

Hub Pandemic Guidelines

The COVID19 pandemic is prompting the development of these Guidelines, but the nature of the pandemic you are facing should be your concern i.e., safety precautions should match the particular pandemic. We can only provide general guidance for how to protect your volunteers and community members against future pandemics. Consider modes of transmission as you develop your opening plans:

- **Airborne Transmission:** The pathogen is transmitted through the air.
- **Surface/Fomite Transmission:** The pathogen can be transmitted by the touching of infected surfaces
- **Bodily fluid Transmission:** The pathogen may be transmitted through bodily fluids (i.e., blood or saliva)
- **Droplet Transmission:** The pathogen can be transmitted by talking, coughing, sneezing, etc.

| Prime Directive: Do no harm to volunteers or community members | | |
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| <u>Do not</u> open your Hub if you do NOT know or cannot locate an expert who knows: | <u>Do not</u> open your Hub if you do NOT have: | <u>Do not</u> open your Hub if the pandemic |
| <ul style="list-style-type: none">• Government directives on public behaviors, e.g., gathering limitations, mask requirements other safety actions• Medical guidance on keeping safe and preventing transmission | <ul style="list-style-type: none">• Required supplies and controls to follow government and medical guidance• A Safety Officer assigned | <ul style="list-style-type: none">• Is so new that safety information is not available• Is highly fatal e.g., Ebola |

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MODIFICATIONS TO SET UP AND CROWD CONTROL

You will need to establish good crowd control to manage social distancing among volunteers and community members.

| Changes | Methods may include |
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| <i>Implementing crowd control</i> | <ul style="list-style-type: none"> - Use ropes or yellow tape to establish a perimeter for the Hub to limit community access to interior of the Hub. - Determine approximate number of people allowed within the interior of the Hub using metrics provided by government directive. |
| <i>Alternative physical set-up options</i> | <ul style="list-style-type: none"> - Several options to consider for expanding the area available for services while accommodating social distancing requirements include: <ul style="list-style-type: none"> - Relocate self-help areas to outside the roped interior of the Hub. - Relocate the Volunteer Coordinator area to outside the roped area. - Hang Information Boards, Maps, Self-Help Posters etc. facing out from tents or on fences outside the Hub interior. - Use plastic tabletop or other barriers at locations where face to face interviews take place. - Inside the Hub, use ropes or barriers to define queuing areas for access to Greeter, Message Takers, and other Hub volunteers providing direct services to community members. |
| <i>Improve visitor flow through the Hub</i> | <p>In addition to physical barriers, use methods that will decrease the number of people visiting the Hub or help limit the amount of time community members are spending in the Hub.</p> <ul style="list-style-type: none"> - There are specific suggestions within the roles of Greeter, Resource Manager, Volunteer Coordinator and Educator on handling crowds at their stations. - Create one-way aisles for people to move from one area to another. - Put out information in an audio broadcast so people do not have to crowd the white boards. Use amplification or bullhorn to read new information as posted or read entire board every 15 minutes. - Encourage people to take information back to their neighbors to decrease traffic to the Hub. - Encourage people to help their neighbors first to resolve needs. - Suggest visitors use their phones to take photos of information boards. - Have post-its available with pencils/pens for copying information. Use a “clean jar” and a “dirty jar” method for pencils/pens to prevent spreading contamination. Monitor usage and ensure sanitizing. |
| <i>Identify a secondary Hub location</i> | <p>If your current Hub space would not be large enough to operate with expanded spacing, identify a backup or secondary location ahead of time in case you have to activate in a pandemic.</p> <ul style="list-style-type: none"> - Identify the second location, establish a connection with the property owner and explain possible future circumstances and if necessary, sign a Memorandum of Understanding in advance. - Prepare signage now that will tell your community where the Hub has relocated. - If your new location is in a park, try and get there soon to set aside space so you don't have to compete for it. (People may want to gather or camp in the park if their buildings are damaged.) |

NEW SIGNAGE AND SUPPLIES

New signage is suggested to reinforce safe behaviors, and all Hub volunteers will have a responsibility to help monitor visitors to the Hub.

New signs have been created and put in the Hub Google Drive. Please print multiple copies now and place in your Hub Box or Hub Book. Use where queuing and crowding will occur, e.g., in front of the self-help posters and at the Hub entrance. Signs have been provided in English and the seven Tier 1, most prevalent languages for Seattle. Print all languages that might be applicable to your neighborhood from Amharic, Traditional Chinese, Korean, Somali, Spanish, Tagalog, and Vietnamese.

The Hub Captain Network is not buying any supplies for Hub boxes. You may want to stock your own box with minimal supplies of these items and ask for donations when you activate. Volunteers should be encouraged to bring their own PPE for their comfort level.

| New | Purpose |
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| Signs | <ul style="list-style-type: none"> • Maintain Social Distance (generic as spacing recommendations could change). • Get Info and Move On • Take a Picture and Share • Safety First: If You are Sick, Please Go Home — Send Someone Else to Visit the Hub • One way direction signs |
| Suggested Supplies | <ul style="list-style-type: none"> • Masks — ensure masked used are current CDC recommended masks to protect for droplet or airborne pathogens. • Hand Sanitizer - because it degrades over time, replace supply stock every two to three years. • Spray cleaner (with bleach); replace annually. Used for surface and pens/pencils, sanitizing, etc. • Cleaning cloths or wipes. • Plastic shower liners or sheets of clear plastic to act as barriers or dividers. • Gloves are NOT recommended at this time. (Only medical professionals are likely to use and remove them correctly.) |



STAFFING CHANGES

- The role of Safety Officer is now formally added as a necessary position during a pandemic, and pandemic-specific tasks are listed below. The staffing priority matrix has been updated to include the Safety Officer.
- If a vaccine has been made available, organize volunteers so that vaccinated people are working with the general public. Unvaccinated volunteers should be exposed to fewer people if possible.
- Staffing Assignment form follows on last page of this section.

| New Role | Responsibilities |
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| Safety Officer | <p>In a pandemic the additional responsibilities of the Safety Officer are to circulate around the hub and ensure that health safety is being observed. The person assigned should be skilled and well informed on current pandemic requirements and prepared to deal with potential non-compliant behaviors.</p> <ul style="list-style-type: none"> • Ensure pandemic signage posted and prominently displayed. • Set up and adjust crowd-control tactics as needed to help guide people into safe behaviors. • Ensure compliance to required behaviors from both volunteers and visitors. Thank people for compliance! • Ensure gear that needs to be sanitized (i.e. pens, tables) is sanitized either by self or as you delegate to others. • Advise volunteers on special conditions at their stations as requested. • Interact with people lined up at the Greeter, asking if they are feeling sick, helping reinforce that the Hub expects safe behaviors. • At shift change or when new volunteers show up, introduce yourself and your role and brief new volunteers on safe pandemic practices. • Determine what to do if the Greeter has someone step out of line because the person reports symptoms or close contact with someone with symptoms or a diagnosis of the pandemic illness; you are the point person on needed actions. Please think through either a safe plan for those situations or be prepared to send the person home for them to find a healthy person to come in their place. |
| Roles with Added Responsibilities or Changes | Responsibilities |
| Hub Manager | <p>These are the tasks that a Hub Manager needs to do or ensure are delegated during a pandemic.</p> <ul style="list-style-type: none"> • Ensure that new crowd control and spacing requirements are incorporated into the hub as it is set up and while operating, review for safety and efficiency frequently. • Ensure a Safety Officer is appointed before the Hub opens and the work to make the Hub safe for operations is completed prior to opening to the public. • Ensure that Safety Briefings happen as described in the Safety Officer role book. • Discuss flow of operations changes with all staff, so that contact time with public is minimized for safety, ensure that those operations are working well. • Review placement of new pandemic safety signs for best impact on operations. |

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| | <ul style="list-style-type: none"> • Watch for bottlenecks at stations that have changed operations, consider double-up staffing at high interaction stations (i.e. Educator, Greeter). • Help the Safety Officer watch for compliance from everyone, volunteers and visitors alike. Be prepared to take action if there are problems. |
| <i>Greeter</i> | <ul style="list-style-type: none"> • Ensure pandemic crowd controls are in place to protect you and the Hub. • Help people keep proper social distancing by reminders and by marking spacing spots. • Ask people if they have pandemic-related symptoms or have been exposed. If they indicate they have been exposed or are experiencing symptoms; ask them to step out of line and away from others. Seek additional guidance from the Safety Officer. • Ensure people are wearing pandemic personal protection before entering Hub area. • Work with Safety Officer and Hub Manager to make sure the current guidelines are understood and only those are enforced. • Be prepared to be firm; ask for help if people will not comply. |
| <i>Message Taker</i> | <ul style="list-style-type: none"> • Ensure social distance between you and the people you are helping. If you are at a table, if possible, put up a plastic barrier in the middle of the table. • If you are having people fill out their own forms, have a “clean” and “dirty” pen container ready and make sure people use them correctly. • If clipboards are used, sanitize them with each use. |
| <i>Information Manager</i> | <p>Be prepared to adapt your normal operations to add spacing and increased visibility:</p> <ul style="list-style-type: none"> • Space info boards further apart. • Write larger and print clearly, add more boards if needed. • Consider reading aloud from boards at regular intervals, use bullhorn if available. • Make sure sign for “take a picture to share” is posted to speed people up. • Put “stand here to read” spots in front of board, 2 per board so people don’t crowd in. • Turn the boards around or cordon them off when you need to write on them, so you are not close to the viewers. |
| <i>Educator</i> | <ul style="list-style-type: none"> • Be prepared to maintain social distancing while people ask their questions, while helping as many at a time as possible (to help people get answers and move on, opening up space for new people) • Make sure sign for “take a picture to share” is posted to speed people up. • When highly repetitive questions need answering, consider announcing a “how to do xxx” session and then use amplification to do a group broadcast. • Consider lining up people on spots like a mini-amphitheater. Then start at one side and have each person ask their question, answer it and then everyone else who was there for that question can also leave. New people can step up to take the spots, move on to the next person etc. <ul style="list-style-type: none"> ○ Use the same concept when speaking to a small group, but ask what people are there for and then answer the questions that had the most interest expressed. Encourage people to leave once their question is answered to allow for new people to step in. |

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| | <ul style="list-style-type: none"> • Remind people to use cellphones to record answers so as to not have to do a lot of repeating of small details. • If the crowd is very heavy, consider asking the Hub Manager for an additional Educator to help you. • Review book for information that would be useful in a pandemic, e.g., how to make bleach solution for sanitizing surfaces etc. |
| Resources Manager & Resources Matching Area | <ul style="list-style-type: none"> • This area will require consideration of the spacing to access the information needed and the contact surfaces that could be contaminated and will need to be periodically sanitized. Ensure someone is cleaning those surfaces. • Exert greater control over the resource forms is needed, so that only the Resource Manager is pulling the forms out for review • Consider listing on a white board in a summary way what resources or needs you have, so people can look at the white board to see what there is. • Consider ways of handling the queue that might disperse and space people while you help individuals - <ul style="list-style-type: none"> ○ Use a “take a number” concept or a roll of tickets so you can call the next person forward for help. ○ Use a deck of cards to issue an order for people to be called forward (and sanitize them afterwards). • There are items that are borrowed and then brought back for reuse (chainsaw etc.). Remind people to sanitize the equipment before it is passed to the next person. Or ask the Safety Officer to help with keeping things sanitized. |
| Volunteer Coordinator | <p>When interviewing volunteers for assignment, here are changes to help with social distancing and sanitation.</p> <ul style="list-style-type: none"> • Ensure crowd control is in place to manage your queue, and that signage is posted. • Ensure social distance between you and the people you are helping. If you are at a table, if possible, put up a plastic barrier in the middle of the table. • Consider the most effective and safe way to collect information about potential volunteers. <ul style="list-style-type: none"> ○ Is the potential volunteer exhibiting any pandemic symptoms? If so, ask them to leave. ○ Should the volunteer fill out the form or be interviewed? ○ If the volunteer fills out the form, ensure sanitization of touched materials and pick one of the available forms which is most efficient for your situation. • Provide the pandemic safety briefing to all volunteers that you send out to assist others. <ul style="list-style-type: none"> ○ Consult with the Hub Captain or Safety Officer as to what those instructions should be, based on the pandemic going on. |
| Radio Operator and Radio Assistant | Ensure social distancing requirements among any of these volunteers. |
| Medical Officer & Medical Area | If there is a Medical Officer, they should be in charge of the Medical area and should be expected to operate it under pandemic recommendations. |

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| <i>(Not uniform across all Hubs)</i> | Utilize any Public Health Reserve Corps volunteers, who can assist with procedures used by their organization. |
| <i>Posting Area</i> | <p>If there are no volunteers assigned as staff in this area, it should be set up to run safely as a self-serve area:</p> <ul style="list-style-type: none"> • The pens should be staged with “clean” and “dirty” containers. • The Safety Officer or delegate should cycle through and do sanitation on a regular basis. • Signs should be placed here reminding people to use safe behaviors. |

Staffing Assignment form follows on next page.

ADDITIONAL TRAINING TO BE INCORPORATED

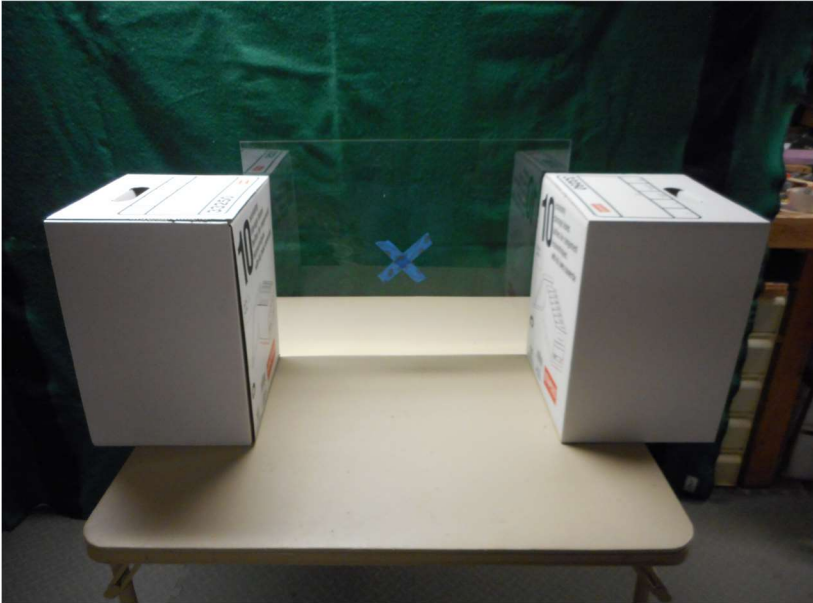
Pandemics introduce terrible complexity into an already high stress situation. People will be much more on edge and could quickly go into confrontational behaviors when asked to comply with pandemic guidelines. We will add this aspect to any future trainings of Psychological First Aid.

If possible, we should have at least one exercise in the near future that simulates a disaster in the middle of a pandemic.

BARRIER EXAMPLES FOR FACE-TO-FACE INTERVIEWS

1- Two boxes and Plexiglas.

- suggest two banker boxes which can be folded flat for storage or storage of materials.
- one sheet of Plexiglas, 18"x 24" costs around \$15.00.
- could stack more boxes with more Plexiglas to heighten barrier.
- need tape to hold parts together.



2- PVC tube frame and Plexiglas.

- need four tees, two elbows, four caps, ten feet of PVC pipe, 18"x 24" Plexiglas.
- slip pipe into connectors to create upright frame, no glue.
- 3/4" pipe works best, disassembles for storage.
- tape Plexiglas to frame, could use other clear plastic.
- use longer PVC pipes to make frame larger.

