

Community Services Agency

Emergency Preparedness Plan

Coronavirus (COVID-19)

March 5, 2020 (updated as needed)

This Plan outlines CSA's response to date to the heightened threat of Coronavirus COVID-19. This plan is a living document and will be updated as needed.

Directives and best practices from the Santa Clara County Department of Public Health, the United States Centers for Disease Control and other government entities will be followed and used as templates for our programs, plans and activities.

Overall

- **Stay calm, don't panic.**
- Encourage everyone to stay home when sick, including volunteers and clients.
- Request janitorial services to provide thorough and deep cleaning of the building on a regular basis.
- Make sure hand sanitizer is available throughout the building.
- Use precautions like with any flu or other contagious virus, including: wash your hands frequently, and for at least 20 seconds; cough or sneeze into a tissue or your elbow; use hand sanitizer; do not shake hands, hug or touch others.
- Have face masks ready to be distributed to appropriate staff if called on by the public Health Department..

Senior Nutrition Program

- **This program will begin a boxed meal distribution as of March 6th. Daily coordination with the Mountain View Senior Center.**
- As always, hand sanitizer is available at check-in and standard hygiene practices are followed in the kitchen.

Senior Services Program

- Sanitize all donated medical equipment.
- Encourage volunteers to stay home if sick.
- Monitor the situation to determine whether friendly visits need to be canceled.

Food & Nutrition Center

- **Suspend services at Monta Loma and Theuerkauf Elementary Schools.**
- Encourage community members in need to come to the Castro/Mistral Elementary School food distributions.
- Suspend pantry services on Mondays and Wednesdays.
- **Move to a pre-bagged food distribution system** on Tuesdays, Thursdays, and Fridays.
- Recruit additional volunteers to replace those unable to come in.

- **Food is to be distributed outdoors.**
- Changes go into effect beginning Monday, March 9th.

Homeless Prevention and Homeless Services Program

- Conduct certain appointments via phone.
- Set up chairs outside, encourage people to sit there instead of the lobby.

Development, Fundraising and Community Relations

- **Postpone Empty Bowls fundraiser from March 8.**
- Continue to monitor the situation to determine whether to cancel or postpone other speaking engagements, receptions, and community meetings.

Management Team

- Identify people who can work from home.
- Plan for high absenteeism should many staff get sick at the same time.
- Plan for any disruption in services, e.g. **what to do if the MV Senior Center temporarily closes.**
- Conduct meetings via video-conference where possible.
- Continue to monitor the situation and cancel staff meetings, events, and use of our facility by outside groups if necessary.

We continue to monitor the situation and will respond accordingly. We are still in need of volunteers, particularly if you are outside of high risk categories. If you are able to help in any way, please contact us at 650-968-0836 or through our website www.csacares.org .