**Phone Appointment and Work from Home Guidance:**

1. This plan must be followed unless approval to deviate is granted by site manager or program director. Please understand that this new schedule is being implemented to protect staff by minimizing exposure and contact. If present in the office then you must practice social distancing including working from your office.
2. This schedule and work from home privileges are temporary and are subject to change at any point.
3. Work at home requirements:
   1. Tasks will be assigned on a daily basis. Refer to number #10 for how WIC appointments will be distributed and monitored.
4. For those working from home. Please be in a position that will allow you to communicate with coworkers during our regular business hours.
5. Complete timecard as directed by Supervisor and time log (see attached)
6. If you are not working or on a scheduled leave, please do not turn on your county equipment or log on to WICWISE, Epic or WIC CAPS.
7. While working at home, you are expected to be available for cell phone calls and emails. You are required to check your email at every morning by 8:30 am and about every hour or so throughout the day. Email will be a major form of communication between staff.
8. Staff that is offered to work from home will only work during their expected days to work. Any variation from this schedule is highly discouraged unless given approval from Program Manager. Do not work on Saturday or Sunday.
9. Required daily check-in with Supervisor
   1. An email sent to your direct supervisor at 8:30am with a plan of what projects/tasks/meetings/etc. you will be working on during the day.
   2. Conference calls will be held a few times per week but are not scheduled yet.
      1. Staff would be given their assignment for the day and expectations
      2. Staff would give supervisors their updates/progress and asked what questions they have

10. WIC Appointments

* Staff will use County provided phone or their personal cell phones.
  + Staff using personal phones will be required to delete participant’s phone #’s after the call has been completed.
  + Staff using their personal phones will be required to dial \*67 to block their # when calling participants.
* Daily, staff would be given different assignments based on WIC site needs.
* Staff designated to monitor WIC.Program@cchealth.org inboxes will be expected to keep the inbox updated between 8:30-4:30.
* If WNA can personally talk with the participant, WNA’s will mark the participant on-site and start the appointment. Once marking the participant on-site, the participant’s name on the daily schedule will turn from blue to purple, indicating the participant was seen. This allows for supervisors to Monitor the progress of how many appointments completed by staff.
* If the WNA is unable to reach the participant, the WNA will leave a message stating “This is the WIC office, due to the “Shelter in Place” our offices are currently closed. We are hoping to complete your appointment over the phone. Please call us at 925-646-5370 to complete your appointment over the phone.” The message would vary based on appointment type. Staff will call them back the next day if they could not reach them.
* Because some days are scheduled lighter than others, staff will be expected to call participants who missed their appointment.
* Staff who screen new enrollments will:
  + Complete the screening (ask for ppt email)
  + Schedule the appointment.
  + Email the LA consent, R&R, WIC WISE generated appointment sheet that lists what documents are needed, CA WIC App instructions, links to videos)
  + In the email, ask the participant to:
    - read the LA consent and R&R prior to their appointment
    - Email us back the needed documents (ie, POI, POA, POP, etc)
  + If ht/wt, medi-cal number, birth info, etc are available on Epic, place an Alert so that the person doing the Enrollment will know to check Epic. If available on Epic, then the participant does not need to email us back the information.
  + Tell participant that someone will be calling her back to do the appointment sometime on the day of her scheduled appointment or possibly the day before. The appointment time given, is just a way to hold her place, but is not the actual time.
  + Inform the applicant that they will receive a call from a blocked number, most likely not the WIC number.
  + If completing a new enrollment after 4:30 pm, please remember that no one will be in the office to assign or mail the information. Please call the office prior to 4:30 to have the staff assign the WIC Card and mail the information.

**Staff Working in Office**

1. Answer phones
2. When a participant calls to say they are waiting for someone to call them to do the appointment, call or text staff who are assigned to the participant to let them know that the ppt is ready for their appointment now.
3. Assign cards and issue benefits as needed
4. Sign the R&R using “COVID19” using signature pad
5. Scan consent form after writing “COVID 19” in the signature space on the paper
6. Mail card and next appointment
   1. If it is a new enrollment, include the W2W brochure, Referrals: How Can We Help, Your WIC Foods, Shopping Guide, Help for WIC Shoppers, online class instructions, and any nutrition pamphlets that the nutritionist asks us to include.