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
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