

RESPONDING TO COVID-19

Hathaway-Sycamores Prevention Plan

3/13/20- 1:00pm

“It’s better to be safe than sorry”



Assessed Risk

- ✓ Monitored the current state of the global virus
- ✓ Reviewed CDC published guidelines (*ongoing review*)
- ✓ Reviewed our current business continuity plan and disaster plans
- ✓ Prioritized the highest level business functions, i.e.:
 - Payroll identified those employees who receive paper checks
 - Implemented communication and escalation processes with employees, consumers, Board, and funders
 - Client care by service delivery:
 - Residential and FFA
 - School based
 - Community
 - Clinic
 - Homeless Services



Planned Prevention Strategies

Identify three phases of prevention and intervention

✓ **Phase 1:**

- Disseminated facts, prevention methods, and hygiene supplies amongst employees, consumers, and field-based offices
- Increased cleaning frequency and products used to align with CDC requirements
- Established third party vendor check-in:
 - Banks
 - Funders
 - Insurance
 - Other vendors such as food services
- Current assessment of technology ecosystem for mobility, connectivity and remote functions
- Communication with Board and Executive Leadership on a regular basis



Planned Prevention Strategies

✓Phase 2:

- Established stricter evolving guidelines in alignment with CDC and public policy to align with Business activities
 - Cancelled all large agency and site meetings, limiting to no more than 5 people per meeting
 - All critical meetings, including Board meetings are to be held electronically
 - Cancelled all non essential travel between sites within our agency
 - Restricted external visitors to Headquarters, and posted signs on the doors of locations of care with symptoms and travel restriction warnings
- Limited direct care visits
 - Obtained current cell phone numbers of all consumers
 - Screening questions prior to visit, if “yes” a phone session occurs
 - Suspended all group therapy or activity sessions with consumers
 - Created a level of care assessment for all consumers to utilize if staffing resources became limited and we must triage services



Planned Prevention Strategies

✓ **Phase 2** (*continued*):

- Placed restrictions on traveling to conferences and meetings
- Prepared work-from-home capability policy and processes
 - Determined which roles can work from home under these circumstances
 - Made sure every staff has a laptop and they take them home every night
 - Made sure every staff has the capability to connect remotely



Planned Prevention Strategies

- ✓ **Phase 3:** *Implementation to enhance social distancing, maintain business functions, service delivery and minimize impact*
 - Each Chief identified critical business functions and split their staff into two teams to ensure continuity of business functions for two weeks
 - Identified and implemented cross-training needs to address reduction in staffing
 - Implementing regular communication huddles by site with leaders and communication with executive leaders
 - Established two “Sharepoint” pages: one to update information for all staff, and one specific to leadership
 - Monitoring the rapidly changing environment



Responding to the Rapidly Changing Environment

- **Phase 4:**

- Responding to school closures and employees who do not have childcare
- Following updates on and adhering to governmental policies related to HR, Unemployment Benefits, Furloughs and Workers Comp etc.
- Keeping informed on quarantine procedures and testing availability
- On-going financial analysis and scenario planning
- Anticipating cash needs and reserves
- Developing notification requirements and protocols for potential or exposure;
 - Public Health Departments
 - Other community members
 - Employees



EL NIDO STRTP PROGRAM: RESPONDING TO COVID-19

Illness Response and Prevention Plan



El Nido Plan: Screening, Visitation and Communication

- Campus closed to volunteers and non-essential visitors
- Family Cottages closed
- All meetings and trainings are virtual effective immediately
- ALL approved required visitors (i.e., CSW's, PO, family) will have temperatures taken via no-touch thermometer when they check in at the front desk or PSS
 - Signage posted at gates and lobby/PSS door
- Youth will have temperatures taken and logged daily
- Ongoing youth and staff education on illness prevention and response
- Increased focus on training part-time and on-call staff in the event they get called to work with our youth
- All staff, stakeholders and family have been notified of these updates



El Nido Plan: Education, Medical and Staffing

- Updated current cell phone numbers of all consumers
- Hygiene and cleaning supplies have been ordered and distributed to on-site and remote staff
- Additional cleaning in place
- All nonessential staff to telework
- Staff instructed to stay home if they are sick, 360 redirection and accountability plan in place
- Virtual classroom development in progress (Rec Hall or Board Room): supplies, staff and instruction to be secured
- Isolation area identified (family cottages or board room)
- Site layered buddy system in place
- Daily leadership huddle
- Generating additional floater, leadership and relief staff list
 - Training plan finalized
 - Discussing additional compensation for direct care staff

