



An Update INCA on COVID-19

March 20, 2020

INCA Community Services provides vital community services in Johnston, Atoka, Marshall, and Murray Counties. With the likely continued spread of the COVID-19 coronavirus, we understand that people may be feeling anxious about the safety of our public services; we take this very seriously.

Some of our programs and services may experience temporary or prolonged closures, to protect both the safety of our clients and staff, while others will continue to serve the public with the vital support needed especially during this trying time. At this time the following programs changes have been implemented:

- **Head Start & Early Head Start:** All classrooms will be closed to students March 23rd to April 6th. Staff will be in contact with and provide support remotely for families on a regular basis.
- **JAMM:** 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.
- **VITA:** No longer offering face-to-face tax preparation, but will continue to accept drop off taxes at this time.
- **CSFP Food Boxes:** Boxes will be delivered by staff/volunteers utilizing front door drop to those requesting, or picked up utilizing a drive through distribution method. Program participants are being contacted by phone prior to their usual distribution date to notify of this change.
- **RSVP:** All volunteers must adhere in accordance to the closures and safety measures taken by their volunteer sites. Volunteers with chronic health conditions are advised to refrain from volunteering on site at this time.
- **Clothing Banks:** Atoka, Antlers, & Tishomingo will be closed until further notice.

All other INCA services and programs will continue unless noted above, this is subject to change as local conditions may change. Intake for many services can be done over the phone so exposure to in-person contact can be limited. Some services will be available by delivery or drop-off, please call your local office to see if this is available in your county. We encourage individuals needing help to call your local INCA County office for more information before coming in, if possible.

In addition to service changes and preventative measures our agency has updated many cleaning procedures and health and safety measures to ensure sanitary implementation of continued services:

- Cleaning frequently touched objects such as telephones, counter tops, and keyboards. Disinfecting door knobs and other frequently

touched public surfaces following each customer visit.

- Periodically throughout the day (every 2 to 3 hours) JAMM drivers are required to disinfect all high-touch areas in vehicles.
- Providing alcohol-based hand sanitizers throughout the workplace and in common areas.
- Canceling/postponing upcoming agency-sponsored events and halting outreach activity.
- Reducing the number of meetings and when meetings are required, keeping them as small as possible to 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.
- Travel, training, and meetings have been suspended unless approved by the Program Director or Executive Director.
- All INCA staff and volunteers are no longer allowed to enter service recipients' homes.
- Employees cannot 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. Employees who report to work ill will be sent home in accordance with health guidelines.

INCA is committed to supporting our community and vulnerable populations during this unstable time and will be implementing additional activities/strategies, as well as supporting community partner efforts to help ensure individuals and families have the support and resources they need to keep them healthy and safe. We encourage fellow service providers and community organizations to partner with us to help identify and implement solutions to address the growing needs created by this pandemic.

Our top priorities are to continue service to the public and to keep our employees and community healthy and safe.

For more information about INCA or our services, contact us by phone (844) 462-2457, email media@incacaa.org, or find our latest updates @INCACommunityServices on Facebook.

If you have questions or concerns about coronavirus, we encourage you to contact the local health authorities:

Coronavirus Hotline: 877-215-8336.

Centers for Disease Control and Prevention (U.S. government)

Local Departments of Health

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