

STEPS

Family Resource Center



While our agency remains closed to unscheduled visitors, some of the STEPS staff members have returned to working part-time in the office, and limited services have begun to resume on-site. In an effort to prevent the transmission of COVID-19 at our agency, STEPS implemented additional safety protocols and disinfecting efforts, making sure to adhere to instructions listed in the Arkansas Department of Health Directive for Business Limitations* (in conjunction with Executive Order 20-25). The following summarizes STEPS' current safety protocols, but is not an exhaustive list:

- Clients and Visitors are seen by appointment only – unscheduled visitors will not be allowed into the facility. When appropriate, services are provided via phone call or video-chat, significantly limiting STEPS' exposure to visitors.
- Before entering, Staff and Visitors are screened for the following:
 - A temperature of 100.4°F or above;
 - Signs or symptoms of a respiratory infection, such as a cough, shortness of breath, sore throat, and low-grade fever;
 - In the previous 14 days has had contact with someone with a confirmed diagnosis of COVID-19 or someone who is currently being tested for COVID-19;
 - In the previous 14 days has traveled outside of the United States or to areas in the US with widespread transmission such as New York State, New Jersey, Connecticut and New Orleans.
- Staff will wear face masks when away from their desks or meeting with clients, to diminish potential spread from those who might be asymptomatic or pre-symptomatic for COVID-19.
- Supervised Visitation attendees age 10 and up will be asked to wear a face mask, which can be provided by STEPS. For safety reasons, under no circumstances will a mask be placed on a child under the age of 2. Face coverings are not required for children under the age of 10, as many children in this group will have much difficulty consistently wearing a mask. However, if a child older than 2 but younger than 10 is able to consistently wear a face covering, it is encouraged.
- Pick-up and drop-off of children attending supervised visitations will be done at the STEPS Admin Office entrance, unless it is determined that there is a legitimate need for the custodial parent/guardian to enter the Admin Office lobby.
- STEPS' facility is periodically disinfected throughout the day, and the STEPS Visitation Center rooms, furnishings and toys are disinfected between visits. Approximately 75% of toys and activities have been removed from the visitation rooms; visitors are encouraged to bring their own activities to use during the visit, and then take with them when leaving.

*https://www.healthy.arkansas.gov/images/uploads/pdf/business_limitations_directive.pdf