

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

For full COVID-19 Preparedness Plan [\[click here\]](#)

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. Complete in-person health screening. Anyone who doesn't pass will be asked to go home and encouraged to distance from others and seek medical attention. All who pass will receive a dated sticker to wear. Anyone not wearing a sticker will be noticed and asked to complete screening. Volunteers or staff will administer screening for clients. Staff and volunteers will administer screenings for each other.
3. Maintain at least 6ft of distance from others. This will be communicated verbally and via signs.

Physical Structures:

Three large rooms are reserved:

- Greeting Hall: This large hallway at the entrance of the building is outfitted with one-way entrances, stickers on floor to indicate 6 feet of distance, and two separate greeting desks with Plexiglass barriers where two staff members or volunteers will direct people and enforce 6 feet of distance (no one will wait here). A staff member or volunteer will do the following from the desk:
 - complete health screenings.
 - check-in those with appointments.
 - schedule or turn-away those without appointments.
 - Facilitate the signing of completed taxes.

Clients with appointments will be directed to the cafeteria via stairwell or elevator. The elevator is limited to occupants unable to use the stairs due to mobility differences, and will be limited to one occupant at a time. This will be communicated with signs and verbally by front desk workers.

- Screening Cafeteria: As our largest room, this space will hold in-person screenings. Tables will be spaced at least 12 feet apart with Plexiglass barriers on each. Most taxpayers will leave the premises after this step averaging 20 minutes. See scheduling section for information on restricting the number of people.
- Collaboration Cafeteria: Our largest space will be used for volunteer preparers and reviewers to collaborate (at times scheduled separately from the screening time). Volunteer preparers and reviewers who prefer to work in-person will share this room to collaborate in limited numbers. Tables will be spaced at least 12 feet apart.
- Waiting Room: This room will hold taxpayers waiting for returns to be completed. This step is only for the few taxpayers who do not have access to an internet device and reliable phone.

Scheduling Procedures:

Scheduling is designed to limit the number of people using the facility together.

Taxpayer appointments: 30-minute time slots with no more than 5 appointments per slot. Clients may not bring additional people (children, companions, etc.) unless medically necessary. Social distancing will be enforced.

Volunteer schedule: volunteers will sign-up for weekly or twice weekly shifts so that they are interacting with the same group of staff and volunteers, therefore limiting contact and increasing ability to maintain social distance.

Sanitation and Cleaning Procedures:

- Regular hand washing will be enforced with signs
- Hand sanitizer will be available in all rooms listed above. Volunteer screeners are required to sanitize hands between each appointment.
- Pens used by taxpayers to sign documents are required to be sanitized by volunteer or staff before and after use.
- Volunteer screeners are required to sanitize their taxpayer table space at the end of each appointment.
- 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 and hand sanitizer is available at every client point-of-contact.
- 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:

