WE ARE A COMPREHENSIVE NON-PROFIT HUMAN SERVICES AGENCY SERVING OVER 8,000 CLIENTS PER YEAR SANTA CLARA AND SAN BENITO COUNTIES.

STAFF OF NEARLY 350

• 90% OFFICE-BASED
• 10% RESIDENTIAL-BASED
COVID-19 RESPONSE

IMMEDIATE ACTION

- Daily email communication from CEO to all staff
- Daily virtual huddles with each manager & their team
  - Executive team attended all huddles to check-in
- Data collection re: staff and client needs/resources resulting in:
  - Flexible work schedules for staff
  - Safety plans for highly acute clients
  - Minimized office and face-to-face services
  - Within days only 3% of staff office-based to meet needs of clients unable to do telehealth and injections

- Residential protocols amended to meet CDC guidelines
- Telehealth & Zoom best practices training
- Strict protocols established conducting face-to-face
- Highly promoted self-care & mindfulness practices
COVID-19 RESPONSE

PROACTIVE PLANNING

- **Mandated masks, temperature and symptom checks in advance of CDC or County guidelines being established**
  - All employees access to masks, gloves, etc.

- **Regular sanitation of offices (door handles, etc.)**
  - Offices sanitized before and after any face-to-face

- **Protocols to minimize congregating**
  - Closed waiting rooms, eliminated staff seating in break rooms

- **Changed physical space in all facilities to support social distancing**
  - Removed chairs, rearranged offices, decreased census
COVID-19 RESPONSE

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FORECASTING
COVID-19 RESPONSE

We don’t believe that we will be “back to normal” for a long time, so are not planning on have staff return for office-based work

- Continue to have offices open for necessary services
- Slight loosening on who can work out of the office
  - Surveying staff to determine individual preference
  - Assessing who is less effective working remotely
  - Developing individualized plans
- Increasing face-to-face services outside and within safety protocols
**What’s Worked**

- Continually assessing what’s working, what needs to be changed
- Changing signage
- Changing procedures to support compliance

**What Hasn’t**

- Not all staff are as compliant with safety protocols as we’d like
- Increased oversight is needed in some cases
- Wearing mask at all times
- Taking temp and symptom assessment upon entering offices
QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER INSTITUTIONS

Company/Organization Name: Community Solutions
Industry/Sector: non-profit human services
Date: 6-3-2020

1. Are you open or partially open? YES
   a. Are you an essential business? YES
   b. Are you open under an exception such as:
      i. Outdoor Business?
      ii. Pickup/Delivery?
      iii. Curbside Retail?
      iv. Food Distribution?
   c. Have employees and customers cooperated with the health safety protocols? YES
   d. To your knowledge, have employees or customers become infected with COVID-19? NO

2. How many of your activities can be moved outdoors? Outdoor living spaces in residential programs, face-to-face individual sessions outside

3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster? very low on-site services so not an issue
   b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)?
      all on-site and residential daily no-touch temp taking, sx checklist, masks required for everyone, sanitizer readily available, sanitized offices, no gatherings, social distancing
c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry? **on tables**

d. Can the times of activities be staggered to reduce the amount of people gathered at any one time? **YES**

e. Can customers make appointments to gain entry while inside capacity is restricted? **YES**

f. How can social distancing be maintained inside your premises? **minimal on-site staff, appointments staggered, only large rooms used for more than 1 person, no congregating (break rooms), no waiting in waiting rooms**

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

**have PPE from multiple sources, require testing for staff and clients at residential sites and for staff who are in office or have face-to-face with clients**

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.)

**We are not allowing any in person gatherings - all on Zoom or Teams**

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.)

**We have staff badge in, so recorded, and all clients/visitors check in so we have their names, contact info and time of visit**
7. In order to assist safe and productive re-opening, what are your needs relative to:   
   a. Regulation?
   
   b. Licensure?
   
   c. Childcare?
   
   d. Housing?
   
   e. Digital Inclusion?
   
   f. Commute-Free Working?

8. If you have been opened or partially opened, what challenges have you experienced?

   **Staff are largely productive working from home, but some clients are not able to engage productively in remote services. And many staff are balancing their roles as employees, service providers, caretakers, teachers, parents; it's pretty overwhelming for some of them.**

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been?

   **Most clients and staff are quite good, but not all. Some are lax about wearing masks at all time or taking temps daily.**
COMMUNITY SOLUTIONS
Returning to Workplace
Employee Guidebook

Draft
June 2020
Introducing the Return-to-Office (RTO) Plan
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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.

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 and essential business, and as such, we have remained open.
- **Flexibility** – We are operating successfully with most employees working at home, which affords us flexibility in how we return to the office.
- **Compliance** – We will comply with all federal, state and local orders, while also considering Centers for Disease Control (CDC) guidance. (Where orders vary, the most restrictive guidelines are the ones to be followed.)
- **Coordinated** – The Company’s approach is to provide overall direction/guidance yet allow for flexibility due to individual needs and/or differences, as necessary.
- **Conservative** – As an Agency, we have proven our ability to successfully work from home. Because of this, we may take a more conservative approach and return to office locations and field-based work at our own pace.

Important Reminder...
*If you are not feeling well, you must stay at home. Also, you are required to inform HR if you have been diagnosed with COVID or had possible exposure.*
Summary: What's Changing

1. As an essential agency our offices have been open for use, as needed, by staff. As we gradually return to office-based operations, new safety requirements have been put in place for all staff and visitors who enter our offices or work in the field. The additional requirements are informed by federal, state and local guidelines, as well as guidance from the CDC. We are taking a conservative approach to ensure the well-being of our staff, in anticipation of additional staff beginning to return to our offices. Specifically, this includes the following new policies, which must be followed by all:

   • You must enter the office buildings through the main reception area (all other doors will only be available for exit), take your temperature in front of the receptionist in the reception area, and receive a sticker from the receptionist to wear while you are in the office. You must wear face coverings at all times while in the building (unless you are the only person in a closed room/office); maintain a daily contact log; and practice social distancing at all times (minimum of 6' between you and another person).

   • If you perform work in the field, you are required to follow the same policies as all other in-office employees. However, field employees have additional requirements, including actions that must be taken before and during a field visit. If you work outside of the office, it is important you familiarize yourself with this policy before you return to the field.

2. Managers/Directors have the discretion to determine which staff need to return to the office or conduct field-based face-to-face services; determinations will be based on the needs of our clients and the agency. For this initial stage, employee staffing is limited to a maximum of 30% of the workforce per location or per floor.

Returning to the office after such an unprecedented pandemic is a complex and evolving process. As we move from one phase to the next, several factors will be taken into consideration, with your well-being always at the forefront of the decision-making process. Factors that will determine the move from one phase to the next include a successful initial, but limited, return to office and field for a period of at least 3-4 weeks. and external factors that support increased employees returning to the office and field. Of course, federal, regional, state and local guidance will also influence timing.

If you are required to return to the office, your manager will provide you with a minimum of one week’s notice.

It’s important to remember that several COVID-related policies are still in effect. These policies are in place to ensure your continued health and well-being. We encourage you to read and familiarize yourself with this plan.

The Agency still encourages all staff that can successfully work remotely to continue to do so.
New Policies and Requirements

Requirements When Returning to the Office/Field

All staff who return to the office (all locations) or to work in the field must follow these new safety requirements. These measures are being put in place to ensure your continued safety and the safety of others. Below is the new In-Office Policy

New Requirements for all Employees

☐ Take your temperature every day before work. If you have a fever of 100.4°F or more, you are not permitted to be in the office or perform field-based work. Take your temperature at the reception area and receive the daily sticker to wear while at the office. If you begin to not feel well while in the office or working in the field, you should immediately return home and seek the appropriate medical care.

☐ Wear a face covering. The CDC recommends that everyone wear a cloth face covering when they leave their homes since COVID can be spread by asymptomatic people. In accordance with CDC guidance, all employees are required to wear a cloth face covering at all times, unless you are working alone in an enclosed private office space. For your comfort, please note that you may provide your own face covering. If you are unable to provide your own face covering, please obtain one at the front desk of any site.

☐ Always maintain social distancing (at least six feet), regardless of whether both parties are wearing face coverings. According to the CDC, keeping space between you and others is one of the best tools we have to avoid being exposed to this virus. As such, you should continue to schedule virtual meetings even if you are in the office, as group meetings are not permitted.

☐ Wash your hands, work stations, copiers, chair arms, and computer equipment frequently. Facilities will also be sanitizing the facility each evening.

Helpful tips to ease your transition

- CDC Face Covering Instructions & Recommendations
- CDC Social Distancing Information

To be in compliance with social distancing guidelines, your manager will consider the location of their employees’ current workstations, and your work location may change to ensure adequate space for social distancing. The diagram below illustrates acceptable workstation configurations.
Additional Requirements if You Work in the Field

Staff who work in the field are required to follow the same in-office policies (social distancing, face masks, frequent handwashing) as all other staff. In addition, if you perform your work in the field, you must follow the additional requirements, as outlined in this policy.

**Before a field visit:**
- Check to confirm that the client, agency, or business you are visiting is open, properly working under the state’s directives and accepting visitors, and that the business has not had any known positive case in the past two weeks.
- Check and abide by any additional requirements of visitors at the site. In circumstances in which those guidelines are stricter than our agency’s requirements, you should comply with the site’s guidelines.
- Regardless of the above, employees are not permitted to visit nursing homes or any medical facility.
- Call the person you are visiting and ask if they, or anyone in their home, have had flu-like or other symptoms related to COVID. If the answer is yes, you must cancel the visit.
- Bring extra disposable masks to insure that client and their family members you meet with wear masks.

**During a field visit:**
- You must bring hand sanitizer and use it when you exit your car and before you get back in the car.
- You and your client must wear a mask at all times.
- Social distancing must be followed at all times.
- Whenever possible, conduct the visit outside, following all social distancing guidelines.

**Helpful Reminder...**

*If you took home IT hardware (such as a laptop, desktop, monitor, docking station, etc.), remember to bring all these items with you once you are scheduled to return to the office.*
What to Expect When Returning to the Office/Field

With your health in mind, the Agency is implementing the new safety requirements listed below for all office locations. These requirements are based on research and CDC guidance. As such, our offices will operate differently than in the past to accommodate social distancing and other COVID-related best practices.

Moreover, it’s important to note that we have put guidelines in place for all of our facilities and locations that incorporate enhanced cleaning and disinfecting, and the availability of hand sanitizer in high-touch areas.

**Restrictions in Place for Your Safety**

To ensure the safety of all while in the workplace, select services, rooms and amenities are temporarily unavailable or restricted in their use, for the protection of you and others.

All office locations will have signs indicating availability, or restrictions, of room and services. We strongly recommend you minimize contact with high-touch surfaces (e.g. doorknobs, light switches, desks etc.). While some items may vary depending on your location, in general you should expect the following:

<table>
<thead>
<tr>
<th>Room closures</th>
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<tbody>
<tr>
<td>- Any size conference room</td>
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<tr>
<td>- Any size training room</td>
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<table>
<thead>
<tr>
<th>Eliminated services/items</th>
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</thead>
<tbody>
<tr>
<td>- Microwaves</td>
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<tr>
<td>- Coffee makers</td>
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<tr>
<td>- Toasters</td>
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<tr>
<td>- Dishwasher</td>
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<tr>
<td>- Silverware</td>
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<tr>
<td>- All small appliances brought by others</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Limited use rooms</th>
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<tbody>
<tr>
<td>- Copier/printer areas or supply rooms</td>
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<tr>
<td>- Breakrooms</td>
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<tr>
<td>- Huddle rooms (for individual person only)</td>
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</tbody>
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<table>
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<tr>
<th>Limited use services/items</th>
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<tbody>
<tr>
<td>- Refrigerator</td>
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<tr>
<td>- Water/ice dispensers</td>
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<tr>
<td>- Utensils</td>
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<tr>
<td>- Onsite cafeterias</td>
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</tbody>
</table>
At the Office

Safety First: Other Important Considerations

- **Copier/printer areas or supply rooms**: These areas are limited to one person at a time.
- **Breakrooms**: Chairs have been removed from the breakrooms to avoid unmasked congregating. Please eat your meals at the outside areas provided or a remote area of the office.
  - Because of social distancing and health guidelines as well as for the well-being of all, you are not permitted to host food days, or set food (including candy) on or near your workstations to share with others.
- **Refrigerators**: You are permitted to put items within the refrigerators; however, please make sure they are properly packaged and marked with your name to help minimize others having to touch multiple items.
- **Water/Ice dispensers**: Sanitize the dispensers before and after use.
- **Utensils**: If you need utensils, be sure to bring your own or use only disposable utensils. You are not permitted to use the silverware or other utensils (such as serving spoons, tongs, etc.) that may be available in kitchens or break rooms.

Helpful Hints for Reconnecting

If you need assistance with connecting your IT equipment (such as a laptop, desktop, monitor, docking station, etc.) once you are back in the office or if you need assistance temporarily relocating your IT hardware to accommodate social distancing, please follow the proper procedure for submitting a request through your local technology help desk.

While in the office, virtual meetings via Zoom and Microsoft Teams will continue to be an important tool for communication and connect between you, your co-workers and external contacts. When in open areas, please be a good neighbor and use headphones.
How You Can Help When You Return to the Office/Field

COVID is thought to spread mainly through close contact from person-to-person. Some people without symptoms may be able to spread the virus. In addition to following the RTO policies, the best way to prevent illness is to avoid being exposed to this virus and to remain diligent about practicing prevention measures.

As a reminder, you should stay at home if you are sick. Even if you have mild symptoms, such as a runny nose, you are not permitted to come to the office. Moreover, if you believe you have been diagnosed with COVID or exposed to a person believed to be at risk for COVID, you must immediately inform the HR Team at HR@communitysolutions.org.

Important Prevention Practices

All employees are expected to practice the following while at the office or performing work in the field:

- Wear a face covering.
- Wash your hands regularly.
- Cover coughs and sneezes.
- Minimize your use of high-touch surfaces.
- Use hand sanitizer upon your entry into building and frequently thereafter.
- Practice individual hygiene and cleaning of your belongings.
- Only use your own computer, headset, desk phone and office supplies.

Questions?

We recognize that you may have questions regarding the RTO Plan. The information contained within this Guide is designed to help prepare you for your safe return to the office or to the field. While it is important you read and understand this Guide, please feel free to contact your manager or a member of the Safety Committee if you have specific questions or concerns.

Also, please remember that you can find many helpful COVID-related resources on the Community Solutions Intranet.