

# Dispute Resolution Center

## Business Re-opening Plan

	Phase I (May 1, 2020 - May 31, 2020)	Phase II (June 1, 2020 - June 21, 2020 est.)	Phase III (June 22, 2020 est. - July, 2020)	Phase IV (TBD)
<b>Washington State Guidelines</b>	professional service business may not be open	professional service business may be open	professional service business may be open	professional service business may be open
	work may be conducted remotely	working remotely remains strongly encouraged	working remotely remains strongly encouraged	personal health management & infection control practices must be in place & posted
		personal health management & infection control practices must be in place & posted	personal health management & infection control practices must be in place & posted	signage must be posted regarding physical distancing & usage of masks for all within
		signage must be posted regarding physical distancing & usage of masks for all within	signage must be posted regarding physical distancing & usage of masks for all within	staff must receive COVID safety training
		staff must receive COVID safety training	staff must receive COVID safety training	gatherings over 50 must be prevented; any time gatherings occur, ensure minimum 6-feet of separation.
		gatherings of any size must be prevented; any time two or more persons must meet, ensure minimum 6-feet of separation.	gatherings over 10 must be prevented; any time gatherings occur, ensure minimum 6-feet of separation.	
<b>Personal Health Management</b>	stay home, stay healthy	if you consider yourself or someone in your home to be at-risk, continue to stay home, stay healthy	if you consider yourself or someone in your home to be at-risk, continue to stay home, stay healthy	if you consider yourself or someone in your home to be at-risk, continue to stay home, stay healthy
		engage in physical distancing, staying at least six feet away from other people	engage in physical distancing, staying at least six feet away from other people	engage in physical distancing, staying at least six feet away from other people
		wear cloth face coverings in public places	wear cloth face coverings in public places	wear cloth face coverings in public places
		stay home if sick or running a fever	stay home if sick or running a fever	stay home if sick or running a fever
		avoid others who are sick	avoid others who are sick	avoid others who are sick
		cover coughs and sneezes	cover coughs and sneezes	cover coughs and sneezes
		avoid touching eyes, nose and mouth with unwashed hands	avoid touching eyes, nose and mouth with unwashed hands	avoid touching eyes, nose and mouth with unwashed hands
<b>Infection Control</b>		all staff, volunteers & clients must wear a cloth face mask that covers both the mouth and nose when onsite	all staff, volunteers & clients must wear a cloth face mask that covers both the mouth and nose when onsite	all staff, volunteers & clients must wear a cloth face mask that covers both the mouth and nose when onsite
		shared surfaces, door handles & switches must be disinfected daily, and noted with recording log	shared surfaces, door handles & switches must be disinfected daily, and noted with recording log	shared surfaces, door handles & switches must be disinfected daily, and noted with recording log
		all onsite must wash hands frequently with soap and water (or use hand sanitizer when soap and water are not available)	all onsite must wash hands frequently with soap and water (or use hand sanitizer when soap and water are not available)	all onsite must wash hands frequently with soap and water (or use hand sanitizer when soap and water are not available)
		shaking hands must not be used as a means of greeting	shaking hands must not be used as a means of greeting	shaking hands must not be used as a means of greeting
<b>Office Setup</b>		staff entrance remains locked at all times	staff entrance remains locked at all times	office or gather together in an office
		no two staff or volunteers will share an office or gather together in an office	no two staff or volunteers will share an office or gather together in an office	the "mediation room" is limited to one person at a time
		the "mediation room" is limited to one person at a time	the "mediation room" is limited to one person at a time	the "training room" is limited to four people at a time
		the "training room" is limited to four people at a time	the "training room" is limited to four people at a time	the reception area is limited to two people at a time

		the reception area is limited to two people at a time	the reception area is limited to two people at a time	the kitchen is limited to one person at a time
		the kitchen is limited to one person at a time	the kitchen is limited to one person at a time	staff, volunteers & clients must maintain six feet of distance from one another at all times
		staff, volunteers & clients must maintain six feet of distance from one another at all times	staff, volunteers & clients must maintain six feet of distance from one another at all times	
<b>Office Staffing</b>		all staff must disclose to the Executive Director if they (or someone in their household) are feeling unwell or have a fever, as well as whether feel that the workplace is not a safe place for them	all staff must disclose to the Executive Director if they (or someone in their household) are feeling unwell or have a fever, as well as whether feel that the workplace is not a safe place for them	all staff must disclose to the Executive Director if they (or someone in their household) are feeling unwell or have a fever, as well as whether feel that the workplace is not a safe place for them
		remote work remains preferred	remote work remains preferred	remote work remains preferred
		staffing schedules are staggered such that not more than four staff & volunteers are in the building at any given time	staffing schedules are staggered such that not more than ten staff & volunteers are in the building at any given time	staff and volunteers will need to sign in upon arrival and will be responsible for including drop-in visitors to the building on the same log
		staff and volunteers will need to sign in upon arrival and will be responsible for including drop-in visitors to the building on the same log	staff and volunteers will need to sign in upon arrival and will be responsible for including drop-in visitors to the building on the same log	
	hours maintained due to CARES PPP	hours reduction amongst all core staff	hours reduction amongst all core staff	some re-instatement of hours, as possible
<b>Program Delivery</b>	incoming call routing occurs on limited hours	calls are taken on- and off-site on limited hours	calls are taken on- and offsite on regular hours	calls are taken on regular hours
	phone conciliation and coaching	phone conciliation and coaching	phone conciliation and coaching	phone conciliation and coaching
	in-person services not held	in-person services not held	both online & in-person training as space allows distance	both online & in-person training as space allows distance
	no court presence in TC or MC	court presence in MC only	court presence in MC only; TC online	court presence in MC only; TC online
	online mediation	online mediation	online & 2P in-person mediation	online & 2P in-person mediation
	online training	online training	both online & in-person facilitation as space allows distance	both online & in-person facilitation as space allows distance
	online facilitation	online facilitation	MP mediation TBD	MP mediation TBD
<b>Financial Contraction</b>	individual donation campaign put into place due to cancelled event	CARES PPP funds allocated and spent	calls are taken on- and offsite on regular hours	calls are taken on regular hours
	grants sought for tech capacity (outside of operations budget)	grants sought for tech capacity (outside of operations budget)	grants sought for tech capacity (outside of operations budget)	grants sought for tech capacity (outside of operations budget)
	County & State funds slow due to service slow-down	County & State funds slow due to service slow-down	County & State funds slow due to service slow-down	County & State funds pick back up to normal levels but do not backfill
	earned revenue down \$ due to cancelled trainings and mediations	some earned revenue coming in from online facilitation, training and mediation	some earned revenue coming in from online facilitation, training and mediation	earned revenue picks back up to normal projections but does not make up shortfall

**Possible Scenarios Affecting Phases:**

- a) recurring small outbreaks; never zero; herd immunity by end of 2021
- b) monster wave; 2x as fierce as 1st; in Fall, 2020
- c) persistent public health crisis through end of 2022
- d) virus dies off; small outbreaks continue without system overwhelm