Community Services Pandemic (COVID-19) Continuity of Operations (COOP) Plan

ADDRESS  715 Old Kings Highway, Wellfleet, MA  02667
DATE March 18, 2020
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I. INTRODUCTION

The Department of Community Services includes the Council on Aging, Recreation, Beaches and Social and Human Services. During the current COVID19 pandemic, we will continue to serve the most vulnerable sections of Wellfleet’s residents and provide information and assistance to ensure their safety and well-being.

II. PURPOSE. SPECIFICALLY, THIS PLAN IS DESIGNED TO:

- Ensure that the Wellfleet Community Services Department is prepared to respond to emergencies, to recover from them, and to mitigate against their impacts.
- Ensure that the Wellfleet Community Services Department is prepared to provide information and services in an environment that is threatened, diminished, or incapacitated.
- Ensure that the older adults, those with physical and emotional challenges and those with medical and nutritional needs are serviced during the crisis.

III. ESSENTIAL FUNCTIONS

<table>
<thead>
<tr>
<th>Priority</th>
<th>Essential Functions</th>
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<tbody>
<tr>
<td>1</td>
<td>Maintain an ongoing relationship and outreach to those who are alone and isolated</td>
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<td>2</td>
<td>Provide a means for food and medication deliveries to housebound residents</td>
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<td>3</td>
<td>Interface with other social and human service agencies during the crisis</td>
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<td>4</td>
<td>Maintain communication with our neighboring towns as they work to deliver those services to their residents</td>
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<td>5</td>
<td>Work cooperatively with the Emergency Management leadership in our Town and our County</td>
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IV. ORDERS OF SUCCESSION

In the event that the Community Services Director is unavailable or is otherwise unable to perform the duties of their office, the activation and management of this plan would fall to:

<table>
<thead>
<tr>
<th>Successors</th>
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<tbody>
<tr>
<td>Terri Frazier, Assistant Council on Aging Director</td>
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<td>Linda Balch, Outreach – Council on Aging</td>
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<td>Sally Largey – Transportation and Front Desk – Council on Aging</td>
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<tr>
<td>John Ryerson, Assistant to the Beach Administrator</td>
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</tbody>
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Delegations of Authority

The Director of Community Services may elect to delegate any role or authority within this plan to a successor or any other employee of the Council on Aging, Recreation or Beach Program.

V. POTENTIAL HAZARD

Pandemic/Public Health Emergency COVID 19

VI. MITIGATION

The following is a list of services and or procedure changes which are currently in effect:

A. The Senior Center is closed to the public.
B. Client contact will be limited to telephone conversations.
C. Home visits are cancelled.
D. Transportation is cancelled.
E. All programs are cancelled.
F. Staff is working staggered hours to respond to telephone calls and working from home where possible.
G. The Director of Community Services and the Assistant COA Director will be in daily communication with the other Department Heads charged with Emergency Services
H. In the event of an exposure of any staff member or staff member’s immediate family, we will follow the DPH and CDC protocols.