# JFS Delaware Pandemic Action Plan

## External Plan

<table>
<thead>
<tr>
<th>MONITOR</th>
<th>ASSESS</th>
<th>TRANSITION</th>
<th>REMOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHASE 1</td>
<td>PHASE 2</td>
<td>PHASE 3</td>
<td>PHASE 4</td>
</tr>
<tr>
<td>No confirmed cases in DE</td>
<td>Confirmed cases in DE</td>
<td>Greater number of confirmed cases</td>
<td>Widespread confirmed cases in DE</td>
</tr>
<tr>
<td>Agency Open</td>
<td>Agency Open</td>
<td>Agency Open</td>
<td>Agency Closed</td>
</tr>
</tbody>
</table>

- **MONITOR**
  - Establish COVID-19 leadership team & communicate formation of team to staff
  - Monitor current status of COVID-19 in Delaware
  - Develop external communications plan
  - Create health screening questionnaire for all staff, clients and visitors

- **ASSESS**
  - Develop & implement client survey to assess their technical capacity to receive services remotely
  - Execute communications plan with all external stakeholders
  - Create and publish dedicated COVID-19 resource page on the JFS website
  - Implement health screening questionnaire with all staff, visitors and confirmed appointments
  - Cancel all non-essential groups and meetings for at-risk populations (e.g. Memory Café, SMART Recovery)
  - Implement a policy to have staff self-quarantine at home if they exhibit symptoms of COVID-19, have traveled by plane or had close contact with another person who has a confirmed case of coronavirus

- **TRANSITION**
  - Begin to offer remote services to eligible clients who are not in crisis
  - Restrict face-to-face client visits to crisis appointments only
  - Cancel all groups, meetings and travel
  - Continue communicating updated information on website

- **REMOTE**
  - Offer remote services to all eligible clients
  - Continue suspended groups and face-to-face meetings
  - Monitor and implement recommendations from CDC and DPH regarding when to return to the workplace