

Plan for Return

Overview. Three members of the XXXX operator/service provider team were diagnosed with COVID in late March. Thankfully, all have recovered. Since that time we have been working on a safe way to return to serving the public at XXX. We believe we have a plan to keep the public and center staff safe and look forward to re-opening the center to the public on May 18. Please review the protocols below and let Vickie know if you have any questions or concerns.

Customer protocol. Starting May 18, customers in the resource center will be required to use hand sanitizer and wear masks. We have enough masks to provide them to anyone who does not have one. Additionally, we will be limiting customers to ten people in the resource center and adhere to the 6' social distancing requirement. Resource center staff will allow one person in at a time as computers become available; they will check customers in and inform staff if they are here for a partner. We recommend that partner staff adhere to the mask and 6' social distancing policy as well.

- Howard and Naomi will coordinate entrance to the center and ensuring customers use hand sanitizer and wear masks. Howard will have a sign in clipboard with customer names and an assigned number that he will also give them on a post it and will cross names off as they are served until there are ten people in the center. They will use a white board to indicate “now serving number ___” so that customers can stay in their cars if they choose. Howard will be positioned behind a table with the hand sanitizer and masks. Howard will also have a radio to use as needed. We have new signage in English and Spanish to inform customers. We will also have cones to indicate 6' social distancing in line. Front area staff will also have special badges with their faces on them to help de-escalate any concerns about wearing masks. We will have chairs outside available for any who can't stand.
- Noemi will check-in customers, ensuring no more than two per pod area and two on the UI phones. Noemi will call partners for any customers seeking additional assistance. Noemi will also have a radio to use as necessary and to inform Howard when a computer opens up.
- NDOL will be in the resource center to support anyone seeking UI assistance.
- Resource room staff will wipe down computer areas after customer use prior to allowing another person in.
- Any staff working directly with customers will use a mask and a face shield if they are closer than 6'.
- Vickie will coordinate partner staff to assist with breaks for the resource coordinators during the week of May 18. We have two additional staff starting May 26 and after they are trained should be able to handle break coverage. We will consider increasing the customer flow based on staffing needs and maximum occupancy of other rooms in the center.
- We recommend that partners try to stagger staffing so that next door cubes are not occupied and to keep social distancing during breaks/meals. We also recommend that staff wash their hands and disinfect their personal space often.

Partner collaboration. Starting 5/18 Vickie will coordinate a weekly update on the situation at this location, including any protocol changes, staffing changes or needs, coordination needed, and supply inventory. These meetings will be available virtually. Vickie will also send an email update after critical changes have been implemented. Please ensure Vickie has the right contact and that someone from each partner participates weekly.

Hours. The center will be open to the public from 9am to 5pm, but we will lock doors at 4pm to ensure the center is able to close on time.

Phones. We are working with the phone company to add an option menu so that UI calls go to the NDOL 855 number and all other calls are answered by the resource center team. We will share updates as we implement this system.

Supplies. The operations manager, Vickie, will coordinate any needed supplies regarding this policy change and inventory them weekly. This includes: masks, disinfectant, hand sanitizer, paper towels, and soap. If you or your team need anything, please let her know.

Cleaning. Contract cleaners will continue to clean at night and provide any deep cleaning requested. Vickie will also ensure they pay special attention to the resource center and any other areas being used by the public.

Response to COVID. If another staff member at XXX is diagnosed or tests positive for COVID, this will be our response:

1. Sick staff member informs their supervisor and supervisor requests information about anyone they interacted with in the two days prior to becoming symptomatic.
2. Supervisor informs the people who may have been exposed as well as the operations manager, Vickie. Anyone exposed will quarantine for two weeks.
3. The supervisor will coordinate with Vickie to identify areas where the staff member interacted so that they can be disinfected.

Media/safety concerns. If media come to the center, the outside coordinator will radio Vickie to inform Erin. Any safety concerns will be handled by the Omaha Police Department and coordinated by Erin or Vickie.

Final thoughts. This is a challenging time for everyone. The people we serve are vulnerable, both because of job loss and barriers to technology, but also to this disease. It is critical that we keep everyone safe as we return to the center to serve our community.

This is also a dynamic time when seemingly every day something changes. We will continue to respond as the situations changes in the best way we know how. It is critical that we all keep the lines of communication open so that we can respond as things change. Please let Vickie know when staffing or contact information changes.