

1. Will UCP follow the Governor's orders or local legislators?

UCP will follow the orders of the Governor.

2. What happens if there is another rise in COVID in the fall?

We will continue to follow the Governor's orders and the plans for reopening. As we are moving in many areas to the green phase, we understand that we may also move back to the yellow or red phases as the public health indicators change. If that happens, we will likely revert back to previous risk mitigation measures, up to and including work at home arrangements and/or furloughs.

Working from Home

3. Will work from home models continue to be used post COVID-19?

We recognize that there are some employees who may really enjoy the convenience of working from home some of the time. Therefore, we have begun to define an agency policy around Alternate Work Arrangements. The policy and accompanying procedures will support each Division Director in understanding what options may be available so they can make decisions as they relate to the business needs of their respective divisions. We anticipate these policies and procedures to be finalized in early July. That said, as we begin to implement our phased administrative office reopening plan, we will be flexible in meeting the needs of our staff while being mindful that we must continue to meet our business needs. The phased reopening plan calls for a limited number of people accessing each area of the building for the immediate future. This means that initially staff may be working from home some days and in the office some days.

4. Have you found that people are more effective working from home?

We are thankful for the flexibility of our employees to continue to support our mission in their home environments. Staff that are working from home have all different kinds of work arrangements—some have dedicated set-ups; others are working from their couch or kitchen table. We simply could not have continued to provide essential services if people were not willing to continue their work from the comfort of their home. We are eternally grateful for all who have made this accommodation.

5. Are you considering moving any positions to be permanently telework or even partial telework?

As mentioned in question 1, we plan to have more information available for employees soon that clarify telework options for part of their workweek.

[Return to Worksite](#)

6. I am unsure if I feel comfortable returning to work. What options do I have?

As we move into a phased reopening of UCP, recalls of those who are currently on furlough (or actively working from home, but now being returned to the office) will be made based on business needs. You can expect to hear from Human Resources as soon as possible after your recall has been approved by the executive team. As much as business needs will drive these decisions, so will our ability to ensure the safety of our employees. This means that UCP will enact as many precautionary and protective measures as possible to ensure that employees can complete their job duties without having to unnecessarily worry that their safety will be compromised.

We fully understand that some employees may be fearful about returning to work, or because they have extenuating personal circumstances making it difficult to do so. Upon recall, and after reviewing the measures that UCP is putting in place for your protection, should you still have concerns about returning, please contact Trevor A. Martin, Employee Relations Manager, for further discussion. UCP will consider the merits of each request for a delayed return on a case-by-case basis and be as flexible as reasonably possible in making appropriate accommodations. Please note that submission of a request does not guarantee its approval.

7. When we move to green phase, will you be doing a phased opening to return, or will we all come back at once?

In the administrative offices as well as CPS, we will be doing a phased reopening.

8. What are things going to look like in our day to day working procedures when we reach the green phase?

When we return to office-based and facility-based work, the way we work together will be different. We will enhance our cleaning protocols, continue to use remote methods to communicate and have team meetings, maintain social distance, ask staff to verify they are free from symptoms of illness, take their temperatures daily before entering the facilities and wear masks.

9. Will all staff's temperatures be checked upon entering the building?

We have been checking participant and staff temperatures in residential services, and we will extend that to all areas upon reopening.

10. Will face masks be mandated, except for when sitting alone in your work area?

Face masks must be worn while working with participants and/or anytime you are away from your personal workspace.

11. How will social distancing be encouraged in the workplace, i.e., making hallways one-way, where possible?

Use of common areas (i.e. conference rooms/kitchens) will be limited. Where the location allows, we will have 1-way traffic within the building, as well as dedicated entrances and exits.

12. How can we feel confident that the facility is sanitized when there were concerns before the pandemic?

We have evaluated our cleaning protocols and enhanced them where necessary. At Utley we have engaged a new cleaning service, and they are doing well so far.

13. Will we still be able to visit CPS programs, and will the participants still be able to visit our offices?

Visits to any of the UCP facilities or residential homes will be limited to the staff who are essential for service provision.

Travel

14. How will we handle people traveling out of PA by car and/or airplane?

We encourage employees to continue to use their PTO, but exercise precaution when traveling away from their home by any mode of transportation. As the vacation season is upon us—and as areas open, people will be eager to travel. We understand that. We ask that all staff who plan to travel away from their home to notify their supervisor. Employees who travel out of state will be asked to self-quarantine for a minimum of three (3) days up to a maximum of fourteen (14) days. The exact period for a quarantine will be determined after a risk analysis that includes answering the following:

- Who you are traveling with?
- What do you plan to do while traveling?
- When do you plan to travel?
- Where are you going?
- Why you are traveling?
- How you will travel?
- Have you had contact with anyone experiencing symptoms of illness?

The Supervisor will forward the travel information to the Director who will work with an Executive Team member to evaluate the period of quarantine upon return from travel. The initial determination will be made at the time the request is communicated, but may be subject to change (for better or worse) if the conditions change during your period of your actual travel.

Service Provision

15. Are we supposed to be asking our consumers if they have COVID symptoms as per the checklist?

We encourage staff to verify the people they support are free from symptoms of illness. If there are questions about whether you should continue to provide services, contact your supervisor.

16. Can an individual visit with family? Staying in the car with them, and going through a Drive-Thru, then riding around?

In our residential division, we are allowing limited visitation for the safety of all staff and residents in the home. Visitation includes arranging visits ahead of time so two families are not visiting at the same time. We are also asking families to wear masks and take their temperatures before entering the home. We are encouraging families to use outside areas of the home (decks and porches) for visits and to limit these to 2-hour time periods. We have not recommended the usage of drive-thrus as it poses a danger of COVID-19 spread if eating and driving at the same time. We look at each request on a case by case basis.

17. Can individuals go to yard sales with staff?

We understand that people like to frequent yard sales. This is not an activity we are encouraging due to the proximity of people to one another when frequenting these sales. We also know that the virus can live on hard surfaces so we are not encouraging folks to partake in these activities unless the individual can take all necessary safety precautions. This includes wearing a mask, gloves, sanitizing and washing any items that are purchased. We are asking that staff check with their immediate supervisor if someone requests going to a yard sale.

18. What options are available for people who are hearing impaired who read lips for communication?

UCP has a supply of clear masks available for usage in this scenario.

CPS

19. Will CPS facilities be closing?

We do not have any plans to close CPS facilities at this time. We anticipate a blended approach of facility based, remote, and home CPS for the foreseeable future. We are making plans for the reopening of facility-based services which will look distinctly different than they did on March 17. This includes staggering the times people arrive and depart. Decreasing the amount of people who attend on any given day to ensure social distancing guidelines can be maintained. Creating stationary workstations that people will be assigned to when arriving and to eat lunch. In addition, screenings will be completed on all participants and staff before entering the building and everyone will be required to wear masks or alternative face coverings. Activities in the community will be planned and

precautions will be taken before departing and when arriving back to the facility. More frequent cleaning and disinfecting protocols will be implemented as well.

20. Will we be enhancing Remote sessions (CPS) to provide services this way?

As indicated in question 18, we anticipate that we will continue remote CPS services during the transition back to our community/facility-based model. We agree that this method of service provision is appropriate for a number of people we support. The Office of Developmental Programs will decide if we will be able to continue remote services post-COVID.

21. Do participants in CPS have to wear a mask? What if they refuse?

ODP has issued guidance that indicates participants are to wear masks when attending the program or while out in the community. If an individual refuses or has a health condition which prevents them from wearing a mask, we must develop alternative strategies to reduce their risk of transmission. This may include installing plexiglass shields or acrylic barriers for individuals to sit behind. UCP has also purchased a variety of different masks and face shields to allow individuals to find a face covering they can tolerate. CPS supervisors have already begun to develop desensitization plans and education for the participants in each facility.

22. What if a participant's family wants them to come FT, regular schedule but they cannot wear a mask or social distance?

Again, as it is UCP's responsibility to ensure the health, safety and welfare of the program participants and the staff who work within the service, we will need to develop alternative strategies to address the individual's ability to practice safety. Everyone's schedule will be determined and modified based upon strategies developed. More previously stated, services will look very different when we reopen than when we closed.

[Early Intervention](#)

23. What are the continued precautions that we will need to take once in the green phase particularly for those of us who move between households and have direct contact with babies and toddlers (continued need for masking, other PPE...)?

The Office of Child Development and Early Learning (OCDEL) and the counties are providing guidance for providers. We are monitoring the guidance and developing our protocols for face to face services. Our reopening phase for EI is also a phased approach. We most likely will see a combination of teletherapy and face to face services. There is no one size fits all approach for the reopening, but UCP will take a very cautious/strategic approach.

24. Because I have asthma which is triggered by changes in weather/environment, there are periods of the year when I have breakthrough coughing even when using my inhalers. I can tell when my symptoms are asthma-related and typically explain this to parents and wear a mask to avoid coughing on anyone. Understandably, my coughing would cause more of a concern to families during these times. Am I going to be able to offer families the option of teleintervention services if there is a time when my asthma symptoms are flaring? Obviously, I would discuss any symptoms with my physician as well as the need to be tested to rule out COVID or other contagious illnesses.

We agree that there are reasons why teleintervention makes sense even once face to face services resume. This is an area where we will continue to be advocates in the best interest of our staff and the children and families we support. However, the continued provision of services through teleintervention will be at the discretion of OCDEL.

25. There are many families who we provide services to who will be hesitant to resume face-to-face intervention. I am wondering if there will be a transition period when families will have the option of continuing with teleintervention if this is the service delivery option that they feel comfortable with. I do realize that this question will need guidance from OCDEL to be answered.

Note the response to number 24 above.

26. What about the Moose?

We are in the process of developing a campaign around our new culture icons, Maggie and Monty Moose. **The moose signifies strength, pride, and life. Be inspired** by the moose who's clumsy and graceful and strange and breathtaking at the same time. For the moose, **attitude makes a whole lot of difference.** Stay cool even when things are not working out and remember not to sweat it! The meaning of the moose reminds you to **give yourself the credit that you deserve.** You know that nobody works harder than you do, so do not step away from the limelight! **Be proud of your gifts.** Do not let yourself be overcome by the stresses and demands of life, **and just learn to enjoy life's little surprises.** The moose's meaning urges you to **know when to be kind and when to be bold. Understand the need for balance** between getting things done and stepping up and doing the job yourself. Do not try so hard to fit in a mold and just **let your personality shine through. Share your knowledge and joy and tell the world how you feel!**