**Continuity of Services Site Plan Responding to COVID-19**

**for the Springfield Family Resource Center**

The primary goal of this plan is to ensure the health and safety of the clients and staff of the Springfield Family Resource Center (SFRC) to the greatest possible extent while continuing to provide essential services. This plan outlines procedures for the Springfield Family Resource Center that are aligned with the Gandara Center’s Continuity of Operations Plan.

Services- The SFRC all essential services relating to basic needs. Information and referral services will be conducted both in-person and/or over the telephone. CRA-related assessment and referral will also continue as requested. Food distribution will continue, but only in pre-packed bags in order to reduce wait times and possibility of contamination. Food will be distributed by appointment only, with no more than a total of 10 staff members and clients in the center at one time. All groups services, such as educational and support groups, have been temporarily suspended. In-person services will be temporarily suspended in the event of the need for a deep cleaning of the facility and/or a diagnosis of COVID-19 among staff, volunteers or program participant within the past 14 days.

If operating remotely the SFRC staff will:

* Have remote access to CRM system, supported by the UMASS help team,
* Make daily phone calls to clients that are in the database and all new contacts,
* Conduct intake and assessments over the phone, providing resource and referral via phone and internet,
* Keep a daily log of all contacts and logging this information into the CRM,
* Conduct daily check-ins with their supervisor and be available to communicate during working hours,
* The Program Manager will be responsible for delivering any in-person emergency services to clients by appointment only,
* The Program Manager will be responsible for collecting and entering services data into the Google document provided for this purpose on a daily basis by the deadline stipulated.

Screening & Prevention- Signage has been placed in the front entrance area, asking that those who have a cough, fever (over 100.3 F), or who have traveled internationally in the past two weeks to refrain from entering the program site. The attached Screening Flow Chart will be used to guide screening. When scheduling in-person appointments for clients, staff will screen clients over the phone using these criteria. Staff members have been given the same guidelines for reporting to work. Hand sanitizer is available in the entry area and use is encouraged. If clients or staff members develop symptoms while on site, the other staff have been instructed to isolate the person and to request medical advice or to assist the person in arranging for medical treatment. The SFRC maintains a list of names and contact information for all participants, staff and volunteers at the center each day. If staff member or volunteer states that they have tested positive for COVID-19 or have been directly exposure to someone who has tested positive for COVID-19, that information will be sent to the funder using reporting forms provided.

Staffing/Hours- While staff members are out sick, the center will run on reduced hours. As of 4/13/2020, remote services will be provided Mondays, Tuesdays, and Wednesdays from 9:00 a.m. to 5:00 p.m. and on Thursdays and Fridays from 10:00 a.m. to 6:00 p.m. In-person services will be available be appointment on Mondays, Tuesdays, and Wednesday from 9:00 a.m. to 3:00 p.m. and on Thursdays and Fridays from 11:00 a.m. to 6:00 p.m. There will be no Saturday hours during this period.

Staff & Volunteer Training- All SFRC staff and volunteers have received information about hygiene and cleaning measures related to preventing the spread of viral infections. Staff and volunteers have also received the information that those who have a cough, fever (over 100.3 F), or who have traveled internationally in the past two weeks to refrain from entering the program site.

Use of Technology- The SFRC will encourage participants and staff to make use of telephonic communication and meetings wherever possible. If someone who is sick needs services and support, we encourage them to call the SFRC, and staff will work with them, encouraging them to use alternative means of service and support such as phone calls/check-ins, and video conferencing.

Maintaining a Clean & Safe Environment- Public areas of the SFRC are cleaned and disinfected on a daily basis, with high touch surfaces, such as door knobs, disinfected regularly during business hours.

Updated: 4/2/2020