

TO: Heading Home Staff
FROM: Dennis Plummer, CEO
DATE: March 12, 2020
SUBJECT: COVID-19

*Information in this document will serve as our current operating policy. **Revisions or updates required by evolving circumstances** will be communicated in writing and distributed via email and/or print in office mailboxes to the best of our ability. While supervisors will make every effort to communicate changes in our operations status, employees are responsible for checking the Heading Home website (www.headinghome.org) for current operations status. This can be accessed by clicking on the News/Events tab and then clicking "operations status".*

For a temporary period of time, I am supplanting our Paid Time Off (PTO) and Catastrophic/Special Leave (CSL) policies with the following:

- All accrued PTO and C/SL hours will be made immediately available to all staff in the cases outlined below.
- To prevent impacted staff from losing regular Heading Home income, negative accrual will be allowed when C/SL and PTO banks are depleted.
- Employee Handbook Policy 3.6.6. pertaining to the maximum cap of PTO balance is temporarily suspended. Staff whose hire date falls within this quarter (Jan-March), and who have an excess of 120 hours of accrued PTO or of accrued C/SL, will have that excess held for them for their use should they be need to miss work per the situations outlined later in this document. Should they not need to use the excess, then at a later time they will be allowed to convert the excess or donate into the shared bank per standard policy.

PREVENTION

- Clean hands
 - Wash often for 20 seconds at a time
 - Use hand sanitizer with at least 60% alcohol
 - Avoid touching eyes, nose and mouth with unwashed hands
- Avoid close physical contact with people, including shaking hands
- Cough or sneeze
 - into Kleenex or inside of elbow
 - throw tissues into trash
 - wash hands immediately afterwards
- Disinfect surfaces
 - 4 tsp bleach per quart of water, or alcohol solutions of 70% or higher

SYMPTOMS

- Fever
- Cough
- Shortness of breath

If you exhibit these symptoms, you should *not come to work*.

You should:

1. Call the Coronavirus Emergency Hotline: 1-855-600-3463.
2. If recommended, see a medical professional. Have that medical professional complete the applicable form (see attachments) that either:
 - a. Gives you signed permission to return to work.
 - b. Gives you signed instruction that you remain at home for a designated period to self-monitor symptoms.
3. If inflicted with the virus, follow medical instruction. Heading Home sick leave policy then applies.

If you are screened at work and asked to go home, you should follow steps #1 and #2 above.

If these actions lead to 2.b., then you should stay at home to self-monitor symptoms and the following “missed work” policy applies.

If you choose to self-quarantine without medical recommendation, then you may use accrued PTO, but not C/SL. In this instance, your PTO balance will not be allowed to go negative; you will need to have a leave of absence without pay.

MISSED WORK

In case of an authorized stay at home for medical self-monitoring, you should notify your supervisor. Retain evidence of the medical authorization. You will submit this to Heading Home Human Resources (Paul Rangel). Your time off will be paid through your accrued C/SL first and then your accrued PTO. You will be allowed for your PTO bank to go negative to cover additional authorized time off from work. (When you return to work, future accrued PTO will offset this before your accrued PTO goes positive again.)

STAFFING

Heading Home is an integral part of our City's emergency system. As such, it is critical that segments of our work remain operational. While all Heading Home employees are equally important and valued, in the instance of a community-wide crisis, it is necessary to classify positions as "essential", "key" and "non-essential" so that emergency services can remain active.

These classifications, and the "operations status" descriptions are intended for you to know, besides the scenarios described above, if you should come to work. If at some point non-essential or key staff are asked to stay home and they are not working from home, then the same sequence of using C/SL and PTO as described in the "Missed Work" section will apply (minus the need for a doctor's signature).

As the situation continues to unfold, staff for who it is possible may be asked to work from home. Whether or not you have the capacity and/or your job is able to be done from home should be discussed now with your supervisor. Supervisors will inform executive management and accounting which staff can work from home and which cannot, and will apply the appropriate process for payroll calculations.

The following Heading Home staff is considered:

Essential

This is the bare minimum to keep open our shelters.

1. AOC (with Director and/or Executive Director present)
 - a. Security
 - b. Resident Assistants
 - c. Shift Supervisors
2. Westside Emergency Housing Center (with Director and/or Executive Director present)
 - a. Security
 - b. Dorm Monitors
 - c. Shift Supervisors
3. *(Custodial work would be incorporated into the duties of these staff.)*

Key

1. Custodial, daily
2. Drivers, as needed related to essential medical needs
3. Housing and Outreach Directors, once weekly
 - a. Support of clients, as needed
4. Accounting, 1-2x per week
 - a. Finance Controller
5. HMIS data managers, 1-2x per week
6. Facilities Director, 1-2x per week
7. Emergency Housing Executive Directors
 - a. WEHC and AOC, every other day, as needed

Non-Essential

1. Clerical Assistance and Receptionist
2. Advancement Team
3. Donor Receipt & Warehouse
4. Contracts
5. ABQ StreetConnect Outreach
6. WEHC Outreach
7. Housing Staff

OPERATIONS STATUS	
PURPLE	Business as usual.
BLUE	Select staff may be asked to work from home. Select staff may be asked to reduce work and alternate schedules to reduce the number of staff at a location.
GREEN	All non-essential staff are asked to stay home.
ORANGE	All non-essential staff are asked to stay home. Key staff are asked to work only as much as is indicated in the description of “key staff” (previous page). Timing of work should be coordinated with supervisors so that the least number of staff are present at the same time.
YELLOW-1	All non-essential staff are asked to stay home. All key staff are asked to stay home. Only essential staff are present at our two shelter sites.
YELLOW-2	Same as YELLOW-1, except that staff will “sleep-in-place”. This means that staff would not leave the shelters. This would only be in response to the most extreme possibility of the highest level of government restriction on travel throughout the city. We do not anticipate this happening. But, as this entire document is about preparedness, this status is added here.

MISC

- Operational procedures (such as screening people at entrances, isolation, etc.) are being finalized by executive directors specific to location and programs.
 - WEHC – Levi
 - AOC – David
 - ANNEX – Dennis
- **We are asking for volunteers from among our non-essential and key staff to serve as needed backup to our essential staff.** This would be paid time to work at one of the shelter locations should staffing at those sites become strained. Please give your name to Nick if you are willing to serve this important role!!