

VHCTC Pandemic Response Strategies

The Health and Safety of our Customers, Employees and Community Members are always a top priority for VHCTC. With this in mind, we have a plan in place to address threats to our business practices for service continuity. This includes response plans in times of serious health concerns as we face today.

We will follow guidance from State, Federal and CDC on procedures including handwashing, cleanliness and reporting if ill at any point.

<https://www.cdc.gov/coronavirus/2019-ncov/about/index.html> We will begin calling customers in advance of any visit to their office or home to inquire if they still want us to come on site, if anyone there has reported illness or in quarantine.

RESPONSE LEVELS WITH GENERAL DETAILS:

Low Level: Partial travel restrictions in place International travelers and those visiting high risk US States or venue must self-quarantine for 14 days Domestic travel for work must be reviewed and return conditions evaluated and measures in place for any high risk-travel outside Iowa. Additional cleaning of facility implemented and mandatory hygiene protocols for all employees.

Moderate Level: No face to face meetings – internal or external. No guests in the buildings. No employees to attend any business meetings outside the office. 6 ft mandatory distancing implemented for all office areas. Onsite contractors or technicians serving our customers at their office or homes will be allow on a case by case basis and only following strict medical procedures and distancing. VHCTC hosted events will be postponed, suspended or canceled and done via web or cable system.

Severe Level: Urgently needed new orders for medical, emergency operations, public safety and critical infrastructure will be continued and be acted upon. All other orders, troubles and service calls will be prioritized and worked as state or federal mandates allow, keeping healthy staff availability as high as possible. Onsite contractors will be allowed on a case by case basis and only following strict medical procedures and distancing.

Crisis Level: Work from home will be arranged and only maintenance and critical installs will be done at office or on site. All others will be done remotely as they allow.

We are in a business that when people are confined to their homes or work places, quarantined or placed to work from home, we are needed to make those people enact their plans as well. We need to be prepared to serve, act and deliver the services needed at this important time. That means we need to be prepared not only at work, but take personal actions that will keep us healthy and able to make our services work. Staff Updates will be provided as regularly as needed to keep us all and our customers informed.