

Kathy Wellington

From: Walter Orzechowski
Sent: Sunday, March 15, 2020 4:46 PM
To: Management Team; Board Members
Subject: SWCAP's COVID-19 Public Health Risk Action Plan
Attachments: EmergencyCallList_2020MARCH.xlsx; SWCAP PUBLIC HEALTH RISK ACTION PLAN_2020March.docx; SituationReport_Food-Pantries_2020MAR13.docx

To SWCAP Staff and Board Members:

SWCAP is closely monitoring the coronavirus COVID-19 disease outbreak. We are currently using our Public Health Risk Action Plan (attached) to proactively ensure we protect our clients, volunteers and staff. In addition, we will continue to work in partnership with area health departments and other helping agencies to address health and safety issues at the community level, throughout Southwestern Wisconsin. For example, some area schools are contacting SWCAP for guidance on how best to provide food/meals to students during the school closure period.

We are committed to serving our communities in a safe and responsible manner, as we monitor the spread of the COVID-19 outbreak. At the present time, there are no known cases in our 5-county service area. As this public health crisis develops, we will use our response plan to determine how our programs and services will be impacted. Our response could change daily, or more frequently, depending on the current status of the COVID-19 outbreak in our area and state.

During a public health crisis, it is important to identify programs that provide very essential/critical services that must remain operational, to the degree possible, for the health and welfare of our most vulnerable residents. We have identified three essential/critical services: food pantries, medically-critical transportation services and homeless services. We will make every effort to keep those services operational during this public health crisis. In the event this public health crisis worsens, we may need to limit even these essential/critical services to only those who are at very high risk.

Because the COVID-19 situation is very fluid, we will use our website at www.swcap.org to provide ongoing information and updates for both staff and participants. I have attached our Public Health Risk Action Plan and consider us to be at Level 2 of that plan. I have assigned Kathy Wellington to work with program directors to develop program-specific situation reports describing changes to personnel, facilities, service delivery and communications that will/may occur at various levels of risk, for each of our programs. Please know that we must all remain flexible, cooperative and considerate to best manage the public health risks associated with COVID-19. We will strive for commonality across programs and staffing arrangements, but this may not always be feasible due to differences in service structures, funding source requirements and logistics. This type of planning is new to us and we will be implementing plans and actions quickly, with the knowledge that adjustments will be needed.

Here is what we currently know in relation to various areas of SWCAP operations:

BASIC STEPS TO PROTECT SELF AND OTHERS

We encourage all persons to follow CDC and WI-DHS [basic steps to protect self and others](#), which include:

- Wash hands with soap and water, frequently and for at least 20 seconds. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid close contact with people who are sick.
- Put distance between yourself and other people if the COVID-19 virus is spreading in your community, especially if you are at higher risk of getting very sick.

- When coughing or sneezing, cover your mouth and nose with a tissue and throw used tissues in the trash. Immediately wash your hands.
- Wear a facemask if you are sick or if you are caring for someone who is sick and is not able to wear a facemask.
- Stay home if you are sick, except to get medical care.
- Clean and disinfect frequently touched surfaces, daily.

RELIABLE INFORMATION SOURCES

SWCAP is following guidance provided by the Centers for Disease Control (CDC) and the Wisconsin Department of Health Services (WIDHS), along with program-specific guidance provided by other state/federal agencies and funding sources. If you have questions or concerns about COVID-19 (coronavirus), we encourage you to explore reliable information sources, including:

- Centers for Disease Control (CDC) <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- WI DHS <https://www.dhs.wisconsin.gov/covid-19/index.htm>
- Grant Co. Health Dept: http://www.co.grant.wi.gov/docs_by_cat_type.asp?doccatid=110&locid=147
- Green Co. Health Dept: <https://gcpublichealth.org/>
- Iowa Co. Health Dept: <https://www.iowacounty.org/departments/HealthDepartment>
- Lafayette Co. Health Dept: <https://www.lafayettecountywi.org/healthdepartment>
- Richland Co. Health Dept: <https://www.co.richland.wi.us/departments/hhs/>

PUBLIC HEALTH RISK ACTION PLAN (Attached)

- A copy of SWCAP's Public Health Risk Action Plan is attached and will be posted online at www.swcap.org/COVID19.html on or before Monday, March 16.

PROGRAM-SPECIFIC SITUATION REPORTS

- As situations reports are developed (and modified), selected public-facing content will be posted online at www.swcap.org/COVID19.html. The situation reports are fluid documents that aggregate response actions for specific programs, based on the current public health risk. **A copy of the situation report for our SWCAP Food Pantries is attached.** All program directors should immediately review the format and begin compiling response for a similar report for your program, even if you are not yet actively working with Kathy Wellington on your plan.

ESSENTIAL/CRITICAL SERVICES

- SWCAP has identified essential/critical services that must be provided, even in the event that widespread coronavirus COVID-19 disease is present in our communities that requires closure of SWCAP offices and/or service sites. At this time, these critical services include:
 - Food boxes for pickup (and in very limited cases, delivery) at local SWCAP food pantries; and
 - Homelessness prevention and shelter; and
 - LIFT transportation for essential medical trips; and
 - Certain administrative functions, such as payroll and bill payment.
- SWCAP will make every effort to continue provision of all services throughout this public health crisis. Modifications to staffing and/or method(s) of service delivery are being made to protect the health and safety of staff and program participants and are being documented in the form of a Public Health Risk Situation Report for each program.

STAFF TRAVEL

- Effective immediately, all SWCAP staff must secure and/or re-confirm supervisory approval for any business travel outside our service area that is scheduled or being considered. Factors for approval will include the incidence of COVID-19 disease spread in the travel area, the method and route of travel, and the potential for exposure.
- Effective immediately, all SWCAP staff and volunteers must report any personal travel outside our service area to their supervisor. The staff or volunteer may be required to self-quarantine (work from a designated SWCAP isolation area, work from home, take leave, or refrain from volunteering) for a period of time before returning

to work. Factors for approval will include the incidence of COVID-19 disease spread in the travel area, the method and route of travel, the potential for exposure, and the feasibility of remotely performing the work.

MEETINGS

- To help contain the spread of the COVID-19 disease, SWCAP will not host any in-person, non-essential events or meetings that are open to the general public, until after March 31, 2020.
- SWCAP staff will minimize the use of in-person meetings and opt for conference calls and/or webinars, wherever feasible, until after March 31, 2020.
- SWCAP will cancel external (e.g., partner agency) meetings scheduled to be held at SWCAP locations and will not allow scheduling of additional meetings, until after March 31, 2020.

IDENTIFICATION OF HIGH-RISK STAFF & VOLUNTEERS

- Each program director must poll staff and volunteers to identify those who are high-risk:
 - Older Adults (generally age 70 and older)
 - People with serious chronic medical conditions, such as heart disease, diabetes or lung disease
- High-risk staff and volunteers may be asked to modify their work environment to minimize contact with the public and/or may be asked to stay away from the workplace, entirely. This is determined based on the work and the work environment, which is different for each program. Specific actions will be described in the Public Health Risk Situation Report for each program.

RE-DEPLOYMENT OF STAFF TO ESSENTIAL/CRITICAL SERVICES

- We have already begun sending home high-risk volunteers at area food pantries and will begin experiencing staff deficiencies during the week of 3/16/2020.
- Each program director should immediately identify staff who can be re-deployed to carry out work in one or more of our essential/critical services:
 - Food pantries will need help to unload food trucks, organize pantry items, fill food boxes, etc.; exposure to the public is being limited via workflow procedures.
 - LIFT may need drivers to provide medically critical rides, which entails:
 - Using personal vehicle (.50 per mile reimbursement via timesheet), and
 - Passing a caregiver background check, and
 - Maintaining a valid driver’s license.
- Any re-deployment will be temporary and staff will remain in their normal pay status and fund source(s).
- I need your list of re-deployable staff sent to Kathy Wellington immediately, even if it is not yet complete. When developing your list of re-deployable staff, do not include high-risk (see definition, above) staff:

Staff Name	Primary Phone	Email	Home Address	Limitations (Days/Physical)	Essential/Critical Service

SOCIAL DISTANCING

- Program Directors should immediately identify staff (including self) who are able to perform work duties from home and ensure that staff have proper instruction for remote connectivity.
- Each program will specify work-from-home persons and plans in the Public Health Risk Situation Report for their program(s).

REMOTE ACCESS TO NETWORK SERVICES

- All SWCAP staff have the ability to access network resources from home, using one of two methods:
 - Access to MS Office applications via www.office365.com using normal network login credentials (no access to J drive with this method)
 - Access to all MS Office applications and J drive, via Remote Desktop Connection (may require setup)

- Program Directors should work with Ben Taylor to ensure that all staff working from home have the instructions and/or equipment necessary for remote access. Staff will need to use currently assigned SWCAP equipment or personally-owned home equipment - SWCAP will not be assigning new equipment for this purpose.

EMERGENCY CALL LIST

- Please review the SWCAP emergency call list at J:\Policy & Procedures\Emergency Planning\EmergencyCallList_2020MARCH.xlsx to ensure that contact information is current for all program and administrative directors and any other staff who should be included as an emergency contact for your program(s).

To summarize action items from this email:

1. Follow personal protection guidelines (e.g., hand-washing, etc.)
2. Review SWCAP's Public Health Risk Action Plan and share with staff. Direct questions to me or Kathy.
3. Review the Public Health Risk Situation Report drafted for the food pantries. Identify your high-risk volunteers and staff. Gather info to complete a similar plan for your program(s). Keep staff informed of possible and likely workplace changes and adjustments.
4. Follow guidelines on staff travel and meetings.
5. Get your list of re-deployable staff to Kathy Wellington, immediately.
6. Prepare for remote work and remote connectivity, wherever feasible.
7. Keep your program teams informed about agency and program actions and plans.

If you have any questions or concerns about SWCAP's response to the COVID-19 public health crisis, contact me or Kathy immediately.

Sincerely,

Walter Orzechowski,
Executive Director
608-935-2326



<http://smile.amazon.com/ch/39-1053511>

<http://www.swcap.org/>