

Continuity of Operations Protocol (COOP)

In Response to COVID-19

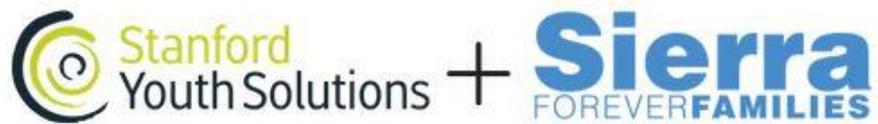
(Effective Date- Tuesday, March 17, 2020)

The health and safety of our families, visitors, employees, and community is our number one priority. In coordination with the Center for Disease Control and Prevention (CDC), medical experts, and local health officials, we continue to monitor the COVID-19 (coronavirus) situation closely and have formed an internal, cross-functional workgroup made up of the leadership of programs and departments across the agency.

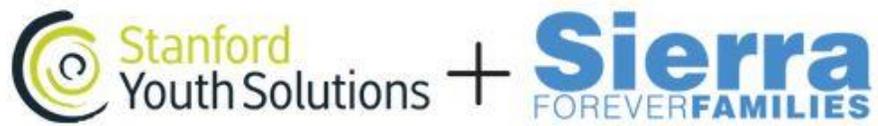
Our mental health and social services are essential, and we will continue to deliver programs and services. During these times of crisis, the youth and families we serve need us more than ever. In response to the state "Stay at Home" order, and counties "Shelter in Place" orders, we have rapidly developed a plan that has significantly changed the way our direct care staff are conducting work and delivering services. Our commitment has been and will continue to be focused on delivering high quality and individualized support services based upon the youth and family's needs. It is also important that we support the urgent requirement to adhere to the Center of Disease Control (CDC) guidelines in order to keep the community as safe during this pandemic. We are taking seriously all advised precautions to keep everyone as healthy as possible.

Following is a list of key actions that we have taken in response to COVID-19:

- Created a Continuity of Operations Protocol (COOP), as well as updated our agency's Emergency Response plan.
- Canceled non-essential travel and all group gatherings, including in-person staff meetings and trainings until state and the counties orders are lifted. Virtual meetings have taken the place of all in person meetings. All staff are equipped with the resources and tools (to include company issued laptops and smart phones) to able to conduct all meetings and trainings virtually.
- All essential administrative support services continue in the areas of the Executive, Finance, Human Resources, Fund Development, Community Relations, Quality Assurance and Improvement, and Family and Youth Partnership. A representative from each of the categories is identified as having a presence in the office on a rotating basis.
- Sought guidance from the federal government and the state, as well as gained approval from our County partners for tele-health. With the approval, staff are able to continue to provide services via phone and video conference as tele-health services (via video-based live platforms). We have provided HIPAA compliant tools for all staff. There is allowance for flexibility to meet the needs of our families. Additionally, staff were provided guidance on service delivery expectations in response to COVID-19.
- Plan in place to continue to recruit, hire and onboard staff.



- Plan in place to continue to train, approve and support resource families, and support placements of foster youth.
- Communicated to our families regarding our plans for modified service delivery with tele-health, limited in person contact, and limited access to lobbies and clinics. With the changes, staff have been instructed to reach out to all of the families more frequently for check-ins and to provide resources to address basic needs, as well as to continue with therapeutic sessions.
- All employees have been instructed to work remotely, in their homes, to adhere to the “Stay at Home” order, and to use alternative teleconferencing options. Supervisors and staff were provided direct support relating to other COVID-19 situations, including a resource guide that shares best practices and tools for working from home/remotely.
- All employees were briefed on preventative guidelines and best practices provided by the CDC and medical experts. The agency continues to provide information related to the CDC recommendations as they are issued that can assist with preventing contraction or reducing the risk of spread of COVID-19.
- Building access at our main administrative office (8912 Volunteer Lane, Sacramento) is restricted to allow for limited access. It is staffed with a small number of essential personnel on-site to ensure operations continue. A representative from each of the categories is identified as having a presence in the office on a rotating basis. The categories include: Executive, Administration, Facilities, Finance, Human Resources, and Quality Improvement, during regular business hours. All phones and mail will be forwarded to 8912 and managed accordingly by the front desk. Our other office lobbies located at Sacramento (8928 Volunteer Lane), Auburn, Citrus Heights, Grass Valley, and Woodland site locations are closed to the public, (*effective 3/23/2020*) and will remain closed until the state “Stay at Home” order and the respective counties’ “Shelter in Place” orders are lifted.
- To further help protect the health and safety of individuals who visit our offices, we have rigorous cleaning protocols in place and have implemented enhanced operational procedures and policies as recommended by the CDC and medical experts. All locations are routinely sanitized using hospital-grade disinfectant spray. All parameters within the building, including seats, doors, and door handles, are routinely wiped down and disinfected. Hand sanitizer, disinfectant wipes, and additional soap are available throughout the buildings.
- Established a *Critical Response* team – this consists of a small group of team members who remain available for critical in-person interactions such as: Psychiatric Medication Management, Crisis Management, and new placements or placement disruptions in foster/resource families. These team members are equipped with safety bags that include sanitizing wipes, N95 masks and gloves. Each of these members has received training materials on the proper use of the equipment. All services are to be done through tele-health, if at all possible.
- Established a protocol for employees in the event someone is exposed to COVID-19.



- Conducted a full evaluation of current policies and procedures and are currently making necessary updates pertinent COVID-19.
- Created a dedicated page on our website and are posting regularly to our social media platforms to keep the community up-to-date on agency news and local resources. Updates can be found on our website at: <https://www.youthsolutions.org/covid-19-response>.
- Increased the frequency of Executive Team meetings and communications to address all topics pertaining to the staff, families, and organizational practices.
- Provide frequent written communications to all staff related to the safety, working remotely and service expectations in relationship to the sudden change in service delivery practices.

Stanford Youth Solutions + Sierra Forever Families is committed to being part of the solution to curb the spread of COVID-19, and we are taking necessary measures to ensure our staff, youth, families, and the broader community are safe and healthy.