



Action Plan for **REOPENING**

maps-inc.org

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The New Normal in Operations:

As an organization, the well-being of our staff and clients remains our predominant concern.

As we plan to reopen the MAPS offices, we continue to closely monitor the CDC guidelines and follow DPH recommendations on preventive measures to ensure that MAPS can continue to serve the needs of its community and keep its employees safe.

Therefore, MAPS will implement a phased-in approach to re-opening while implementing detailed protocols to support the safety, health, and well-being of everyone.

During the re-opening phases and until the time where the Coronavirus is no longer considered a public health crisis, MAPS will enforce the following social distancing and prevention practices:

Social distancing

- All staff will maintain modified working schedules to minimize the number of employees present in the building at the same time, by alternating between staff working in the office and staff working remotely from home.
- Limit the size of all group activities, including work with clients and other staff, to allow for appropriate distancing.

Preventive measures

- All staff, clients, and visitors will be required to use masks or facial coverings at all times in the MAPS buildings/offices, except for staff when they are alone in their own private office.
- Encourage the frequent washing of hands and use of hand sanitizing by all.

Reopening Phases:

MAPS will reserve the right to modify this plan and adjust dates at any point it deems necessary to adhere to concerns over the Coronavirus public health crisis. Employees will be returning to work in phases. In-office services will also be phased-in according to the following schedule:

Phase 1: May 18 to May 29, 2020

Offices remain closed to the public

Staff

- These two weeks of preparation will allow for staff to slowly return to the offices and adjust to the new normal, without the presence of clients.
- PPE will be distributed to offices. Staff can pick-up masks the week of May 18th from their home office.
- Starting the week of May 25th, staff return to the office with limited in-office hours not to surpass 2 to 3 days per week, and adhere to the all social distancing and preventive measures as mentioned above.
- MAPS will modify employees' schedules to minimize the number of employees present in the building at once, by alternating between staff working in the office and staff working remotely.
- Programs that require more office presence will have priority in working from the offices.
- Program Directors/Managers will submit staff office-schedules to HR by Monday, May 18th. HR will distribute the final Schedules to the respective Office managers/Assistants and supervisors.
- MAPS will encourage employees to work from home as much as possible. Staff regularly relying on public transportation to get to the office are not required to come into the office during this phase.

Clients

- Clients will not be allowed in the MAPS buildings. They will need to call in to speak with a staff member or to schedule appointments.
- Clients who need to sign or drop-off documents will be able to do that at the door only. Staff will need to make arrangements to meet clients at the outside door of the building.

Phase 2: June 1, 2020

Offices reopen to the public

Staff

- Staff will continue to maintain modified working schedules to ensure limited in-office hours, not to surpass 2 to 3 days per week, and minimize the number of employees present in the building at once.
- Programs that require more office presence will have priority in working from the offices.
- Program Directors/Managers will update staff office-schedules and submit them to HR weekly, by the previous Friday. HR will distribute the final Schedules to the respective Office managers/Assistants and supervisors to control the number of staff at each office at a time.
- We continue to encourage employees to work from home as much as possible. Staff regularly relying on public transportation to get to the office are not required to come into the office during this phase.

Clients

- Clients be allowed in the Offices by appointment only. Clients will not be able to bring anyone with them. Families and friends of clients will need to wait outside of the building. Clients will need to call in to speak with a staff member or to schedule appointments.
- Clients will be screened for COVID-19 symptoms and if they came in contact with someone who tested positive for COVID-19 before coming to the office and at arrival. Clients' temperature will be taken on arrival.
- For HIV/STI Testing by appointment only - screen clients over the phone and whenever possible offer to do in intake over the phone prior to coming to the office, in order to reduce the amount of time spent with the client. Staff will wear full PPE gear and staff will disinfect the bathrooms after each client.
- One client at a time will be allowed in the reception area.
- Clients entering the building must wear facemasks/face covering all the time.
- MAPS will provide face masks to clients with no face masks.
- Continue to encourage Telephone consultations, whenever possible.
- The front doors to the offices may stay locked for safety reasons and traffic control. The outside doors of the buildings will be unlocked. Since the Lowell Office only has one office door, which is also the outside door, it can remain locked. This step will continue to be evaluated throughout the opening plan.

Phase 3: June 15, 2020

Start of group services and activities

Staff

- Staff continue with modified working schedules to minimize the number of employees present in the building at once.
- Programs that require more office presence will continue to have priority in working from the offices.
- Program Directors/Managers will update staff office-schedules and submit them to HR weekly, by the previous Friday. HR will distribute the final Schedules to the respective Office managers/Assistants and supervisors to control the number of staff at each office at a time.
- Employees continue to be encouraged to work from home as much as possible. Staff regularly relying on public transportation to get to the office are not required to come into the office during this phase.

Clients

- DAE and IPEAP classes will re-start with no more than 20 participants at a time.
- The Senior Center will remain closed until further notice. When it reopens, seniors will only be allowed to attend the Center a maximum of 2 days per week.
- Client Walk-ins allowed but only one client at a time will be allowed in the reception area. Clients can wait outside of the building.
- Clients will continue to be screened for COVID-19 symptoms and if they came in contact with someone who tested positive for COVID-19 before coming to the office and at the time of arrival. Clients' temperature will be taken on arrival.
- Clients entering the building must wear facemasks/ face coverings at all times.
- MAPS will provide face masks to clients with no face masks.
- Continue to encourage telephone consultations, whenever possible.
- The front doors to the offices may stay locked for safety reasons and traffic control. The outside doors of the buildings will be unlocked. Since the Lowell Office only has one office door, which is also the outside door, it can remain locked. This step will continue to be evaluated throughout the opening plan.

New Office Protocols:

PPE & Cleaning Protocol

- MAPS will provide free masks to all employees, who will be required to wear facemasks when entering the MAPS buildings/ offices and when using common areas such as hallways, kitchen, etc.
- A thermometer will be available to measure employees' temperature by the office manager/assistant as staff arrives at each office and throughout the day as needed.
- Employees must use hand sanitizer before touching office equipment shared by everyone: copier/laptop/ telephones, etc.
- MAPS will also make available gloves to all offices so that employees can use them as needed.
- MAPS will ensure workplace common and high-touch areas receive additional cleaning/disinfecting regularly throughout the day (by office manager/assistant).
- Sanitizing supplies such as Lysol spray, disinfecting wipes, and hand sanitizing gel will be made available to all offices and staff.
- HIV/STI Testing/Specimen Collection - After a client leaves the bathroom, the program staff will retrieve the specimens and clean the bathroom.
- Full PPE gear will be made available for HIV/STI Testing/Specimen Collection.

Social Distancing

All employees and clients in the office are required to practice social distance, meaning avoiding gatherings, and maintain distance approximately 6 feet apart from others when possible, as defined by the CDC. In-person meetings and client group activities will not be allowed during the first phase of reopening. Instead, everyone is asked to conduct virtual meetings via telephone, Teams, and Zoom.

Employee Kitchen: No more than 2 staff will be allowed in the kitchen at once. (in smaller offices, one staff at a time)

Office Hallways: Please keep hallways clear of gathering and always wear a mask.

Front desk area: No more than two staff are allowed in this area at once. (In smaller offices, one staff at a time)

Using front desk copier: If you need to make copies make sure that there is no more than one staff in the area at a time and wear a mask.

Shared Offices: Just one staff will be allowed in the shared office at a time (schedule will be provided to each staff based on program priorities)

Office Elevator: We encourage one person at-a-time in the elevator, but no more than two people will be allowed in the elevator at the same time.

Signs: display signage around the office and inside the elevator to remind employees of social distancing protocols and the importance of regular handwashing.

Health Monitoring

- Stay Home if you are feeling sick- Any employee who is experiencing symptoms of COVID-19 (e.g., fever, cough, shortness of breath, sore throat, runny nose, body aches, chills or fatigue) and or came in contact with someone who tested positive for COVID-19 should stay home and seek medical care.
- MAPS may require a staff experiencing COVID-19 symptoms to leave work, seek testing, and report results. Employees who test positive will be required to quarantine for a minimum of 10 days.
- Staff with underlying health problems who are high risk for the coronavirus should contact the HR/Admin Manager to inquire about special accommodations.
- In case of exposure, employees are required to immediately report it to the Administrative Manager. Employees may be asked to quarantine.
- Any questions related to staff health or office protocols should be directed to your Program Director or the Administrative Manager.
- Employees who test positive for Covid-19 are required to isolate from others and not come into the office. As long as your symptoms are resolving and you have been fever-free for more than 24 hours, you may be discharged from home isolation on day 6, and return to work. However you will be expected to follow strict mask-wearing in the office and around others for the remaining 5 days post-infection. But if after day 5 you are still experiencing the symptoms that began since you were infected with the virus and continue to have fever, you must continue to isolate at home for another 5 days.
- In case you have exposed someone at work please inform HR, and I will inform that particular staff that he/she may have been exposed, and to be aware of any covid related symptoms.

Temporary Salary Adjustment

In light of the public health crisis due to the Coronavirus Pandemic and MAPS’ phased-in approach to having staff return to the office, MAPS will initiate a temporary salary adjustment plan.

Effective Monday, June 1, 2020, Human Resources will categorize all MAPS staff into one of the following groups:

- **GROUP 1: Gatekeepers**

Defined as staff members who need to work in the office their regular schedule every day in order to keep the offices open, greet clients, and support the daily operations of one of MAPS’ six offices.

- **GROUP 2: Program/ Frontline Staff**

Defined as staff members who work directly with clients in-person, either in-office or out in the community. Program/ frontline staff will work a combination of in-office/ community hours at least 2 full days per week (i.e. 14 hours) and will work from home for the rest of their time, engaged in telephone consultations with clients and paperwork. Program staff also includes Supervisors, Directors, and members of the Management team who also need to come in to support their staff and the operational needs of the organization.

- **GROUP 3: Remote Staff**

Defined as staff members who are able to continue to work from home full-time or nearly full-time, because most if not all of their work can be carried out remotely. This group also includes staff who must depend on risky public transportation for commuting. If these staff members come in, it would be for a few hours periodically as necessary, not regularly and/or not every week.

Staff in Group 1 and Group 2 will have their base pay temporarily supplemented as follows:

- Group 1: Increase of 10%
- Group 2: Increase of 5%

Staff in Group 3 will see no change in pay.

If a staff member needs to change their working arrangement to consistently work more or fewer hours in the office, their supervisor will notify HR, who can determine if the staff member’s group—and thus their pay—should be changed.

This plan will be reviewed periodically as circumstances and state guidelines change. MAPS anticipates that this plan will run through the end of September and may be extended depending on the current situation of the Coronavirus Pandemic.

Communications

MAPS will inform the public and all stakeholders including funders and community partners of its phased plan for reopening by publishing Press Releases that will be shared on our social media platforms, broadcast emails, email contact lists, and website as needed.

As the situation evolves, MAPS will report changes affecting staff directly to them via email and will make public any substantial changes to the plan affecting timeline, in-office guidelines, client appointments, or others by using the aforementioned tools.

Plan Administrator

This Plan is Managed by the HR/ Admin Manager Lucinda Morais, who works closely with the Executive Director and provides weekly updates to the MAPS Management Team.

Note: Due to the nature of the pandemic, rules and regulations are constantly changing and we may need to reevaluate and make changes to this work action plan as needed.

