

COVID-19 Response Plan

This information is current as of 12/07/2020.

Now that we are eight months in to this pandemic, we have updated our response plan to reflect our current business practices and compliance with new rules from Oregon Occupational Safety and Health Division (OSHA).

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 minimize the effects of this public health crisis.

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 and will continue to do so until further notice.

TRAINING & CONSULTATION SERVICES | OTAC & EMPLOYER RESOURCE CONNECTION

Group Training Events

To support efforts to keep our community safe, we have redesigned all our public and private training curricula for online delivery. No in-person training events will resume until we have been cleared for Phase 3 of Oregon's re-opening plan.

Other on-demand training options are available during this time include:

- [Oregon ISP](#) recorded webinars and interactive online modules
- [OTAC online trainings](#)

Employer Resource Connection (ERC) services

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

Achieve with us.

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 advocates 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 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;
- Common area work surfaces are being cleaned by each person who must visit the office before they leave for the day;
- 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;
- Employees are required to report any potential exposure to COVID-19 that may impact the health and safety of other employees;
- All employees are required to complete the new OSHA online training course by December 21, 2020;
- Keeping an ample supply of disposable face masks, hand sanitizer, and disinfectant wipes in the office for employee use as needed; 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](https://www.TheArcOregon.com/news/covid-19).