

## **St. Martin Center, Inc Re-Opening Plan: COVID-19**

For the safety of all employees and clients, St. Martin Center has implemented the following plan regarding opening to the public. The re-opening plan has been implemented to minimize the risk of COVID-19 exposure, is contingent upon current guidelines from the State and Erie County, and is subject to change at any time.

Requirements for entry into the building:

- All employees, clients, and visitors must have their temperature checked and ask a series of COVID-19 related health questions. Anyone with a temperature above 100.4 may not enter the agency. Anyone with multiple COVID-19 symptoms but not registering a fever will also not be permitted to enter the agency and will be asked to contact their Doctor for health-related guidance
- Face masks **MUST** be worn by all employees, clients, and visitors while in the building. Those unable to wear a mask for medical reasons will be asked to conduct their meeting via telephone or by virtual meeting

### **Client Access to Services**

Food Pantry Operations:

- Food Pantry operations shall operate from a new entry way, minimizing the space that clients may enter. Clients shall use the side door and ring the doorbell for service. Clients may enter the entranceway to complete necessary paperwork and receive food
- The use of a moveable cart with plexiglass shield shall act as a barrier between client and employee and provide safe interaction, including limiting the amount of space the client may be in, while utilizing the food pantry
- Masks must be worn by all clientele
- Pens shall be given to the client to keep upon signing their paperwork
- All surface areas shall be thoroughly sanitized after each client has left the food pantry area and a new client may not enter into the entranceway until sanitation has taken place

Self Sufficiency Operations:

- The preferred method for conducting a meeting and obtaining necessary paperwork is by means of telecommunications, either by telephone or by virtual meeting, or through the use of mail
- For those clients that require a face to face meeting an appointment **MUST** be made. There will be no walk-in services permitted
- Prior to their appointment, all information that can be obtained through phone calls or emails should be gathered to help reduce the amount of time a client must spend in the building
- The client shall be greeted by the receptionist upon arrival, have their temperature taken, be asked COVID 19 health screening questions and be asked to sanitize their hands. Masks must be worn by all clientele and those that do not have one shall be given one to wear

- Clients will be escorted into the designated meeting space by their caseworkers
- Case workers will have adequate spaces to conduct socially distanced meetings and all necessary precautions will be taken to minimize the risk of COVID-19; including plexiglass shields at all desks, chairs placed and marked for 6 feet distance, and pens used by clients to remain with clients
- Case workers will escort their client out of the building once the meeting has concluded; at no time shall a client be left unattended while in the building
- Appointment times shall be spaced out accordingly to allow for proper sanitation after appointments are concluded and to minimize the numbers of those entering the building

### **Agency Sanitation Measures**

#### Disinfecting Guidelines:

- Sanitation stations shall be set up throughout the building for both employees and clients
- All high touch surface areas within the building are to be cleaned by designated employees and volunteers hourly
- All areas in which a client interacts in are to be sanitized immediately after the meeting is concluded, including restrooms and the waiting room area
- The food pantry outside table is to be sanitized after each use
- A professional cleaning company will conduct a thorough cleaning and sanitation process 3 evenings a week
- Items used by a client shall be immediately sanitized after use

### **Agency Procedures for Suspected or Confirmed COVID-19 Cases**

#### Suspected or Confirmed Positive COVID-19 case:

- Should St. Martin Center suspect or confirm a positive case of COVID-19 **ALL** protocols set forth by the Governor's Order, the PA Health Department, the Erie County Health Department, and DHS will be followed
- Anyone experiencing symptoms or suspected symptoms will be sent home immediately and will be required to provide medical documentation to return
- If a confirmed positive case of COVID 19 is reported the area in which the confirmed case was present shall be closed off for a period of 24 hours, leaving windows open to ventilate the area, and a thorough sanitation of the area shall take place after the 24 hour shut down period
- Should there be multiple confirmed positive COVID 19 cases within the agency, St. Martin Center, Inc. may need to close the agency for a period of up to 72 hours