

## **Turning Point, Inc. Plan for COVID-19**

- The agency will be open from 9:00 a.m. to 7:30 p.m. Monday – Thursday and from 9:00 a.m. to 1:00 p.m. on Fridays.

### **Waiting Room**

- Clients will wait outside for walk-in crisis, individual appointments and groups.
- Clients may enter the building when the advocate assisting them comes up to the lobby. Front office staff will use discretion to allow clients to enter during inclement weather.
- Clients will be asked to use hand sanitizer, take their temperature and put on a mask at time of entry. Clients refusing to do so will be denied service.
- Clients with a temperature of 100.4 degrees Fahrenheit or higher will be asked to leave the building and can call to reschedule and/or speak to an advocate over the phone.

### **In-house Crisis**

- Walk-in clients will meet with on call staff in an office or group room, maintaining 6 feet of distance. Clients and staff will wear masks.
- For walk-in clients accompanied by children, staff will meet with them in the basement. The child care and children's group rooms can be used to maintain 6 feet of distance between the staff person and the family.

### **Adult Counseling & Therapy**

- Clients can schedule in-person appointments, to be held in staff offices.
- 6 feet of distance will be maintained, masks worn.
- Clients may choose to continue with phone or video counseling in lieu of in-person appointments.
- Staff will wipe down surfaces after meeting with clients.

### **Children's Counseling & Therapy (Ages 6 – 18)**

- Parents may schedule in-person appointments for their children, to be held in staff offices or in the children's area in the basement.
- Parents will wait outside the building during their children's appointments, but must remain on Turning Point grounds.
- 6 feet of distance will be maintained between staff and children; masks must be worn by staff and children.
- Children who are unable to keep a mask on and maintain 6 feet of distance from staff will not be

seen in person.

- Staff will wipe down surfaces after meeting with children.
- Group Rooms will be arranged to allow for 6 feet of distance between participants and the number of participants will be limited.
- Staff will speak to parents by phone to discuss concerns and progress.

#### **Childcare (Ages 0 – 5)**

- Suspended until further notice

#### **SHELTER**

- Staff and clients will take their temperature and put on a mask upon entering shelter.
- Shelter staff must wear masks during their shifts.
- Clients will wear masks in the public areas but can remove them in their bedrooms.
- Clients exhibiting symptoms of COVID-19 will be sheltered elsewhere.
- Shelter surfaces will be cleaned and disinfected during each shift.

#### **COURTHOUSE**

- Courthouse Order of Protections hearings are mostly via Zoom, as required by court administration
- The courthouse will resume normal operations when the Chief Justice and court administration permit it.
- Call Turning Point's Help Line at 815-338-8081 for more information about obtaining an Order of Protection under COVID-19 restrictions.