**MOUNTAIN COMMUNITY ACTION PROGRAM, INC.**

**EMERGENCY OPERATING POLICY DURING COVID-19 PANDEMIC**

EFFECTIVE MARCH 16, 2020-UNTIL FURTHER NOTICE

**Mountain Community Action Program, Inc. (Mtn. CAP) serves low-income families and individuals in the counties of Bland, Smyth, and Wythe in Virginia. During this unprecedented event of the COVID-19 pandemic, Mtn. CAP is committed to maintaining services to its clients. This policy may change as more information becomes available or as the situation changes. Mtn CAP asks that all involved, staff, clients, volunteers, vendors, and partners, approach this time with patience, kindness, and understanding. We implement this temporary policy for the safety and well-being of all people.**

1. **EMPLOYEES**
2. **NON-Essential Employees**

Mtn. CAP does not have any non-essential employees. All employees and volunteers are essential to performing the mission of Mtn. CAP. But, some employees can work from home. Those employees working remotely will submit a “Work-from-home” plan to the Executive Director. The Executive Director and other administrative staff will maintain contact with employees working remotely.

1. **ILLNESS**

Should an employee or volunteer feel ill, they should immediately contact their immediate supervisor or the Executive Director. Employees who do not have enough sick leave to cover their time away from the job and test positive for COVID-19 will not be penalized during the time covered by this policy. The sick policy in the Personnel Policies and Procedures will be followed except when the employee, or their family member, tests positive for COVID-19. Should an employee or immediate family member test positive for COVID-19, they will be expected to quarantine for 14 days without being penalized by loss of pay or position. Employees will be expected to stay in contact with their supervisor or the Executive Director during the quarantine period.

1. **Social Distancing**

Employees are expected to interact with clients and the public using social distancing techniques of maintaining a space of three to six feet from clients or the public whenever possible. When this is not possible, employees should wash with soap and water for 20 seconds or longer or use an alcohol based hand sanitizer.

1. **PROGRAM SPECIFIC POLICY:**
2. *Project Discovery*:

At the current time while schools are closed, the Project Discovery Coordinator may work remotely. The Project Discovery Coordinator shall attempt to maintain contact with students by phone, email, or social media, checking on their well-being and seeing if student’s families may need other services provided by Mtn. CAP. Any other duties related to the coordinators job should be completed as much as possible.

1. *Weatherization*:

The Weatherization Crew should be able to perform duties as normal, unless the client is noticeably ill, or states that they are ill, or has been in close contact with someone who is ill. The Crew Leader shall contact the Weatherization Program Manager should they be notified or suspect that a client cannot be served at this time. The QCI/Energy Auditor shall follow the same protocol as the Crew Leader. The Weatherization Program Manager or Housing Specialist shall conduct client intake as much as possible over the phone and by appointment.

1. *Assistance/Outreach Services:*

Client may pick up application packets for Income Tax and other Services at both Mtn CAP locations. Once the client has completed the application packet, they shall call the office where they acquired the application. Workers will discuss the application and required documents with the client and establish an appointment time with the client to complete any needed paperwork or to copy documents. (See Client Intake below).

1. *Administration:*

The Administration staff will conduct business as usual in their office. Administrative staff shall maintain Social Distancing and use phone or email to communicate as much as possible.

1. **COVID-19 EMERGENCY POLICY CHANGES**

*This Policy may change as more information becomes available or the situation changes. Employees may discuss this policy with the Executive Director should they feel that this policy hinders their ability to complete their job.*

***Each employee will be provided with a copy of this policy and they shall acknowledge receipt of this policy by signature or email.***

1. **CLIENT Intake**
2. Clients shall be treated with dignity and respect, as always. We recognize that the situation may place additional stress on the client and their family. This policy is intended to maintain services for clients while protecting their health and well-being.
3. Clients may pick up application packets for services provided by Mtn CAP and take them home to complete. Once the application is complete, the client shall call and schedule an appointment to drop off the application and copy any required documents. During the intake process, clients will be seated at a designated area until intake is complete. No more than 2 related clients will be at the intake area at a time. Once a client application is completed by a worker, or a tax return is complete, the client will be contacted regarding the status of their assistance application or to pick up a tax return. Intake area will be disinfected after each use using products approved by the CDC.

**Employee signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_