

May 20, 2020

In response to Governor Gavin Newsom’s Proclamation of a State of Emergency in mid-March due to the Coronavirus, The Campbell Center closed its main facility and began providing modified, remote services to its Pastimes and SEP Associates. Now that the infection rate appears to be flattening, the State has released a 4-stage plan that slowly modifies the Stay-At-Home Order now in place and provides guidelines for businesses to reopen.



Stage I

We are now past Stage I, which allowed only essential services to remain open to ensure working conditions protect both workers and consumers. Only our residences continue to operate as essential businesses. Our Administrator has directed all staff and residents to follow the most current DDS and DPH guidelines on preventative measures as they are updated and released. We have enforced hygiene and social distancing measures and secured the PPE needed to keep both staff and residents healthy. A full plan for how we will safely quarantine residents should any of them show symptoms or be tested positive for COVID-19 has been drafted and approved by the TCC BOD. All other services are being offered remotely or have been put on hold during the current Stay-at-Home Order.

In addition to maintaining essential services during Stage I, the executive/management team has been using this time to recruit additional staff that will start when we reopen.

- Community Support Staff – we remain at least 4 staff members short of being able to meet our mandatory staff to client ratio. Opening services fully staffed will allow us to bill for all hours provided and be in compliance with our 1:2 ratio.
- Job Developer – we have rewritten the job description to recruit a more ‘sales-oriented’ individual with strong workforce development background. This will be essential in making up time this fiscal year in placing associates we’ve been working with for months. Additionally, this new position will be responsible for finding new roles and placing our workgroup employees and eventually our production staff, so that our assembly operation can serve more as a vocational training site and less of a ‘last stop.’

Stage II

We are currently in the first phase of Stage II, which the State has defined as ‘gradually opening some lower risk workplaces with adaptations’:

- Retail (e.g. curbside pickup)
- Manufacturing
- Offices (when telework not possible)
- Opening more public spaces

This list also includes childcare and schools with the intent that key skills are not lost. Lower risk businesses are those that by the nature of their service can continue to function using social distancing and hygiene precautions.

Given that TCC’s overall layout supports distancing compliance for staff and Associates, this plan calls for TCC to begin modified in-person services to our clients at outdoor venues near their homes first, and then at our facility once the second phase of Stage II is announced.

TCC PLAN FOR STAGE II:

Preparation and Communication of New Protocols

- Staff and associates will be sent a letter with a date to report to work that includes a voluntary symptom ‘self-certification’ and an outline of training on all protocols we plan to put in place, ensuring them that we will be following state, CDC and OSHA guidelines so that they understand all protocols and precautions established to ensure a safe workplace. *(Document descriptions below)*
- If an employee cites a specific medical reason for not returning to work at the requested day, they will be contacted to determine if the employee requires a reasonable accommodation or may be eligible for leave. Any medical information shared will be kept confidential and documented in the employee’s medical personnel file.

- If an employee indicates on their 'self-certification' that they are at higher risk as a member of the 'vulnerable population' as defined by the State, they may request an accommodation, such as working remotely, if possible, or taking a leave of absence.
- Schedule a training for all employees and associates on health and safety protocols, including: Importance and expectation of increased frequency of handwashing, the use of hand sanitizers and provide instruction to avoid touching hands and face, social distance guidelines, and requirements of PPE use.

In-Person Services in the Field

- Staff may meet Associates at an outside location only, either walking in their neighborhood, a local park or outdoor venue.
- Staff may transport ONE Associate at a time in a TCC passenger van to an outdoor location, following guidelines recommended by the CDC for rideshare drivers.
- TCC vehicles will be disinfected per these same CDC recommendations.

Worksite Protocols

- Staff/Associates are not to gather in groups larger than 4, and will maintain safe 6-foot distance during activities. Associates will be asked to not hug or touch one another.
- All who enter the facility will be privately screened and evaluated who exhibit signs of illness, such as a fever over 100.4 degrees Fahrenheit, cough, or shortness of breath. Each will have their temperature taken and logged, and will be asked several quick questions regarding the presence of coronavirus symptoms. All records will be maintained confidentially.
- Staff and Associates are to line up in the rear patio area to await screening. TCC will add markings to keep people 6 feet apart.
- One to two staff members will be trained to take temperatures.
- Temp takers are to wear PPE while performing this function
- Employees will be paid for time spent waiting in line for the temp check
- TCC will document when an individual is sent home. If an employee is sent home, they are entitled to be paid for half of their scheduled day's work, but in no event, for less than two hours nor more than four hours at his or her regular rate of pay. Staff may also use any available accrued paid leave benefits, including FFCRA benefits to which they may be entitled. They will be instructed to contact HR with any questions regarding leave benefits.
- Start times for staff and Associates will be staggered to reduce the number of people waiting to be screened at the same time.
- Everyone will be instructed to take turns entering and walk directly to wash their hands without touching any surfaces or each other.
- The facility has been deep cleaned – frequently touched surfaces will be sanitized twice a day during program hours. We will have the facility deep cleaned quarterly during the remainder of the pandemic, and in the event of anyone accessing the facility tests positive for COVID-19.

- TCC will provide cloth masks and will have extra available. Cloth face coverings will be mandatory during programming hours. Associates and staff will be asked to wear clean face coverings daily.
- To avoid having Associates congregate, staff will pass out lunches in fridge and will escort Associates one at a time at pickup time.
- Associates will sit 6 feet apart during lunch or breaktime. Tables will be marked off.
- No common use of silverware, plates, cups will be allowed. Everyone is to bring their own or use plastic
- We will sanitize restrooms daily
- Protocols will be posted on signs on both front and rear entrances.

Administration:

One week prior to opening, staff will work with contractors or other workers to finish rehab of the facility, including the lunchroom, art room and outside patio.

We also need to check if Dial-A-Ride and Access will be providing services and inform the families.

When we officially open, staff and program schedules will be staggered, and one or two will work from home each day, to minimize contact.

Pastimes:

As this is our largest and most impacted program, we will begin the transition from virtual to in-person services by first assigning staff to meet with Associates at outdoor venues. The daily self-certification and training protocols outlined above will apply.

Once we are ready to resume services at our center, our goal is to initially avoid community group settings, such as classes at senior centers or volunteer work at larger facilities. The Pastimes Coordinator will visit each site prior to having our Associates return to ensure our partners are adhering to proper protocols.

Upon reopening, we will provide the following modified services in small groups.

- Engage Associates in activities at TCC at a safe distance using the Art Room, Lunch Room and if needed a section of the main floor.
- Only activities that allow for social distancing will be allowed, such as hangman or charades, or other guessing games, but no card games where shared materials are used.
- Staff accompany Associates on a walk to nearby park.
- Walk a few blocks around TCC, playing games along the way like identifying colors, various flowers.
- Continue with art class, but reduce number of associates per session.
- Engage in activities having to do with personal hygiene, proper dress, etc, either at TCC or nearby park
- Gardening activities –either on our patio, or at GH backyard

- For clients who certify as vulnerable – we will continue with remote services, with possible addition of staff member visiting at the home to accompany them on a walk

We will avoid any unnecessary travel, and staff will not transport Associates in our vehicles.

Supported Employment:

We have been providing direct job coaching to one associate who as a grocery clerk has continued to work as an essential worker. Our staff member has been using appropriate PPE to provide this service. As individual Associates are asked by their employers to return to work, job coaches will be assigned and will follow the same protocols.

All Associates we employ for our workgroups and for Fulfillment have been furloughed.

Once the second phase of Stage II is in place, we anticipate being able to return to many work sites, and will employ the following modifications:

- Prior to an individual or group's return, the job coach or Employment Coordinator will visit the site to ensure safety measures are in place.
- Job Coach will be provided an assessment checklist that must be completed, signed and dated, documenting that employer has followed appropriate health and safety protocols.
- We will focus first on having groups that work outside return first
- All protocols outlined above regarding employee self-certification and temperature checks will be instituted.
- Staff and Associates will wear a TCC-provided cloth facial covering at all times
- Workgroups will be instructed to stay 6 feet apart when working and when taking lunch or a break. We anticipate a staggered return to their worksites based on the type of work each group performs.

Fulfillment:

We have work waiting for us upon our return, and several customers who have indicated they plan to continue with our services as soon as their own businesses pick back up. However, it's likely it will be several months before we return to our previous volume. The PPP loan covering salaries will help us ride through this downturn.

Assembly work will resume with the same modifications as Pastimes --- monitor temperatures, distancing workers at the tables, disinfecting tables used. Additionally:

- Production Coordinator will disinfect all incoming boxes arriving in the warehouse
- Where possible associates will work alone or in small assembly groups keeping a distance of 6-feet apart.
- When work is slow, associates will participate in mandatory client trainings and begin to meet with the new job developer and Melissa regarding their interest in outside work.

Stage III

Once personal care businesses open-up, we anticipate some Stage II modifications can be lifted:

- Higher risk associates may return to the center
- Pastimes Associates may return to group classes and volunteer activities
- All SEP Associates will be returning to work
- All 'vulnerable population' employees may return to the center as advised by their healthcare professional.

Social distancing, PPE, screening and sanitizing protocols will be adjusted according to State recommendations.