

New Horizons Crisis Center Email About COVID-19 Policies

I wanted to provide you some COVID-19 information and updates. (FYI – We plan to have an all staff meeting at 11 am today to discuss this information.)

1. COVID Information:

Attached is the agency COVID-19 plan and remote work policy. The COVID-19 plan covers possible physical location closures. Leadership will be meeting with their teams to discuss with this means for their program. The agency will plan to remain as open as possible unless/until recommendations come from the Board, the state of Minnesota, the Center for Disease Control, the Minnesota Department of Health, local emergency management systems, and/or local relevant services providers.

Crime Victim Services are deemed an essential service from the state of Minnesota and must continue to be provided throughout the COVID-19 pandemic.

Beginning Wednesday March 18, 2020 parenting time, crime victim advocacy, and leadership staff may begin to work from home if flexibility is needed due to school closures or for staff who are immune compromised. (Please see your supervisor if a flexible schedule is needed due to either or both of concerns.) Details of working from home and continuing services are included in the attached COVID-19 plan and remote work policy. Staff who do not require flexible scheduling due to school closure or who are not immune compromised are encouraged to come as usual unless recommendations encourage total shutdown.

Staff who's hours are reduced due to COVID-19 are encouraged to apply for Minnesota Unemployment Benefits. Please see page 3 of the COVID-19 plan.

Here are some general reminders:

- Do not come to work sick.
- Wash your hands with soap and water for at least 20 seconds.
 - Wash your hands after touching surfaces in public places.
- Clean your hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol if you are unable to wash your hands.
- Use social distancing – have at least six feet between yourself and other people.
- Avoid touching your face, nose, eyes, etc.
- Avoid touching high-touch surfaces in public places – elevator buttons, door handles, handrails, handshaking with people, etc. Use a tissue or your sleeve to cover your hand or finger if you must touch something.
- Routinely clean all frequently touched surfaces in the workplace, such as desks, countertops, tables, keyboards, doorknobs, light switches, phones, facet handles, etc. Use the Lysol and Lysol wipes or other disinfecting products.
- For PT services, make sure all toys and surfaces are wiped between visits.
- If you need additional cleaning supplies (Lysol, Lysol wipes, gloves, etc.) request them.

Please let me know if there are questions regarding this plan or agency response that is not discussed in this plan.

2. Effective immediately, office doors should be locked and services should be provided via agency phones and computers/Zoom.
3. Accompaniment services are available for the following emergency response services, as allowed by the following agencies:
 - a. Court for HRO and OFP hearings.
 - b. Emergency rooms for SA forensic exams.
 - c. Law Enforcement interviews.
4. Please use Zoom for meetings when practical/possible.

In the meanwhile, please see/contact me with any questions or concerns you might have.

Thank you!