

June 2020

Union-Snyder CAA COVID-19 Mitigation Plan – Update June 2020

Overview

On March 16, Union-Snyder CAA officially implemented its COVID-19 Mitigation Plan: first staggering employee hours to minimize person-to-person contact, then shifting the majority of staff to remote workspaces in order to close our office to the public. The COVID-19 Mitigation Plan was updated May 2020 to adapt to the “yellow phase” status of the counties.

We now provide a June 2020 update to address the PA Commonwealth transition to the “[green phase](#)” of [the plan for reopening Pennsylvania](#). CAA will follow this mitigation plan updated for the month of June 2020, prioritizing strategic implementation for the well-being of staff and customers. The changes will take effect after building workplace safety protocols have been implemented at a date to be announced. Once the office ‘meet and greet areas’ have been retrofitted to accommodate safety guidelines, CAA will be open by appointment only. At the end of the month, CAA will reevaluate its “green phase” plan to adapt for changes as necessary for July onward.

Maintaining excellent customer service while prioritizing staff and customer health & safety has been and continues to be the highest priority.

Updates to Mitigation Plan Details June 2020

CAA continues to follow [guidance from the Commonwealth, PA DOH, CDC](#), and [Community Action Program Legal Services \(CAPLAW\)](#) regarding response to COVID-19 as it affects our staff, customers and building readiness. Planned mitigation includes the following:

Building Safety Measures

- Any staff members who are successfully teleworking will continue to do so.
- Meetings will continue to be conducted virtually whenever possible.
- When the building re-opens per county guidance, some staff will be asked to return to the office to serve customers. CAA Staff: Your supervisor will notify you if you will be asked to work at the office.
- All business with the public should be conducted by appointment only.
 - See program-specific appointment procedures below in ‘Programs and Services Overview’
- The number of people inside the building should be no more than 50% of the total maximum occupancy.
 - In order to maintain occupancy standards, customers may be asked to wait outside or in their car until a staff person can help them.
- Plexiglass shields and headwear will be provided for in-person service where appropriate.
- CAA’s front entrance and lobby area will have 6 feet markings on the floor to promote healthy social distancing.
- All customers will be required to wear masks while on the premises. *Masks will be provided to customers without.*
 - The only exception includes individuals who cannot wear a mask due to a medical condition (including children under the age of 2 years per CDC guidance). According to law, these individuals may enter the premises and are not required to provide documentation of such medical condition. CAA is modifying its programs and services to convenience these individuals where possible, described below.
- Customers will be asked to leave documents in a new, larger secure box at the front of the building rather than come inside to deliver them, whenever possible.
- Signs indicating the maximum number of people will be allowed in the waiting room at a time.



- Staff members will clean and disinfect high-touch areas, including direct workspaces, every 2-3 hours.
- Staff are encouraged to take a handwashing break every hour.
- The County has provided sanitation/cleaning by a third party.

Personal Protection Equipment (PPE)

- All staff will be provided following supplies if they are designated to be 'in office' and will not be asked to return to work until resources are available:
 - Face masks. Cloth or disposable (required) and N95 (optional) are available
 - Hand Sanitizer station is provided for all staff and customers in the lobby
 - Individual disinfectant sprays or wipes (required)
 - Disposable and cloth face masks (required)
 - Disposable gloves (optional)

Social Distancing

- CDC and DOH guidelines for social distancing must be followed while in the office.
- Staff will maintain social distancing requirements while in the office, including no shared office space.
- Staff will maintain a distance of at least 6 feet or 2 meters between coworkers and others at all times.
- Staff will wear a face mask at all times while on CAA property, with the exception of when in own office with door closed.
- All conversations should take place with masks at least 6 feet apart or via Microsoft Teams.
- CAA's front entrance and lobby area will have 6 feet markings on the floor to promote healthy social distancing.

Visitors and Meetings

- Home and community visits will continue to be done remotely using web based or phone tools wherever possible; if in person visit or inspection is required, consult with your supervisor.
- All meetings will be conducted remotely via web-based applications.
- Non-essential visitors will not be allowed; all external communication should be virtual whenever possible.

Failure or refusal to follow guidelines and requirements will result in disciplinary action.

Plan in case of exposure to a probable or confirmed case of COVID-19:

Should a staff member or our building become exposed to COVID-19 or demonstrates symptoms, that staff member must immediately report to their supervisor and, if they are in the office, they should leave the premises and go home immediately. CAA will follow all [DOH](#) and [CDC worker safety guidelines](#) regarding notification to staff and will work with the county to secure professional sanitation/cleaning provided by a third party before reopening.

CAA staff may use sick time to cover required quarantines or while out with COVID-19 or caring for a family member with COVID-19 and may take an advance of PTO of up to 70 hours to cover sick and/or quarantine time. Physician verification of diagnosis will be required.

Programs and Services Overview

CAA Programs on Continued Hold:

- **Union County Resource Center:** In-person services offered by CAA at the Union County Resource Center (UCRC) in Lewisburg will remain canceled until further notice. Virtual meetings and classroom sessions will continue.

Services Adjusted for Mitigation:

- **Snyder County Veterans Affairs:** Tony Korzenaski, Veterans Affairs Director, can be reached by at (570) 374-0181 or tkorzenaski@union-snydercaa.org. Assistance will continue to be provided via telephone and email at this time.
- **Volunteer Income Tax Assistance (VITA):** The VITA team will begin appointments for no-contact tax services starting June 1 for customers who were previously scheduled between March 1-April 15 at our Selinsgrove office. Drop off service is only guaranteed for customers previously scheduled for Selinsgrove or Lewisburg; new customers may be added to a waitlist with no guarantee for an appointment by the new tax deadline of July 15. Customers previously scheduled will be contacted by a VITA team member to make a drop off appointment. New customers must call (570) 374-0181 to be added to the waitlist.
 - Curbside Service is available to customers unable to wear a mask. Please request this service while scheduling your appointment with a CAA staff member.
- **Adult Education, Employment Skills, Financial Literacy, and Parenting:** CAA staff is now offering virtual meetings and workshops.
- **Food Assistance:** Scheduled Union/Snyder food pantries will continue to run according to schedule with curbside pickup or drive thru operations; pantry delivery is no longer guaranteed. Anyone with decreased or no income due to COVID-19 continues to be eligible to get assistance from the pantries, in addition to households with low income. CAA's Basic Needs Delivery Program will continue with deliveries now available on Tuesdays and Thursdays only. Please call (570) 374-0181 to answer a few simple pre-screening questions to see if you are eligible for delivery or submit an online request at www.union-snydercaa.org/emergency-delivery-request. If need is urgent, please state this during the pre-screening or submission.
- **Housing Assistance:** CAA Housing Assistance will continue to be conducted via phone and/or email communications whenever possible. When home inspections are required, ideally landlord or tenant will live stream. If that is not an option, CAA staff will evaluate alternative methods to adhere to safety and health guidelines. If you or someone you know receives an eviction notice, please call us at (570) 374-0181.
- **Energy Assistance:** CAA Energy Assistance staff will use a combination of remote and on-site office hours to process PPL and UGI applications.
- **Transportation Assistance:** CAA Transportation Assistance staff will use a combination of remote and on-site office hours to process requests.
- **Case Management / Service Navigation:** All case management and Service Navigation services will continue to be conducted via virtual means.
- **CORE Susquehanna AmeriCorps:** All CORE AmeriCorps activities, including convenings, will be held virtually until further notice. Members will be contacted by CORE staff to schedule appointments for contactless individual paperwork drop off as necessary.