

Helping Hands of Vegas Valley Temporary policies for COVID – 19

Helping Hands of Vegas Valley (HHOVV) provides service to senior citizens 60 years of age and older. COVID-19 has been found to affect our client population the most. Therefore, we are putting into place temporary policies to protect our clients, volunteers and staff.

General Polices for Staff and Volunteers:

1. If you or any member of your household has a fever greater than 100.4 degrees do not come to work or to volunteer.
2. If you or any member of you household has been in contact with any individual diagnosed with COVID-19 do not come to work or to volunteer.
3. If you or any member of your household has traveled overseas or to a location with a high number of confirmed cases of COVID-19 do not come to work or to volunteer.
4. All office bathrooms and common areas will be cleaned twice a day. In addition, heavily used areas will be cleaned multiple times per day.

Pantry:

For Walk-in Pantry

1. The walk-in pantry will remain open as long as we can safely provide service to our clients.
2. Clients who enter the pantry will be asked to clean their hands with hand sanitizer upon their arrival.
3. They will be asked the following three questions:
 - a. Do you or any member of your household currently has a fever greater than 100.4 degrees, a cough or difficulty breathing?
 - b. Have you and member of household has been in contact with any individual diagnosed with COVID-19?
 - c. Have you or any member of your household traveled overseas or come in contact with anyone who has traveled overseas or to a location with a high number of confirmed cases of COVID-19 in the last 30 days.

These clients will be denied service and asked to return in the month of April.

4. If the client is cleared, they will show the Pantry Manager their bar code. The pantry manager will check them in and complete the TEFAP form for the client.
5. The client will then receive a prepacked box with items that total approximately 100 points along with any additional perishable items.

Delivery Pantry

When making your deliveries:

1. Call the client prior to arriving to ensure that they are home and available to answer the door.

2. Once you arrive at their door, ask the client to step back at least 6 feet so that you can put their bags just inside their door. The same applies if there is a notation that the client is not available, and a family member or caregiver is receiving the delivery.
3. During this time, the client/caregiver is not required to sign the slip. Note on the delivery slip that the client received delivery and sign each slip.

To help with these guidelines, Helping Hands of Vegas Valley will be providing all drivers and passengers with non-latex disposable gloves. We suggest that each volunteer change gloves with each stop on your delivery route. Please bring a trash bag with you so that you can dispose of the gloves before reentering your vehicle.

Emergency Food Deliveries

1. We will only do Emergency deliveries for clients 60 and over.
2. We will need to capture Name, Address, Phone, birthdate and the number of people in the household.
3. Each client will receive nonperishable items and a bag of paper goods.
4. The case managers will coordinate with each other to create small routes (no more than five if possible) for staff and volunteers to deliver too.
5. The clients and volunteers will need to adhere to the following standards:
 1. Call the client prior to arriving to ensure that they are home and available to answer the door.
 2. Once you arrive at their door, ask the client to step back at least 6 feet so that you can put their bags just inside their door. The same applies if there is a notation that the client is not available, and a family member or caregiver is receiving the delivery.
 3. During this time, the client/caregiver is not required to sign the slip. Note on the delivery slip that the client received delivery and sign each slip.

To help with these guidelines, Helping Hands of Vegas Valley will be providing all drivers and passengers with non-latex disposable gloves. We suggest that each volunteer change gloves with each stop on your delivery route. Please bring a trash bag with you so that you can dispose of the gloves before reentering your vehicle.

6. all email and phone requests for food will be forward to the two Case Managers.
7. The Case Managers will keep the Pantry Program Director updated on what is needed. We will have additional drivers and volunteers to help with all the emergency food deliveries.

For the time being all Case Managers will focus of on the emergency food deliveries and will halt all assessments.

Pantry staff may be asked to complete tasks not in their current job description during this time.

Transportation

The Transportation Program will remain open as long as we can safely provide service to our clients.

Scheduling

1. All clients will be asked the following questions before being allowed to schedule a ride:
 - a. Do you or any member of your household currently have a fever greater than 100.4 degrees, a cough or difficulty breathing?
 - b. Have you or any member of your household has been in contact with any individual diagnosed with COVID-19?
 - c. Have you or any member of your household traveled overseas or come in contact with anyone who has traveled overseas or to a location with a high number of confirmed cases of COVID-19 in the last 30 days.
2. When the clients are called for their confirmation call, they will be asked the same questions again.

If the client responds yes to any of the above questions their ride will be canceled and all rides that they have scheduled for the next 30 days. After the waiting period they will be allowed to schedule a ride if they can answer no to the above questions.

If the client responds no then their ride will continue as planned.

During this crisis any ride that is canceled due to illness, fear or getting illness, or their doctor cancelling their appointment will not receive a no show even if less than 24 hours.

Drivers

1. Drivers will ask the client before the client is allowed on the vehicle the following questions:
 - a. Do you or any member of your household currently have a fever greater than 100.4 degrees, a cough or difficulty breathing?
 - b. Have you or any member of your household been in contact with any individual diagnosed with COVID-19?
 - c. Have you or any member of your household traveled overseas or come in contact with anyone who has traveled overseas or to a location with a high number of confirmed cases of COVID-19 in the last 30 days.
2. If the client answers yes to any of these questions the driver will cancel the ride on site and contact dispatch to let them know the situation.
3. If the client answers no to all questions, then the driver will ask the clients to please use hand sanitizer before loading them on to the vehicle.
4. Once the client has exited the vehicle the driver will disinfect the vehicle. This should be done after every client.
5. All volunteer drivers will be suspended from transporting clients during this crisis since most of them are senior citizens themselves.
6. Drivers will sign all paper manifests for the client so that we are not passing objects between people.
7. During this crisis no one will be allowed to sit in the front passenger seat.

8. We will cover up the donation boxes and not accept any donations for the time being.
9. Driver may be asked to complete tasks not in their current job description during this time.

Case Management

For the time being all Intake Coordinators will do all assessments over the phone. The completed forms will be mailed to the clients for them to sign and return.

Home Maintenance and Repair

To ensure the safety of our clients and staff only emergency repairs will be completed for the time being.

1. Before an appointment will be scheduled the clients will be asked the following questions:
 - a. Do you or any member of your household currently have a fever greater than 100.4 degrees, a cough or difficulty breathing?
 - b. Have you or any member of your household has been in contact with any individual diagnosed with COVID-19?
 - c. Have you or any member of your household traveled overseas or come in contact with anyone who has traveled overseas or to a location with a high number of confirmed cases of COVID-19 in the last 30 days.
2. If the client answers yes to any of the above questions we will be unable to complete the repairs.
3. If the client answers no to the above questions, then we will complete the repairs.
4. Once Roger arrives at the home, he will wear gloves and ask the client to stay six feet away from him whenever possible.
5. The client will not be asked to sign the paperwork. Roger will sign as the person who completed the repairs. If they need to sign anything they must use their own pen.