

**AMERICORPS & AMERICORPS SENIORS  
COVID-19 GUIDELINES AND PRACTICES**

**SAFE RETURN TO SERVICE GUIDE**

Finalized 11.25.2020  
Updated 08.24.2021

- Coordinators: if you have trouble with ZOOM settings, you can contact the NAU ZOOM team directly at 928-523-3335
- **Before the training begins**, set your ZOOM meeting to “**Share computer sound**”.
  - Find the ribbon where you have your actions for microphone and video camera. At the far right you will see three dots. Click on them and a menu of options will open. Click on “Share Computer Sound”. This will allow for training participants to hear the sound when you play the videos in this training.

## OBJECTIVES

Following this training you will:

- Understand the importance of Health and Safety Practices.
- Become familiar with the Health Check.
- Know how to practice Physical Distancing.
- Know how to properly put on, take off, and care for face masks/face coverings.
- Know how to effectively wash hands.
- Know how to correctly apply hand sanitizer.
- Know how to safely provide in-person direct service.
- Understand how to safely provide transportation services, if applicable.
- Understand how to safely run errands for clients, if applicable.



## GLOSSARY

- **Direct service:** in-person, delivery, and assembling services
- **Face Mask/Face Covering:** refers to reusable mask or disposable mask
- **Program Participant:** refers to volunteers or members in AmeriCorps and AmeriCorps Seniors programs
- **Partner Agency:** includes but is not limited to sites, centers, educational setting, agency, or organization where program participants serve
- **Virtual Service:** services from home with no in-person contact
- **Volunteer Programs:** AmeriCorps and AmeriCorps Seniors



Direct service: It's any service that is at-risk for cross-contamination

## WHY IS THIS TRAINING NEEDED?

- To care for the health and protection of our program participants and community.
- To continue the institution's vital missions of education and service.



**NAU** NORTHERN ARIZONA UNIVERSITY

Northern Arizona University (NAU) and Center for Service and Volunteerism (CSV) are closely monitoring the COVID-19 pandemic. Your safety is our #1 priority.

The guidance is intended to align with NAU's approach to addressing COVID-19, the Center for Disease Control and Prevention's (CDC) recommendations, considerations, applicable requirements, and best practices from local and state health officials.

The Safe Return to Service Guide **will be updated as new information** regarding recommendations from NAU, the CDC, and best practices from local and state health officials **becomes available**. It is the responsibility of program participants to frequently refer to Safe Return to Service Guide, which is **available at:**  
**<https://in.nau.edu/center-for-service-and-volunteerism/covid-19-updates>**.

It is a good idea to practice these guidelines at all times. However, you **MUST** follow this guidance when you are engaged as a program participant in any NAU-CSV Program.

## **ASSUMPTION OF RISK**

- BY PARTICIPATING IN AN NAU-CSV PROGRAM, YOU ACKNOWLEDGE THAT AN INHERENT RISK OF EXPOSURE TO COVID-19 EXISTS IN ANY PLACE WHERE PEOPLE ARE PRESENT.
- COVID-19 IS AN EXTREMELY CONTAGIOUS DISEASE THAT CAN LEAD TO SEVERE ILLNESS AND POSSIBLY DEATH.
- BY PARTICIPATING IN THE PROGRAM, YOU ACKNOWLEDGE THESE RISKS AND WILLINGLY CONSENT TO PROVIDE IN-PERSON SERVICES.



## WHEN IN DOUBT...

- **Program participants** are expected to **comply at a minimum with Northern Arizona University-Center for Service and Volunteerism's (NAU-CSV's)** Safe Return to Service Guide.
- Your partner agency may have additional or different requirements for service.
- **When these guidelines differ**, program participants are to follow the most stringent guidance.



If you feel a service location has insufficient or conflicting guidelines that may lead to or create an unsafe arrangement, you should consult with your program coordinator and partner agency supervisor to resolve any safety issues in a timely manner.

If the safety issues cannot be resolved, the program coordinator will work to find solutions up to and including identifying an alternative service site.

# PROGRAM PARTICIPANT'S HEALTH AND SAFETY PRACTICES



This section speaks to the minimum expectation program participants must follow.

Please see the additional information under the section titled *Guidance for Specific Program Participant Services* that will guide in-person direct service interactions

## VACCINATIONS

- NAU-CSV does not require that staff be vaccinated and will extend this policy to program participants.
- NAU-CSV encourages everyone to consider receiving the COVID-19 vaccine
  - Vaccines have been scientifically proven to be highly effective in mitigating the effects of COVID-19, all the known variants of the virus to date, and they are broadly available in Arizona.
- The program will not track who is vaccinated.
  - We ask each program participant to communicate respectfully about their vaccination status.

Slide Added 07.20.2021, updated 08.24.21



## HEALTH CHECK

**Before leaving your home** for any in-person direct service, you **must** answer the Health Check questions. Optional, but recommended for fully vaccinated program participants.

**Have you experienced any change (new or worsening) in symptoms since your last Health Check?**

- |  |  |
|--|--|
| • Do I have a cough?                                       | • Do I have muscle pain?                                 |
| • Do I have chills?  | • Do I have fatigue?                                     |
| • Do I have a headache?                                    | • Do I have nausea or vomiting?                          |
| • Have I lost my sense of taste or smell?                  | • Do I have a sore throat?                               |
| • Do I have congestion or runny nose?                      | • Do I have diarrhea?                                    |
| • Do I have a fever greater than 100.4-degree Fahrenheit*? | • Do I have shortness of breath or difficulty breathing? |

Slide Updated 07.20.2021

- Additionally, the partner agency will do their own monitoring upon arrival to faculty, staff, students, members, and/or volunteers.
- Temperature readings taken within 30 minutes of exercising or after taking medications that could lower your temperature, are not considerate accurate.

## IF YOU ANSWER YES, STEPS TO TAKE

- Stay home and isolate because you could have COVID19.
  - Isolation keeps someone who is infected with the virus away from others, even in their home.
- Do not report for service.
- Notify the following that you will not be able to provide service until cleared by the guidance of the partner agency:
  - Partner Agency Supervisor
  - Client(s) (if applicable)

## IF YOU THINK OR KNOW YOU HAVE BEEN EXPOSED OR IF YOU HAVE TESTED POSITIVE TO COVID19

The CDC guidelines state that you should:

- Stay home (quarantine) for 14 days after your last contact with a person who has COVID-19 or if you have tested positive
- Watch for fever (100.4°F), cough, shortness of breath, or other symptoms of COVID-19
- If possible, stay away from others, especially people who are at higher risk for getting very sick from COVID-19

Quarantine keeps someone who might have been exposed to the virus away from others.

NAU requires that you meet at a minimum the CDC recommendations before you return to service.

- If symptoms develop, contact your healthcare professional.
- If symptoms do not develop during your quarantine period, contact your partner agency supervisor for additional guidance about returning to service.

The partner agency may have more stringent requirements that must be met before you can return to service.

## OPTIONS TO REDUCE QUARANTINE

- CDC continues to endorse a quarantine period of 14 days.
- As of December 2, 2020, the CDC recommends a shorter quarantine for people without symptoms.
  - After day 10 without testing
  - After day 7 with a negative test result
- After stopping quarantine, people should
  - Watch for symptoms until 14 days after exposure
  - If you have symptoms, immediately self-isolate and contact your healthcare provider
  - Wear a mask, stay at least 6 feet from others, wash your hands, avoid crowds, and take other steps to prevent the spread of COVID-19.

Slide added 12.02.2021

## HOW TO PRACTICE PHYSICAL DISTANCING

1. Stay at least 6 feet apart (about 2 arms' length)
2. Eliminate contact with others, such as handshakes or hugging
3. Avoid touching high-touch surfaces when possible
4. Avoid anyone who appears to be sick
5. Do not attend gatherings or large events of more than 10 people where you cannot be assured that proper safety measures are in place.



Photo Credit: internet source unknown

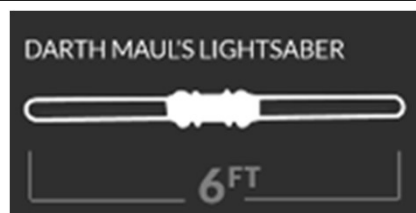
**ACTIVITY TIME: Bullet #5, have someone in the audience explain what this could mean**

Keeping space between you and others is one of the best tools available to limit exposure to COVID-19 and slow its spread.

Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if a person isn't showing symptoms.

Physical distancing should be practiced by all, especially to help protect people who are at higher risk of getting sick.

## 6 FEET APART LOOKS LIKE...



Photos Credit: City of Arlington

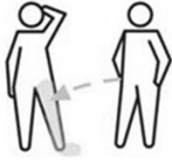
### ACTIVITY TIME

- Take out a tape measure and measure 6 feet from you to the wall
  - How many steps does it take you to meet up to the wall?
- Stand at the foot of your bed
  - Visualize how far it looks to the headboard
- Find something else in your home that can help you visualize what 6 feet apart looks like.

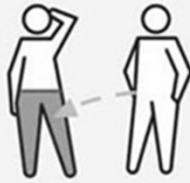
## WHY YOU SHOULD WEAR A FACE MASK/FACE COVERING

Let's try and make it simple for you...

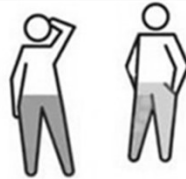
### THE URINE TEST



IF WE ALL RUN AROUND NAKED AND SOMEONE PEEES ON YOU, YOU GET WET RIGHT AWAY



IF YOU ARE WEARING PANTS, SOME PEE WILL GET THROUGH - BUT NOT AS MUCH, SO YOU ARE BETTER PROTECTED



IF THE GUY WHO PEEES ALSO IS WEARING PANTS, THE PEE STAYS WITH HIM AND YOU DO NOT GET WET.

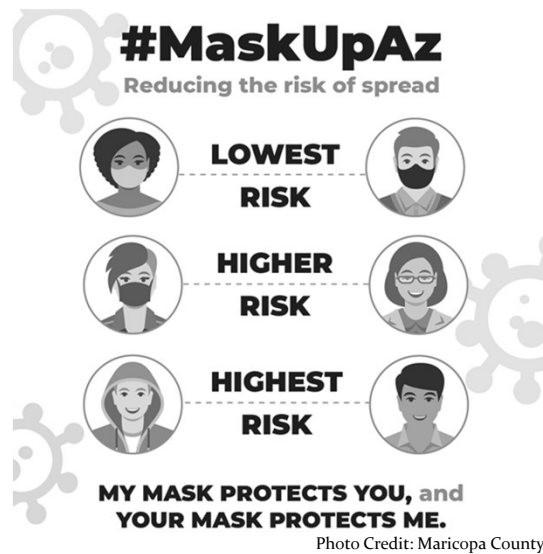
## MASKING UPDATE

- NAU-CSV strongly recommends everyone, regardless of vaccination status, wear a face covering indoors at all times in all facilities.
  - We encourage program participants and their clients to discuss their comfort level with being unmasked.
- Additionally, we **require face coverings** in **settings where physical distancing may not be possible**, including meeting and teaching rooms, Partner Agency indoor settings, client's homes, as well as other indoor and outdoor settings that do not allow for physical distancing.
- Unvaccinated program participants must continue to wear a mask at all times in all venues.

Slide Added 07.20.2021, updated 08.24.2021



## WHY YOU SHOULD REALLY WEAR A FACE MASK/FACE COVERING



**Face coverings are not a substitute for physical distancing and frequent hand washing.**


Wearing a mask can help protect not only you but everyone around you! People can spread COVID-19 to others even in the absence of any symptoms.

- This includes inside a building. If applicable, while driving a vehicle with a client and while visiting in a client's home.
- Observe and follow all signage in buildings regarding traffic flow through building entrances/exits, elevator usage, and similar common use areas.

If **you** have a medical condition which you believe might be eligible for reasonable accommodation in accordance with the ADA, please contact your program coordinator for additional guidance.


## TYPE AND INTENDED USE OF FACE MASKS/FACE COVERINGS


### Not All Masks Are Created Equal



#### CLOTH FACE MASKS


- Recommended by CDC for use in public
- Effective at reducing spread of COVID-19
- Most effective when they fit snugly over the nose and mouth, use a thick material, multiple layers, and a cotton blend






#### FACE SHIELDS


- Not recommended by CDC without a cloth face mask
- Not proven to reduce spread of COVID-19
- Should wrap around the sides of the wearer's face and extend below the chin






#### NECK GAITERS/BANDANAS


- Convenient to take on and off
- Less effective at preventing droplet spread
- If used, should consider thicker materials, folding them to create multiple layers, and a cotton blend







#### VALVE MASKS

- Easier to exhale
- Puts others at risk from wearer's respiratory droplets that shoot out of the valve
- Specifically excluded from allowable masks under Maricopa County mask mandate




INFORMATION & UPDATES: [MARICOPA.GOV/COVID19](https://maricopa.gov/covid19)





Surgical Mask

Photo Credit: MMS Medical



N95 Respirator

Photo Credit: KXAN

These should be left available for health care staff

Preferred to keep you safe are face masks and face coverings which include reusable masks and disposable masks.

Medical-grade surgical masks and N95 respirators are being reserved for healthcare workers and other approved areas with task-specific hazards.

- Program participants will be provided with two reusable cloth face coverings.
- Program participants may also wear other appropriate face coverings or disposable masks as needed. Check with your coordinator if you have any questions.

### TIP: FOGGY EYEGLASSES

- Use a thin layer of petroleum jelly on eyeglasses or clean eyeglasses with soap and water and let them air dry.
- For video with additional tips go to: <https://www.aarp.org/health/conditions-treatments/info-2020/eyewear-face-masks>

## HOW TO WEAR A FACE MASK/FACE COVERING

- Wash hands or use hand sanitizer prior to handling.
- Ensure it fits over the nose and under the chin.
- Tie straps behind the head and neck, or loop around the ears.
- Avoid touching the face mask/face covering throughout the day.
- Make sure you can breathe easily, but it should not be loose over your face.



Photo Credit: CDC.gov

**CORRECT**



Photo Credit: umms.org



**INCORRECT**



## HOW TO TAKE OFF THE FACE MASK/FACE COVERING

- Do not touch your eyes, nose, or mouth upon removal.
- Loop your finger into the strap and pull the strap away from the ear or untie the straps.
- Wash hands immediately after removing or use hand sanitizer when soap and water is not available.

Photo Credit: dailymail.co.uk



Photo Credit: wtsp.com



## FACE MASK/FACE COVERING CARE, STORAGE, AND LAUNDERING

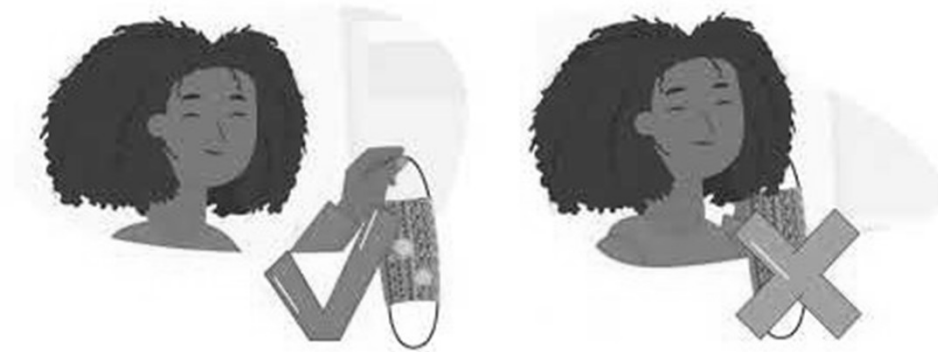
- Keep mask stored in a bag when not in use.
- Cloth face covering may not be used more than one day at a time.
  - Cloth face coverings should be properly laundered with regular laundry detergent after each day's use.
- Cloth face coverings should be replaced immediately if damaged or visibly contaminated.
- A **disposable** mask cannot be used for more than one day and should be **placed in the trash** at the end of day or if it is damaged or visibly contaminated.

Having a week's supply of face coverings can help reduce the need for daily laundering.

## FACE MASK VIDEO



See Handout:  
"How to Wear a  
Non-Medical Fabric  
Mask Safely"



As you remove the mask, pull it away from your face.

[https://www.youtube.com/watch?v=9Tv2BVN\\_WTk](https://www.youtube.com/watch?v=9Tv2BVN_WTk)

### Coordinator's Instructions:

For those program participants unable to watch the video being played or would like to later refer to the guidance in the video, refer them to the World Health Organization's (WHO) Handout: *"How to Wear a Non-Medical Fabric Mask Safely"*.

### Coordinator's Instructions to play video:

**Option 1:** press play on the slide, the video is embedded

**Option 2:** Put your cursor over the link, then "click" to follow the link. An internet page should open up with the video.

**Option 3:** copy and paste the link onto a web page

Ensure your volunteers can hear the sound.

## HAND WASHING PRACTICES

Practice these procedures to reduce the potential transmission of the virus:

- Wash your hands often with soap and water for at least 20 seconds.
  - Especially after blowing your nose, coughing, sneezing, touching your face, or handling money.
- Use a tissue or the inside of your elbow when coughing or sneezing.
  - Throw used tissues in the trash and immediately wash your hands.
- Hands should be washed before and after eating.
  - Practice safe physical distancing (maintaining 6 feet of distance) from others **while eating**.
- If soap and water are not readily available, use a hand sanitizer that contains 60-80% alcohol.

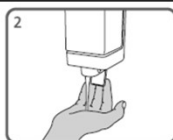
**Gloves** are not necessary for general use and do not replace good hand hygiene.

Regular hand washing is one of the best ways to remove germs, avoid getting sick, and prevent the spread of COVID-19 to others.

## HAND WASHING TECHNIQUE WITH SOAP AND WATER



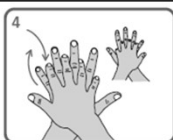
Row, row, row your boat



Gently down the stream



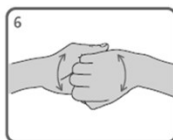
Merrily merrily, merrily,  
merrily



Life is but a dream



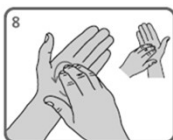
Row, row, row your boat



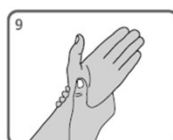
Gently down the stream



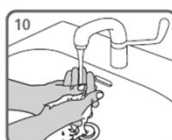
Merrily merrily, merrily,  
merrily



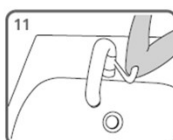
Life is but a dream



Row, row, row your boat



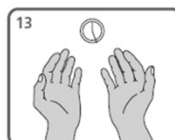
Gently down the stream



Merrily merrily, merrily,  
merrily



Life is but a dream



Row, row, row your boat

Photo Credit: washyourlyrics.com

See Handout: *"Hand Washing Technique With Soap and Water"*

### ACTIVITY:

Have volunteers pull out the Handout: *"Hand Washing Technique With Soap and Water"*

- Review what each of the steps are
- Then practice the steps with the song

### CREATE YOUR OWN POSTER:

Song lyric generator!

<https://washyourlyrics.com>



## HAND WASHING VIDEO



We didn't wash  
our hands properly.  
Look what happened.

UV hand wash test

**babylon**

We didn't wash  
our hands properly.  
Look what happened.  
UV hand wash test  
babylon

See Handout:  
"Babylon's YouTube  
Video Why it's important  
to wash your hands  
properly – UV  
experiment"

<https://www.youtube.com/watch?v=3SfHdSHK-g0>

### Coordinator's Instructions:

For those program participants unable to watch the video being played or would like to later refer to the guidance in the video, refer them to Babylon's YouTube Video Handout: *"Why it's important to wash you hands properly-UV experiment"*.

### Coordinator's Instructions to play video:

**Option 1:** press play on the slide, the video is embedded

**Option 2:** Put your cursor over the link, then "click" to follow the link. An internet page should open up with the video.

**Option 3:** copy and paste the link onto a web page

Ensure your volunteers can hear the sound.

## HOW TO APPLY HAND SANITIZER

- **Use** a hand sanitizer that contains 60-80% alcohol.
- **Put** enough sanitizer on your hands to cover all surfaces.
- **Rub** your hands together until they feel dry (this should take 30 seconds).
- **Do NOT** rinse or wipe off the hand sanitizer before it's dry or it may not work well against germs.
- **Avoid** touching your eyes, nose, and mouth.

NEVER IN MY LIFE DID I  
IMAGINE MY HANDS WOULD CONSUME  
MORE ALCOHOL THAN MY MOUTH.



imgflip.com

For hand sanitizer **to be effective** it must be applied thoroughly. Remember, **friction** is the force that loosens and rises away microbes.

### Coordinator's Instructions:

For additional tips, refer Volunteers to the Handout: *"How To Disinfect Your Cellphone"*

## HAND SANITIZER INGREDIENTS LABEL

<b>Drug Facts</b>	
<b>Active Ingredient</b>	<b>Purpose</b>
Ethyl Alcohol 70% v/v .....	Antiseptic
<b>Uses</b> Hand sanitizer to help reduce bacteria on the skin.	
<b>Warnings</b>	
Flammable. Keep away from source of heat, fire or flame.	
For external use only.	
When using this product avoid contact with eyes. If contact occurs, rinse thoroughly with water.	
Stop use and ask a doctor if irritation or redness lasts.	
Keep out of reach of children. If swallowed, or contact a Poison Control Center immediately.	

At least 60% alcohol  
also referred to as  
ethanol or ethyl  
alcohol

**Importance of this slide is to make sure to double check the ingredients.**

### **Alcohol-based Hand Sanitizer**

- The CDC recommends washing hands with soap and water whenever possible.
- Handwashing reduces the amounts of all types of germs and chemicals on hands.
- However, if soap and water are not available, using a hand sanitizer **with at least 60% alcohol** can help you avoid getting sick and spreading germs to others.

## HAND SANITIZER VIDEO



<https://www.youtube.com/watch?v=4xC-7ZiQoY>

### **Coordinator's Instructions to play video:**

**Option 1:** press play on the slide, the video is embedded

**Option 2:** Put your cursor over the link, then “click” to follow the link. An internet page should open up with the video.

**Option 3:** copy and paste the link onto a web page

Ensure your volunteers can hear the sound.

## HAND SANITIZER FAQs

- **Can you leave hand sanitizer in a hot car?**
  - Yes. Leaving hand sanitizer in your car could possibly make it less effective.
- **How many times can you use alcohol-based hand sanitizer before you need to wash your hands with soap and water?**
  - Wash your hands with soap and water when you feel a “build-up” or tackiness on your hands.
- **How quickly is hand sanitizer effective?**
  - It is effective 30 seconds after proper application.
- **Does hand sanitizer provide long term protection?**
  - No. Hand sanitizers kill whatever is on your hands at that moment.
- **Can you use hand sanitizer too often?**
  - No. It's better to keep your hands clean to avoid getting sick or spreading COVID-19.

# **GUIDANCE FOR SPECIFIC PROGRAM PARTICIPANT SERVICES**

**NAU** NORTHERN ARIZONA UNIVERSITY

# TIMESHEETS

**NAU** NORTHERN ARIZONA UNIVERSITY

## HEALTH CHECK TIME SHEET ACKNOWLEDGEMENT

- An acknowledgment of this requirement is noted on the monthly timesheet.
- By signing the acknowledgement, if required, you are confirming that on the days you provided in-person direct service, you completed the Health Check for yourself and your client (if applicable).

### **ACTIVITY TIME:**

Encourage volunteers to pull out their timesheets, identify acknowledgment statement, and that when they sign they are affirming they are following this protocol everyday of in-person direct service.



## TIMESHEETS

<b>FOSTER GRANDPARENTS</b> Share Today. Shape Tomorrow.											
12/24/20											
12/25/20	HOLIDAY										
Subtotal											
12/28/20											
12/29/20											
12/30/20	Found at the front of the timesheet's lower right-hand side										
12/31/20											
Subtotal											
<b>TOTAL</b>	Total D	Total TL	Total T	Total H	Total L				Total Miles	Total Meals	
x \$3.00											
<b>OFFICE USE ONLY:</b> Coordinator Initials: _____ Reviewer Initials: _____ Director Initials: _____											

**VOLUNTEER CERTIFICATION**

I certify that the hours, mileage, and meals claimed on this log are correct. I understand that if I falsified this information, I can be immediately dismissed.

---

If I drive, I acknowledge that my driver's license and vehicle registration is valid, and I have the minimum amount of vehicle insurance coverage required by law.

---

I affirm that I have adhered to the COVID-19 protocols outlined by the FGP Program and my partner agency. I confirm that I have completed my daily Health Check requirement on the days that I served.

---

VOLUNTEER SIGNATURE \_\_\_\_\_

**VOLUNTEER CERTIFICATION**

I certify that the hours, mileage, and meals claimed on this log are correct. I understand that if I falsified this information, I can be immediately dismissed.

---

I acknowledge that my driver's license and vehicle registration is valid, and I have the minimum amount of vehicle insurance coverage required by law.

---

I have adhered to the COVID-19 protocols outlined by the Senior Companion and my partner agency. I confirm that I have completed my daily Health Checks prior to my visits.

---

VOLUNTEER SIGNATURE \_\_\_\_\_

Found on backside of timesheet

HEALTH CHECK ACKNOWLEDGMENT SIGNATURES

## LEAVE TIME FOR COVID19

If you need to quarantine for 14 days check with your program coordinator to see if you qualify for emergency leave.

# **PROGRAMS WITH EDUCATION-BASED SERVICES**

**NAU** NORTHERN ARIZONA UNIVERSITY

## EDUCATION-BASED SERVICES

- If you serve in a school or educational setting and have the option of in-person direct services, you are to follow **all** of NAU-CSV's guidance, as well as the guidance/requirements of the school or educational setting.
  - **If these guidelines differ, you are to follow the most stringent guidance.**
- If you have questions at any time, contact your program coordinator.

### **Coordinators further clarify:**

If a program participant feels a service location has lesser guidelines that may lead to an unsafe arrangement, the program participant should promptly consult with their program coordinator and their partner agency supervisor to resolve any safety issues in a timely manner.

If the safety issues cannot be resolved, the program coordinator will work to find solutions up to and including identifying an alternative service site.

### **Provide additional guidance on:**

- **Virtual Services:**
  - Program Participants may be asked to sign publicity releases authorizing the use of any meeting recording and/or self-recorded videos
  - Program Participants should follow the education institution's guidance on virtual services, such as: appropriate interactions/conversations.
  - Program Participants should not contact children/students on their personal time.
- **Greetings and goodbyes**
  - Invite children/students to engage in new forms of no-contact greeting and goodbyes
  - If child/student hugs or greets by handshake, for example, Program Participant should kindly let them know the current situation and that next time they should use a "new" form of greeting or goodbye

## VACCINATIONS

- NAU-CSV does not require that staff be vaccinated and will extend this policy to program participants and clients.
- NAU-CSV encourages everyone to consider receiving the COVID-19 vaccine
  - Vaccines have been scientifically proven to be highly effective in mitigating the effects of COVID-19, all the known variants of the virus to date, and they are broadly available in Arizona.
- The program will not track who is vaccinated.
  - We ask each program participant communicate respectfully about their vaccination status.

Slide Added 07.20.2021, updated 08.24.21

## MASKING UPDATE

This mask update explains the minimum masking requirements for Education-Based Services

- NAU-CSV strongly recommends everyone, regardless of vaccination status, wear a face covering indoors at all times in all facilities.
- Additionally, we **require face coverings** in **settings where physical distancing may not be possible**, including meeting and teaching rooms, Partner Agency indoor settings, client's homes, as well as other indoor and outdoor settings that do not allow for physical distancing.
- Unvaccinated program participants continue to wear a mask at all times in all venues.
- As always, your partner agency may have additional or different requirements for service. When these guidelines differ, program participants are to follow the most stringent.

Slide Added 07.20.2021, updated 08.24.2021

# **PROGRAMS WITH CLIENT-BASED SERVICES**

**NAU** NORTHERN ARIZONA UNIVERSITY

## VACCINATIONS

- NAU-CSV does not require that staff be vaccinated and will extend this policy to program participants and clients.
- NAU-CSV encourages everyone to consider receiving the COVID-19 vaccine
  - Vaccines have been scientifically proven to be highly effective in mitigating the effects of COVID-19, all the known variants of the virus to date, and they are broadly available in Arizona.
- The program will not track who is vaccinated.
  - We ask each program participant and client communicate respectfully about their vaccination status.

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## PROVIDING IN-PERSON DIRECT SERVICE

When providing in-person direct service make sure to maintain the following with your client:

### Health Check:

- Review the Health Check with your client before providing in-person direct service.
  - Optional, but recommended for fully vaccinated clients.
- Service cannot take place if the client is experiencing any of the symptoms on the list.
  - If a client answers yes to any of the Health Check questions, the partner agency supervisor will decide when client services can resume.
- If a client is reporting inaccurate symptoms, do not provide service and contact your partner agency supervisor for further guidance.

### Face Masks/Face Coverings (see Masking Update slide for full details):

- Masks for you and your client may be optional if fully vaccinated

Slide Updated 08.24.2021

Coordinators further clarify bullet points pertaining to your program(s):

### Health Check:

- **If the client answer yes or is providing inaccurate information** to any of the Health Check questions, **no** type of deliveries or services that can potentially be a source of cross contamination can take place.

### FACE MASK/FACE COVERINGS:

- \*If your **client** has a medical condition which you believe might be eligible for reasonable accommodation in accordance with the ADA, please contact your program coordinator for additional guidance.
- **If applicable**, program participants may be provided with a spare face mask they can give to a client that does not have one (dependent upon funding and availability)

## PROVIDING IN-PERSON DIRECT SERVICE CONTINUED

### **Physical Distancing:**

- In the home
- In the car, if possible
- In public places
- Outdoors

### **Hand washing:**

- When entering a client's home, both you and your client must wash their hands for the recommended 20 seconds.
- When a you have contact with a client or a client's belongings, you must wash hands immediately after each contact.

### **Hand Sanitizer Use:**

- Both you and your client must use hand sanitizer when water and soap are not available.

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## MASKING UPDATE

This mask update explains the minimum masking requirements for Client-Based Services

- NAU-CSV strongly recommends everyone, regardless of vaccination status, wear a face covering indoors at all times in all facilities.
  - We encourage program participants and their clients to discuss their comfort level with being unmasked.
- Additionally, we **require face coverings** in **settings where physical distancing may not be possible**, including meeting and teaching rooms, Partner Agency indoor settings, client's homes, as well as other indoor and outdoor settings that do not allow for physical distancing.
- Unvaccinated program participants and clients must continue to wear a mask at all times in all venues.
- As always, your partner agency may have additional or different requirements for service. When these guidelines differ, program participants are to follow the most stringent.

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# TRANSPORTATION SERVICES

**NAU** NORTHERN ARIZONA UNIVERSITY

## USE OF PUBLIC TRANSPORTATION

- You must wear a face mask or face covering before entering the vehicle.
- Minimize touching surfaces with your hands.
- Upon disembarking, wash your hands or use a hand sanitizer as soon as possible.

## PRE-TRANSPORTATION PREPARATION ON YOUR VEHICLE

When you are transporting clients, you must follow these guidelines to clean and disinfect your car:

- Wash visibly dirty surfaces with soap and water prior to disinfection.
- **Before and after** providing transportation to a client, wipe down the hard surfaces with disinfecting wipes. This includes:
  - door frame/handles
  - window buttons
  - seat belt buckles
  - other common vehicle surfaces you or your client touch



See Handout: *“Tips for Car Cleaning”*

Refer volunteers to Handout: *“Tips for Car Cleaning”*

## TRANSPORTATION KIT

Before leaving home, ensure the vehicle contains adequate supplies for the day. These supplies will be provided by NAU-CSV and include:

- Antibacterial Wipes-(disinfects hands or surfaces)
- Reusable masks for volunteers

Also recommended supplies to keep in your vehicle include:

- disposable trash bags
- tissues
- gloves

### **Coordinator's Instructions:**

Explain that the recommendation for gloves is only for use while cleaning or disinfecting the vehicle. And it is important that when removing the gloves they do so safely following the next steps.

1. Grasp or pinch the outside of one glove at the wrist. Do not touch your bare skin.
2. Peel the glove away from your body, pulling it inside out.
3. Hold the glove you just removed in your gloved hand.
4. Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
5. Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
6. Dispose of the gloves safely. Do not reuse the gloves.
7. Clean your hands immediately after removing gloves.

## TRANSPORTING CLIENTS

- Before you leave home, call your client and ask the Health Check questions.
  - Optional, but recommended for fully vaccinated program participants and clients.
- You may refuse to transport a client who appears to be visibly sick, even if the client reported having no symptoms during the Health Check.
  - Kindly and politely let your client know that you are unable to transport them at this time.
  - Then, contact your partner agency supervisor for guidance.
- When outside the vehicle, if possible, keep a physical distance of at least 6 feet between you and your client.

Slide updated 07.20.2021



## WHILE IN THE VEHICLE

- You and your client must wear a face mask.
  - Optional, but recommended for fully vaccinated program participants and clients.
- If possible, the client should ride in the back seat to provide as much physical distancing as available.
  - Optional, but recommended for fully vaccinated program participants and clients.
- You and your client should use hand sanitizer after any physical contact.
- Do not provide pooled rides or pick-up multiple passengers unless all riders are assigned to the program participant and are from the same household.
  - Fully vaccinated program participants and clients should discuss their comfort level about riding with others.
- Do not use the recirculated air option when using the A/C or the fan.
- Use the car's vents to bring in fresh outside air and/or lower the windows when the outside temperature allows.

Slide & speaker notes updated 07.20.2021

### **Guidance Updated 07.20.2021:**

NAU-CSV will now allow fully vaccinated program participants and clients while in the vehicle to choose whether to wear a mask, practice physical distancing, or provide pooled rides from multiple households.

## BY-APPOINTMENT ONLY TRANSPORTATION SERVICES

- If you are not accompanying your client into the appointment you may wait at a different location as long as it is either:
  - no more than a 10-minute drive back to the location
  - no more than 5 miles away
- Ask your client to call you when they are ready to be picked up.
- Remember to wash your hands before and after transporting your client. If hand washing is not possible, use hand sanitizer.

## RUNNING ERRANDS FOR YOUR CLIENT

- Remember to wear a mask and follow proper hand washing guidance even when you are running errands for your client.
  - Mask is optional but recommended for fully vaccinated program participants and clients.
- While running errands, limit in-person contact if possible.
  - You should deliver the merchandise in a safe spot outside your client's house (such as front porch or lobby), to limit person-to-person interaction.
  - Don't leave until you are sure your client has received their merchandise.

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## HANDLING MONEY FOR ERRANDS

- Whenever possible, you client should pay for their order over the phone or online before you pick it up.
- If that is not possible, and if you are comfortable with handling cash, you may pick up no more than \$50 cash (as per Volunteer Policy Manual) from your client before you run the errand.
  - You must return any change, along with a receipt, to the client at the time of making the delivery.
  - **Only cash** is allowed for transactions.
  - Use the Cash Purchases Form

### ACTIVITY TIME

#### Coordinator's Instructions:

1. Ask the program participant to identify the "Cash Errands" form found in their Supplemental Documents package.
2. Let them know that the program participant who decides to handle cash to run errands should use this form. This form will be used to ensure that there are no misunderstandings.
3. Review the instructions in the form.

## REMEMBER TO BE KIND TO YOURSELF

How do you take care of your emotional health?

- ▶ Coloring
- ▶ Taking a walk
- ▶ Reaching out to friends/family
- ▶ Reading a book
- ▶ Finding a new hobby
- ▶ Getting some rest

Substance Abuse and Mental Health  
Services Administration (SAMHSA)

- Toll-free call line: 1-800-662-HELP (4357)
- Website: SAMHSA.GOV



## QUESTIONS/COMMENTS



## WHAT YOU LEARNED:

You have completed this training and now know:

- The importance of Health and Safety Practices.
- How to answer the Health Check.
- Physical Distancing Practices.
- How to properly put on, take off, and care for face masks and face coverings.
- How to effectively wash hands.
- How to correctly apply hand sanitizer.
- How to safely provide in-person direct service.
- How to safely provide transportation services.
- How to safely run errands for clients.

### Coordinator's Instructions:

Ask program participants to **tear out, complete, and return to your program coordinator** the Safe Return to Service Guide **Acknowledgment (CSV's Copy)** and **Training Feedback** found in the last page of the Safe Return to Service Guide.

## A SPECIAL THANK YOU

PUTTING TOGETHER THIS AMOUNT OF INFORMATION DOESN'T HAPPEN WITHOUT THE HELP OF MANY PEOPLE.

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THANK  
YOU!

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