

NSRC  
May 12, 2020  
Item #7 BVR/BSBVI response to COVID-19, timeline

March 12, 2020

- Rehabilitation Administration creates our first COVID-19 response, shared with all staff statewide. (included)

March 13, 2020

- Held statewide GoToMeeting to discuss 3/12 COVID-19 response and discuss plans, hear comments, concerns, address fears.
- Notice sent to job developers informing that agency is limiting service due to COVID-19
- Script shared with all staff to share with clients and vendors informing of agency COVID plans
- List created of all staff who self-identified as “vulnerable” for determination of priority for working from home/VPN

March 15, 2020

- Governor Sisolak outlines Nevada’s first COVID-19 status and directives-closure.

March 16, 2020

- Notice of closure posted to all VR Nevada Social Media outlets-offices closed per Governor
- Staff are all sent home “until further notice” told to work from home as much as possible, paid ADMIN leave for all non-work hours.
- Developed list of staff who could potentially work for ESD/UI if called-all non-vulnerable
- SARA blast sent to all clients informing them of office closures and informing that all Rehabilitation Counselors would be monitoring their work email and SARA while working from home.

March 17, 2020

- District Managers told to begin weekly GoToMeeting calls with all regional staff for program updates, directives and employee morale.
- BSBVI Low Vision Clinic in Las Vegas cancelled until further notice
- Administrative update sent to all staff statewide

March 19, 2020

- List of priority for VPN and all contact info provided to IDP
- DocuSign approved and initial contact made with a few staff-no roll-out
- 2<sup>nd</sup> notice sent to all vendors that VR is non-essential and closed. Assurance that bills for past work will be paid.

March 20, 2020

- All summer camps and internships cancelled-vendors notified
- DETR informed all staff that they must disclose to Human Resources if they or someone they reside with is COVID-19 positive or presumptively positive
- Every VR counselor is emailed a list of all their clients, including phone numbers and emails to ensure contact. All are told to make weekly calls to their clients to check in, see if there is anything we can do to help, share resources, provide counseling and guidance

March 25, 2020

- Employee Assistance Program contact and resources sent to all staff statewide

March 27, 2020

- Plan for return of “skeleton crews” to Westbay and Corporate offices in support of those working from home. Receiving mail, billing, calls, mailing out needed items, supplies, etc.

March 31, 2020

- COVID-19 tab on VRNevada.org created with links to resources and information pertinent to the COVID crisis, VR services and State guidance.

April 3, 2020

- DocuSign Nevada VR kick-off meeting-anticipate full release May 12, 2020

April 8, 2020

- VR Statewide online training provided: "Positivity-Staying Positive While Working from Home"

April 13, 2020

- All staff successfully working from home, except those working in support of ESD/UI, being trained to work ESD/UI or the 2 individuals identified as vulnerable and do not have internet access in their homes.
- Skeleton crews begin at Westbay (Las Vegas) and Corporate Blvd. (Reno)

April 16, 2020

- 6 Southern staff begin 2 days of training to support ESD/UI and be able to assist individuals with disabilities to submit UI claims.

April 20, 2020

- 12 total Rehab Division staff (BVR/BSBVI/BEN) are working in support of ESD/UI in Las Vegas and Carson City.

April 21, 2020

- Rehab Administration is given notice by a staff person on the northern skeleton crew that they were potentially exposed to COVID-19.
- Rehab Administration closes the Corporate Blvd. office till further notice.
- Staff are noticed of the potential exposure and office closure.
- That night, Corporate Blvd. office is deep cleaned

April 22, 2020

- Exposed individual is notified by their physician that they must test for COVID-19 exposure.
- Individual is tested, results expected April 23, 2020.
- Based on that outcome, reopening date will be determined and staff notified.