

# FPAC COVID Incident Management Team

## Updated Leadership Guidance on High Per Capita Case Areas and Winter Weather

November 2, 2020

This guidance is intended to clarify options for facilities in counties with high levels of COVID cases in the community and to address the issues of visitors in cold weather areas.

**High Per Capita Cases:** The [FPAC COVID Dashboard](#) provides a daily update on the number of COVID cases per 10,000 residents for each county and can be used to support decision-making at the county and state level.

- Mask, social distancing and hygiene guidance should always be followed by both employees and customers.
- Granting additional telework flexibility and/or staggering shifts for employees to reduce the number of people in each office is allowed through the end of Phase 3. Local, state and hub leaders are encouraged to use these tools to minimize risk in locations with high numbers of cases.
- While each facility can operate up to the limits of the current approved Phase, not all agencies in a facility need to choose the same protective measures. *Example: A Service Center is in Phase 2, one agency may feel the need to have more people in the office to meet program requirements, while another agency can grant more telework which would create additional social distancing in the office.*

**SFAC's are encouraged to utilize the following recommendations to reduce risk:**

- **Counties above 5 cases per 10,000 residents should:**
  - Keep facility doors locked to prevent unexpected walk-in traffic
  - Keep appointments to a minimum and recommend remote services whenever possible
  - Use telework flexibility to limit the number of employees in the office
- **In addition, counties above 10 cases per 10,000 should:**
  - Consider returning to an earlier Phase
  - Do not allow visitors in the facility
  - Minimize the number of employees in the office

**Winter Weather Operations:** The arrival of colder weather has prompted questions about how to handle visitors who have previously waited outdoors.

- Allowing visitors to wait inside the office is not recommended as it presents a significant risk to the ability to social distance for customers and employees.
- If a facility has a vestibule of adequate size to accommodate visitors, they could be admitted to the vestibule and asked to maintain social distance.
- Consider collecting visitors cell phone numbers when the appointment is scheduled and asking them to wait in their vehicle until contacted. Once you are ready to see that visitor, you could either call or text them. If visits are not previously scheduled, the facility could have a sign at the door with a phone number and you could use the same process.
- Allowing visitors to wait in the office may be allowed when no other options are available. In this instance, consider allowing more time between appointments to reduce the number of people in the lobby and/or office