

# Turning Point, Inc. Phase 5 Plan for COVID-19

## AGENCY

- The agency building will be open during regular hours 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 can resume waiting in the lobby.
- No health screening is required.
- **Anyone in the hallways or lobby must wear a mask.**

## **In-house Crisis & On Call**

- Walk-in clients will meet with on call staff in an office or group room. Clients and staff will wear masks.
- For walk-in clients accompanied by children, staff can meet with them in an office or in the basement. Children over age 3 must wear a mask.
- Clients being sheltered will be subject to a one-time health screening at the time of intake and prior to being accepted to shelter. They will take their temperature and put on a mask at time of entry. Clients refusing to do so will be denied shelter.
- Clients being sheltered who have a temperature of 100.4 degrees Fahrenheit or higher will be asked to leave the building and can call to speak to an advocate over the phone. If they are appropriate for shelter, they can be sheltered in a hotel, following the procedure for “Sheltering in a Hotel due to COVID.”
- On call staff will explain to clients during the shelter assessment and shelter intake that masks are required in the public areas of the shelter, but not in the bedrooms, so that clients can make an informed decision about being sheltered.

## **Adult Individual Counseling & Therapy**

- Clients can schedule in-person appointments, to be held in staff offices.
- Masks will be worn by clients and staff.
- Clients may choose to continue with phone counseling or therapy in lieu of in-person appointments.

## **Adult Support Groups**

- The number of attendees will no longer be limited.
- Masks will be worn during in-person groups.

## **Children’s Individual Counseling & Therapy**

- 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 must wait in the waiting room during their child’s appointment.
- Masks must be worn by staff and children.
- Children who are unable to keep a mask on will not be seen in person.

### **Children's Support Groups & Childcare**

- Children's support groups will resume; the number of attendees will be limited only by available space; social distancing will not be required.
- Children will wear masks during group; children who are unable to wear a mask will not be allowed in group.
- Child care will be offered for ages 3 – 5, with children and child care workers wearing masks.
- Children who cannot keep their mask on will not be allowed in child care.

### **SHELTER**

- The shelter will return to full capacity
- Out-of-county clients may be accepted if their situation indicates they need out-of-county shelter, according to on-call procedures.
- Shelter staff must wear masks during their shifts.
- Clients will wear masks in the public areas but can remove them in their bedrooms. On call staff will explain this to clients requesting shelter.
- Shelter surfaces will be cleaned and disinfected during each shift.
- Clients coming in to shelter the first time are subject to a health screening. See above in "In-house Crisis & On Call" section for details.

### **COURTHOUSE**

- Consult the courthouse On Call schedule to contact advocates regarding OP's.
- Although the court administration is no longer requiring masks, clients meeting with advocates in the Turning Point courthouse offices must wear masks. Courthouse staff will also wear masks in the courthouse offices when clients are present.
- The courthouse office will follow guidelines required by the Chief Justice and court administration.