This memorandum provides guidance with respect to new practices we are putting in place to ensure that our agency can continue to meet the needs of our young people and their families while mitigating risks that the coronavirus outbreak poses to our staff, clients, and community. As you are aware, the situation is rapidly changing; we expect to provide updated guidance regarding workplace strategies as warranted by new information and guidance from medical professionals and government agencies.

The three categories of staff set forth in this memorandum are fluid and not necessarily mutually exclusive: depending on job functions and circumstances, staff might be required to be present at JCCA sites some of the time and be able to work remotely some of the time or staff who have been working remotely might be required to report to a JCCA site on short notice.

We are working to categorize JCCA staff as follows:

I. **STAFF WHO MUST BE PRESENT AT JCCA SITES**
    Staff who work in essential functions that require their presence on site will continue to report to work at JCCA locations. Managers will employ a number of strategies to ensure continuity of critical services and promote the safety and well-being of on-site staff:
    a. **Schedule modifications**: Managers will modify work schedules to facilitate flexibility and will limit staff use of mass transit during peak travel times.
    b. **Staggering schedules:** Managers will reduce the overall number of staff members in the office at any given time by staggering staff roles and rotating the days and times staff are present. (Please note that categories are fluid)
    c. **Facilitate social distancing**: *Social distancing* is a practice designed to limit the spread of infection by ensuring sufficient physical distance between individuals. Through social distancing strategies, managers will reduce opportunities for close contact among staff, thereby decreasing the potential for disease transmission. Social distancing measures may include:
        *   Scheduling meetings via phone or web-based conferencing sites.
        *   Limiting contact with external visitors (interviews, deliveries).
        *   Maintaining personal distance from others in workspace and avoiding contact
        *   Suspending non-critical events and gatherings.
        *   Eliminating sharing of food amongst colleagues.
    d. **Hygiene:** Practice continued vigilance in applying universal hygiene precautions (washing hands frequently, coughing or sneezing into a tissue or your elbow).
    e. **Cleaning and disinfecting:** Routinely wipe down doorknobs, keyboards, desks and any other frequently touched surfaces at the beginning and end of you day and/or when warranted

II. **STAFF WHO DO NOT NEED TO BE PRESENT AT JCCA SITES TO COMPLETE THEIR FUNCTIONS AND HAVE EQUIPMENT & SOFTWARE NECESSARY TO WORK FROM HOME**

    a. All staff equipped with a secure device(s) that enables them to fulfill their essential job duties may work from home with approval from their manager and documentation of the agreed upon parameters of the remote work arrangement.

    b. While staff whose essential job functions require client visits or other community contacts may work remotely, they must also continue to conduct required visits and other community contacts, consistent with current guidance.

    c. Job responsibilities and work output will continue to follow the standards set by the division.

    d. Managers must employ mechanisms to oversee staff, which may include:
        Facilitate morning calls with the entire team
        Require email communication from team members in the morning and evening.
        Require creation of shared documents or logs to track work completed

    e. Managers will be responsible for ensuring that all time for staff who telecommute is entered appropriately in Ecotime.

    f. To ensure that JCCA can meet the needs of our clients and organization and consistent with evolving guidance from medical and government authorities, managers will have the discretion to ask employees to change their telecommuting schedule at any time.

III. **STAFF WHO MAY BE ABLE TO COMPLETE THEIR FUNCTIONS REMOTELY BUT REQUIRE EQUIPMENT AND/OR SOFTWARE NECESSARY TO WORK FROM HOME**

        o In the coming days, the Central Team will:
            ▪ gather information regarding functions served by staff who would require additional equipment and software to work remotely;
            ▪ determine resources needed to support remote work;
            ▪ assess training and technical support needed to support additional remote work; and
            ▪ prioritize deployment of resources to meet these outstanding needs and enable additional staff to work remotely.