

Crossroads for Women Emergency Action Plan in Response to COVID-19

Reasoning for Action Taken:

Given that the CDC is recommending strategies to mitigate the transmission of the COVID-19, this document identifies intervention strategies to mitigate transmission of the respiratory virus infection within the Crossroads for Women communities.

Goals

The goal for using mitigation strategies at Crossroads for Women programs at this time are to:

- To reduce harm to Crossroads staff, clients and community members.
- To reduce harm to individuals with compromised immune systems or with underlying health conditions.
- Decrease stress on community health services including emergency services.

Implemented Safety Precautions for CRFW Therapeutic Communities:

- CRFW therapeutic communities will only be accepting new clients from New Mexico jails and/or prison that have **NOT** had documented cases of COVID-19.
- Verification that applicants have been screened for COVID-19 by the institution they are being incarcerated at will be required before a new client can enter the program.
- CRFW will request that all new clients be provided a mask and hand sanitizer before being transported to the program.
- Clients entering the program will be asked to limit their contact with others for seven days before participating in programming.
- Only current clients and staff will be allowed on property until further notice.
- No off property passes will be approved until further notice.
- Only approved staff will travel between sites. Approval can be obtained from the Executive Director.
- Staff will assist and support clients in addressing the mitigations strategies identified by the Center for Disease Control listed below.
- All clients and staff will be educated on the characteristics and warning signing of COVID-19
- Any current client exhibiting acute respiratory symptoms will be placed in respite and isolated from other clients and/or staff.
- All Therapeutic Communities will be sanitized twice daily.
- All staff, clients and approved visitors will be asked to wash their hands for twenty seconds upon entering the facilities and screened for COVID-19.
- All staff and clients are required to wear masks in the common areas of the program.
- All Facilities will be required to post COVID-19 DOH signage and signage prohibiting visitors.
- All Case Managers will be required to conduct a weekly SDH assessment.

Crossroads for Women Emergency Action Plan in Response to COVID-19

Implemented Safety Precautions for The Crossroads which includes The Bernalillo County Community Connections Program, Peer on Peer Support Services and the UNM Pathways program:

- The building located at 805 Tijeras will be closed to the public including visitors, community service workers, and volunteers.
- The building located at 805 Tijeras will only be open to staff and clients of The Crossroads, POPSS, and The Pathways programs.
- Crossroads for Women will gladly accept new and unopened donations until further notice.
- All day programming will take place utilizing on-line technology.
- Staff will alternate home visits with phone check-ins. Any client needing 90-day paperwork will need to schedule an appointment with their Community Support Worker.
- Clients with pre-existing conditions or respiratory conditions may make alternative arrangements with their Community Support Worker on a case by case basis.
- Staff will work with clients individually to ensure that they have the resources they need to self-quarantine if necessary.
- All clients or staff who appear to be ill and/or disclose not feeling well will need to seek care immediately to rule out COVID-19.
- Staff will increase phone check-ins with clients who test positive for COVID-19 and support the client in accessing or coordinating medical care.
- All Case Managers will be required to conduct a weekly SDH assessment.

Crossroads for Women Staff

- All staff who appear to be ill and/or disclose not feeling well will need to seek care immediately to rule out COVID-19.
- CRFW will work with each staff member on a case by case basis to offer a modified work schedule.
- CRFW will pay 100% of premiums for staff who are enrolled in the agency's health, vision, and dental plans until January 1st, 2020.
- Staff may opt to use either their sick time or Paid Time Off for any reason during this period.
- All Crossroads for Women staff will be provided with a one-time bank of 80 hours specifically to address COVID-19 related issues. Staff may use this bank of hours before having to utilize sick and/vacation hours. Please contact the Executive Director with any questions or concerns.
- In the event that a staff member becomes ill, Crossroads for Women will work to ensure that a staff member's income remains stable. Please contact the Executive Director with any questions or concerns.
- All staff and/or administrative meetings will be conducted online using Zoom as much as possible until further notice.

Crossroads for Women Emergency Action Plan in Response to COVID-19

- All staff will follow the CDC guidelines to reduce the spread of COVID-19.

For any questions regarding the above strategies, please contact:

Senior Management

Cory Lee, <i>Executive Director</i>	505-440-5890
Kelly Gilbreth, <i>Director of Clinical Services</i>	505-280-1248
LaNika Bullington, <i>Chief Financial Officer</i>	505-804-0731
Heather Hawkins, <i>Director of Operations</i>	651-646-0090

Program Contacts

Jeremy Lynn, <i>The Crossroads</i>	505-589-8950
Ashley Lucero, <i>The Pavilions</i>	505-850-0803
Tory Aragon, <i>Maya's Place</i>	505-280-4656