



COVID-19 Staff Safety

Instructions for Assisting Clients On-Site

1. Front doors will be locked.
2. Place a sign on the front door that states only one service recipient at a time will be allowed in the restricted lobby area and to please wait outside for their turn using social distancing. Put a telephone number on the door for them to call for service.
3. Service recipients are not allowed to pass the restricted lobby area. In Tishomingo, Marshall, and Murray keep the glass to receptionist area closed. In Atoka, an enclosed area by the front door will be arranged.
4. Paperwork that does not have to have a signature can be completed over the phone with the clients.
5. If paperwork is completed over the phone, clients will be given a time they can pick up the service they are needing such as food banks, medical equipment, etc... Clients will call when they arrive so their supplies can be placed in the restricted area or outside of the doorway for pick up.
6. All paperwork including that which requires signatures will be put into a designated area and left for at least one day before touching to enter into the tracking system and then gloves need to worn at all times while handling all paperwork.
7. Staff should record the conversation date and time in the notes section of the paperwork and write COVID-19 in the details. Staff should record the time of pickup as well.
8. Restricted lobby area will be wiped down after each client exiting, including door handles on both sides.
9. Staff will be required to wear gloves while touching any paperwork passed from clients. Dispose of gloves after each time paperwork is touched.
10. If service recipient does not have a cell phone:
 - A staff person will go to the locked glass door and request what their purpose of the visit is.
 - The staff person will then place the appropriate paperwork on the table and instruct the individual to complete outside, in their vehicle, or take home and complete. Ask them to wait until you step behind the table to enter.
 - A staff member shall give them instructions through the door or by observing social distancing.
 - Upon completion of paperwork and return of the client, a staff person will verify through the closed glass window or at a social distance the client who is signing the paper(s) and once the client(s) has stepped far enough away, goes and retrieves the papers with gloves on.
 - The designated staff does the rest of the work in her office with the client outside.

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INCA Community Services | (844)462-2457 | media@incacaa.org | incacaa.org

