



Wisconsin Community Services, Inc. (WCS)

COVID-19 Response

3/20/20

With the current concerns of the COVID-19 public health emergency, WCS is taking several steps to protect the health and safety of our employees and participants. Below is a summary of our current response plan and procedures.

GENERAL AGENCY POLICIES

Leadership

Our executive staff of the Executive Director, Associate Executive Director, Chief Financial Officer, and Human Resources Director are closely monitoring the situation and providing guidance to staff. Our leadership team of division administrators is an integral part of decision-making and communication.

Back Up Plans for Key Critical/Positions

WCS is always planning what we will do in the event that a person in a key position contracts COVID-19 or is under a quarantine. Such positions include Executive Director, Associate Executive Director, Chief Financial Officer, Pharmacists, Psychiatrists and other key leadership positions. Similarly, we are encouraging all divisions to consider cross training of staff to fill voids left by those who perform a critical function and are out temporarily.

Guidance from Funders/Partners

We are in continuous communication and receiving guidance from our contract partners from the City of Milwaukee, Milwaukee County Circuit Courts and Department of Health and Human Services, State of Wisconsin Health Services, Children and Families and Corrections, US Courts, Federal Bureau of Prisons, Waukesha County Courts and Social Services and United Way of Greater Milwaukee & Waukesha County.

Steps to Limit Interaction and Promote Social Distancing

- We have suspended all non-essential activities and programming.
- We are not accepting non-essential visitors at any facilities. We are only accepting items or packages from vendors that are critical to the life, safety and well-being of our participants.
- All individuals in our facilities are required to implement social safeguarding and distancing to the extent we are able.

Cleaning and Disinfecting Supplies

We are encouraging and supporting staff to be extra vigilant in daily cleaning and disinfecting of frequently touched surfaces. Specifically, we have implemented additional measures to insure that daily cleaning and disinfecting is happening in all of our program sites, especially on frequently touched and hard surfaces such as door knobs, handles, light switches, elevators, counter and table tops, etc.

Encouraging Safe Hygiene Practices

Based upon recommendations of the Centers for Disease Control and Prevention

- We have communicated with employees, participants and vendors about the importance of rigorous hand washing and continuous good hygiene practices.
- We have posted signs throughout our facilities about how to practice safe hygiene.
- We have made hand sanitizer dispensers and disinfectant materials available for use by our employees, suppliers, and participants throughout all locations.

SPECIFIC PROGRAM POLICIES

Contact with Participants/Others

Screening Checklist: We have developed a screening checklist to assess if our staff should not have contact with a participant/person. We are providing the COVID-19 Screening Tool to all persons prior to entering the building (visitors, volunteers, contractors, legal visits, etc.). If the checklist indicates that a person has obvious signs of a respiratory illness, they are instructed to wait outside (6 feet from others or outside), until appropriate directions can be provided by staff.

Residential Facilities

We are following the guidance of individual contract partners.

- For youth residential facilities, we are following all *Recommendations for Congregate Care Facilities during a COVID-19 Outbreak* from the Wisconsin Department of Children and Families, Child Welfare Licensing Section.
- For adult residential facilities, we are following the guidelines of the Bureau of Prisons and the Wisconsin Department of Corrections.

Programs Requiring Case Management and Counseling

For programs where there is a required contact because they provide essential direct care or mental health services, we have implemented measures for limited face to face contact, or virtual contact by phone, texting, and zoom. Face to face and in-person contacts have been significantly reduced for most of our criminal justice programs to circumstances where there is a public safety risk, and replaced by virtual and phone contacts.

Other Programs

Youth and adult programs such as Employment and Training and Community Services and Restitution are closed until further notice.

STAFF POLICIES

Staff Illness

Any staff who exhibit any signs associated with Covid-19 have been instructed to stay home and consult their medical providers.

Out of State and International Travel

Staff who have traveled out of state and returned on or after March 13th **will be** subject to a 14-calendar day self-quarantine.

Caring for Children Due to School and Day Care Closures

WCS is making every effort to work with employees impacted by school closures to limit any disruption of income.

Employees Who May be Particularly Vulnerable

Human Resources staff are working individually with employees who are in a high risk or vulnerable category and are concerned about being in the workplace during this public health emergency.

Telecommuting

Employees who can telecommute are allowed to do so upon the approval of their direct supervisor to increase the physical distance among employees and others.

Participant Contact/Visitors/Trainings/Non-Essential Meetings

Non-essential visits and face-to-face meetings involving non-WCS staff are canceled or moved to telephone and online communication.

Flu Vaccine

WCS is offering additional opportunities to receive the flu vaccine at no cost. While the flu vaccine will not protect individuals from COVID-19, it will reduce the likelihood of getting the flu, which will reduce the burden on the healthcare system.

Staff Trainings

All WCS staff trainings have been postponed and will be rescheduled and employees are asked to not take part in any non-essential meetings or trainings outside of WCS.