

# Town Hall

March 16, 2020

Coronavirus Update

# Remember

- We are learning hour by hour
- We are keeping up with best practices as they updated

# Updates and Decisions

- Our response management
- Call out policies and what to do if you or someone becomes ill
- Updates on testing resources
- Focusing on needs of the people we support
- Communication
- Office Planning

# Our Response Teams

- We have developed multiple response teams to address various COVID-related challenges throughout the Agency

*The core response team debriefs every morning at 7:30am to share new updates and what needs to be addressed*

*We're developing sub-teams to discuss, gather, and answer additional questions*

What we know

# Office Supports

- 960 Harvest Drive office will test teleworking on Wednesday
- We will sustain all offices as much as possible
- We may need some volunteers for direct support, and we are determining needs and processes to assign volunteers

# Call Out Policies

If you have **any** one of the symptoms...

- Call your doctor
- Call your supervisor: DO NOT REPORT TO WORK

Supervisors please email Kim Smith in HR

When can someone return to work?

- Wait two weeks before considering returning to work
- Then you must have two days of no symptoms without symptom relieving medication such as cough medicine, ibuprofen, or any cold medications

# Updates on Testing Resources

- Testing is not available in many places

*Resources are improving*

*Not everyone with symptoms will get tested, some will just be given directives to self-quarantine*

- Staff in acute distress should always call 911 of course and tell the emergency responder the symptoms you or someone else is experiencing
- You can also call your doctor or 1-877-**PA-HEALTH** (1-877-724-3258)
- Do not go to the emergency room without strong symptoms



# Focusing on the Needs of People Who Rely on Us

- Community Living Group Homes: The greatest strain will be on staffing the homes  
*We're looking at schedules, call outs*
- Early Learning Center Families: Ensuring that low-income families have food and other resources
- Early Intervention Families: Potentially offering some telephonic/video support
- PSN: Services are continuing without much in-person support
- Life Sharing: Continuing
- Employment: Service continues if employment continues
- Clinical: Business as usual (includes all professional services behavior support, personal outcome champions, nurses, technology, communication)
- Administrative and Management supports: Remote support preferred, but not all work needs can be met while working from home

# Supports to the Community Living Homes

- No visitors from families, no home visits

*This is the practice which is recommended using the LTC of CDC*

- We're developing protocol to discourage visitation

*If family contacted and declines to follow our no visitation policy in meantime email  
**Safety4KC@kencrest.org***

# COVID-19 Cases

## STAFF: NO CASES

- HR is tracking cases
  - Access to testing
  - Results of testing

## CLIENT : NO CASES

- Nursing is tracking
  - Report to Rose Kehoe

# Communication: Tools, Questions, and Needs

- Town Halls (our 250 dial-in limit will be evaluated)
- We expect to hit 100 “go to meeting” dial-ins capability...we need needs sent to safety4kc email address
- Safety4KC@kencrest.org
- 833-329-4333...message and can hold 200 messages
- Website is updated regularly with FAQs for families
- Establishing a SharePoint page with internal FAQs and resources which will be updated regularly
- Emails to all staff

***REMEMBER...**if you have staff who do not have access/take responsibility to communicate*

# Technology

- 960 Harvest Drive office will test teleworking on Wednesday  
*We will track results and pass along what we learn*
- VPN Go-To-Meeting tomorrow  
*More accounts coming mid week*
- Text capacity under development for staff communication
- We have limited equipment  
*All requests will go through emergency response team, please email your technology needs to [safety4kc](mailto:safety4kc) email for us to address*

# Text Option for Staff and Family Groups

- We have one phone number
- This will give us the ability to do large group texts
  - Different groups will be created based on program needs*
  - A code word will be created for you to send to your team to sign up*
- Platform will be used for staff and for families of those we support
- When we create a group for your division/program...
  - You will be responsible for inviting your team members to text the number with the code word to subscribe to the group*
  - We will advise on you on what sort of messages can be mass communicated to your team*
- This is a low cost service ( 100 texts cost \$1.00 )
- Program directors please send your request to Lauren Tilghman by close of business on 3/20

# What if...

Most questions are what if...

And we are considering suggestions to respond

So send any questions, ideas, what ifs to

[Safety4kc@kencrest.org](mailto:Safety4kc@kencrest.org)