



from the desk of  
Mark A Jacoby, President/CEO

TO: Gompers Families RE: Frequently Asked Questions  
DATE: July 24, 2020 COPY:

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During these unprecedented times, you've asked a lot of great questions and on this document, I'm going to try and answer them the best we can. Please keep in mind two things:

1. The situation is shifting rapidly so answers can, and probably will, change. After this initial round of answers, any changes will be highlighted in a different color (black = unchanged; colored = changed).
2. As new questions come in, we'll add those to the list. The date at the top will change and at the end of the questions we'll have a running timeline of when questions were answered. Again, all new questions/answers will be color coded after this initial response.

We know that communication is more important now than ever. That's why I'm hoping that you've given us your email address so you're getting our e-blasts. Also, if you have more questions, please feel free to send those to [connect@gompers.org](mailto:connect@gompers.org). Finally, at the conclusion of this document will be key points of contact for Gompers. Please feel free to reach out to any of them at any time.

Thank you for your ongoing support and belief in Gompers.

### **FREQUENTLY ASKED QUESTIONS**

- When are we opening? – This is the number one question on everyone's mind and if you've been receiving our e-blasts you know that the answer has changed multiple times. Here's what I can tell you:
  - ✓ In-Home Services – Has continued to be operational throughout the pandemic.
  - ✓ Gompers Private School (GPS) – Virtual learning will begin for our students on August 3. We will follow the Governor and ADE Guidelines which at this time says we can return to campus on August 17.
  - ✓ Employment Services – Announcement coming the week of July 27.
  - ✓ DTA – There is no set date for return. At this time, I would say following the Labor Day weekend (September 8) is a best case scenario.

We will continue to update people as we get additional information. In the interim please check back with us on Facebook ([www.facebook.com/gompersaz](https://www.facebook.com/gompersaz)) and our webpage ([www.gompers.org](http://www.gompers.org)).

- Can my loved one come a few days a week? – One of the things we have said from the beginning is that we could reopen our doors tomorrow, but ultimately the decision to return

will be the families, members and students. We are also going to be extremely flexible with people's schedules. We know some people will want to come back full time right away, while for others a part time experience may be more beneficial. All we ask is that you work directly with your sons or daughters Supervisor/Teacher.

- Why aren't you providing transportation? What are we supposed to do? – We knew that this was going to be one of the most challenging decisions we made. As with everything else, please keep in mind that this is temporary, but that doesn't diminish the extra strain it will put on our families at the beginning of reopening.

Ultimately the decision not to transport boils down to the fact that we are not able to do so in a way that promotes social distancing and safety. We worked closely with HealthyVerify to see if there was a reasonable solution, and there simply isn't for the type of service we provide. We have made the exception for all of our students that we are contracted to provide transportation for, and those adults who utilize a wheelchair.

If we are not able to transport your loved one at this time, you can bring them to Gompers. On the webpage where you found this document you will also find drop off locations for our three campuses that will show you exactly where your loved ones can be dropped off and picked up from.

- What are you going to do about visitors? – For at least the first 30 days that Gompers program is reopened, visitors will not be permitted into the program areas of any of our campuses. This will include people like DDD Support Coordinators, nurses, therapists, repair people, and yes, families. We will have "clean" rooms set up in the administrative area of all three campuses where people can meet with our members and students. We understand the challenges that this may present, but our number one priority will be maintaining as healthy and safe a program environment as possible.
- How many people will be in the room at any a time? – Gompers will be practicing very strict social distancing protocols. This means that to start with every member and student will have their own desk, all desks will be spaced six feet apart, and they will all be facing the same direction. Because of the varied nature of our rooms, each room will be different, but as a rule of thumb, no room will have more than 10 people at a time in it (members and staff). The exception to this is our Center Based Employment program. The same social distancing measures will be in place, but due to the size of the campus, there will be more than 10 people.
- You seem like you're putting a lot of program restrictions in place. It's going to feel like a jail and they may not be necessary. – We understand that not everyone will be happy with our initial guidelines (please see "KEY GUIDELINES FOR GOMPERS REOPENING" on the COVID 19 webpage for more details). Keep in mind our number one goal is the health and safety of our members, students and staff. If you feel they are too restrictive, we understand, but they are the procedures that will be in place in the beginning. As the situation in Arizona and the country improves, we will begin to loosen restrictions.

And keep in mind that our Directors, Supervisors and Teachers are working together to create new programs and activities to be used in the rooms to ensure that we are continually engaging our members and students. Our members and students will remain active. We are not reopening so people can just sit around all day!

- What are the restroom cleaning procedures going to look like? – At all three of our campuses we will be increasing the number of members from our employment program who will be cleaning the restrooms. This will enable us to do two things:
  1. It will allow our members to clean the bathrooms more frequently.
  2. It will allow for more individualized instruction providing a higher quality outcome

In addition, thanks to a \$50,000 Community Development Block Grant through the City of Phoenix our Phoenix campus will be getting an additional, professional grade deep cleaning on a weekly basis.

- Is everyone coming back at once? If not, who will be returning first? – The hardest part of reopening will be that we will be reducing the number of individuals in all our programs (other than our school). Mark Botterbusch, Employment Services Director, Cheril Edson, Blythe Campus DTA Director, and Kristi Grisham, Phoenix Campus DTA Director, have worked closely with Scott Muller, VP of Operations, to put in place a phased return of our members utilizing a variety of factors to determine who will return initially. These include, but are not limited to:
  - ✓ Desire to return
  - ✓ Willingness to wear a mask
  - ✓ Ability to remain as part of a cohort
  - ✓ Do they have to go on outings?

If you have specific question, please contact your son or daughters program Director, Supervisor or Teacher.

- How are we going to know if someone is symptomatic? – Gompers, as we have throughout this entire process, promises to remain transparent with our families and the community. If we should have a confirmed case of COVID 19, or a suspected case of COVID 19, we will immediately notify the effected campuses families. Keep in mind that because we are going to so strongly adhere to cohorting (same staff/same members/same room/every day) if we have a confirmed case in Phoenix Campus DTA 30-1, only the individuals in that room will need to be quarantined. However, we will notify every one of the situation so that you can make the best decisions for your loved ones possible.
- How can we protect others if the members refuse to wear a mask? – It is going to be one of the great challenges we face, no doubt. All members and students will strongly be encouraged to wear masks, but as I've heard from many of you "We tried that, and my son ate it!" Our intention is that with a combination of cohorting, social distancing, appropriate hand washing, and the other measures we are putting in place that we will minimize the level of exposure that people face, but ultimately, nothing is 100% safe and foolproof.

- What kind of thermometers are we going to be using? Will Gompers have enough of these? – This is where I get to say THANK YOU to the amazing Gompers community. Early on we were struggling with getting the necessary Personal Protective Equipment (PPE), but thanks to you, we are ready to go. Currently we have an abundance of:
  - ✓ No touch thermometers
  - ✓ Both cloth and disposable masks
  - ✓ Gloves
  - ✓ Face shields
  - ✓ Hand Sanitizer

Thank you to all of you who donated money, made masks or got your company to donate masks. We are truly appreciative!

- How are the staff going to protect themselves while toileting members if members won't wear masks? – There are three things we are putting in place to assist our staff in remaining as safe as possible:
  1. We received HealthyVerify certification for our reopening plan that can be found on this website.
  2. Our staff will be mandated to wear Gompers provided PPE.
  3. Our staff will be brought back one week prior to any members returning to program so they can go through intensive training on this new world we find ourselves in.
- Is Sammy G's still going to be selling products or closed permanently during this time? – Sammy G's and Bubba's Café will be closed for walk up service, but we are going to be implementing no contact delivery. Think Grub Hub. Our members, students and staff, will be able to place their order with our café's, and then the great staff at the cafes will deliver the food. They will leave it outside the program room door, knock and then leave.
- Are we allowing outing and volunteering? – At least for the first 30 days of programming we will not be permitting outings or volunteer sites. Many of the volunteer sites, as with our employment program sites, have said they are not ready for us to return – for the same reason we are not allowing visitors into our program areas. Again, these restrictions are temporary and as the situation improves, we will loosen them.

### **POINTS OF CONTACT**

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**FAQ Revision Dates**

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