

HERO HOUSE NW Contingency Plan

Current Operations Plan

- Every staff, member and/or visitor to the Clubhouse must check in at the reception desk and answer the following questions:
 - Have you had trouble breathing and/or a fever within the past 48 hours?
 - Have you had known contact in the past 14 days with someone who has tested positive for COVID-19?
 - If the answer to either of these questions is **YES**, then that individual is asked to not come into the Clubhouse to help mitigate the risk of spreading the virus.
 - If the answer is **UNKNOWN**, or a **REFUSAL TO ANSWER**, we are understanding of their choice, but are still asking individuals to leave to help mitigate the risk of spreading the virus.
 - If the answer is **NO**, then that individual can enter the Clubhouse
- Each unit is responsible for cleaning the following ONCE PER HOUR
 - Telephones, bathrooms, door knobs/handles, keyboards, mouse, desks/tables, arm chairs and other common surface areas
- Hand sanitizer is readily available in every unit of the Clubhouse, including entrances/exits
- Signs are placed around the entire Clubhouse with FAQs and up-to-date information from the CDC and our local health authority as well as general sanitization guidelines for persons and space.
- Encouragement of frequent hand washing, not touching of the eyes, face and mouth and limiting physical touch of others.
 - If someone sneezes/coughs, we are reminding our community to properly cover the sneeze/cough
- Daily reachout to members that are unable to attend due to self-isolation and/or inability to attend Clubhouse due to having a compromised immune system or are in an “at-risk” category.
- Changing all socials that were set to be in the public to be in-house socials OR out in nature for the time being to comply with local health authorities requirement of no public gatherings of any kind.
- Creation of care packages to be distributed to those members in health induced isolation, that include the following:
 - Face mask
 - Hand sanitizer
 - Soap
 - Card from the Clubhouse with telephone numbers of staff and members to call for outreach purposes

- Information on local resources (ie, food banks that are still operating, churches, communities and other places that are providing financial support)
- A quote book of positive quotes to help members feeling isolated
- FAQs on COVID-19 from the CDC and local health authorities
- Small snacks so members have food if they are unable to come into the Clubhouse
- Bus tickets (if needed)
- Crisis and Warm Line phone numbers
- Request of PPE from our health authorities to prepare the Clubhouses
- Daily review of this plan as each hour shows significant changes to our local community and health advisories

Forced Closure Plan

- Clubhouses will close **only** if mandated by local health authorities. We are currently working with our authorities on how to stay open amid this outbreak
- **IF** we are to close, we have identified a emergency closure committee comprised of staff, members and board members
- Each staff will have a list of members to out reach on a daily basis
 - Includes providing critical resources for members for financial support, pharmacy delivery, grocery delivery, etc
- Member and staff drivers have been identified to deliver care packages to all members who request them
- Employment and Educational services will be done via Facetime or Phone conferencing (however, all local schools, colleges and universities are currently closed)
- Daily Google Hangouts for members and staff to connect “face-to-face” over the internet
- Goal plans to be conducted for every member (part of our up coming audit)
- Members in a leadership role to also reachout to other members, communicating via Facebook, Google Hangouts, phone calls, texts, emails, etc
- Update our voicemail and check voicemail on a daily basis (remotely)
- Rotation of Clubhouse cell phone and vans to identified individuals of the emergency closure committee
- Most Important: Ensure that members who are feeling more isolated than before have access to other members and staff on a 1x1 basis for mobile outreach.