



## Coronavirus Disease - Memo to Staff



*Stay tuned for more updates*

INCA's leadership team met to discuss INCA's emergency plan concerning the "Coronavirus Disease 2019" (COVID-19). At this time, no one knows how severe this outbreak will be. Given this uncertainty, and the fact that the seasonal influenza (flu) virus is also widespread, we are taking proactive steps to address a number of business concerns. **We will continue to provide updates by email and on our website as changes arise.**

**First and foremost, we want to maintain a safe workplace** by encouraging and adopting practices that protect the health of our employees, visitors and the people we serve. **We also want to ensure the continuity of business operations** in the event of a pandemic.

We ask all employees to cooperate in taking steps to reduce the transmission of communicable diseases in the workplace. Employees are reminded of the following:

- **Stay home when you are sick.**
- **Wash your hands frequently with warm, soapy water for at least 20 seconds.**
- **Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.**
- **Avoid people who are sick with respiratory symptoms.**
- **Clean frequently touched surfaces.**

**INCA will provide alcohol-based hand sanitizers** throughout the workplace and in common areas. Cleaning sprays and wipes will also be provided to clean and disinfect frequently touched objects and surfaces such as telephones and keyboards.

**It is critical that employees do not report to work while they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue.**

Currently, the Centers for Disease Control and Prevention recommends that employees remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Many times, with the best of intentions, employees report to work even though they feel ill. We provide paid sick time and other benefits to compensate employees who are unable to work due to illness. Employees who report to work ill will be sent home in accordance with these health guidelines.

**In addition to increasing basic preventative measures** we have also instituted the following strategies:

- Canceled or postponed upcoming agency-sponsored events and have halted outreach activity participation to prioritize the health and well-being of staff and participants.
- Reduced the number of meetings and when meetings are required, we will keep them as small as possible and increase the distance between attendees.
- Using technology where possible to add distance between people. Employees are encouraged to use telephone and video conferencing instead of face-to-face meetings as much as possible during this outbreak. If you need help with this contact *Erica Pogue* and she will help you get it set up
- Adopting flexible work schedules, and employees may request to work from home if possible, or take paid leave.
- Working in collaboration with funders and community partners on specific program plans to reduce the impact on our community and will communicate these plans to program participants. As of now we have the **following announcements:**
  - INCA will not do face-to-face tax preparation, but will continue to accept drop off taxes at this time.
  - Minimize contact with individuals entering the office for service. Intake for services may be done by telephone, or in the lobby area. Please use disposable pens and clean clipboards and clean lobby areas regularly.
  - Transit has implemented a three foot rule for passengers with no more than 3 people allowed on Town Route buses, and no more than 2 people allowed in minivans at one time.
  - Tishomingo Clothing Bank will remain open on Tuesday and Thursday for the time being but client occupancy will be limited to no more than 2 at a time, with a shopping period of

20 minutes to allow others the opportunity to utilize this service. Clients will not sign in as in the past, the Clothing Bank worker/volunteer fill out any necessary forms. Door knobs and other frequently touched surfaces will be wiped down following each visit.

- Atoka and Antlers clothing banks will be closed until further notice.
- Travel, training, and meetings have been suspended unless approved by the Program Director or Executive Director.

**Please contact INCA's Human Resource Manager, *Victoria Yates*, or your Program Director with any questions regarding this matter.**

If employees or clients have symptoms of or suspect exposure to COVID-19 they should call their County Department of Health.

We will continue to work with our partners, act thoughtfully, and keep our community and staff healthy and safe.

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