



SA PROGRAM RESPONSE TO COVID-19

Zoom Meeting – with Directors

March 18, 2020

PROGRAM CHANGES:

- No groups/volunteers or donations
- Created “Work from Home Policy”
- Minimizing staff on-site; only one person per shift; distancing staff as much as possible
- Figuring it out as they go
- Not taking new clients in shelter; instead putting up in hotel
- Non-Residential staff working remotely
- Cleaning every two hours
- Offering more texting services
- Make efforts to ensure confidentiality when providing services remotely (private workspace)

ideas/resources/follow-up:

- Texting resources:
 - NNEDV tech safety resources: <https://www.techsafety.org/resources-agencyuse>
 - Free text service: <https://www.textnow.com/>
 - Encourage programs with establish policy/practice to share on listservs
- Multilingual resources on COVID-19 (RSP): https://switchboardta.org/blog/a-round-up-of-multilingual-resources-on-covid-19/?mc_cid=55a6c15918&mc_eid=84d86c26b2
- Communication resources: More info coming soon from Peter
 - Office 365
 - Free Conference Call: <https://www.freeconferencecall.com/>
 - Google Hangouts Meet: <https://gsuite.google.com/products/meet/>
 - Tech Soup: <https://www.techsoup.org/>

STAFFING/PROGRAMMING ADJUSTMENTS:

- Encouraging as many staff as possible to work remotely
- Purchased phones and laptops
- Daily check-ins to combat loneliness, depression and emotional strain
- Flexible work schedule, even when off-site
- Staff with children home, may need to make up hours at night
- WCASA staff scheduling morning Zoom every day to stay connected
- Coffee & Chat: Starting each day with a quick check in, especially when off-site
- Keep things as normal as possible: continue with staff meetings, supervision, etc.
- All staff should be treated the same, whether they are full/part-time, salary/hourly, etc.
- Administrative leave can be billed to grants, as long as it's in your policy

ideas/resources/follow-up:

- Sample policy language:
https://www.wcasa.org/wp-content/uploads/2020/03/Policies-for-Paying-Staff-Salaries-and-Benefits_COVID-19.pdf
- How to Reassure Your Team When the News Is Scary:
<https://www.wcasa.org/wp-content/uploads/2020/03/How-to-Reassure-Your-Team-When-the-News-Is-Scary.pdf>
- CDC Foundation Has COVID-19 Guidelines For Nonprofits
<https://www.thenonproffitimes.com/foundations/cdc-foundation-has-covid-19-guidelines-for-nonprofits/>

From OCVS:

- As long as staff are providing services and performing tasks related to grant activities, employees can still be paid even if working remotely
- Working from home/remote work is allowed
- Communicate with your grant manager with any questions
- Budget/grant modifications: put them in as soon as possible; trying to be flexible and working with the best interested of survivors and staff
- Quarterly reports are still scheduled – due in April: Reports should reflect that numbers and activities are down due to the pandemic.

SANE / MEDICAL ACCOMPANIMENT:

- Hospitals not allowing advocates in room or hospital
- Calling ahead of time to let them know who is coming
- Are allowed in just must follow all hospital safety protocols
- Some providing accompaniment over the phone with hospital cooperation
- Business as usual; no changes in accompaniment (yet)

ideas/resources/follow-up:

- It is likely that hospitals will be restricting access. Ideas include:
 - put a phone in exam room (from hospital or cell phone)
 - create tiered plan, so you can quickly change response protocols
 - drop off brochures and business cards to be given out to survivors
 - try stay in regular contact with hospital/SANE program
 - encourage hospitals/SANE to support remote access to advocacy
- NCCASA resource:
https://docs.google.com/document/d/1ndCmOvihp5nuYL0ZcPBFz_LhIOgX5ba_kivOAQS_B8uI/edit

WCASA SUPPORT:

- Continue to send information to listservs – particularly web-based learning
- Schedule regular Zoom meetings (more info coming soon)
- Collaborate with End Domestic Abuse
- Compile resources – videos, books, toolkits – for staff working remotely
- TA and support (staff direct lines & emails):
https://www.wcasa.org/wp-content/uploads/2020/03/Staff-Contact-List_Website.pdf
- WCASA COVID-19 page: <https://www.wcasa.org/resources/covid-19/>

OCVS SUPPORT:

- Regular updates posted on website: <https://www.doj.state.wi.us/ocvs/vawa/ocvs-grant-programs>
- Contact your grant manager with questions
- FAQs coming soon – on website and shared

OTHER SUPPORT:

- **Disaster Distress Helpline:** <https://www.samhsa.gov/find-help/disaster-distress-helpline>
The Disaster Distress Helpline, 1-800-985-5990, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster.
Call **1-800-985-5990** or text **TalkWithUs** to **66746** to connect with a trained crisis counselor.
- **RSP:** COVID19 Emerging Response Resources
<http://www.resource-sharing-project.org/covid19-emerging-response-resources>
- **NNEDV:** Resources on the Response to the Coronavirus (COVID-19)
https://nnedv.org/latest_update/resources-response-coronavirus-covid-19/
- **NSVRC:** Resources for COVID-19 Response
<https://www.nsvrc.org/blogs/resources-for-covid-19-response>
- **Futures Without Violence:** Info on Covid-19 For Survivors, Communities, And DV/SA Programs
<https://www.futureswithoutviolence.org/get-updates-information-covid-19/>