COVID-19 RCO Reopening Strategic Plan

The COVID-19 pandemic has necessitated profound changes to the way that people gather in their communities. Recovery community organizations will be well served in their reopening plans by applying Community Principles of harm reduction and safety to craft our response to these changes in a manner conducive to the wellbeing of our participants, staff, and community stakeholders, which are also consistent with guidance from state and local authorities.

Each RCO should consider their overall plan in the context of local, state, and federal governmental guidance. SOS Recovery Community Recovery Organization is providing the following reopening plan in the context of New Hampshire guidance. SOS would like to thank Robert Ashford and Unity Recovery for their leadership, guidance, and framework in drafting this plan. Recovery community organizations operating in other states should reference their state and local guidelines and resources where appropriate and applicable.

- CDC reopening guidance - Community Organizations
- CDC cleaning and disinfecting guidance
- CDC Reopening Decision Tree
- State of NH COVID-19 Reopening guidance under Stay at Home 2.0 Universal Guidelines
- State of NH Proper use of Face Coverings Guidance
- State of NH COVID-19 Resource Page
Phase I Reopening Plan

Brick and Mortar Center Operations

Governor Sununu has identified RCOs in NH as an essential service and therefore, free to open under NH Stay at Home 2.0 orders.

Reopening each SOS recovery community center (RCC) requires consideration and balance of several factors:

- The recovery centers’ reopening and corresponding public health guidelines
- The physical size of the space
- The number of staff, including concurrent activities and staff (e.g. art, music, yoga)
- The anticipated demand for in-person, onsite engagements, based on previous traffic and current conditions
- The capacity for provision of tele-recovery services
- A participatory process with our staff to be sure that they feel safe
- The obligation to protect the wellbeing of participants and staff

Accordingly, the following changes will be made regarding the SOS recovery center in-person staffing and center operations. This document is a working document and this reopening will be done in 3 phases. All operational policies around reopening are subject to constant review, participatory processes with members, volunteers and staff, and may change at any time during this difficult and challenging process. These changes will go into effect at the time we commence reopening of centers, which will commence on June 29th, 2020. Further modifications of center operations may be undertaken at any time given new applicable guidance from local, state, or federal authorities or at the discretion of center leadership for the safety and wellbeing of staff, recoverees, or the community.

**Phase I of reopening will include only operations in our Dover, NH facility. Phase II of reopening will include Rochester and Hampton NH facilities opening.**

- Modified hours of operation:
  - 9A-5P (Monday - Friday); Closed Saturday and Sunday for in person operations, open for digital operations
- Capacity of the Dover center for any activities will be capped at 10 persons other than staff.
- Implementation of cleaning and distancing protocol for community and staff to include all
recommended guidelines incorporated into this plan, with special focus on:
  ○ Doorknobs, handrails, chairs, computers, telephones, and bathrooms shall be cleaned every 60 minutes, with approved disinfectant
• All staff and guests to the center will be required to wear face mask coverings; masks will be provided to staff and provided for guests who may not have access to their own.
• All individuals in the center will always be required to maintain 6 (six) feet of separation and will not be allowed to enter with fever or cold/flu like symptoms
• Screeners will screen all visitors at the back entrance to our Dover NH facility.
• The front door of the Dover facility will serve as an EXIT ONLY
• Caution will be used accessing bathrooms to maintain 6’ of social distancing from those entering the facility.
• Safety signage describing physical distancing and safety guidelines will be posted for center visitors and participants at every entrance
• Hand sanitizer will be available in every room
  ○ hand sanitizer will contain alcohol
• In-person mutual aid meetings will be limited and modified to a reduced schedule. During phase I only All-Recovery meetings will be offered and these will be piloted with a maximum of eight people in a meeting at one time.
• Yoga supports recovery will only be maintained digitally during phase one streaming online.
• Center may be used as needed by staff for one-on-one peer engagements
• All engagements should be delivered with at least 6 feet of space between individuals
• Whenever possible, engagements should continue in a digital format and staff will facilitate providing training and access to individuals to help lower barriers to access.
• The center will only be available for individuals in need of peer recovery supports for a meeting or one on one engagement. Every effort will be made to connect individuals to digital supports to reduce center traffic during Phase I.
• The center will not be available for people who are not actively engaged in recovery activities.
• Hanging out, sitting, and socializing in common areas will not be allowed in Phase I for more than 10 minutes without engaging in an active recovery support or meeting.
• One public computer will be available but only for recovery related activity. Use of social media in Phase I on computers will not be allowed and computer use will be limited to 10 minutes unless it involves a pressing recovery related need.
• Smoking will be limited to an outdoor designated area at least 25’ from screening area and doorways.
• Smoking areas outdoors will require 6’ of social distancing at all times and loitering outside on property will not be allowed.
Community outreach activities by peer staff, including peer services engagement intakes, will take place as needed if deemed safe with use of proper PPE. This does not include intakes that take place in a public setting or at the center which can be done with 6 feet of separation and face coverings worn.

In-person Center Staffing

- At least three recovery support coordinators shall be scheduled for onsite services during the modified operating hours.
- The SOS Director will be onsite at least 3 days a week.
- A member of the SOS management team shall always be on-site when the SOS Director is not onsite.
- Staff will have a daily huddle on site at 9:15am each day.
- No food or drink may be brought in or consumed by members or volunteers during Phase I. Coffee brewing will not be operational, and coffee will NOT be available.
- Staff will be mindful of both our mask and our no food and drink policy so that food and beverages are consumed discreetly behind closed doors, out of sight from members.

Any Meeting schedule will be determined the week of June 22nd prior to opening on June 29th in Dover.

Remote Staff Scheduling

Policies developed around SOS digital recovery operations will be maintained with modified in-person operations for the immediate future following reopening:

- Existing staff teleworking schedule will remain in effect
- Weekly staff meetings will continue to be via video conference on Zoom.

Group Trainings and Activities

- Onsite groups, trainings and services, except mutual aid meetings, will not be offered until a later date to be selected by center leadership
- Group trainings, meetings, and other activities will continue in a digital format

Peer Staff Supervision

- Weekly staff supervision by a MLADC will continue over video conference
- Volunteers may request access and attendance at staff supervision for one hour each week over video conference.
- Staff requests for individual MLADC supervision will be granted whenever possible for staff
that may feel they could use additional support due to the ongoing changes and challenges during this pandemic.

- Individual Supervision meetings for staff with managers will continue weekly either in-person with social distancing or via zoom digital meetings as mutually determined by staff and manager.

**Digital All Recovery Meetings**

- Digital recovery meetings will continue after re-opening, and will consist of the following:
  - Individual All Recovery - 7AM, 9AM, 12PM, 3PM, 6PM, 9PM, & 11PM EST daily
    - Note: schedule may be reduced as reopening occurs across the country
  - LGBTQ+ - Wednesdays 11AM EST
  - Womxn's - Tuesday and Thursday 7PM EST
  - Family - Daily, 8PM EST
  - Music in Recovery Thursday 2:30pm
  - Treatment and Recovery providers support meeting Saturday 10am

**Digital Programming**

- Social Determinants of Recovery Workshops - Monday - Friday, 5PM EST
- Yoga Supports Recovery Mon 11am, Wed 11am, Thurs 4pm and Friday 11am

**Outreach**

- Outreach efforts by staff for people experiencing homelessness shall be maintained as they have during the COVID-19 pandemic weekly on Wednesdays
- Mobile Medically Assisted Recovery will continue in Dover Transportation parking lot with a member of SOS staff providing peer assisted recovery supports Wednesdays from 12:30pm-3pm (individuals desiring services must arrive no later than 2pm).

**Phase II Reopening Plan**

The date of Phase II reopening will be determined and will take place 2-4 weeks after Phase I commences. We will be verifying that all functions of Phase I are efficient and operational. Phase II will incorporate all of phase I but will incorporate them in opening all 3 recovery centers no sooner than July 13, 2020 and no later than July 27, 2020 unless the safety of members, volunteers and staff would force further delay. Modified hours for Phase II will be:

311 Route 108 Somersworth, NH 603-841-2350 [www.sosrco.org](http://www.sosrco.org)
Dover 9am-5pm Monday-Friday
Rochester 9am-5pm Monday – Friday Max Capacity 10 people with 2 staff always
Hampton 10am-6pm Monday – Friday Max Capacity 6 people plus 2 staff always.

Phase II will not require a director or manager on site at each center at all times but a Director and/or a manager will be onsite at least 2-3 days each week at each center.

Increasing on site meetings and recovery programming will be subject to discretion and safety upon commencement.

**Phase III Reopening Plan**

Phase III will commence at a date TBD. Phase III policies will be incorporated later. Phase III will be the final phase and will include the resumption of normal operating hours for all three recovery centers:
Dover: 9am-8pm Monday-Saturday, Sunday 12-4pm
Rochester Monday-Friday 9am-5pm
Hampton Monday 10am-6pm, Tues-Thursday 10am-8pm, Friday 10am-6pm, Saturday 12pm-4pm

Expansion to full onsite programming calendars and activities will commence at some point during Phase III as a return to normal ongoing operations.

Note: This document is intended to serve as a helpful guide and should not be considered legal or official guidance. All individuals, including organizations, staff, and consumers, should consult their local officials for official regulations and guidance to reopening amidst the COVID-19 pandemic.