

# **COVID-19 Safety Procedures Summary**

Community Action Duluth Tax Site, 2021

*Written in adherence to the Stay Safe Minnesota requirements the guidance from the Minnesota Department of Health and the Center for Disease Control and Prevention*

Staff, volunteers, and clients who can complete tasks necessary for tax preparation virtually will do so from home. To accommodate clients lacking access to virtual tax preparation, some staff and volunteers will serve clients at Community Action Duluth. The following protocols apply to staff and volunteers who serve clients in-person.

## **Expectations of Everyone:**

Upon entering, everyone (including taxpayers, staff, and volunteers) will be required to:

1. Wear a mask fully covering mouth and nose at all times. Masks will be made available to those who don't have them.
2. Maintain at least 6ft of distance from others. This will be communicated verbally and via signs.

## **Health Screening**

- Clients: Upon entering, every client will see a sign asking them to do a self-check for symptoms, contact, and test results before proceeding. They will also be asked to use hand sanitizer before proceeding.
- Volunteers and Staff: Upon entering for a shift, every volunteer and staff will be required to complete written health screening. Anyone who doesn't pass will be asked to go home and encouraged to distance from others and seek medical attention. Volunteers or staff will administer screening for clients. When no one else is present yet, staff may administer for themselves.

## **General Procedures**

Greeting Hall: This large hallway at the entrance of the building is outfitted with one-way entrance and exit, stickers on floor to indicate 6 feet of distance, and two separate greeting desks with Plexiglass barriers.

One staff member or volunteer will be by the door asking every client upon entering if they are picking up, dropping off, or signing.

- Picking up: staff member will hand them a packet and ask them to complete at home.
- Dropping off: staff will complete health screening and direct them to plexiglass desk where they will:

- Hand off completed packet
- Show photo-ID
- Schedule a phone appointment
- Signing: Staff will direct them to plexiglass desk where they will show photo-ID, receive a copy of return, and sign documents.

Cafeteria: As our largest room, this space will hold in-person preparers and staff (no clients). Tables will be spaced at least 12 feet apart. Plexiglass will be used for face-to-face conversations.

### **Sanitation and Cleaning Procedures:**

- Regular hand washing will be enforced with signs
- Hand sanitizer will be available in all rooms listed above.
- Pens used by taxpayers to sign documents are required to be sanitized by volunteer or staff before and after use.
- Staff are required to sanitize common spaces before and after each clinic including but not limited to: utilized door handles, signing tables, shared tech equipment, utilized railings. Checklist will be utilized twice daily.
- Staff will insure that bathrooms are properly stocked.
- Food cannot be offered and shared among volunteers as it has been in prior years.

## If a staff or volunteer gets sick

Staff or volunteers who experience COVID-19 symptoms, test positive for COVID-19, or have been in close contact with a person who is experiencing symptoms or tested positive, must report this immediately to a supervisor via email. They will be instructed not to work until their isolation or quarantine period is complete (see “when to return to work”). Work area will be thoroughly sanitized. Any employee or volunteer in contact will be notified while protecting the sick (or potentially sick) person’s identity as required by the Americans with Disabilities Act.

Contact Tracing: If the employee or volunteer tests positive for COVID-19, staff will determine who came into direct contact with them at the work place (interacting within 6 feet for 15 minutes without the use of mask plus either face shield, goggles, or physical barrier as defined by the Minnesota Department of Health) during their infectious period (48 hours before and 10 days after symptoms appear or were tested for those without symptoms as defined by the Minnesota Department of Health).

When to return to work: use decision tree below:

