



Helping Hands Recovery Plan Phases

1023 E. Washington

June 9, 2020

NOTE: Plan subject to changes as determined by public health and agency conditions.

RECOVERY PHASE 1 (June 15 - July 5)

SHELTER ADMISSIONS AND CAPACITY

Shelter capacity limited to no more than 28 clients to maintain physical distancing. Clients must stay at Helping Hands 24 hours a day except for essential travel.

Preference will be given to clients from Sangamon County and surrounding counties that do not have emergency shelter in their county. Clients from outside Illinois will not be admitted.

Helping Hands will accept clients on a very limited basis on Mondays and Wednesdays from 10 a.m. to 1 p.m. The client must contact Helping Hands before going to the testing site to make arrangements to enter shelter.

The client must come straight to shelter from having a COVID test. Acceptable locations for a test are: Memorial Health System locations, HSHS St. John's or HSHS Medical Group locations, and Sangamon County Public Health Department, 2833 South Grand Ave East, Springfield, IL (offered free through SIU Family & Community Medicine). No other testing locations are permitted for entrance to Helping Hands. The client must arrive within 15 minutes of leaving the testing site and show documentation of time left the testing site.

If the client comes to Helping Hands before he has his test result, he must quarantine until the result arrives. This process is mandatory and includes:

- Upon arrival the client must be symptom-free and shower immediately upon entering the facility. Helping Hands will provide toiletries and clothing upon entry and the clothing the client wears during entry will be washed immediately.
- The client must wear a mask (except for sleeping and eating), maintain a minimum six-foot separation from others at all times, and self-sanitize surfaces touched in the bathroom and other shared spaces. The client will be given a mat and required to stay in the lobby area. The client may use the unisex bathroom. The client may not enter the café or bunk area, but is allowed to go to the outside gated area on the North side of the building.
- With the exception of necessary medical items (glasses, medications, etc.), client belongings will be quarantined for 24 hours.

All clients must agree to share official documentation of their test results with Helping Hands of Springfield before entering shelter. If a client refuses, he will not be allowed to enter shelter even for quarantine.

If the client's test is negative, he can join normal shelter activities and cease wearing a mask. If a positive test result is returned Helping Hands staff will immediately coordinate with the client to transition to alternate housing placement.

STAFF AND VOLUNTEERS

Helping Hands staff members can return to the office when necessary. If work can effectively be done from home, and there is a reason the staff member must stay home, working from home is allowed. Meetings with clients are allowed with appropriate physical distancing. Staff who do not work in the shelter must wear a mask in all areas of the building except their office.

All staff must wear a mask when within six feet of another person. Shelter staff must wear a mask when breathalyzing and answering the door. Intakes and conversations with individual clients or small groups must occur in the conference room or lobby, maintaining physical distancing and masks on everyone present.

All clients and staff must wear masks in the Helping Hands vans and during store runs and outings. When driving the air should NOT be on recirculation in the vehicle if more than one person is present. It has to be pulling air from the outside. The vans' interior surfaces must be sanitized after each trip.

All staff and volunteers must wear a mask when in communal areas (café, lobby, hub, hallways, etc.) and/or are within six feet of another person. Meetings larger than five people in the conference room require every staff member present to wear a mask.

Meal providers and volunteers may not enter the building, but may drop off meals. We appreciate their support.

DONATIONS

Donations of clothing are not accepted at this time, but items on our wish list (www.helpinghandsofspringfield.org) can be dropped off at the double doors.

LOBBY/DAY SERVICES

The Helping Hands lobby will remain closed until further notice. Mailboxes have been installed outside for clients who need to pick up mail.

SUPPORT SERVICES

Partnering organizations that provide essential support services (primary care, counseling, etc.) will be allowed to resume appointments with shelter, housing, or payee clients in the building. Members of the public may not come to Helping Hands for services because lobby services will be closed. Helping Hands will arrange these meetings in areas that are safe. Service providers must wear a mask at all times and practice physical distancing.

CURRENT RESIDENTS

If a resident leaves the shelter (overnight or during the day) without signing out or returning on time, he may not re-enter shelter until Phase 2 begins.

Clients may leave for essential travel only. This includes:

- Work
- Medical/Health care appointments
- Social Service appointments
- Pharmacy
- Other appointments agreed upon with the client's Intensive Case Manager and/or Shelter Manager

Clients may not leave to visit friends or relatives, or for any travel that is unapproved. They must complete a sign-out sheet with a return time. If they do not return to Helping Hands at the return time with documentation, they may be asked to leave shelter immediately or the following morning.

If any client shows symptoms of COVID-19, all previously established protocols will be followed.

RECOVERY PHASE 2 (Starting July 6 and lasts until the State of Illinois fully re-opens)

SHELTER ADMISSIONS AND CAPACITY

Shelter capacity limited to no more than 41 clients to maintain physical distancing. Clients can stay at Helping Hands 24 hours a day and are encouraged to limit unnecessary social interaction.

Preference will be given to clients from Sangamon County and surrounding counties that do not have emergency shelter in their county. Clients from outside Illinois will not be admitted unless they have been living in Illinois for at least 30 days.

Helping Hands will work with the Sangamon County Department of Public Health and local healthcare providers to determine COVID testing requirements prior to entry. The requirements will be dependent on the number of cases in our community, and most likely will be similar to that of Phase 1.

STAFF AND VOLUNTEERS

Helping Hands staff members who are not working in shelter can return to the office if necessary. If work can effectively be done from home, it is allowed. Volunteers may work in the office area. Meetings with clients are allowed with appropriate physical distancing. Staff who do not work in the shelter must wear a mask in all areas of the building except their office.

Meal providers can enter the building to serve the meal, but the number of participants is limited to five. All meal providers must wear a mask and are asked to refrain from serving if they are of a high-risk group or have high-risk social interactions.

All staff and volunteers must wear a mask when in communal areas (café, lobby, hub, hallways, etc.) and/or are within six feet of another person. Meetings larger than five people in the conference room require every staff member present to wear a mask.

All staff must wear a mask when within six feet of another person. Shelter staff must wear a mask when breathalyzing and answering the door. Intakes and conversations with individual clients or small groups must occur in the conference room or lobby, maintaining physical distancing and masks on everyone present.

All clients and staff must wear masks in the Helping Hands vans and during store runs and outings. When driving the air should NOT be on recirculation in the vehicle if more than one person is present. The vans' interior surfaces must be sanitized after each trip.

DONATIONS

Donations of clothing are not accepted at this time, but items on our wish list (www.helpinghandsofspringfield.org) can be dropped off at the double doors.

LOBBY/DAY SERVICES

The Helping Hands lobby will open for limited services for clients of Helping Hands (shelter, payee, permanent housing, or walk-in case management). The number of people in the lobby will be limited to 10 at any given time, and clients will not be allowed to be in the lobby or on the grounds unless they are actively seeking services in the building. Mail will no longer be distributed to people who are not clients of Helping Hands' programs/services and the public access to bathroom/showers is closed.

SUPPORT SERVICES

Partnering organizations that provide essential support services (primary care, counseling, etc.) will be allowed to resume services in the building.

Members of the public may come to Helping Hands for services but may not wait in the lobby more than fifteen minutes before or after appointments (and only to wait for transportation). Guests must wear masks when in open areas (lobby, café, etc.) and maintain physical distancing.

CURRENT RESIDENTS

If a resident leaves the shelter (overnight), he may not re-enter shelter for fourteen (14) days from the last night he was away.

The shelter portion of our building will close for the day when other community services re-open. Until then, we will maintain the day schedule of Phase 1. The day time policy will be decided upon based on local and state conditions. The policy will be written and posted/distributed for all clients. The closing of the daytime access will occur simultaneously with the opening of Lincoln Library, Washington Street Mission, Capital Township, etc.

Shelter services will open at 5 p.m. every evening. Clients must be in the building no later than 5 p.m. unless they are signed out for work or another excused reason.

All clients will be screened for COVID-19 at the time of shelter entry. This tool involves standard questions and potentially having temperatures taken.

If any client shows symptoms of COVID-19, all previously established protocols will be followed.