



The Children & Family Services Center Re-Entry Plan

Purpose

As of November 24, 2020, the North Carolina Executive Orders 169, 176 and 180 are in effect until December 11, 2020. In the interest of the health and safety of their employees and clients, some of the Partner agencies are still operating remotely. We are in phase two of the re-entry plan. This document provides a plan for re-entry including operational and safety procedures and protocols that will be implemented and guidance for operations and workforce issues.

Government & Local Authority Orders

Action Items	Status	Restrictions/Recommendations			Next Steps	Resources
		Group Size	Physical Distancing	PPE		
Mecklenburg County stay-at-home order in effect through May 8, 2020	Ended at 5pm on May 6th					https://www.mecknc.gov/news/Pages/Update-on-Novel-Coronavirus.aspx
North Carolina stay-at home order in effect through May 8, 2020 at 5pm	Expired at 5pm on May 8th					https://www.ncdhs.gov/divisions/public-health/covid19
Safer at Home Phase One Executive Order	Expired at 5pm on May 22nd	Gatherings limited to 10 people	6 feet recommended	Masks recommended while in public		https://files.nc.gov/governor/documents/files/EO138-Phase-1.pdf
Safer at Home-Phase Two Executive Order #141	Expired at 5pm on June 26th	Indoor and outdoor gatherings limited to 10 & 25 respectively	Stay at home order lifted, 6 feet physical distance recommended	Masks recommended while in public		https://files.nc.gov/governor/documents/files/EO141-Phase-2.pdf
Safer at Home-Phase Two Extension Executive Order #147	Expired on 7-17-20	Indoor and outdoor gatherings limited to 10 & 25 respectively	6 feet physical distance recommended	Masks required in retail stores, restaurants (except while sitting at table, state buildings and in public places where social distancing is not possible)		https://files.nc.gov/governor/documents/files/EO147-Phase-2-Extension.pdf
Phase Two Extension Executive Order #151	Expired 8-7-20					https://files.nc.gov/governor/documents/files/EO151-Phase-2-Extension.pdf
Phase Two Extension Executive Order #155	Expired on 9-4-20					https://files.nc.gov/governor/documents/files/EO155-Extension-of-Phase-2.pdf



Government & Local Authority Orders

Action Items	Status	Restrictions/Recommendations			Next Steps		Resources
		Group Size	Physical Distancing	PPE			Links or Comments
Phase 2.5 Executive Order #163	Expired on 10-2-20	Indoor and outdoor gatherings limited to 25 & 50 respectively	6 feet physical distance recommended	Masks required in public where social distancing is not possible			https://files.nc.gov/governor/documents/files/EO163-Phase-2.5-Tech-Corrections_0.pdf
Safer at Home Phase Three Executive Order #169	Expired on 12-11-20	Indoor and outdoor gatherings limited to 25 & 50 respectively	6 feet physical distance recommended	Masks required in public where social distancing is not possible			https://files.nc.gov/governor/documents/files/EO169-Phase-3.pdf
Executive Order #176 Further Extension of Phase Three Order	Expired on 12-11-20	Indoor and outdoor gatherings limited to 10 & 50 respectively	6 feet physical distance recommended	Masks required in public where social distancing is not possible			https://governor.nc.gov/documents/executive-order-no-176
Executive Order #180 Face Covering Requirements Executive Order #181 Modified Stay At one Early Closure Order Executive Order #189 Further Extension of the Modified Stay at Home Order	Expired on 12-11-20 Expired on 1-29-21 Set to expire on 2-28-21	No change from EOs 170 & 176	No change from EOs 170 & 176	Face Coverings must be worn indoors if anyone else is in that space who is not a member of the same household. Face Coverings must be worn outdoors if it is not possible to consistently be physically distant by more than six (6) feet from non-household members.			https://governor.nc.gov/documents/executive-order-no-180 https://governor.nc.gov/documents/executive-order-no-181 https://governor.nc.gov/documents/executive-order-no-189



Communication

Action Items	Status	Timing			Next Steps		Comments	
		Phase I Prerequisite	Phase II	Phase III	Client Approval Required	Vendor Coordination		
Initial communication	Sent to tenants on 5/8/20, posted on Website Revised plan sent 5/26/20	Yes			No	No		
Follow-up communication			Yes		No	No		
Follow-up communication					Yes	No		No
Website						No		No
Other CFSC social media						No		No
Partner Agency websites and social media						Yes		No



Tenant Re-Entry Plans

Agency	Employees All/Staggered/Masks Required	Timing			Clients/Visitors		Comments
		Phase I Immediate	Phase II	Phase III	Immediate	Phases	
Autism Speaks	Staggered when staff return on 9/15, TBD on masks requirements	Working remotely	Working remotely, stopping by office every few weeks	Working remotely, stopping by office every few weeks	No	No	
Hunt Law et al	Staggered, masks required	Some staff working in building	Some staff working in building	Staff working primarily onsite	Yes, by appointment	Yes, by appointment	
Care Ring	Essential staff onsite, masks required	Currently about 20 staff working in building	Clinic staff working, PRO and 4 senior team members onsite daily. Others working remotely	Clinic staff working, PRO and 4 senior team members onsite daily. Others working remotely	Clinic patients by appointment only and telehealth	Phases I & II	
A Child's Place	Staff has transitioned to TCFF site. One Sublessee onsite.	Staff is working remotely but are allowed to work in the building.	Staff is working remotely but are allowed to work in the building. They only have a few staff members working out of our building.	All staff have transitioned to TCFF site. One Sublessee onsite.	No	Sublessee is seeing clients	
Community Link	A handful of staff are staggering.	Working remotely, essential staff in office as needed.	Working remotely, essential staff in office as needed.	A handful of staff are onsite periodically. Most are still working remotely.	No	Yes	
Supportive Housing Communities	Yes due to proximity of workstations, masks required	Staff will continue to stagger working in the building	Staff will continue to stagger working in the building due to employee density	Staff will continue to stagger working in the building due to employee density			
Communities In Schools	Employees staggered, masks required, temperature checks for employees and visitors	Essential staff coming to the building on assigned days. Other central office staff picking up work materials.	Essential staff coming to the building on assigned days. Other central office staff picking up work materials	Leadership team onsite regularly. Other essential staff are rotating.	No	Yes	Using sign-up genius to schedule



Tenant Re-Entry Plans

Agency	Employees	Timing			Clients/Visitors		Comments
		All/Staggered/Masks Required	Phase I Immediate	Phase II	Phase III	Immediate	
United Way of Central Carolinas	Staggered due to proximity of workstations, masks required	Employees picking up and dropping off work materials and checking mail	They have asked for volunteers to work onsite.	Majority of staff still working remotely. Some staff are working onsite occasionally.	No	No	
HopeWorks	NA, masks required in common areas and if more than one person in an office	Tenants working remotely	Tenants working remotely	Tenants working remotely	No	No	
Children and Family Services Center	Staggered during Phases I, II and III, masks required in common areas and if more than one person in an office, temperature check before entering	Staff has been working in the building, this number will increase.	Staff has been working in the building, this number has increased.	Staff is rotating, voluntary re-entry unless staff member is not successful working remotely.	Yes	Yes	
RAIN	Most staff is onsite, some staggered, masks required for staff and visitors, temperature check at beginning of day and at lunch time	Staff working remotely, some staff coming in periodically	Staff divided into two teams and will rotate weeks	All staff are onsite except a few that share offices who are rotating	No	By appointment only, masks and temperature checks required, designated markers for the waiting area and hallway	All staff to complete OSHA training prior to returning to work. Detailed cleaning implemented in suite daily.
Community Building Initiative	Yes, masks required	Staff is working in the building on different days for short periods of time as necessary.	Staff is working in the building on different days for short periods of time as necessary.	Staff is onsite on a rotating basis			
Safe Alliance	Masks required	Already working in building	No more than 50% of staff in office. 1 st shift Hotline advocates will begin rotating into the building	Most staff is onsite most of the time.	Phase I - by appointment only. Limited number of people in lobby. No in person group services. Triaging clients for COVID-19 symptoms. Phase II-no group services initially, phase in	Phase II - Re-engage volunteers for off-site program assistance. Phase III – Clients by appointment and walk-ins. In person support groups began on 2-1-2021	



Tenant Re-Entry Plans

Agency	Employees	Timing			Clients/Visitors		Comments
		All/Staggered/Masks Required	Phase I Immediate	Phase II	Phase III	Immediate	
Council For Children's Rights	Staggered, no more than 10 at one time	Essential staff dropping off and picking up work materials, checking mail and working onsite for short periods of time.	Starting June 1 st , essential staff, including those with court involvement will work onsite.	TBD	Beginning June 1 st as needed. Different entrances for different teams		
Smart Start	Staggered, masks required in suite through Phase II Went back to entirely remote working with Mecklenburg County Health Department Recommendation on	Onsite work with approval, all staff working remotely	Staff return to building in phases	All staff return to building, with staggered schedules	Essential guests by appointment during Phase II, other guests by appointment in Phase III	Possibly Phase III	Temperature checks during phases I & II, no business travel without prior approval through Phase II, personal travel to high risk areas must be communicated in advance, quarantine suggested upon return
Socialserve	Staggered	Essential staff dropping off and picking up work materials, checking mail and working onsite for short periods of time.	Essential staff dropping off and picking up work materials, checking mail and working onsite for short periods of time. This could change after June 15th	Staff that wants to be onsite is allowed to do so. Others that have not been successful working remotely are required to be onsite.	No clients or visitors	No clients or visitors	



Building Entry, Security and Operations

Action Items	Status	Timing			Next Steps		Comments
		Phase I Prerequisite	Phase II	Phase III	Partner Tenant Approval Required	Vendor Coordination	
Building Hours	Dependent on tenant needs	7:15am until 6:00pm	7:15am until 6:00pm	7:15 until 6:00pm except Wednesdays 7:15-7:00	Yes	Yes	Hours extended on Wednesdays starting in Phase III due to RAIN testing.
Entry signage regarding COVID-19 symptoms and mask requirements	Completed	Yes	Yes	Yes	Yes	No	Entrance signs including phone number to contact for testing
COVID-19 message on main screen of Client/Visitor sign in screen.	Completed	No	Yes	Yes	No	No	
Elevator signage and physical distancing markers and mask requirements	Completed	Yes			No	No	No more than 4 occupants
Staggered Employee Start Times	Yes	Yes	Yes	Yes	Yes	No	Agencies will stagger the start times of their employees to reduce elevator waiting time.
Plexiglas at security desk	Completed	Yes	Yes	Yes	No	No	
Remove one sign in iPad from security desk	Completed	Yes	Yes	Yes	No	No	
Hand washing signs in restrooms	Completed	Yes	Yes	Yes	No	No	
Physical distancing and mask requirement signs and physical distancing markers in lobby	Completed	Yes	Yes	Yes	No	No	
Parking lot entrance employee and Care Ring clients only	Completed	Yes	Yes	Yes	Yes	Yes	Door is currently locked, clients and visitor are being directed to 5 th street entrance.
Touch free hand sanitizer stations in elevator lobbies on each floor	Completed	Yes	Yes	Yes	No	No	
Physical distancing and mask requirement signs in restrooms and breakrooms	Completed	Yes	Yes	Yes	Yes	No	Limit the number of occupants to 50% of capacity
Encourage employee use of stairwells	Completed	Yes	Yes	Yes	No	Yes-Janitorial	Encourage employees to use the stairwells to reduce the elevator wait times.



Building Entry, Security and Operations

Action Items	Status	Timing			Next Steps		Comments
		Phase I Prerequisite	Phase II	Phase III	Partner Tenant Approval Required	Vendor Coordination	
Parking gates	Completed	No	Yes	Yes	No	Yes	A button was installed on the parking exit gates to open them to temporarily eliminate the need for tokens
HVAC filters	Completed	Yes	Yes	Yes	No	Yes	Pleated MERV15 filters were replaced in the VAV on 3/26 and the SWUD units on 6/11. The filters are replaced quarterly.



Health Screening

Action Items	Status	Timing			Next Steps		Comments
		Phase I Prerequisite	Phase II	Phase III	Tenant Approval Required	Vendor Coordination	
Temperature checks	Completed	No	No	No	Yes	No	CFSC, Smart Start, Communities in Schools, RAIN, and Care Ring will perform temperature checks on employees, clients and visitors. Due to EO 180, effective November 25, 2020 at 5pm, CFSC will require masks for building entry and in common areas. Each agency will be responsible for enforcing mask requirements in their suites and when using common areas. Masks are available for guests and employees at security station.
Client/Visitor Registration System	Added COVID-19 symptom message on main screen	No	Yes	Yes	No	No	
Signs	Completed	Yes	Yes	Yes	Yes	No	
Masks Required for building entry?	Completed	No	No	Yes	Yes	Yes	



Janitorial Services

Action Items	Status	Timing			Tenant Approval Required	Vendor Coordination	Links or Comments
		Phase I	Phase II	Phase III			
Increase Day Porter hours to four	Effective June 1 st	Yes	Yes	Yes	No	Yes	Increased from 2 hours to 4. Day porter cleans bathrooms, elevators and conference rooms when in building.
Disinfection of conference rooms between meetings including equipment and remote controls		Yes	Yes	Yes	Yes	Yes	
Daily cleaning of handrails in stairwells	Completed	Yes	Yes	Yes	No	Yes	
Change janitorial companies effective June 1st to improve cleanliness	Completed	No	Yes	Yes	No	Yes	
Safe Alliance deep cleaning suite once per week		Yes	Yes	Yes			Using ICCS at their own expense
UWCC daily sanitizing			Yes	Yes			Using EBM at their own expense



Conference Room Usage

Action Items	Status	Timing			Next Steps		Comments
		Phase I Prerequisite	Phase II	Phase III	Tenant Approval Required	Vendor Coordination	
Groups of 10 or less	Masks required	Yes	Yes	Yes	Yes	No	Every other chair, 50% occupancy
Groups of more than 10		No	Yes	No	Yes	Yes	Every other chair, 50% occupancy
Signage	Completed	Yes	Yes		No	No	
Catering		Yes	Yes		Yes	Yes	Boxed meals only allowed for in person meetings.
Cleaning after each use	Signs posted	Yes	Yes				Users must clean conference room tables, chair arms and equipment after use when day porter is not onsite. Schedule extra meeting time for cleaning. Order additional cleaning solutions.

Other

Action Items	Status	Timing			Next Steps		Comments
		Phase I	Phase II	Phase III	Partner Tenant Approval Required?	Vendor Coordination	
All staff meetings (10 or less)	Based on Executive Orders	No	No	Yes	Yes	No	Agencies will commence in person staff meetings based upon North Carolina restrictions.
Staff team meetings	Groups of 10 or less with proper physical distancing and masks	Yes	Yes	Yes	Yes	No	Agencies will resume in person team meetings based upon North Carolina restrictions.
Board and committee meetings	Groups of 10 or less with proper physical distancing and masks	Yes	Yes	Yes	Yes	No	Agencies will resume in person board and committee meetings based upon North Carolina restrictions.
Employee issues regarding return to work	Completed	Yes	Yes		Yes	No	The law allows termination of an employee who refuses to return to work.

Resources

Organization							Links
Mecklenburg County							https://www.mecknc.gov/news/Pages/Update-on-Novel-Coronavirus.aspx
North Carolina							https://www.ncdhhs.gov/divisions/public-health/covid19
CDC							https://www.cdc.gov/coronavirus/2019-
WHO							https://www.who.int/emergencies/diseases/n
CDC Cleaning / Disinfection							https://www.cdc.gov/coronavirus/2019-
CDC Face Coverings							https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html#
CDC Social Distancing							https://www.cdc.gov/coronavirus/2019-
CDC Business Guidelines							https://www.cdc.gov/coronavirus/2019-
Website for state information about COVID-19							https://www.nga.org/coronavirus/