

AmeriCorps & AmeriCorps Seniors COVID-19 Guidelines and Practices

SAFE RETURN TO SERVICE GUIDE

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Glossary

COVID-19: the novel corona virus

CSV: Center for Service and Volunteerism

Direct Service: in-person, delivery, and assembling services

Face Mask/Face Covering: refers to reusable mask or disposable mask

Health Check: a list of health-related questions you ask yourself (and your client, if applicable) before engaging in-person direct service

NAU: Northern Arizona University

Partner Agency: includes, but is not limited to, sites, centers, educational setting, agency, or organization where program participants serve

Partner Agency Supervisor: the person from your partner agency that provides guidance and signs your timesheet

Program Coordinator: the staff member from CSV that coordinates your program

Program Participant: refers to volunteers or members in AmeriCorps and AmeriCorps Seniors programs

Virtual Service: services from home with no in-person contact

Volunteer Programs: AmeriCorps and AmeriCorps Seniors

Guiding Principles

Northern Arizona University – Center for Service and Volunteerism (NAU-CSV) guidelines and practices for responding to the COVID-19 pandemic will be rooted in safety for our programs, program participants, staff, and for the public with whom we interact.

The primary goals for NAU-CSV's response to the COVID-19 pandemic are 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 and 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.

NAU-CSV has taken enhanced health and safety measures, in accordance with recommendations and considerations from the CDC, in response to the COVID-19 pandemic. 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.

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: www.nau.edu/csv**

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.

Return to In-Person Direct Service

EXPECTATIONS & GUIDELINES

All program participants are expected to comply with the information set forth in the NAU-CSV's Safe Return to Service Guide¹, as part of the expectations for program participation. Failure to do so may result in corrective action, up to and including termination from the program.

All program participants will attend an official training about the new guidelines outlined in this guidance and will sign an acknowledgment upon successful completion of the training.

NAU-CSV recognizes that the partner agency where you provide service may have additional or different requirements for service. If the partner agency guidelines are different, you are expected 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.

Before returning to service, program participants must complete and return the Safe Return to Service Guide Acknowledgment found in the Appendices of this guide.

¹ Guidance based on [NAU Guidelines and Protocols for Returning to Work on Campus](#)

Health and Safety Practices for Program Participants

(Note: 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 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 to communicate respectfully about their vaccination status.

HEALTH CHECK

Before leaving for any in-person direct service, you **must** answer the Health Check questions noted below. As of 07/01/2021, the Health Check is optional but recommended for fully vaccinated program participants.

An acknowledgment is noted on the monthly timesheet. By signing the acknowledgement, if required, you are confirming that on the days you provided service you conducted the Health Check.

You may continue with the scheduled in-person direct service if you are able to answer "No" to all the questions on the Health Check below.

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

- Do I have a cough?
- Do I have a fever greater than 100.4-degrees Fahrenheit*?
- Do I have chills?

- Do I have a headache?
- Do I have shortness of breath or difficulty breathing?
- Have I lost my sense of taste or smell?
- Do I have congestion or runny nose?
- Do I have muscle pain?
- Do I have fatigue?
- Do I have nausea or vomiting?
- Do I have a sore throat?
- Do I have diarrhea?

Additionally, many partner agencies 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.

Positive for Symptoms

If you answer yes to one or more of the Health Check questions, you cannot report for any service that includes direct contact with other individuals. You must notify your partner agency supervisor for further guidance and notify your client (if applicable) that you will not be able to provide service until cleared by the partner agency supervisor.

Exposure to Covid-19 Or Testing Positive For Covid-19

NAU requires that you meet the CDC recommendations for possible exposure before you return to service. However, your partner agency may have more stringent requirements that must be met before you can return to service. Remember, at a minimum, you are to follow the CDC guidelines noted below. More information on the CDC quarantine guidelines is available at: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>.

Your partner agency supervisor will let you know if there are additional requirements you must follow before you return to service. 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 test 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
- 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.

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.

PHYSICAL DISTANCING

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.

When providing in-person direct services, follow these physical distancing practices:

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

FACE MASKS/FACE COVERINGS

- As of 08/24/2021, 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.
- Wearing a mask includes when inside a building, driving a client in your vehicle and while visiting in a client's home. You are also expected to wear a face mask when outdoors if physical distancing is difficult to maintain. Everyone should observe and follow all signage in buildings regarding traffic flow through building entrances, exits, elevator usage, and similar common use areas.

Appropriate use of face masks or coverings is critical in minimizing risks to others. People can spread COVID-19 to others even in the absence of any symptoms. Remember however, face coverings are not a substitute for physical distancing and frequent hand washing.

You will be provided with two reusable cloth face coverings. A cloth face covering can only be worn for one day at a time and must be properly laundered before use again. You may also wear other appropriate cloth face coverings or disposable masks as needed. Having a week's supply of face coverings can help reduce the need for daily laundering. 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.

HAND WASHING

Regular hand washing is one of the best ways to remove germs, avoid getting sick, and prevent the spread of COVID-19 to others. Whether you are at home, at service, traveling, or out in the community, hand washing with soap and water can protect you and the people you serve.

You should practice these procedures to reduce the potential transmission of the virus:

HOW TO WEAR & CARE FOR YOUR MASK

Putting on the face covering/disposable mask:

- Wash hands or use hand sanitizer prior to handling.
- Ensure the mask fits over the nose and under the chin.
- Tie straps behind the head and neck, or loop around the ears.
- Avoid touching the mask throughout the day.

Taking off the face covering/disposable mask:

- 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.

Care, storage, and laundering:

- Keep mask stored in a paper bag when not in use.
- Cloth face coverings may not be used for more than one day at a time. Cloth face coverings should be properly laundered with regular clothing detergent after each 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 if it is damaged or visibly contaminated.

Photo Credit: NAU

NAU

- Wash 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 use 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, a hand sanitizer that contains 60-80% alcohol can be used to clean your hands.

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

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.

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

Guidance for Specific Program Participant Services

TIMESHEETS

Health Check Acknowledgment

An acknowledgment 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).

FOSTER GRANDPARENTS
Share Today. Shape Tomorrow.

12/24/20									
12/25/20			HOLIDAY						
Subtotal									
12/28/20									
12/29/20									
12/30/20									
12/31/20									
Subtotal									
TOTAL									
x \$3.00	Total D	Total TL	Total T	Total H	Total L		Total Miles	Total Meals	

OFFICE USE ONLY: 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.

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.

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 at the front of the timesheet's lower right-hand side

Found on backside of timesheet

HEALTH CHECK ACKNOWLEDGMENT SIGNATURES

Leave Time for Covid-19

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

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.

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.

Masking Update

As of 08/24/2021, 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.

CLIENT-BASED SERVICES

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

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.

Health Check

- Review the Health Check with your client(s) 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 symptom monitoring 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

As of 08/24/2021, 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.

Physical Distancing

- Practice physical distancing including:
 - 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 you have contact with a client or a client's belongings, you must wash hands immediately after each contact.

Hand Sanitizer

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

TRANSPORTATION SERVICES

Use of Public Transportation

If you use public transportation to commute to your partner agency:

- 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 of Your Vehicle

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

- 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

Transportation Kit

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

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

Also recommended supplies to keep in your vehicle include:

- disposable trash bags
- tissues
- gloves

Transporting Clients

- Before you leave home, call your client and ask the Health Check questions.
 - Optional for fully vaccinated program participants and clients.
- If a client 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.

While in The Vehicle

- You and your client must wear a face mask.
 - Optional 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 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.
- Don't 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.

By-Appointment Only Transportation Services

- If you are not accompanying your client to 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

Running Errands for Your Client

- Remember to wear a mask and follow proper hand washing guidance when you are running errands for your client.
 - Mask is optional 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.
 - Do not leave until you are sure your client has received their merchandise.

Handling Money For Errands

Whenever possible, your 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 to record and sign for cash transactions.

MENTAL & EMOTIONAL HEALTH

Activities

Suggestions for taking care of your mental and emotional health:

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

Resource

Substance Abuse and Mental Health Services Administration (SAMHSA)

- Toll-Free Line: 1-800-662-HELP (4357)
- Website: SAMSHA.GOV



Appendices

SAFE RETURN TO SERVICE GUIDE ACKNOWLEDGEMENT

Program Participant's Copy

This is to acknowledge that I have received a copy or am able to access a copy of the Center for Service and Volunteerism's Safe Return to Service Guide. I understand it is my responsibility to frequently refer to Safe Return to Service Guide, which is available at: www.nau.edu/csv.

I understand and agree that it is my responsibility to read the Safe Return to Service Guide, and abide by the rules, policies, and standards it sets forth. I recognize that the partner agency where I provide service may have additional or different requirements for service. If my partner agency guidelines are different, I understand that I am expected to follow the most stringent guidance.

I also understand that the Center for Service and Volunteerism at NAU reserves the right to modify the Safe Return to Service Guide. If any changes are made, I understand that the area program coordinator will communicate the changes, however it is my responsibility to check the website regularly for updated information. I acknowledge that the online Safe Return to Service Guide contains the most up-to-date information, and it is my responsibility to obtain and review the latest version of the Safe Return to Service Guide.

Date:

Printed Name:

Signature:

SAFE RETURN TO SERVICE GUIDE ACKNOWLEDGEMENT

Center for Service and Volunteerism's Copy

This is to acknowledge that I have received a copy or am able to access a copy of the Center for Service and Volunteerism's Safe Return to Service Guide. I understand it is my responsibility to frequently refer to Safe Return to Service Guide, which is available at: www.nau.edu/csv.

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Date:

Printed Name:

Signature:

Left blank intentionally

Safe Return to Service

TRAINING FEEDBACK

Directions: This Program Participant Training Feedback tool will be used to capture the experiences of program participants as they participate in training within our program. Please answer the following:

GENERAL INFORMATION

Training Attended: _____

Program Participant Name: _____

Last name

First name

ACTIVITY OVERVIEW

Brief overview of activity : _____

Modality (Circle all that apply): In-person Distance Learning Online/Virtual

Date(s) of Participation _____

mm/yyyy

ACTIVITY DESCRIPTION

Why did you take this training?

ex: This training is teaching me how to stay safe when I return to service.

Was this activity helpful to you? Please explain in detail. _____

ACTIONS IMPLEMENTED

What was the total time *in hours* that you invested in participating in this activity?

What one skill was improved by doing this activity?_____

What tools, techniques, or devices (e.g. computer, smart phone, long distance, template, etc.) did you use to participate or learn new skills? Please explain in detail.

OUTCOMES

Even if the results of the activity were not directly implemented, what were the outcomes of learning that new skill and knowledge?

Please summarize your experience in one sentence below:

Given your experience, are there other resources that could be added?

THANK YOU FOR YOUR FEEDBACK!

Please return this completed survey with your training acknowledgement.