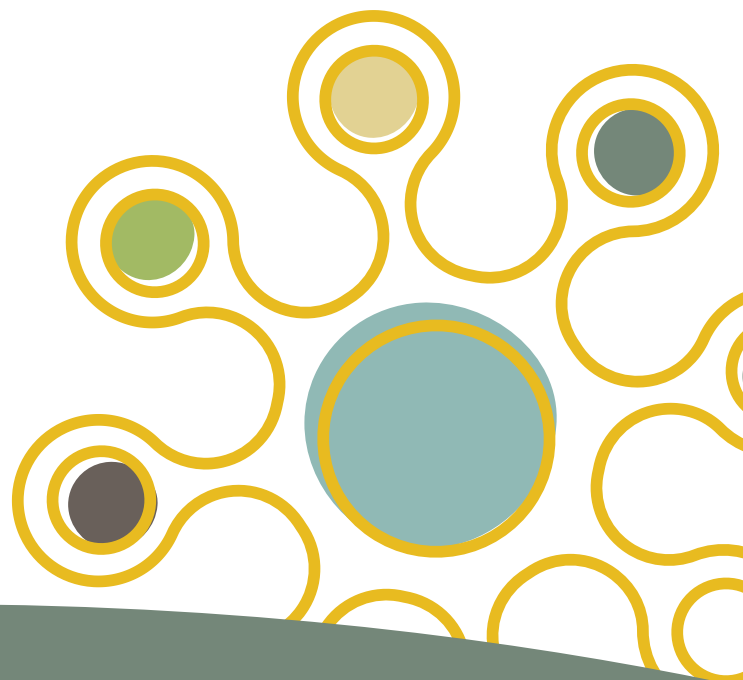


Telehealth

If needed, virtual care options may be used in our programs for client treatment.

- We offer flexible, virtual IOP and PHP services to clients across the United States.
- We have an experienced leadership team of eating disorder experts who hold Master's-level degrees and telehealth certifications that is solely dedicated to our virtual programs.
- Clients receive the same high level of personalized care in virtual treatment as our in-person care. While the COVID-19 pandemic is dangerous, the risks faced by clients with an eating disorder that go untreated are also dangerous.
- We determine the appropriateness of each client's admission based on careful criteria to ensure that client safety and quality of care is always the first priority.

Clinicians connect with clients via Zoom, and adhere to client HIPAA confidentiality and security.



We would like to be your Eating Recovery Community.

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