

Response to COVID-19

Moving forward from the COVID-19 pandemic will require an organizational assessment to examine how you conduct program activities, office space allocations, client interaction, staff engagement, public events, communication strategies, telecommuting, etc. How do you reimagine your future and examine HOW you do WHAT you do, and rebound from this pandemic as a stronger agency? Consider the following:

Physical Office Space

Within your organization, do you have staff sharing an office or desk? If so, how many staff are doing so, and are those desks at least 6 feet apart?

Will desks/offices need to be reconfigured to achieve one person per office and/or adequate physical distance for that office?

How could your organizational operations support the “phase in” of returning to the office (which may be the gradual phase in at 25% - 50% - 75% levels).

As you continue to follow CDC/public health guidance to implement disinfecting plans, are there special considerations necessary to support your operations?

Common spaces/shared areas/bathrooms/conference rooms

How can your organization continue to support the virtual workplace, if there are limits imposed on “in person” meetings?

What does a “Future” conference room look like for your organization if you have a conference room?

Reception area(s). How would the “future” reception area be configured? Ex – main reception may include fewer chairs, temporary plexiglass shield, lines on the floor to establish 6ft. boundaries etc.

Shared Equipment. How will your organization use shared office equipment? Ex. – Do copiers need to be relocated from common areas to avoid multiple staff in one area at one time?

Facilities. How might your organization manage “future” restroom facilities? Ex. Install motion sensor sinks, toilets, paper towel, soap and toilet paper dispensers?

How might you manage common areas (where personnel are likely to congregate and interact) in general? How would you enforce strict physical distancing protocols? Ex. – post reminders about physical distancing guidance.

Will Telecommuting and Telework still be encouraged for the time being?

How might you encourage and support this to limit staff in physical office space?

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Who, among your staff, can continue to telecommute/telework? Who cannot?

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What can and cannot continue to be accomplished by telework? Are there contract outcomes and deliverables that are or are not being met?

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What changes are needed to job descriptions to allow continued telecommuting/telework?

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How are managers and supervisors monitoring job performance while telecommuting/telework?

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Client Interaction/Program Operations

Considering the added trauma this pandemic has caused, what ways can you incorporate trauma informed approaches into your interactions and operations?

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What measures can help minimize client contact/exposure risk?

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Can you consider installation of glass/plexiglass guards for reception desk, while maintaining Trauma Informed Physical Environment considerations?

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Is PPE available (masks, gloves, other equipment)

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What are any additional precautions for vulnerable populations?

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Protocols/Procedure/Policy

What practices, procedures, policies need to be amended to minimize employee exposure risk?

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Review policy for calling in sick. Should it be revised to emphasize work from home if showing signs/symptoms of illness, and/or using available sick time?

Travel – How can you minimize non-essential travel and adhere to CDC guidelines regarding isolation following travel?

What other accommodations are needed for personnel who are members of a vulnerable population? (Minimize in person meetings, encourage virtual meetings, added cleaning protocols in general).

For sites impacted by a known exposure, what are added cleaning protocols that need to be implemented?

How can you support staff and/or clients and/or their families impacted by the virus?

Staff Support

Other than NYSCA, NCA, and NRCAC COVID-19 Resources and assistance, as well as EAPs if you have them, how can you support your employee's emotional health and attend to their fears?

Other