

CONTEMPLATING & PLANNING FOR THE RE-ENTRY PROCESS: FACTORS TO CONSIDER POST COVID-19 SHUT DOWN

MAY 20, 2020



NETWORK
of Jewish Human
Service Agencies

OUR AGENDA:

- Framing the Conversation
- Key Questions to Consider
- Workplace Safety Considerations
- Equity/Inclusion Considerations
- Communications to Develop
- Dialogue with JFCS Atlanta & JFS Seattle
- Templates to Help with Planning



FRAMING THE CONVERSATION

No one way to proceed

Each Local Community/State/Province/Country will have its own guidance

Consider concerns you or staff might have and how those concerns relate to client services

The process is often referred to as Phased Re-entry. Consider how your agency can implement in phases



WORKPLACE SAFETY MEASURES:

 Develop health screening procedures

 Develop exposure response plans

 Establish cleaning procedures

 Establish physical distancing plans – rotating staff/re-design space/limiting in person mtgs.

 Set travel policies

 Set policies for external visitors

 US: Comply with OSHA requirements for record keeping / reporting requirements



Ensure policies do not inadvertently create racial, gender or other disparities (deciding to return staff back to the office based on role could create race or gender disparities).



Establish considerations for staff in high risk categories, staff who may not have access to childcare and frontline staff whose work is putting them at higher risk.



Seek input from staff in developing policies to help ensure they accommodate diverse needs.

EQUITY AND INCLUSION CONSIDERATIONS

The case for re-opening the office and what the agency is doing to keep ALL safe. Solicit concerns from staff/board/volunteers prior to re-entry.

Training for new workplace safety and disinfection protocols.

Exposure response communications to alert staff if/when a colleague is exposed or tests positive.

Remind staff of benefits available and other ways the agency can support them.

COMMUNICATIONS TO PREPARE



CASE STUDIES

- **JFS Atlanta**

- **Terri Bonoff, CEO**
- **Faye Dresner, CPO**

- **JFS Seattle**

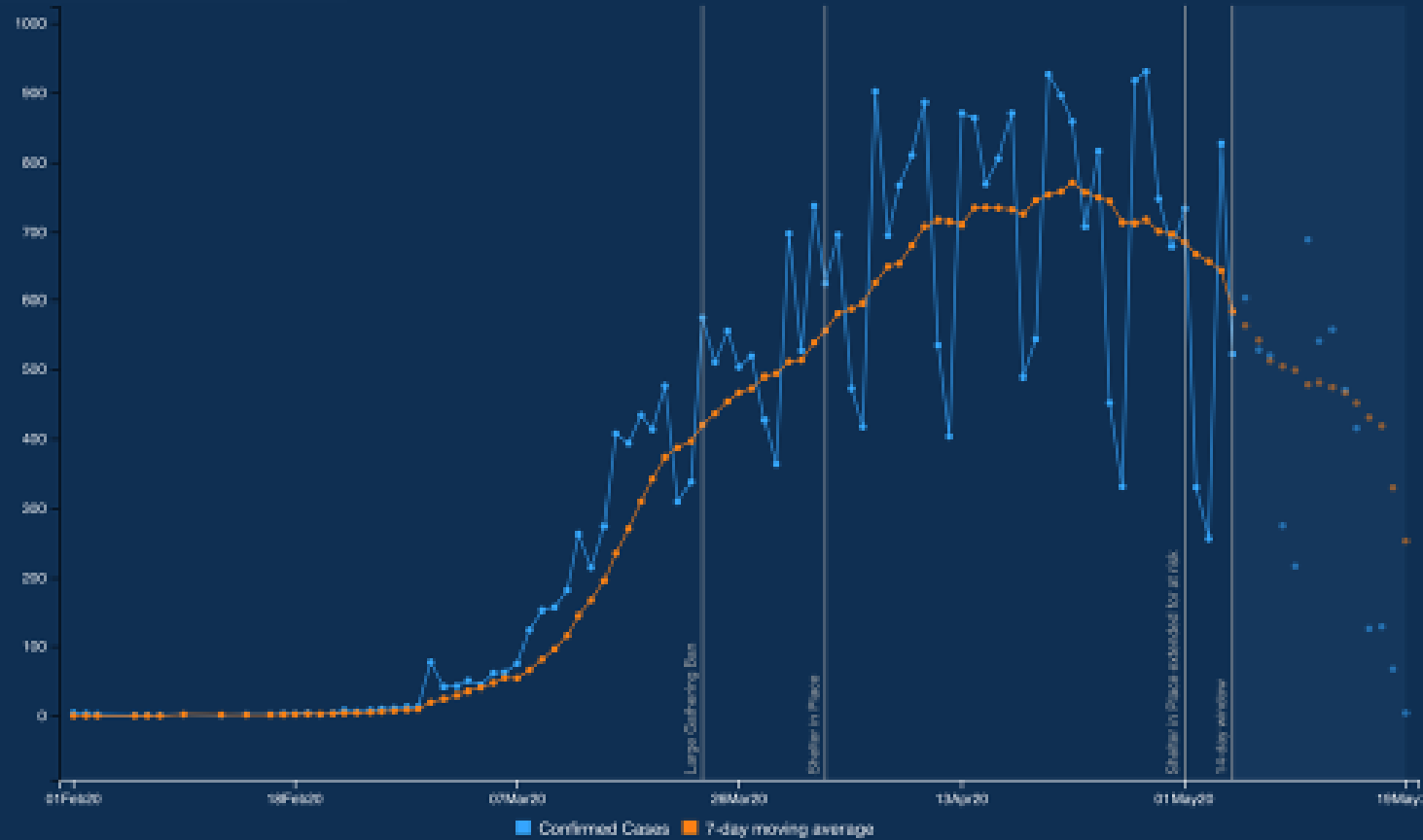
- **Will Berkovitz, CEO**
- **Kristin Winkel, COO**



Georgia Cases

COVID-19 Cases Over Time

Georgia



* 14-day window - Confirmed cases over the last 14 days may not be accounted for due to illnesses yet to be reported or test results may still be pending.

Guiding Principles

- Health and Safety of Staff, Clients and Community top priority
- Follow Guidelines of CDC and Medical Experts with Fidelity
- All JF&CS employees maintain jobs at full wages
- Employees choices are honored relative to risk of COVID exposure
- Staff has flexibility with regard to childcare

Agency-Wide Phase Plan

All staff to wear masks, maintain hygiene and social distancing with few people in office at any given time. PPE must be worn in office at all times until advised otherwise.

Department	Now	Phase 1	Phase 2	Phase 3 (With vaccine and easy testing)
Aviv Older Adult Services	<ul style="list-style-type: none"> Continue virtual sessions, groups, telephone reassurance. 	<ul style="list-style-type: none"> Admin staff only (2-3 days per week) i.e., Amy/Kellee who prepare invoices for the accounting staff) that is difficult to do from a home office. Make optional who works in the office based on risk factors (age, comorbidities, etc.) and who can do work from home as well as from the office. Continue virtual sessions, groups, telephone reassurance. 	<ul style="list-style-type: none"> Continue virtual sessions, groups, telephone reassurance. Allow in person groups with non-vulnerable populations. Allow more people to return to office. Not mandatory and with alternating schedule. Staff with shared office must not use at same time. 	<ul style="list-style-type: none"> Resume in person visits with PPE (when senior-living facilities open up their doors to visitors). All staff may return to office (shared offices must alternate days). Remote work is allowed.
BMDC	<ul style="list-style-type: none"> Continue with staff training. Continue client telephone check-in's. 	<ul style="list-style-type: none"> Staff return to office to prepare for client return: clean equipment, stock supplies, paperwork, confirm and schedule appointments, etc. Ensure social distancing. Make sure enough PPE is in stock to protect staff and clients. Gowns, face shields, plexi-glass at reception, etc. 	<ul style="list-style-type: none"> Dentists and clients return for urgent needs only. Full PPE. Staggered appointments and staff. Two groups of staff. Patients: <ul style="list-style-type: none"> Pre-visit reminders, adjusted check in, masks & hand hygiene Temp checks with questionnaire prior to seating Increased disinfecting of physical space 	<ul style="list-style-type: none"> Expand service to routine and add new patients Return of partners (vision & medical). Have patients wait in their cars until their appointments and other social distancing strategies Add extended hours and weekends to diminish the backlog
Career Services	Continue Virtual Workshops: <ul style="list-style-type: none"> LinkedIn and Resume/Cover Letters – May (Already on the calendar and scheduled). Virtual 1:1 coaching 	<ul style="list-style-type: none"> LinkedIn and Resume/Cover Letters – <i>Hold virtually but leading them from the Office.</i> Virtual and in-person 1:1 Coaching with social distancing and PPE 	<ul style="list-style-type: none"> Half Day Boot Camp and LinkedIn in person and virtual. Virtual and in-person 1:1 Coaching 	<ul style="list-style-type: none"> Virtual and in-person 1:1 Coaching. Virtual and in-person workshops
Chiefs	<ul style="list-style-type: none"> Maintain remote work. Only go into office for urgent needs. 	<ul style="list-style-type: none"> Work from office in staggered shifts. Maintain remote work. 	<ul style="list-style-type: none"> Return to office full time. Allow remote work. 	<ul style="list-style-type: none"> Return to office full time. Allow remote work.

JFS SEATTLE CASE STUDY



SOME GOVERNING PRINCIPLES

- **Focus on the mission**
- **Staff and client safety**
 - Anticipate opening and closing
- **Over communicate**
- **Our own time-line**
 - Slower than the government
 - Dialing up not flipping a switch
- **Different teams different timelines**
 - Expanding crisis response plan
 - Move from essential to important services
- **Long Game**
 - There is not going back to normal
 - Continuing to build telework
- **Learn and evolve**



A CONVERSATION WITH JFCS ATLANTA & JFS SEATTLE

- Staff and Client Safety
- Addressing Anxieties
- Engagement of the Board
- Community Gatherings
- Office Design

Returning to Work Survey Questions

- Which department is this for?
- Name of team member
- Please choose which of these categories apply to this team member (you may choose all that apply)
 - Team members who are diagnosed or symptomatic of COVID-19.
 - Team members whose position would allow them to continue to work from home.
 - Team members who are at higher risk of severe illness. This includes those with underlying health conditions and those who are 65 years or older.
 - Team members with childcare, school closure or family care issue.
 - Team members with expressed concerns or anxiety regarding returning to a work environment.
 - Team members who can and will return to work in the office.



SURVEY QUESTIONS CONTINUED

- If there is any additional information that you think is pertinent regarding this team member's situation, please list it here:
- Check all that apply to this team member:
 - Office Location A
 - Office Location B
 - Works in and Open Work Station
 - Will need to see clients in the office
 - Will need to see clients in the field



SURVEY QUESTIONS CONTINUED

- If this team member will be seeing clients in the office, please indicate how many days per week they will see clients:
 - 1-2
 - 2-3
 - 3-4
 - 5
 - Does not apply to this team member
- For those days this team member will be seeing clients, how many clients per day will they see?
 - 1-3
 - 3-5
 - 5+
 - Does not apply to this team member



THOUGHTS ON OFFICE DESIGN

*(WITH SPECIAL THANKS TO
ALLISON HARDING, JFS DALLAS)*

- <http://view.ceros.com/newmark-west-la-and-ontario/the-post-covid-19-office>



Guiding Question/Line of Sight*: What will it take to . . . ?

The guiding question defines the line of sight: Where are you heading? What are you trying to achieve? The question should be open-ended and future focused. It should not make assumptions about who is responsible or what the solution is.

Current Priority—Still Relevant—Continues Forward (with modified approach)

These are items that are relevant and possible and will go forward, though perhaps not as planned. Make a few notes on likely modifications.

Pause & Resume when crisis “over” (assuming a 6-18 month delay—high uncertainty)

These items will be paused. They are either not feasible now, or they need to be paused to make room for emergent priorities. You don't really know for how long. Six to nine months is a ballpark and may be too long or too short.

Emerging Priority or Existing but Newly Prioritized (because of current conditions)

These items are new or newly prioritized items that are on the table (or front burner) because of current conditions. You are being asked to do them or you realize they are necessary and/or urgent.

Unknown Status/Approach (need more data, too much in flux to know)

These are items that are either unclear or too much in flux to decide. You need to have more data, talk to others, or let the dust settle a little bit before deciding.

Honor and Let Go (not going to happen)

Conditions make these items impossible.

QUESTIONS?

- What else could be helpful?
- What other information is needed?

- **Follow up:**

- ❖ **JFCS Atlanta:**

- ❖ Terri Bonoff: tbonoff@jfcsatl.org

- ❖ Faye Dresner: fdresner@jfcsatl.org

- ❖ **JFS Seattle:**

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