

**Richland County Job & Family Services**  
**171 Park Ave East and 183 Park Ave East**  
**Mansfield, Ohio**  
**419 774-5400**

**COVID-19 Protocol and Plan A- 2020**

**Summary**

Richland County Job & Family Services is taking unprecedented measures and navigating uncharted territory as a result of the Governor's state of emergency due to COVID-19.

In order to manage responses to the coronavirus outbreak, Richland County Job & Family Services, in conjunction with the Richland County Commissioners, is providing an operational plan for the provision of services during the outbreak.

It is the intent of the Richland County Job & Family Service (RCJFS) that every precaution is taken to provide a safe working environment for all employees.

**6-Key Areas of Consideration**

1. This plan, A, will serve as our template for agency operations and will potentially change and be updated as necessary. We recognize that not every detail is covered within the plan. Plan B will be announced should the office close to the public, and Plan C will be announced if the office closes. Per State requirement, RCJFS must continue mandated services unless otherwise directed.
2. With input from the Richland County Board of Commissioners, Richland County Job & Family Services will be mindful of applicable federal and state laws, regulations, and the agency's collective bargaining agreement when making decisions regarding employees.
3. The Richland County Job and Family Services main office (171 Park Ave East) and the OhioMeansJobs Center (183 Park Ave East) will remain open during regular operating hours (Monday through Friday, 8:00 AM-4:00 PM.)
4. Richland County Job & Family Services employees are all considered to be essential employees and will be expected to continue to provide services to the community.
5. We all have a critical role to play in mitigating the spread of the virus through handwashing, limiting large group gatherings, social distancing, and ramping up cleaning schedules.
6. In all phases of the coronavirus outbreak, RCJFS will make every effort to remain responsive to the county we serve while attempting to maintain hygiene procedures to prevent the spread of an outbreak within the agency.

**Notifications**

1. The employees will be advised of any suspected cases or any updates regarding possible outbreak via e-mail. Our supervisor call tree protocol will be utilized should the need arise or an e-mail will be sent out.

2. Employees shall notify their supervisors if they have had exposure to the coronavirus or have symptoms of the virus. Be sure you have your supervisor's cell phone number.
3. Employees are expected to stay home if their symptoms are consistent with the current pandemic outbreak (themselves or dependents). Employees must communicate directly with their supervisor about sick time needs as it relates to the virus. At this time, sick leave policies will be consistent with the agency directives and the Collective Bargaining Agreement.
4. All methods of local media will be utilized to alert the public regarding any change in the level of services. This will be done by the Director or designee.
5. All Richland County Job & Family Services employees have been required to update the agency personnel information form. This information is used for emergency situations and notification.

### **Entry Restriction Signs**

6. Signs will be posted to advise anyone entering the building NOT to enter if they are experiencing influenza symptoms. All precautions will be taken to ensure that staff members and the public maintain a restricted distance, if at all possible.

### **Calls**

7. Incoming calls will be received and responded to as normal. Staff will utilize their individual phones and workstations to answer all incoming calls.

### **Cleaning**

8. Extra cleaning of both buildings concentrated on the public access areas will occur.
9. Employees are being asked to put hand sanitizer on immediately after clocking into the building and to practice good hygiene. Examples of the correct handwashing procedure have been placed throughout the buildings. Employees are being asked to cover their noses and mouths when coughing or sneezing (cough/sneeze into the crook of the elbow).
10. The front desk receptionists at the OhioMeansJobs Center and the JFS main office will direct clients to use hand sanitizer as they enter the buildings. Signs have been posted asking customers to use the hand sanitizer before entering the reception areas.
11. Employees in the OhioMeansJobs Center and main building are being asked to implement daily cleaning protocols of high touch surfaces such as reception counters, workstations, and computer keyboards. Gloves will be worn.

### **Gloves**

12. All employees opening the mail, obtaining the dropbox mail, or handling the mail in any way are required to utilize gloves.

## **Home Visits**

13. Richland County Job & Family Services will continue to conduct home visits as part of the Adult Protective Services and Child Care programs, following standard precautions and state guidelines. See the attached Family Child Care Home Inspections for COVID-19 and COVID-19 Home Visiting Screening Flowchart issued by the Ohio Department of Job and Family Services as guidance for these programs.
14. Social Services Workers (who conduct home visits) will be issued a sanitary tool kit that includes hand soap, paper towel sheets, hand sanitizer, and antibacterial wipes. Additionally, disposable gowns, gloves, and slippers are being provided to be used when necessary.

## **Hearing and Eligibility Interviews**

15. Whenever possible, hearing and eligibility interviews must be conducted via phone or rescheduled after the pandemic has resolved.

## **Social Distancing**

16. Richland County Job & Family employees will implement social distancing whenever possible.
17. Richland County Job & Family Services is discouraging employees from using other workers' phones, desks, offices, and other work tools and equipment whenever possible.

## **Employees Children**

18. We are unable to permit employees to bring a child/children to work because of no daycare due to the coronavirus pandemic.

## **Travel**

19. All unnecessary travel will be canceled or postponed during the pandemic.

## **Video Conferencing**

20. Richland County Job & Family Services will utilize webinars and videoconferencing whenever possible.

## **Workstations**

21. While workstations are in close proximity to each other and often share a common wall, employees will be asked to avoid congregating in groups or utilizing face to face contact. When possible, all employees should utilize telephone contact or e-mail. Employees are permitted to eat snacks and/or lunch at their work areas.

## **Customer Visits**

22. In order to minimize customer visits, a list of remote options to access services has been posted on the agency website and social media resources and distributed for posting on the Richland County homepage "COVID-19 Notifications" and [www.richlandsource.com/news/covid19](http://www.richlandsource.com/news/covid19) bulletin board.

- a. You can apply at [benefits.ohio.gov](https://benefits.ohio.gov)
- b. You can call the shared services number at 844-640-6446 option 2 from 8:00 to 3:30 Monday thru Friday.
- c. By e-mail at [Richand-ContactUs@jfs.ohio.gov](mailto:Richand-ContactUs@jfs.ohio.gov)
- d. Website at [www.rcjfs.net](http://www.rcjfs.net)
- e. Fraud Hotline at 419-774-5400
- f. Adult Protective Services Hotline 419-774-5473
- g. Agency Phone number 419-774-5400
- h. Facebook type Richland County Job & Family Services
- i. An exterior drop box is located at 171 Park Avenue East, Mansfield, Ohio is available to submit documents

23. For the latest information about the virus, please visit the Ohio Department of Health website [coronavirus.ohio.gov](https://coronavirus.ohio.gov) or call the hotline at 1-833-4-ASK-ODH.