

Catholic Social Services
COVID Pandemic

OLGC Food Pantry's and Other Emergency Assistance
03/15/20

The health of our families, volunteers and staff are the top priorities at the Our Lady of Guadalupe Center. To that end and due to the latest COVID-19 updates:

- Only staff and volunteers will be allowed at the center on an alternative schedule of operation
 - a. Monday – Friday case management and help with resources Phone ONLY at 614-340-7061.
 - i. Your call will be returned during business hours.
 - b. Pantry/center hours – box distribution with no access to clients
 - i. Tuesday – 10 am – 2pm
 - ii. Wed and Thurs – 9 am – 2 pm

- Food pantry (Pantry):
 - Pre-packaged boxes will be delivered from March 12, 2020 until further notice.
 - Make your appointment calling 211.
 - Sign up at the door and go back to your car.
 - Entrance to the center is not allowed.
 - You will be notified when your food is ready to go behind the center to door 409 to pick up your food.
 - We will call two cars at a time.
 - You will receive a prepackaged box containing essential food items.
 - We ask that you load your car and return the cart.

- English and Citizenship classes will be canceled until March 30.

- Ohio Health mobile clinic members will not be at the center, but you can call 614-788-8336 or 614-788-8334 to make an appointment. When you call, and they find you need an interpreter they will hang up and call you back to make an appointment. They see patients who are without insurance or underinsured.

- Primary One assistance 614-859-1805 for questions about Medicaid, and 614-645-5500 for medical appointments.

- Call us for assistance with the social worker.

- Legal assistance, contact us by phone to connect you with an attorney.

We will continue to be available to answer any questions and you can contact us at 614-340-7061. Updates will be shared through the Facebook page of the Our Lady of Guadalupe Center.

Thanks for your understanding.

Catholic Social Services
COVID Pandemic

Counseling Procedures
3/15/20

See All Staff Safety Procedure.

Counseling Specific Procedures:

- 1) Service Delivery Precautions
 - a. Prioritize visits based on face to face versus determining if activities can be done via phone or other means for case manager
 - Complete telehealth training on Relias
 - Prioritize Clients based on intensity of appointments; e.g weekly vs. biweekly
 - b. If going to the home, call ahead and confirm that your client or other members in the home have no symptoms (See Intranet for CoVid-19 Symptoms)
 - Providing education to clients on rescheduling appointment and when to cancel
 - c. If symptoms are apparent or diagnosed cancel visit
 - assure that the client has access to healthcare
 - provide a follow up call within 2-3 days
 - d. Consider alternative meeting sites for clients who are not contagious, as needed, for all in office clients—IT to train us on Zoom to provide telehealth training
 - e. Make sure all client information is secured in lock boxes.

- 2) Contingency Plan for Staff Coverage
 - a. Call off procedure—Brittany, Alexcia, Becky and Julie will contact Andrea
 - b. Canceling client appointments—Brittany and Peggy if Brittany is out
 - c. Should staff be out of clinicians; the case manager will coordinate service tasks to be done for/with clients during absence.
 - Offer Another clinician, not assigned to the client, may be used if appropriate, temporarily.

Foster Grandparent & Senior Companion Procedures
03/15/2020

See All Staff Safety Procedures.

Foster Grandparent & Senior Companion Specific Procedures:

1. The Foster Grandparent Program and Senior Companion Program will notify volunteers of site station closures as per the State government mandate.
2. As of March 16, 2020, all visits to schools, homes, and senior facilities are temporarily suspended until the following in-service dates April 15 for Senior Companions, and April 16 for Foster Grandparents due to the Coronavirus (COVID 19) outbreak.
3. Program directors will monitor government mandates during this time to determine additional action.
5. Suggested procedures to mitigate risks include:
 - March in-service meetings are cancelled.
 - Program staff will meet grandparents and senior companions at their site stations on March 18th (Jewish Community Center for SC) and March 20th (LifeCare Alliance for FG) to distribute February payroll, timesheets, additional paperwork, and to collect timesheets and compliance documentation requested between 11a and 12p. If the individual cannot commit to their respective date and time, they will need to make specific arrangements with a program staff member.
 - The One Call Now system will be used as needed to update grandparents and senior companions of any changes or mandates in the coming weeks.
 - March payroll will be processed and ready for fiscal by April 7 in preparation for upcoming in-service dates.
 - Program directors will filter questions and concerns about program updates and site station closures, and will report to The Corporation for National and Community Service (CNCS) every 14 days any local changes.
 - FGP and SCP volunteers are expected to perform the following safety measures upon return to their sites:
 1. Regular handwashing/sanitizer after each interaction with students/seniors.
 2. At the end of each visit/session, disinfect any items shared (pencils, pens, crayons, etc.) and surfaces such as desks, door knobs, and chairs.
 3. Carry tissues, hand sanitizer, and any other protective items that may help limit the spread of the virus.
 4. Cover your cough and sneezes in your elbow.

Catholic Social Services
COVID Pandemic

Payee Services Procedures
03/15/20

See All Staff Safety Procedures.

Payee Specific Procedure:

3) Service Delivery Precautions

- a) Payee Services will be temporarily suspending in-person appointments with clientele for an undetermined length of time due to the Coronavirus (COVID 19) outbreak. CSS will request client appointments be handled via the phone.
- b) All client correspondence will temporarily be mailed/emailed/faxed with no materials dropped off at the office.
- c) Voicemail will also temporarily state that client messages will be returned within 3 business days instead of the standard within 1 business day.
- d) A sign will be posted at the front door explaining these new procedures and the voicemail system will be changed to explain the new procedures as well.
- e) Suggested procedures to mitigate risks include:
 - Staff will complete in advance (for the month) all transactions involving discretionary funds for clients in the QuickBooks System.
 - Staff will complete/print in advance (on Mondays after messages are handled) all checks for the week and store them in mail room to be distributed daily throughout the week.
 - Staff will create transactions for bill payment on a daily basis as bills arrive in mail.

Catholic Social Services
COVID Pandemic

Portsmouth Food Pantry's and Other Emergency Assistance
03/15/20

See All Staff Safety Procedure.

Portsmouth Specific Procedures:

- 1) Service Delivery Precautions
 - a) St. Francis Food Pantry will not have the twice monthly food pantries; will however, be open Monday through Thursday from 12:00-2:00 and will receive pre-packaged food.
 - b) Choice Pantry is currently closed.
 - c) Neighbor to Neighbor hours for AEP disconnects will be Monday through Thursday from 10:00 am -12:00 pm.
 - d) Intervention Education classes will be cancelled until the end of March. If clients would have an emergency, he/she could call a worker between the hours of 10:00 am – 2:00 pm.
 - e) Clare's Closet will be closed until April 3rd or until further notice as we are not accepting any donations until March 30th or until further notice.
 - f) Clare's Closet and Food Pantry hour signs will be posted in several areas both inside and outside of building.
 - g) Volunteers from Clare's Closet have offered their services if Donna and I should need them.
 - h) Our food pantry will remain open as long as we are able to get food from the Freestore Food Bank.
 - i) Staff and Volunteers will follow all safety precautions of hand washing and disinfecting after someone has touched the surface.
 - j) Staff and Volunteers will conduct self-assessments of each other's health and will follow the All Staff Safety Procedures.

Catholic Social Services
COVID Pandemic

Stay The Course Procedures
3/15/20

See All Staff Safety Procedures.

Stay the Course Specific Procedures:

- 4) Service delivery precautions
 - f. If a student has symptoms, cancel visit—assure that client has access to healthcare
 - g. Consider alternative meeting sites as needed or use of Facetime or other social media option.
- 5) Program plan
 - a. Recruitment: There will be no recruitment activities until classes resume at CSCC

- 4) Information Sessions/Intake Sessions
 - a. Information Sessions will be held in small groups of less than 7 either on or off campus
 - b. Intake 1 will take place in-person as there are documents to complete either on or off campus
 - c. Intake 2 can be completed via virtual meeting
- 5) Intensive Case Management
 - a. Bi-weekly appointments with students can be completed via virtual meeting

Supportive Services and Money Management
3/15/20

See All Staff Safety Procedure.

Supportive Services and Money Management Specific Procedure:

- 6) Service Delivery precautions
 - h. Prioritize visits based on face to face versus determining if activities can be done via phone or other means
 - a. Encourage online banking options for clients to be set up so that bills can be paid remotely if quarantines become more widespread
 - i. If going to the home, call ahead and confirm that your client has no symptoms.
 - a. If symptoms, cancel visit—assure that client has access to healthcare
 - b. Follow up with clients via phone to ensure that healthcare was accessed
 - j. Consider alternative meeting sites as needed.
 - k. Transporting clients: Utilize other transportation services as much as possible. If client is showing symptoms, then reschedule appointment and link client with appropriate healthcare
 - l. Determine how to best keep client status information up to date.
 - a. Printing will be completed by Peggy in the office. Case notes are currently being printed.
 - b. A file will be available on the S: Drive that staff can transfer documentation that needs to be printed.
 - c. Staff will keep copies of ROI's and Signature pages in their possession so that they can continue to get documentation completed in a timely manner.
 - m. Securing client information will be kept in lock boxes if staff is unable to bring information to the office.
- 7) Contingency Plan for Staff Coverage
 - d. Call off procedure
 - a. Call Alecia every morning that you are out.
 - b. If you are quarantined, phone calls can still be made to clients. Triage can be done by available social workers to cover clients with more intense needs.
 - e. Make sure you cancel client appointments
 - f. Coverage plan. Determining service tasks to be done for/with clients are accomplished during absence
 - a. Social Workers will be paired with another worker to keep them updated with case happenings in the event that they are out for an extended period of time.
 - g. Referrals will continue to be taken. Referrals may be suspended if several workers are out for an extended period of time.

Transportation Services Procedures
3/15/2020

See All Staff Safety Procedures.

Transportation Services Specific Procedures:

4. Suggested procedures to mitigate risks include:
 - a. Drivers will conduct a self-assessment of their health condition hourly and notify supervisor immediately if any COVID 19 symptoms occur. Staff are required to stay home if symptoms are identified.
 - b. Drivers will call the client the day before scheduled transport to set up pick-up time and conduct a review of the symptoms for COVID 19.
 - c. The day of the transport, drivers will contact client, prior to pick up time, to ensure the client hasn't developed any of the symptoms for COVID 19.
 - d. Upon arrival for pick up, if a client displays outward symptoms of the virus (fever, cough, and shortness of breath), drivers have the authority to deny transport and will contact their supervisor immediately to notify of the action taken.
 - e. After each transport, disinfect all regularly touched vehicle surfaces including interior/exterior door handles, seatbelts/latches, arm rests, steering wheel, gear shift, pens/clipboard.
 - f. At the end of each shift, disinfect all vehicle surfaces mentioned above as well as seats, dashboard, & other possibly touched surfaces.
 - Vehicles will be equipped with disinfectant supplies, paper towels, latex gloves, & trash bags.
 - Tissues will be available for client use in all vehicles.