
MEMORANDUM

TO: YWCA TOWN CENTER STAFF, YWCA LEADERSHIP STAFF
FROM: ASHLEY REYNOLDS MARSHALL, CHIEF EXECUTIVE OFFICER
SUBJECT: TOWN CENTER STAFFING AMID CORONAVIRUS
DATE: 08/20/2020 (ORIGINALLY DISTRIBUTED: 06/19/2020)
CC: YWCA BOARD OF DIRECTORS

YWCA of Central Virginia provides essential services through our three direct service programs – DVPP, SARP, and Town Center Women’s Residential Housing. Due to this, we have continued to provide key services through the outbreak of the Novel Coronavirus in the United States including the Commonwealth of Virginia. The YWCA has, however, worked to mitigate exposure to COVID-19 for our staff, clients, residents, and guests.

Here in Town Center, it is important to remember that our offices, program space, and social enterprise space are located in the **home** of 30+ amazing women. *Therefore, it is critical that we continue to consider the impact our presence can have on the women who eat, relax, and sleep here.* Please know that some of the women we house in our program are high-risk COVID-19 patients, and some of our own team members may also be high risk (under ADA standards they do not have to directly disclose this – but if you would like to talk about your risk factors please reach out to Ashley). So to live out our mission to provide peace, justice, freedom and dignity for all - we must take precautions to ensure that we are keeping the women we serve as well as our team members safe and sound! Please carefully review the notes below that will guide us to ensure that our work environment is healthy, safe, and secure for our clients and guests!

***The below guidance is subject to change due to updated regulation and/or guidance delivered by the Commonwealth of Virginia, the governing bodies of any locality we serve, the federal Centers for Disease Control, the Federal Food and Drug Administration, and the federal Office of Occupational Safety and Health Administration, as well as our grantors/funders. These guidelines will be periodically updated. It is each staff members job to read the drafts and note any changes.*

ATTENDANCE

- **If you are (1) have been caring for a loved one with a positive or suspected case of COVID-19; (2) if you have identified that you have a suspected or positive case of COVID-19; or (3) if you are ill at all (the flu is still out here) please do NOT come to Town Center.** Please either work from home if you are able to do so or contact your direct supervisor to make other arrangements.
 - Please remember that every staff member (PT or FT) has COVID-19 Sick Leave per the federal CARES Act. You may take 14 days of leave if (1) you are caring for a loved one with a positive or suspected case of COVID-19 or (2) you have a positive or suspected case of COVID-19. We will need some documentation for our records, but you will be paid for your quarantine time – so please do NOT come in and share your illness.
- **Please remember that if you are returning from out of town where you engaged in high-risk activities (e.g. crowded beaches, restaurants, bars, airplanes, trains, buses, city streets) and you work in a shared space – please reach out to your supervisor.**
 - Due to rising cases we ask that if you travel outside of the state, to a known hotspot (e.g. Florida, Myrtle Beach), or engage in knowledgably risky group activities that you work from home for 10 days/self-quarantine for 10 days. If you are unable to perform your job duties from home, you may use leave time or take unpaid leave. If you fail to disclose your travel and take appropriate precautions to protect your co-workers, our residents and our clients the incident will be documented in your employee file and could bring appropriate legal sanctions.
 - Please note that staying in a rental home, Air B&N, or any other “private” accommodation will not prevent the spread of infectious disease if you (1) are in the home with individuals you do

not live with and /or (2) if you go out into the community while there. Private accommodations do not absolve staff from taking precautions to protect the Association.

- If you traveled to a local area that does not have rising cases, and if you took precautions while there then please know that we hope that your time away was restful or allowed you to engage with your family – but we also need to be mindful that unfortunately someone could have also gotten you ill while you were gone. If you have a private office you may return to work with all mask requirements in place, but if you can telecommute for a few days we recommend it and would be deeply appreciative of your kind consideration.
- **YWCA of Central Virginia continues to encourage telework for those who may do so.** This helps us to limit the amount of people in the facility in order to try and keep our team members as safe as possible who must work in the facility/choose to work in their office spaces – as well as to keep our residents as safe as possible.
 - Should you continue to telework please work during your normal hours. You are encouraged to work your normal hours so that it will allow you to take a mental break from the hard work that you do. Your brain needs even more rest as it tries to process the events of the nation.
 - If you are able to telework but are having technology issues please reach out via email to Ashley Marshall (ashley.marshall@ywcacva.org) so the issues can be resolved promptly. This may include authorization to call Rose Computers for them to virtually resolve the issues or use social distancing to resolve the issues. You may not call Rose Computers to engage in (1) personal non-authorized tasks or to work on (2) private computers.
- Work Communications
 - During this time, many team members will be most responsive via email. Please keep in mind that cellular service may be spotty for some team members working remotely. Please send an email first, and then a call second. Please try NOT to do business via text messages to non-YWCA cell phones, as should an incident occur you will have to produce your full text message stream.
 - You must be responsive to your YWCA corporate email account daily during your work week (Monday-Friday for most, Tuesday-Saturday for CSB). This includes maintenance and support staff. Any important message will be transmitted via email – from payroll notifications to changes in the Commonwealth’s procedures around COVID-19. Please check your email AND respond promptly.
 - Please note that if you send emails over the weekend to anyone outside CSB (or on a Monday to anyone working for CSB), they are encouraged to not answer until they return to the office on their regularly scheduled day. They are not responsible for providing an immediate response.
 - It is encouraged that you are logged in to Slack and Teams as well during your working hours only. Both Slack and Teams have away message options that you can put up if you are taking your lunch break or on a call.
- Administrative Team Members with Private Offices
 - Administrative Team Members with Private Offices are welcome to work from the facility. Staff **must** wear a mask when in open/common spaces but may remove that mask once they enter their office space **AND** shut their door.
- Administrative Team Members with Shared Offices/Offices Within High Traffic Spaces
 - Administrative Team Members with offices that are shared OR where the ingress/egress are in high traffic spaces are asked to schedule their day/times in the office. This is so that those who share an office and switch days that they are in the space or so that enhanced cleaning can occur in the high traffic area that may limit their offices use (e.g. offices on the 3rd floor, offices in the gymnasium if the gymnasium is in use, offices behind the front desk). Staff **must** wear a mask in common/open areas but may remove that mask provided they can shut their office doors.
- Maintenance and Custodial Team Members
 - Please continue to work with your direct supervisor, Kathy Brown, to determine your work schedule. As CSB and Supervised Visitation returns to serving our community – your presence in the facility will increase.

- Front Desk Team Members
 - Please continue to work with your direct supervisor, Kathy Brown, to determine your work schedule. Please keep in mind that due to your location ***you will need to wear a mask for the majority of your shift.***
 - Moving the mask up to stay hydrated is understandable, but as you are in a common area we will depend on you to mirror proper safety. Please work with staff present to take a break in the staff kitchen to eat your meals without your mask on.
- Supervised Visitation Center
 - If any Town Center team member has a question about the schedule for Supervised Visitation, please reach out directly to Brenda Dunning.
- Church Street Bridal Shops
 - Church Street Bridal Too (3rd Floor) will remain closed until more information is gathered about the continued spread during the first wave of COVID-19 as the formal shop shares critical space with our Town Center Residents
 - Church Street Bridal Shops are open for appointments only. Appointments can be made via their website: www.churchstreetbridal.com. Please reach out to Sheilah Mercer-Arrington directly if you have any questions or concerns.
 - Sheilah Mercer-Arrington & Rachel Cantu will be evaluating the potential use of the 7th Street entrance and exit for bridal parties to reduce the traffic of outside guests in the shared Town Center lobby.

MASKS

- **Masks are required to be worn in open public spaces per the Commonwealth of Virginia unless you have a medical waiver. This includes wearing your mask to enter and exit the facility.** If you have a private office with a door, you may shut your office door and remove your mask at that time. Please place your mask on again when you are moving through the Lobby, Shared Staff Spaces (Copy/Supply Room, Kitchen, Ivey Room, Restrooms), Supervised Visitation Center, Church Street Bridal Shops, and any Town Center Residential space (e.g. Resident Kitchen, Resident Hallways, Resident Bathrooms, Resident Lounges).
 - Each staff member has been allocated at least one cloth mask from a donor, so each team member should have their own mask to use for daily life at Town Center. YWCA of Central Virginia will purchase a supply of additional disposable masks to have on hand for people who forget theirs.
 - YWCA has also obtained FEMA masks that may be washed and rework 15 times prior to disposal. Please submit a mask request using the online Maintenance request form and additional masks will be placed in your Town Center inbox.
 - YWCA USA should be providing a supply of N95/KN95 masks for staff soon. When they arrive each staff member will receive one – including Town Center staff. You may choose to wear that one as it provides more protection against COVID-19. Some people wear their cloth mask over it to keep the N95/KN95 as clean as possible.
- The YWCA will be posting signage on our front door reminding guests that they will need to wear a mask, per the Commonwealth's Rules and the YWCA Board of Directors. This includes residents when they are entering or exiting the facility.
- ***Please note that any staff member, resident, or guest could call the Virginia Department of Health should the mask regulations not be followed. This could result in everything from a surprise visit to closure of the facility.***

KEY/TOUCH PADS

- YWCA of Central Virginia will purchase a stylus for all staff to use on any shared keypad or touch pad. This includes the keypad to enter the building via the Church Street ramp, for use on the Sharp Copy Machine, and for use to enter doors with keypad locks on them.
 - It is recommended to keep the stylus in a pouch or bag to avoid cross-contamination with your hands, handbag/bookbag, or other carrying device. Stylus were distributed to EVERY staff member via a goodie bag from Ashley Marshall in August 2020.

ENTERING THE OFFICE

- Staff should wash their hands when they begin their day in Town Center. If you wear disposable gloves on your way to work, you should dispose of them and put on a fresh pair once you enter the building to help us avoid cross-contamination of surfaces.
- Whenever possible, please use your stylus to turn on lights in common areas. Again, if you have a solo office you may choose to use your hands to turn your lights on/off.
- The first staff member to enter the building may turn off the security system (we advise using your stylus for this), unlock the center office doors and the copy room doors at that time. The doors should remain open until closing, so that only one person has touched the doors until close per day.

SHARED RESTROOMS (Powder Room, Lobby Restroom, 3rd Floor Restroom)

- Masks should be worn when waking to the bathroom and while in the bathroom. Please use paper towels to turn on/off the sink, and to exit the bathroom. Please dispose of your paper towels properly.

STAFF KITCHEN

- YWCA of Central Virginia hopes that team members will coordinate spare use of the communal dining areas. Only one person should use the kitchen at a time and wipe down any surfaces touched after use.
 - Should this become overly burdensome, the YWCA will assign staff times to use the shared kitchen facility.
- Team members should wash their hands upon entering the kitchen and leaving. If the team member chooses to wear disposable gloves, s/he should put on fresh gloves when entering the kitchen and dispose of them upon leaving the kitchen. Again, we want to avoid cross-contamination.

VISITORS/VENDORS

- The YWCA will be closed to the general public until further notice to protect our residents. Should you have a meeting with a community member or team member, please let them know they will need to ring the doorbell for entry.
- Staff will also let USPS, UPS, FedEx or any other courier in via doorbell.
- Should a guest or vendor need to enter the facility, they too will need a mask. Vendors without a mask who need to enter the office (such as Rose Computers IT) will be given a mask from the YWCA supply.