

MODIFICATION OF SOS RECOVERY COMMUNITY ORGANIZATION RE-OPENING PLANS

RETURN TO PHASE 1, NOW TITLED PHASE 1.2 EFFECTIVE NOVEMBER 20,2020

The reopening of each SOS recovery community center (RCC) has continued to require consideration and balance of several factors:

- The recovery centers' reopening and corresponding public health guidelines
- The physical size of the space
- The number of staff, including concurrent activities and staff (e.g. art, music, yoga)
- The anticipated demand for in-person, onsite engagements, based on previous traffic and current conditions
- The capacity for provision of tele-recovery services
- A participatory process with our staff to be sure that they feel safe
- The obligation to protect the wellbeing of participants and staff

SOS moved into Phase 2 of original reopening plans and have remained there until Nov 19, 2020. NH has seen a surge of COVID-19 cases over the last 14 days that have increased our concern of the safety of our staff, members and the community.

On November 11th, 2020 our staff experienced it's first positive COVID-19 case which has subsequently identified an immediate family member of that staff who also has tested positive. Contact tracing in conjunction with our Occupational Health at Greater Seacoast Community Health identified an additional 4 SOS staff members were exposed and on November 18th a second positive confirmed case has been identified through that contact. Remaining exposures (3) are all asymptomatic, one has returned a negative test result and two are awaiting testing results. SOS has identified and contacted all members and community partners that may have had exposure at this time and our staff have cooperated with occupational health in identifying any other family and community contacts where possible.

Accordingly, the following changes will be made regarding the SOS recovery center in-person staffing and center operations. This and all reopening plans are working documents. All operational policies around reopening are subject to constant review, participatory processes with members, volunteers and staff, and may change at any time during this difficult and challenging process. This modification of the original reopening plan on June 29, 2020 will go into effect on November 20, 2020. Further modifications of center operations may be undertaken at any time given new applicable guidance from local, state, or federal authorities or at the discretion of center leadership for the safety and wellbeing of staff, recoverees, or the community.

Return to Phase 1 Now labeled Phase 1.2 of reopening will include Dover, Rochester and Hampton facilities.

Dover and Hampton facilities are closed effective immediately and will not return to

Phase II again prior to December 14th. Dover and Hampton are available for direct services BY APPOINTMENT ONLY by calling 603-841-2350 or through www.sosrco.org and using our tawk to live chat feature from 9am – 5pm Monday through Friday. No reopening date is scheduled at this time and this modification will be reviewed again on December 14th.

Rochester Return to Phase 1 modifications:

- Modified hours of operation:
 - 9A-5P (Monday - Friday); Closed Saturday and Sunday for in person operations, open for digital operations
- Capacity of the Rochester center for any activities will be reduced from 10 to a max of **5 persons** other than staff.
- Implementation of cleaning and distancing protocol for community and staff to include all recommended guidelines incorporated into this plan, with special focus on:
 - Doorknobs, handrails, chairs, computers, telephones, and bathrooms shall be cleaned every 60 minutes, with approved disinfectant
- All staff and guests to the center will be required to wear face mask coverings; masks will be provided to staff and provided for guests who may not have access to their own.
- All individuals in the center will always be required to maintain 6 (six) feet of separation and will not be allowed to enter with fever or cold/flu like symptoms
- The front door will be locked and monitored so that all visitors at the entrance to our Rochester facility can be screened BEFORE coming inside.
- Caution will be used accessing bathrooms and front hallway to maintain 6' of social distancing from those entering the facility.
- Safety signage describing physical distancing and safety guidelines will be posted for center visitors and participants at every entrance and in every room.
- Hand sanitizer will be available in every room
 - *hand sanitizer will contain alcohol*
- In-person mutual aid meetings are hereby suspended under Phase 1.2 and ONLY direct services will be available in the Rochester facility.
- No member will be allowed to remain in the center more than 10 minutes unless actively engaged in direct services or crisis navigation.
- All digital programming such as yoga and all recovery meetings will be maintained.
- All engagements should be delivered with at least 6 feet of space between individuals
- Whenever possible, engagements should continue in a digital format and staff will facilitate providing training and access to individuals to help lower barriers to access.
- The center will not be available for people who are not actively engaged in recovery activities.
- Hanging out, sitting, and socializing in common areas will not be allowed in Phase 1.2 for more than 10 minutes without engaging in an active recovery support or meeting.
- One public computer will be available but only for recovery related activity. Use of social media in Phase I on computers will not be allowed and computer use will be limited to 10

- minutes unless it involves a pressing recovery related need.
- Smoking will be limited to an outdoor designated area at least 25' from screening area and doorways.
 - Smoking areas outdoors will require 6' of social distancing at all times and loitering outside on property will not be allowed.
 - Community outreach activities by peer staff, including peer services engagement intakes, will take place as needed if deemed safe with use of proper PPE. This does not include intakes that take place in a public setting or at the center which can be done with 6 feet of separation and face coverings worn.
 - No Staff will be allowed to carpool or operate a vehicle with more than one person in their personal or SOS vehicle at any time to conduct outreach or engage in any activity.

In-person Center Staffing

- At least two staff members shall be scheduled for onsite services during the modified operating hours in Rochester.
- Management will be onsite as needed on a regular rotation and basis.
- All onsite will be required to attend a check in on zoom at 9:15am each day and a debrief at 4:15pm each day Mon-Friday unless actively engaged with a member or participant in the center. This is mandatory unless staff is excused, is not scheduled for work that day or is offsite engaged in SOS related work.
- No food or drink may be brought in or consumed by members or volunteers during Phase I.2 Coffee brewing will not be operational, and coffee will NOT be available.
- Staff will be mindful of both our mask and our no food and drink policy so that food and beverages are consumed discreetly behind closed doors, out of sight from members.

No onsite meetings will be allowed prior to December 14th or until SOS returns to Phase II again.

Remote Staff Scheduling

Policies developed around SOS digital recovery operations will be maintained with modified in-person operations for the immediate future following reopening:

- A revised staff teleworking schedule will be put back into place immediately.

Group Trainings and Activities

- Onsite groups, trainings and services and mutual aid meetings, will not be offered until a later date to be selected by center leadership

- Group trainings, meetings, and other activities will continue in a digital format

Peer Staff Supervision

- All staff will be expected to attend a 15-minute morning Zoom check in at 9am and a 15 minute debrief at 4:15pm Monday through Friday unless excused, scheduled offsite or it is a scheduled day off.
- Weekly staff supervision by a MLADC will continue over video conference
- Volunteers may request access and attendance at staff supervision for one hour each week over video conference.
- Staff requests for individual MLADC supervision will be granted whenever possible for staff that may feel they could use additional support due to the ongoing changes and challenges during this pandemic.
- Individual Supervision meetings for staff with managers will continue weekly either in-person with social distancing or via zoom digital meetings as mutually determined by staff and manager.

Digital All Recovery Meetings

- Digital recovery meetings will continue as published on SOS website under digital supports and these will continue during Phase 1.2 and after we return to Phase II and III of reopening plans in future.
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Outreach

- Outreach efforts by staff for people experiencing homelessness shall be maintained as they have during the COVID-19 pandemic weekly.