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

Learn about current public health orders
Ask questions of health officials and CBOs
Get resources and tips for re-engaging

Register for FREE at svcn.org
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**
- All healthcare services
- All essential governmental activities
- All essential infrastructure, including internet/communications
- Grocery stores, pharmacies, and similar essential businesses
- Agencies providing food/shelter/social services
- Newspapers, television, and radio
- Gas stations, auto-supply, and auto-repair
- Bicycle repair and supply shops
- Banks and related financial institutions
- Hardware stores
- Plumbers, electricians, exterminators, and other home repair services
- Mailing and shipping services
- Minimum Basic Operations for all businesses, including offices
- Landscaping and gardening services
- Most manufacturing
- Medically necessary pet grooming
- All retail stores, but for curbside pickup only
- Real estate agents, escrow agents, notaries, and title companies
- Plant nurseries and garden centers
- Laundromats, dry cleaners, and laundry services
- Restaurants, but only for delivery or carry out
- Airlines, taxis, rental cars, and rideshare services
- Home-based care for seniors/children/pets
- Residential facilities and homeless shelters
- All businesses that deliver goods to homes

**Open June 5, 2020**
- Outdoor dining at restaurants
- In-store shopping at retail and shopping centers
- All manufacturing, warehousing, and logistics
- House cleaning and other no-contact in-home services
- Low contact/no contact service businesses including shoe repair, watch repair, and other similar services
- Pet grooming and dog walking

### Education, Childcare, and Children’s Activities

**Already Open**
- Educational institutions including public and private K-12 schools, colleges, and universities, but only for facilitating distance learning or performing essential functions
- Childcare establishments for children of workers of allowable businesses in stable groups of 12
- Summer camps and other educational or recreational programs for children of workers of allowable businesses in stable groups of 12
- Change of groups allowed every **four** weeks

**Open June 5, 2020**
- All childcare, summer camps, summer school, and all other educational or recreational programs for all children in stable groups up to 12 children
- Change of group allowed every **three** weeks

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

**Already Open**
- Outdoor recreational activities with members of one’s own household
- Parks and outdoor recreation areas
- Outdoor museums, outdoor historical sites, and publicly accessible gardens
- Car parades

**Open June 5, 2020**
- Small outdoor ceremonies and outdoor religious gatherings in groups no larger than 25
- 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
- Outdoor swimming pools
- Camping
- Drive-in theaters and other automobile-based gatherings
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
Visitor Information

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 or email pubhealthreferral@dao.sccgov.org.

To view the County Health Officer’s Order and other information related to COVID-19, visit sccgov.org/coronavirus.

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

Name: ____________________________
Title: ____________________________
Email: ____________________________
Phone Number: ____________________________

sccgov.org/coronavirus
Santa Clara County Emergency Operations Center
Updated May 18, 2020
Call: 2-1-1

SVCN! + CADRE
NONPROFITS RESPONDING TOGETHER
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.
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
✓ 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
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.
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?

1. Employee has fever and/or symptoms
   - Send employee home for isolation

2. Employee seeks medical advice
   - COVID-19 suspected
   - COVID-19 not suspected

3. Inform other employees about a possible exposure at work, but maintain the confidentiality and identity of the employee who tested positive (ADA)

4. Employee returns to work when symptoms improve, ≥10d after symptom onset, and ≥72 hours without fever
   - Negative COVID-19 test not required to return to work

5. COVID-19 testing only for high risk
   - Positive test or clinical diagnosis of COVID-19
   - Negative test

6. Employee returns to work when recovered

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1. 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!

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**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
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 16th.

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 16th.

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 GER

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

- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick, except to get medical care.

For more information: www.cdc.gov/COVID-19
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
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
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 or www.scvn.org
Documenting Your Disaster Work
How private nonprofits can support cities + counties in cost recovery from FEMA

Free Webinar

Mike Martinet
The Martinet Group

June 19
10a - 11:30a PST

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

Watch 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