

COVID-19 Response Plan

This information is current as of 4/21/2020.

The Arc Oregon wants to do our part to help slow the spread of COVID-19 and has implemented the following preventative and response measures.

The safety of our staff, volunteers, customers and people supported by our programs is our top priority.

Our teams are taking proactive steps to promote your safety as well as that of our staff and volunteers and to support our community's efforts to slow the spread of this outbreak.

THE ARC OREGON OFFICE CLOSED

Our office in Salem will remain closed to the public until the governor lifts the Stay Home, Save Lives order. If you have documents to deliver to our office, they may be emailed or sent by U.S. mail to The Arc Oregon, 2405 Front St NE #120, Salem, OR 97301.

All of our team members are working from home.

THE ARC OREGON 2020 STATE CONVENTION CANCELED

We've made the difficult decision to cancel our 2020 State Convention, planned for May 1-2 in Portland. We have reached out to all registered attendees, exhibitors, and sponsors and have fully refunded all fees collected.

We're currently planning a new, online-only event for our community and will share information via our email newsletter and on our website as it becomes available!

TRAINING & CONSULTATION SERVICES | OTAC & EMPLOYER RESOURCE CONNECTION

Group Training Events

To support efforts to keep our community safe, we have:

- Postponed all in-person group training events, and are developing a variety of webinars to begin in May;
- Offered full refunds or credit toward future training for any registration fees already paid for cancelled events;
- Redesigned the classroom ISP trainings to deliver them in a facilitated online format (check the [Oregon ISP website](#) for current information).

Achieve with us.

Other training options are available during this time:

- [Oregon ISP](https://oregonisp.org/) recorded webinars and interactive online modules will continue to be made available at: <https://oregonisp.org/>
- A variety of [OTAC online trainings](https://otac.academy.reliaslearning.com/otac-courses.aspx) are available at <https://otac.academy.reliaslearning.com/otac-courses.aspx>

Employer Resource Connection (ERC) services

- Outreach and services to employers are happening by phone, email, and video conference only.

For questions or concerns about OTAC, Oregon ISP, and ERC services, please contact the OTAC Program Director, **Jennie Heidrick**, at jheidrick@thearcoregon.org.

GUARDIANSHIP, ADVOCACY & PLANNING SERVICES (GAPS)

Our GAPS advocates are all [National Certified Guardians](#) and adhere to the best practices set by the National Guardianship Association. These guidelines include a minimum requirement for in-person, face-to-face meetings with all people we support as legal guardian on a monthly basis. Our services are in compliance with the [COVID-19 guidance](#) issued by the National Guardianship Association.

Due to the current circumstances, our GAPS program are taking the following steps for the health and safety of everyone while still maintaining best practices for supporting people as their guardian or health care representative. GAPS staff:

- Are conducting all scheduled meetings via phone or online meeting platform. Emergency visits are reviewed on a case-by-case basis by the GAPS program director.
- Are in contact with all providers to guide decision-making around community activities, attendance at day programs or work, planning meetings, and/or medical appointments.
- Are contacting each person and/or their support team once a week via phone or email to check in and make sure everyone is healthy and adhering to prevention guidelines.

Please feel free to reach out to your GAPS Advocate at any time if you have questions or concerns. You can also reach **Emily Braman, GAPS Program Director**, at **503-581-2144** or ebraman@thearcoregon.org.

OREGON SPECIAL NEEDS TRUST (OSNT)

We are asking anyone having business to conduct related to an OSNT account contact us via email or telephone rather than dropping by the office. To accommodate your needs we can:

- Schedule a virtual online or telephone meeting with you;
- Host online or telephone meetings with multiple parties;
- Accept new account documents and account deposits via US mail; and,

- Accept disbursement requests and receipts via US mail, email (disbursements@thearcoregon.org) or [online submission forms](#).

In-person appointments are not currently being scheduled for the OSNT program.

For questions or concerns related to OSNT services, please contact the **OSNT Program Director, Cici Gaynor**, at cgaynor@thearcoregon.org.

THE ARC OREGON STAFF AND VOLUNTEERS

To support the health and safety of our staff and volunteers, the following accommodations are being made:

- Our office manager is coordinating rotating schedules for those staff whose work functions require time in the office.
- Social distancing is being implemented within our physical office space. If more than one employee must be in our office to perform essential functions, each person will maintain at least a 6-foot distance from others;
- Committee, board and staff meetings are being held remotely via online meeting platform or telephone;
- Work surfaces are being cleaned frequently;
- Employees are required to work from home or utilize sick time if they exhibit any signs or symptoms of an illness until such time as they are well and do not pose a potential threat to the health and safety of others; and,
- Employees are following the guidelines as noted above for their respective program areas.

Thank you very much for your understanding and support during this difficult time. Stay Healthy!

For more resources and information about COVID-19, please visit our website at TheArcOregon.com/news/covid-19: