

Tri-County Independent Living

Temporary Office Operations During COVID19

as of 5/18/2020

Due to the many effects of the requirement of physical distancing, the following changes will be made and be in effect until further notice. Also, until the Admin & Program Support Specialist returns to work in the office, the following in-office duties he is unable to perform will be assumed, temporarily, as indicated below.

Office Hours

Office hours will temporarily be: 8:00 a.m. – 11:30 a.m. and 1:00 p.m. – 4:30 p.m. The office will be closed to the public from 11:30 a.m. – 1:00 p.m.

Office Opening and Closing

1. Donalyn and Carolyn will share the duties of opening and closing the office – blinds, light switches, unlock and locking doors, disarming or arming the alarm, flipping the open sign, etc.

Garbage

Donalyn and Carolyn will share the duties of taking the trash and recycling bins to the curb and bringing them back in. Donalyn will take them out. Carolyn will bring them back in.

Reception

1. Alaisha will move to the front desk temporarily to be the first person to respond to someone at the door or visiting in the office. All staff in the office will be backup to Alaisha.
2. A reception protocol entitled “Front Desk Checklist” that has been distributed will be followed.
3. Alaisha will receive and record deliveries and then give the delivery to Donalyn.

Mail

1. On days Carolyn is working, Alaisha (or another staff member in her absence) will give the mail, the date stamp and the check deposit stamp to Carolyn to process the mail.
2. Carolyn will return the date stamp and the check deposit stamp to Alaisha before she leaves at the end of the day.
3. On days Carolyn is not working, Alaisha (or another staff member in her absence) will give the mail, the date stamp and the check deposit stamp to Mari to process the mail.
4. Mari will return the date stamp and the check deposit stamp to Alaisha before she leaves at the end of the day.

Posting Notices such as Holidays, Board Meeting Agendas, etc. on door and maintaining Bulletin Board

1. Carolyn will responsible for posting and removing notices from the front door for holidays, other closures, TCIL Board meeting agenda, notices, etc.
2. Carolyn will be responsible for maintaining the Bulletin Board

Masks

For visitors:

1. All visitors will be required to wear a mask that covers their nose and mouth.
2. If a visitor does not have a mask of their own to wear in the office, they can borrow one from TCIL for the time they are in the office.
3. Masks for visitors are in a container on the table in front of the front desk counter. They are bandanas. Staff will hand the visitor a baggie with a mask if they need one.
4. If a visitor cannot manage tying the bandana or otherwise manage to wear it, they may be loaned a pink staff mask instead, to be placed in the bin by the door before leaving.
5. The staff member giving them the bandana or mask will ask them to please drop the reusable bandana or mask they borrowed from TCIL into the white bin to the right of the front door before they leave the office.

6. If they were wearing a disposable mask and wish to dispose of it, they can place it in the disposable mask bin by the front door.
7. Before they leave, the staff member they met with will remind them to drop the reusable bandana or mask to the bin.
8. The staff member they are visiting is responsible to ensure the reusable bandana or mask is returned.
9. Donalyn will take home all used, washable masks each night, wash them and return them to the office.
10. Alissa will be responsible for folding the bandanas and packaging them individually in a zip lock bag and restocking them in the container on the front table.
11. Disposable masks for visitors are on order. When they arrive, we will switch to providing disposable masks to visitors.

For staff:

1. Staff are required to wear a mask when they are not isolated in a closed room or private office by themselves.
2. Staff may wear a mask of their own so long as it covers their nose and mouth.
3. Pleated, washable, cotton cloth masks are also available for staff's use. If using a TCIL provided mask, please put your initials on one side of the mask so that that mask can be returned to you after washing to ensure the same staff member wears the same mask.
4. Staff are encouraged to always wear the same side of the mask towards the face. Your initials on the mask can help identify which side goes towards your face.
5. Staff are encouraged to wear a mask for no more than one day before washing their mask.
6. Staff can place TCIL masks in the bin by the front door for washing.
7. Staff who use their own personal masks will be responsible for washing them themselves, unless other arrangements are made with Donalyn for her to wash them for them.

Office Maintenance

1. All staff will keep an eye out on, and maintain, the tidiness of the office including all general areas, conference room, reception and kitchen. If this doesn't work, specific duties will be assigned.
2. Carolyn will create a new schedule for sharing refrigerator clean up duties amongst staff that are working in the office.

Lunches

1. Lunches will be in three shifts:
11:30 – 12:00
12:00 – 12:30
12:30 – 1:00
2. No more than 2 staff members will be at lunch at one time
3. Staff can submit their preferred lunch time to the ED for her to draw up a schedule so that everyone has their same lunch time each day and no more than 2 people are on lunch break at once.
4. Staff will be limited to one person in the kitchen at a time.
5. Staff are asked not to eat in the kitchen if there is another staff member that needs access to the kitchen at the same time as you.
6. Staff may use the conference room to take their breaks, limited to one person at a time.
7. During this time only, staff may eat lunch in their work space - CAREFULLY please, so as not to leave enticing things for ants behind.

Breaks

1. Staff should be cognizant of how many other staff are on break at any one time so that the front desk is covered, and that we are able to maintain the physical distancing that is required.
2. There will be a bistro table and chair available for staff's use during breaks, limited to one person at a time.

Supplies

Carolyn will be responsible for inventorying, ordering and restocking supplies.

Phones

1. We will continue to use Grasshopper for incoming calls.
2. Outgoing calls can be made on our regular phone system.
3. Staff working in the office will bring their laptops to the office until they have installed Grasshopper on their desktop and verified it is working.
4. Vincent will answer the phone remotely and continue to forward calls and take messages as he has been.

Cleaning and Disinfecting

1. Janitorial service will clean and disinfect frequently touched surfaces nightly Monday – Friday, and continue to do their full cleaning routine once weekly.
2. Additional disinfectant wipes are located in the cabinet above the paper cutter on the left-hand side of the bottom shelf.
3. Disposable gloves are available under the kitchen sink.
4. Additional stock of these supplies may be stored in the storage closet behind the kitchen.
5. Staff are responsible to clean any surfaces of their supplemental electronic devices (not desktop equipment) such as touch screens, and keyboards on cell phones, tablets, laptops, travel mice, etc.
6. Staff working remotely are responsible for cleaning and disinfecting any equipment they are using for work.

Appointments

When making an appointment for someone to come into the TCIL office, the staff member making the appointment shall:

1. To the best of your ability, space the appointment at least 30 minutes after and 30 minutes before any other appointment that has been made by any other staff member for in the office on the same day to avoid “overlap” of visitors.

2. Enter the Appointment on the calendar and on the “Conference Room” calendar to reserve the conference room
3. When entering the reservation on the calendar, indicate that there IS or IS NOT a support person accompanying the client into the interview.
4. Only one support person will be allowed in the TCIL office at one time.
5. Notify the visitor that TCIL staff will be wearing masks
6. Advise the visitor that they will be required to wear a mask while in the office and will not be allowed into the office without one
7. Advise the visitor that if they do not have a mask, one will be provided for them to borrow from TCIL and return at the end of their visit.
8. Advise the visitor to cancel the appointment if they are ill or have any COVID19 symptoms on the day of their appointment.
9. Advise the visitor that TCIL staff will ask them if they are ill or have COVID10 symptoms when they arrive for their appointment and will not be admitted if they answer yes, or if symptoms are observed by the staff person.
10. Advise the visitor that TCIL we will only have a maximum of two clients in the office at one time.
11. Advise the visitor that “drivers” and companions will need to plan on waiting somewhere other than inside the TCIL office.
12. Ask if the visitor plans to bring a support person into the appointment with them (not waiting in reception). If they reply yes, check to see that no one else has scheduled a support person to accompany the client into the office at the same time and advise the client whether it is clear for them to bring the person or not.
13. If the visitor is bringing a support person, advise the client that the support person will also need to wear a mask, not be ill and not be symptomatic when they arrive at TCIL.