



# A Road to Re-Opening for Community-Based Organizations

*First in a series of webinars*

Tuesday, June 9, 2020

1:00pm to 2:30pm PT

Register for FREE at **[svcn.org](https://svcn.org)**

**Learn about** current public health orders

**Ask questions** of health officials and CBOs

**Get resources** and tips for re-engaging





# Welcome and Introductions

- Welcome

*Please type your name and organization in the chat box so everyone can see who's joined*

- Housekeeping

*Everyone is on mute. Please enter questions or comments in Q &A box.*



# Agenda Overview

1. Welcome and Introductions
2. Why Are We Here
3. Rules of the Road – Understanding Current SCCO Public Health Order and Q&A
4. Creating a Roadmap– General Planning Considerations
5. Filling Your Tank – Unique CBO Considerations
6. The Road Ahead– CBO Panel and Q&A
7. The Journey Continues – What's Next



# Webinar Objectives

- Review SCCO Public Health orders and Q&A
- Provide a broad overview of considerations for CBOs and nonprofits in SCCO on continuing service delivery and re-opening facilities in this COVID-19 landscape
- Hear from other CBOs what they are doing – what's working, challenges, tips and best practices
- Share resources related to operating in this new normal



# More to Come After Today...

- This is the FIRST in a series of webinars that SVCN and CADRE will be offering over the next few weeks
- Other “deeper dive” topics will include
  - **Physical Space Design Considerations** – structure of office space, airflow, common use areas such as kitchens and break rooms, elevators, high touch, entry and leave protocols, visitor policies...)
  - **Staff Care** – Making Sure the Nonprofit Workforce is Supported in Times of Crisis
  - **Exploring Shared Space** – Toolkit to Moving to Shared Space Arrangement in the COVID-19 Context



# Resilience Roadmap Stages

## **STAGE 1: Safety and Preparedness**

Making essential workforce environment as safe as possible.

## **STAGE 2: Lower Risk Workplaces**

Creating opportunities for lower risk sectors to adapt and re-open.

Modified school programs and childcare re-open.

## **STAGE 3: Higher Risk Workplaces**

Creating opportunities for higher risk sectors to adapt and re-open.

## **STAGE 4: End of Stay-At-Home Order**

Return to expanded workforce in highest risk workplaces.

Requires  
Therapeutics.





# Shelter In Place Orders

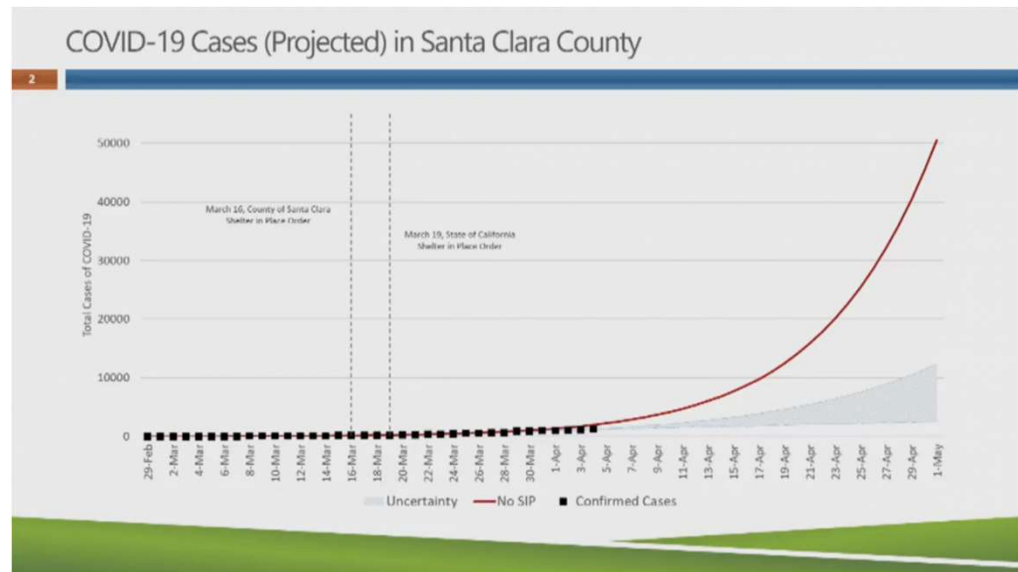
## Moving Forward Together





# How did we get here?

- County of Santa Clara took lead in issuing shelter-in-place orders
- Adapting orders based on the data re COVID-19 risk and County's capacity to respond to outbreaks
- Promising trends in data have allowed sectors to open with limitations
- Most businesses, organizations, and other entities allowed to open
- We are still a long way from "home"





# What's Open?



Subject to social distancing protocols and COVID-19 related safety requirements to protect workers, customers and the community.

## Business and Government Agencies

Already Open	Open June 5, 2020
<ul style="list-style-type: none"><li>• All healthcare services</li><li>• All essential governmental activities</li><li>• All essential infrastructure, including internet/communications</li><li>• Grocery stores, pharmacies, and similar essential businesses</li><li>• Agencies providing food/shelter/social services</li><li>• Newspapers, television, and radio</li><li>• Gas stations, auto-supply, and auto-repair</li><li>• Bicycle repair and supply shops</li><li>• Banks and related financial institutions</li><li>• Hardware stores</li><li>• Plumbers, electricians, exterminators, and other home repair services</li><li>• Mailing and shipping services</li></ul>	<ul style="list-style-type: none"><li>• Outdoor dining at restaurants</li><li>• In-store shopping at retail and shopping centers</li><li>• All manufacturing, warehousing, and logistics</li><li>• House cleaning and other no-contact in-home services</li><li>• Low contact/no contact service businesses including shoe repair, watch repair, and other similar services</li><li>• Pet grooming and dog walking</li></ul>

## Education, Childcare, and Children's Activities

Already Open	Open June 5, 2020
<ul style="list-style-type: none"><li>• Educational institutions including public and private K-12 schools, colleges, and universities, but only for facilitating distance learning or performing essential functions</li><li>• Childcare establishments for children of workers of allowable businesses in stable groups of 12</li><li>• Summer camps and other educational or recreational programs for children of workers of allowable businesses in stable groups of 12</li><li>• Change of groups allowed every <u>four</u> weeks</li></ul>	<ul style="list-style-type: none"><li>• All childcare, summer camps, summer school, and all other educational or recreational programs for all children in stable groups up to 12 children</li><li>• Change of group allowed every <u>three</u> weeks</li></ul>

## Outdoor Ceremonies, Outdoor Religious Gatherings, and Outdoor Recreation

Already Open	Open June 5, 2020
<ul style="list-style-type: none"><li>• Outdoor recreational activities with members of one's own household</li><li>• Parks and outdoor recreation areas</li><li>• Outdoor museums, outdoor historical sites, and publicly accessible gardens</li><li>• Car parades</li></ul>	<ul style="list-style-type: none"><li>• Small outdoor ceremonies and outdoor religious gatherings in groups no larger than 25</li><li>• All outdoor recreational activities that do not involve physical contact, with social distancing and with up to one other household, including hiking, tennis, Frisbee and golf</li><li>• Outdoor swimming pools</li><li>• Camping</li><li>• Drive-in theaters and other automobile-based gatherings</li></ul>



# A few points of clarification...

- Essential businesses not affected by recent orders
- Non-profits are essential if providing food, shelter, and other necessities to economically disadvantaged and vulnerable communities
- Dr. Cody considering successive changes to Order only after a full 14-day incubation period has passed





**Social Distancing Protocol  
COVID-19 Site-Specific Protection Plan**



Business Name: \_\_\_\_\_  
 Facility Address: \_\_\_\_\_  
 This Protocol was most recently updated on: \_\_\_\_\_  
 Maximum number of people allowed in facility at any time: \_\_\_\_\_  
 Total Facility Square Footage: \_\_\_\_\_  
 Total Facility Square Footage Open to Public: \_\_\_\_\_

**The Person Responsible for Implementing this Protocol**

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Phone number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Businesses must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the business.

**Signage and Distribution:**

- ☐ Post signage at each public entrance of the facility to inform personnel and customers of the following:
  - ☐ Do not enter the facility if you have COVID-19 symptoms;
  - ☐ Maintain a minimum six-foot distance from others, including when in line;
  - ☐ Sneeze and cough into a cloth or tissue or, if not available, into your elbow;
  - ☐ Face coverings required to enter (except if 6 years of age or under or medically inadvisable);
  - ☐ Do not shake hands or engage in any unnecessary physical contact.
- ☐ Post signage at appropriate locations throughout the facility reminding customers to maintain social distance.
- ☐ Post a copy of your COVID-19 PREPARED Sign and Social Distancing Protocol Visitor Information Sheet at each public entrance to the facility where staff and customers can easily view them.

**Personnel Training:**

- ☐ Copies of this Protocol will be distributed to all personnel.
- ☐ Personnel are trained on [COVID-19 information from the CDC](#), how to prevent COVID-19 from spreading, who is especially vulnerable to the disease, and when to seek medical attention.
- ☐ Personnel are trained on screening themselves for COVID-19 symptoms, including temperature and/or symptom checks using [CDC guidelines](#).
- ☐ Personnel are trained on the need to stay home and get tested if they have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

Protocol Template Updated May 18, 2020

**社交距離協議  
COVID-19 場所特定保護計劃**



商戶名稱: \_\_\_\_\_  
 設施地址: \_\_\_\_\_  
 本規程的最新更新日期: \_\_\_\_\_  
 任何時間內允許同時在設施中的人數: \_\_\_\_\_  
 設施總面積 (平方英尺): \_\_\_\_\_  
 設施向公眾開放的總面積 (平方英尺): \_\_\_\_\_

**實施本規程**

姓名: \_\_\_\_\_  
 電話: \_\_\_\_\_  
 Tên doanh nghiệp: \_\_\_\_\_  
 Địa chỉ cơ sở: \_\_\_\_\_  
 Giao thức này đã được cập nhật gần đây nhất vào: \_\_\_\_\_  
 Số lượng người tối đa được phép vào cơ sở bất cứ lúc nào: \_\_\_\_\_  
 Tổng diện tích của cơ sở theo square feet: \_\_\_\_\_  
 Tổng diện tích của cơ sở dành cho Công chúng: \_\_\_\_\_

**Người chịu trách nhiệm thực hiện Giao thức này**

Tên: \_\_\_\_\_ Chức danh: \_\_\_\_\_

**Protocolo de Distanciamiento Social  
COVID-19 - Plan Específico de Protección de Sitio**



Nombre de la empresa: \_\_\_\_\_  
 Dirección de la empresa: \_\_\_\_\_  
 Fecha de la última versión de este protocolo: \_\_\_\_\_  
 Máximo de personas permitidas simultáneamente en el local: \_\_\_\_\_  
 Superficie total del establecimiento (en pies cuadrados): \_\_\_\_\_  
 Superficie total abierta al público (en pies cuadrados): \_\_\_\_\_

**Persona responsable de implementar este protocolo**

Nombre: \_\_\_\_\_ Título: \_\_\_\_\_  
 Teléfono: \_\_\_\_\_ Correo electrónico: \_\_\_\_\_

Las empresas **deben** implementar todas las medidas aplicables mencionadas a continuación y estar preparadas para explicar por qué las medidas que no apliquen no son apropiadas en su caso.

**Letreros y distribución:**

- ☐ Ponga letreros en cada entrada pública para informar al personal y a los clientes de lo siguiente:
  - ☐ No entre en el establecimiento si tiene síntomas de COVID-19;
  - ☐ Mantenga una distancia mínima de seis pies (2 metros) de otros, incluso cuando esté en fila;
  - ☐ Estornude y tosa en un pañuelo de tela o papel o, si no tiene ninguno, en el interior de su codo;
  - ☐ Se requiere usar cubrebocas para entrar (excepto menores de 6 años o si es médicamente desaconsejable);
  - ☐ No dé la mano ni participe en ningún contacto físico innecesario.



# Social Distancing Protocol

## Visitor Information



Last updated:

**Business Name:**

**Facility Address:**

The maximum number of people allowed in this facility to ensure that people are easily able to maintain six-foot social distancing, or as required by the Order, is .

The total square footage of this facility is .

The square footage of this facility open to the public is .

### Summary of Customer-Facing Requirements

- Handwashing facilities or sanitizer is available near the facility entrance.
- An employee is posted at or near the facility entrance to ensure the maximum number of customers is not exceeded and all persons are wearing face coverings.
- Tape or markings have been placed at least six feet apart where people form lines.

### Learn More or Report a Complaint

To report a complaint about this or another business not following a Social Distancing Protocol, visit [www.santaclara-da.org](http://www.santaclara-da.org) or email [pubhealthreferral@dao.sccgov.org](mailto:pubhealthreferral@dao.sccgov.org).

To view the County Health Officer's Order and other information related to COVID-19, visit [sccgov.org/coronavirus](http://sccgov.org/coronavirus).

The person responsible for implementing this business's protocol is:

Name

Title

Email

Phone Number



# COVID-19 Prepared



This business has completed a Social Distancing Protocol to prevent the spread of COVID-19.

For more information or to learn how to file a complaint, see this business's Social Distancing Protocol Visitor Information Sheet (required to be posted with this sign) or visit [sccgov.org/coronavirus](http://sccgov.org/coronavirus).

Santa Clara County  
**PUBLIC HEALTH**



SVCN!+  CADRE

NONPROFITS RESPONDING TOGETHER



# What Does This Mean to CBOs

- Before you open, you must also complete a Social Distancing Protocol for your facility
- Post the COVID-19 Prepared Sign and Visitor Information Sheet at public entrances
- Give a copy of the protocol to all employees
- It is each business's responsibility to comply with the Order (and any other applicable laws).



# A few points of clarification...

- Temperature screening does not mean temperature taking.
- No standard frequency for sanitation
- Touchless hydration stations are allowed
- Your responsibility to enforce the face covering rule, but no “prove-up” on exceptions is required
- Occupancy limitations for essential businesses are based on viability of social distancing





# Who do I call?

Who do I contact if someone contracts COVID-19?

✓ [coronavirus@phd.sccgov.org](mailto:coronavirus@phd.sccgov.org)

✓ 408.885.4214





# Reminders about PPE and Social Distancing



With these changes we must continue to wear face coverings, wash our hands frequently, avoid touching our nose, eyes and mouth, and keep a minimum of six feet between ourselves and people we do not live with.

For more COVID-19 information, visit  
[sccgov.org/coronavirus](https://sccgov.org/coronavirus)

## Cloth Face Covering Care



### Washing

Machine or hand wash regularly,  
in hot water with laundry detergent.



[sccgov.org/coronavirus](https://sccgov.org/coronavirus)

#ApartTogetherSCC



# Current Events



As a community and as a nation, we are experiencing some of the most difficult and challenging times many of us have ever experienced. The COVID-19 virus has had an impact on every aspect of our lives. It has been particularly devastating to low income communities and communities of color in our county and across our state and nation. This has been compounded by structural inequities that exist in our society that are unjust, persistent, and damaging,



- County Health Officer Dr. Sara Cody.



#ApartTogetherSCC





# Current Events

**Please be safe as we  
move through these  
difficult times  
together.**

Santa Clara County  
**PUBLIC  
HEALTH**







# Questions?





# Polling questions

- \*\*Have you filled out Appendix A for SCCO?
- \*\* Safety Protocols/check-in station for Staff at physical workplace?





## *Creating a Roadmap....*

General Planning Considerations  
For CBO and Nonprofit  
Service Continuity  
and Re-Opening



# What's Needed

- Document a plan
- Messaging/Signs/Training
- Facility / Workspace Readiness
- Cleaning and Sanitation
- Emergency Procedures



# Develop A Plan

- Disaster Mission – Essential Functions
- Appendix A
- Who needs to be in the office?
- Where can you reduce contact?
- Small steps



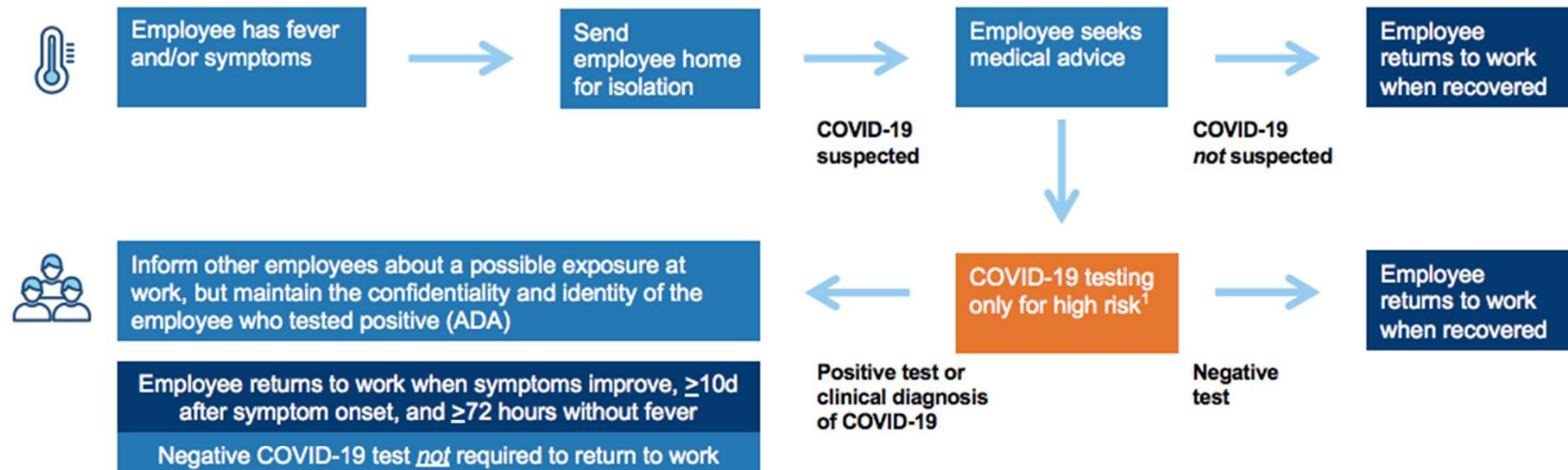
# Messaging/Signs/Training

Determine what methods will be used to inform employees, clients/customers, vendors and other stakeholders

- For staff and volunteers, explain what the process is for returning to work
- Coordinate with other partners, clients, customers and stakeholders about reopening and Social Distancing Guidelines
- Establish a mechanism for feedback – and listen!



# What happens when an employee has symptoms?



<sup>1</sup>. Testing criteria are changing on a daily basis as our capacity to test more members increases. Currently, we are testing symptomatic patients who require hospitalization or are considered high risk (adults >65, immunocompromised, cancer, transplant, advanced HIV, chronic lung and/or heart disease, diabetes with A1c >8.0, pregnancy, morbid obesity, and homeless) and symptomatic health care workers and first responders.

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# Facility and Workspace Readiness

## Welcome Kit and Other Supplies

Consider a “welcome” kit for employees returning to the office, including:

- Cloth face covers
- Portable tissues & hand sanitizer
- Soft point stylus for touch screens / keypads
- Custom labels to use on personal items
- Carrying case for employees to transport essentials around the office
- Contact-less door opener
- Quick reference card with key information
- And something fun!



**Other supplies to consider stocking in addition to masks, hand sanitizer, and cleaning supplies:**

Infrared thermometers

Small trash cans with lids

Caddies for essential cleaning supplies

Supplies for labeling personal items

Supplies for posting temporary signs

Materials needed for floor guidance



# Cleaning and Sanitation

- EPA List N: Disinfectants for Use Against COVID-19
- Increased cleaning, sanitizing, disinfection and ventilation activities according to CDC and the Occupational Safety and Health Administration (OSHA) guidance



# Emergency Procedures

- Fire alarm/evacuation drills
- Staff Response Team training
- Evacuation Assembly Areas
- Shelter in Place
- First aid kits / stations





## *Filling Your Tank...*

Unique Planning Considerations  
for CBOs and Nonprofits



# Call to Serve and “Do Good”

- Call to serve our communities and our residents
- Put your mission, vision and values front and center
- Approach decision-making with an eye for cultural competency, diversity, equity and inclusion



# Oath of Personal Responsibility

## Includes

- language about social distancing outside of work
- Wearing of masks
- Personal hygiene and handwashing
- Volunteer quarantining if necessary
- Preventing the spread of COVID-19

### **SAMPLE Oath of Personal Responsibility**

[NONPROFIT NAME]

I, \_\_\_\_\_, am aware of the potential spread of COVID-19 that could result in severe illness and potential death. Therefore, I will, to the best of my ability, practice proper social distancing at work and outside of the office as recommended by health department directives, as well as practice good hygiene (handwashing, use of hand sanitizer, wearing of a mask when required, etc.) and follow other health recommendations. Should I become ill, I promise to self-report the illness and contact my nonprofit to let them know of my condition. I will adhere to testing guidelines and work with my own primary care providers. Finally, if I am exposed or suspected to be exposed to COVID-19, I will self-quarantine and notify my nonprofit.

Signed,

SVCN! +  CADRE

NONPROFITS RESPONDING TOGETHER



# HR Considerations

- Your staff and volunteers are the lifeblood of your nonprofit mission
- Be open to requests for continued remote work privileges, especially for those in higher risk health categories
- Ensure sick leave policies are flexible and consistent with public health guidance
- Empathy and trauma-informed behavior



# Board Governance

- Board communication
  - Advice and expertise
  - COVID-19 and mission-related activities
- Policies and Procedures
  - What have you had to alter, discontinue or enact
  - Review bylaws and current policies before making big decisions
- Other Leadership Responsibilities
  - Firm understanding of risk, liability and who assumes it



# Events and Donor Relations

- Depend heavily on public health orders related to gathering people together
- Special Events
  - Inform guests of special protocols
  - Contingencies for postponement, cancellation or changes
  - Contact donors first then announce postponement/changes
- Granting and Sponsorship Relationships
  - They want to hear from you – share your plans
  - Discuss changes to program delivery, deliverables, expectations
  - Provide info on your financial position
  - Be transparent





## *The Road Ahead...*

Sharing of Best Practices and Tips from a  
panel of Santa Clara County  
CBO Providers





# Second Harvest of Silicon Valley



Second Harvest never stopped operations and almost doubled activity since March 16<sup>th</sup>.

## For Employees:

- Phase I: Encouraged work from home, implemented social distancing and re-assigned seat assignments for employees working in the office, wearing of masks, on-going cleaning of offices, procedures in case of health concerns, sick leave and time off flexibility.
- Phase II: implementation of Appendix A requirements, maintain WFH policies, assessing space availability, re-authorizing air travel, installing plexiglass protections in some areas.



# Second Harvest of Silicon Valley



Second Harvest never stopped operations and almost doubled activity since March 16<sup>th</sup>.

## For volunteers, clients and partners:

- Phase I: Implemented social distancing and requiring wearing of masks and gloves, communication with higher risks clients and volunteers, systematic cleaning of surfaces, signage to promote social distancing, moved food distributions to pre-packaged food, Home delivery to at risk and isolated clients, communication to partners
- Phase II: Same as above, additional communications to partners





## STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

- Do not have close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds.

For more information: [www.cdc.gov/COVID-19](http://www.cdc.gov/COVID-19)

**SECOND HARVEST of SILICON VALLEY**

## STOP!

Alto! • Dừng lại! • 停止!

If you have any of the following symptoms - or have been exposed to anyone with the following symptoms - please do not enter our facility:

- Fever
- Cough
- Shortness of breath

Additionally, if you fall into one of the following high-risk categories we discourage you from volunteering:

- Older adults
- Have serious chronic medical conditions like:
  - Heart disease
  - Diabetes
  - Lung disease

Si tiene alguno de los siguientes síntomas, o ha estado expuesto, a alguien con los siguientes síntomas, no entre a nuestras instalaciones:

- Fiebre
- Tos
- Dificultad para respirar

Además, si pertenece a una de las siguientes categorías, de alto riesgo. Le recomendamos que no se ofrezca como voluntario:

- Adultos mayores
- Tiene condiciones médicas crónicas graves como:
  - Enfermedad del corazón
  - Diabetes
  - Enfermedad pulmonar

Nếu Quý vị có bất kỳ triệu chứng sau đây hoặc đã được tiếp xúc với bất cứ ai với các triệu chứng sau đây xin vui lòng không vào địa điểm của chúng tôi:

- Sốt
- Ho
- Khó thở

Ngoài ra, nếu Quý vị là một trong những người có nguy cơ cao sau đây, chúng tôi khuyến khích Quý vị không nên làm thiện nguyện:

- Người lớn tuổi
- Có bệnh mãn tính nghiêm trọng như:
  - Bệnh tim
  - Tiểu đường
  - Bệnh phổi

此外，如您屬於以下高風險群，我們不建議您做志工。

- 年長者
- 患有慢性疾病如：
  - 心臟病
  - 糖尿病
  - 肺病疾病

PLEASE RING BELL FOR SERVICE



# Catholic Charities of SCCO



## **1) Dissemination of required topics as described in Appendix A: Social Distancing Protocol**

- A) Created materials (gathered from CDC and Santa Clara County Public Health)
- B) Informed Management of materials to be discussed with staff
- C) Employees also asked to download and acknowledge materials

## **2) Determining maximum occupants in building**

- A) Spoke with Departments/Programs to determine # of staff/clients at any one time
  - 1) Taking space into consideration (300sqft/person and 6ft distancing)
  - 2) Letting them determine a schedule that works best for them
  - 3) Asking Departments/Programs to follow and adhere to their number
- B) Working with external parties as not all spaces belong to CCSCC



# Catholic Charities of SCCO



## **3) Ability to Pivot**

A) Information/processes can change each day, week and month and as we have all experienced, we change to adapt. There is no one way of doing things and if it doesn't work, then just modify it.



# Silicon Valley Independent Living Center



## Community AFN Advocacy

- Acquire PPE (surgical face masks and gloves) for IHSS and Private Caregivers
  - *Regional Centers (SARC) and ILCs (SVILC) are giving PPE away to these groups*
- Assure County COVID-19 testing sites are accessible to walk/roll-in residents who don't drive
  - <https://www.sccgov.org/sites/covid19/Pages/covid19-testing.aspx>
- Assure County provides transportation options to testing sites for low-income older adults and PWDs who don't drive
  - *In process*
- Provide food access to those who are isolated and cannot get to "grab & go" sites or who are under age 60
  - *Second Harvest and The Health Trust provide some deliveries*
  - *SVILC will soon provide home delivered groceries*



# Silicon Valley Independent Living Center



- SVILC Offices Re-Opening Protocols
  - Developed SVILC Health & Safety COVID Policy & Guidance for both telework and return to in-office work
    - adopted by BOD and reviewed with Staff
  - Communicated with Board and Staff regularly (daily check-in)
  - Followed County Public Health Checklist – Appendix A
  - Set target date for re-opening offices
  - Developed options/accommodations for at-risk employees
  - Purchased or obtained PPE for employees and visitors
  - Purchased safety equipment/signage
  - Distributed safety items and reconfigured office layout
  - Plan included 3 days office preparation without any visitors



# Silicon Valley Independent Living Center



## Signage





# Silicon Valley Independent Living Center



## Health and Hygiene





# Silicon Valley Independent Living Center



## Social Distancing





# Next Door Solutions



- What is happening to Survivors since COVID-19?
- How services are currently being offered?
- Preparing for a Return to Work
  - Engage Staff to Develop Procedures regarding health and safety
  - Be trauma-informed (both with staff and clients)
  - Staggered returns
  - “What If” situations (with clients, with children)
- How to Engage with a DV Agency (warm referral)



# West Valley Community Services



## Social Distancing in Food pantry set up





# West Valley Community Services



Lobby- Client scanning their ID. Contactless

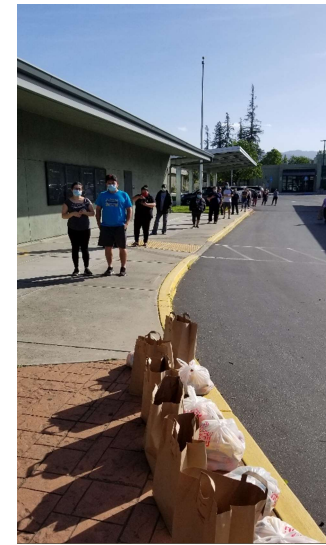




# West Valley Community Services



Food Distribution – Main Office, Senior Food distribution, Mobile Food Pantry





# West Valley Community Services



- 474% increase in new household accessing services for the first time
- 200% increase in requests for rental assistance
- Spending approximately \$25,000 per week in rental assistance
- 140 avg. clients per week at the Mobile Food
- 46 seniors receiving doorstep food drop-off
- 100+ families at Moreland School District



# Community Solutions



## Plan Overview

### Introducing the Return-to-Office (RTO) Plan

The COVID-19 pandemic has brought with it many challenges and opportunities, and you have risen to both. Your continued flexibility and commitment to client/customer service have demonstrated the strength of our employees and our Agency as a whole.

With your well-being and safety at the forefront of our decision-making, we are introducing the Agency's Return-to-Office (RTO) Plan. The transition back to the office will be a gradual, flexible, and phased approach. We are deeply focused on keeping you and our clients safe while supporting our mission.

Because of your efforts as essential workers we have continued to operate successfully, allowing us to continue to work from home, conduct face-to-face client services as appropriate, and return to the office and/or field in a controlled and planned manner. As many areas of the country are beginning to ease their stay-at-home orders and reopen non-essential businesses, we are now implementing the RTO Plan in compliance with the County of Santa Clara Public Health Department's guidelines.

## New Policies and Requirements

### Requirements When Returning to the Office/Field



All staff will follow safety requirements and the safety protocol.

#### New Requirements

- ☐ Take your temperature (100.4° or higher) before entering the office/field-based work area. If you receive a fever, you will feel well immediately.
- ☐ Wear a cloth face mask that covers your nose and mouth, all employees must wear a mask unless you are alone in your car or covering your face when obtaining services.
- ☐ Always wear your mask, even if you are in the office, as group meetings and virtual meetings even if you are in the office, as group meetings.
- ☐ Wash your hands, work stations, copiers, chair arms, and chairs. Also be sanitizing the facility each evening.



### Guiding Principles for a Responsible Return

While many internal and external factors affect our RTO Plan, these overarching principles are fundamental to the Plan:

- **Employee well-being and safety** – Our top priority remains the well-being and safety of our employees.
- **Essential business** – Our Company is a critical business that has remained open.
- **Flexibility** – We are operating successfully, affords us flexibility in how we return to the office/field.
- **Compliance** – We will comply with all federal, state, and local guidelines, considering Centers for Disease Control (CDC) restrictive guidelines are the ones to be followed.
- **Coordinated** – The Company's approach for flexibility due to individual needs and/or circumstances.
- **Conservative** – As an Agency, we have prudence. Because of this, we may take a more conservative approach to field-based work at our own pace.



**Important Reminders**  
If you are not feeling well, you should not return to work.  
Also, you are required to inform your supervisor if you are diagnosed with COVID or have been exposed to someone who has.



## COMMUNITY SOLUTIONS Returning to Workplace Employee Guidebook

**Draft**  
June 2020

### Introducing the Return-to-Office (RTO) Plan

Guiding Principles .....	
Summary: What's Changing .....	
Policies You Need to Know .....	

### Requirements When Returning to the Office/Field

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Additional Requirements if You Work in the Field .....	4

### What to Expect When Returning to the Office/Field

Restrictions in Place for Your Safety .....	5
Safety First: Other Important Considerations .....	6
Helpful Hints for Reconnecting .....	6

### How You Can Help When You Return to the Office/Field

Important Prevention Practices .....	7
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*The Journey Continues...*



# Near Term

- Keep staff, both paid and volunteer, engaged and protect their well-being
- Maintain healthy interactions within teams
- Enable collaboration between teams and organizations
- Stay aligned with needs of your clients, consumers, suppliers, vendors



# Longer Term

- What will be our new normal?
- Some percentage of workforce will never come back to an office environment?
- Shift in how we think about office space, infrastructure, technology
- Lots to figure out as continue on this journey
- Minimize disadvantages and embrace the positives



# Closing Comments

- Webinar Evaluation and Participant Feedback
- What other trainings or workshops would you like us to consider offering?
- Additional Re-Opening resources posted on [www.cadresv.org](http://www.cadresv.org) or [www.scvn.org](http://www.scvn.org)



# Documenting Your Disaster Work

How private nonprofits can support cities + counties in cost recovery from FEMA

*Free Webinar*



For a detailed agenda & to register go to:  
<https://svcn.regfox.com/disasterdocumentation>



**Mike Martinet**  
**The Martinet Group**

**June 19**  
**10a - 11:30a PST**



# A Road to Re-Opening

**June 9**

**Re-Opening  
in the  
Context of  
Public  
Health  
Orders**

**June 23**

**Deep Dive  
into  
Space  
Planning**

**July 7**

**Staff Care:  
Supporting  
Your  
Workforce  
in Time of  
Crisis**

**July 21**

**Saving on  
Rent:  
A Shared  
Space  
Strategy**

**webinars start at 1 pm**



**A Webinar  
Series  
for CBOs**



**Watch [SVCN.org](https://www.svcn.org) for registration information**







# THANK YOU

Next session in this series :

June 23, 2020

1:00 to 2:30pm

Register at [www.svcn.org](http://www.svcn.org)