

## Resuming On-Site Services - 25 Sheldon Action Plan -

*This Plan was developed with guidance and information provided by Michigan Executive Order 2020-114, the Centers for Disease Control and Prevention, the Kent County Health Department, and the Occupational Safety and Health Administration.*

June 15

### Stage 1

#### *Preparation for limited resumption of most in-person services*

- Before June 15<sup>th</sup>, entire facility deep cleaned and sanitized
- Begin temperature and COVID-19 symptom screenings for everyone entering building
- Masks (except children under 2 years) and social distancing required for all
- Staff trained to use personal protective equipment and new safety protocols
- Most direct service staff prepare for limited on-site client appointments. Includes counseling, legal advocacy, supportive housing, and supervised parenting time and custody exchange. Nurse Examiner Program and domestic abuse shelter continue operations.
- Staff contact clients to schedule appointments, determine if will meet by video or in-person, and alert about new safety measures

June 22

- Temperature and COVID-19 symptom screenings for everyone entering building
- Use of masks (except children under 2 years) and social distancing required for all
- Some clients return for on-site services, but most continue using telehealth and most staff continue working remotely
- Support groups, Men Choosing Alternatives to Violence, and Claytor Center for Girls' Leadership continue meeting virtually
- YWCA works to minimize on-site traffic and congregating (e.g., staggered lunch and work schedules for staff, use technology for group meetings)

TBD

### Stage 2

- Temperature and COVID-19 symptom screenings for everyone entering building
- Use of masks (except children under 2 years) and social distancing required for all
- All staff now working on-site
- Number of clients being served in-person has increased, but telehealth continues based on best interest of clients
- Support groups, Men Choosing Alternatives to Violence, and Claytor Center for Girls' Leadership begin meeting on-site.

TBD

### Stage 3

- Temperature and COVID-19 symptom screenings no longer required
- Adjustments made to use of masks (except children under 2 years), social distancing, and participation in in-person meetings based on current state/public health guidelines
- Telehealth and in-person services utilized, with preference for in-person whenever possible

#### Key Points:

- Prioritizes the health and safety of all, and meeting community/client need by gradually resuming and monitoring on-site operations.
- Moving to a new stage is made with guidance from state and local authorities and public health officials and experts
- Protocols are trauma-informed
- Requires cooperation of all YWCA staff, clients, and visitors
- Screening, masks (excluding children under 2 years), and social distancing required for all
- Includes instructions if a staff person or client may have been exposed to COVID-19 or develops symptoms
- How one-on-one services are provided (i.e., in-person, telehealth/ virtual) is based on the needs and comfort of individual clients. (YWCA Nurse Examiner Program services and emergency shelter are provided in-person.)