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MEMORANDUM

TO: National and Transition Service Offices
FROM: Jim Marszalek, National Service Director
SUBJECT: DAV RE-OPENING GUIDANCE
DATE: April 30, 2020

Based on the wide and various situations at each location where DAV offices are located, each office will work through our phased re-opening process solely based on the current, individual and unique local situation. We understand that significant progress has been realized from social distancing efforts and from various stay-at-home orders. Your flexibility and contributions in this regard have served us well. Now, as our country works together to re-open safely, we must again count on our employees to ensure we are able to do this in a safe and efficient manner.

Please remember, flexibility is key as this process may require slow progression through the phases or even backtracking to an earlier phase if the local situation dictates. As has always been the case, DAV will monitor situations closely and provide guidance when and where needed. Again, if an employee's personal situation does not allow for participation in the re-opening process, PTO/LWOP will be authorized for these occurrences; should you have specific concerns you are welcome to contact the National Service Staff and/or DAV Human Resources.

Please note the following:

*DAV Offices will follow local governance (e.g., Governor, Mayor) reopening safety guidelines

**DAV Offices will also follow local VA facility COVID-19 operating protocols

*** TSO Offices will follow DoD operational guidance in each specific location

DAV COVID-19 RE-OPENING PROTOCOLS

FOR ALL STAGES – DAV EMPLOYEES MUST:

- Stay home if sick, self-isolate and reach out to your health care provider for guidance
- Practice excellent hand hygiene
- Cover coughs and sneezes
- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails and doorknobs
- Minimize close interactions with clients and coworkers

- Supervisors must monitor workforce for indicative symptoms

DAV COVID-19 RE-OPENING: PHASE 1

- Supervisor(s), TSOs and Support Staff will reoccupy and prepare the offices to resume business operations (offices will remain closed to clients)
- Wear (employee supplied) face coverings for all coworker engagements and when visiting common work areas
- Maintain six-foot physical distancing requirements for coworker interactions
- Supervisors must maximize physical space between employees
- Tape should be placed on the floor for traffic patterns and in each office/cubicle to ensure compliance with six-foot social distancing guidelines
- Supervisors can continue telework schedules for NSOs and TSOs until the office is ready for everyone to report
- Supervisors must *not* allow symptomatic people to return to work until cleared by a medical provider
- Supervisors and TSOs must implement office sign-in/sign-out policies and procedures for all employees
- Non-essential travel continues to be suspended

DAV COVID-19 RE-OPENING: PHASE 2

- NSO and TSO Offices may resume unrestricted office staffing (offices will remain closed to clients)
- Wear (employee supplied) face coverings for all coworker engagements and when visiting common work areas
- Maintain six-foot physical distancing requirements for coworker interactions
- Staff meetings and training must be conducted by using Skype to ensure social distancing
- Supervisors must *not* allow symptomatic people to return to work until cleared by a medical provider
- Supervisors and TSOs must maintain office sign-in/sign-out policies and procedures for all employees
- Non-essential business travel continues to be suspended

DAV COVID-19 RE-OPENING: PHASE 3

- Clients are able to visit our offices using social distancing guidelines

- Wear (employee supplied) face coverings for all client and coworker engagements and when visiting common work areas
- Maintain six-foot physical distancing requirements for client and coworker interactions
- Staff meetings and training must continue to be conducted by using Skype to ensure social distancing
- Supervisors must *not* allow symptomatic people to return to work until cleared by a medical provider
- Supervisors and TSOs must maintain office sign-in/sign-out policies and procedures for all employees
- Essential business travel can begin

DAV COVID-19 RE-OPENING: PHASE 4

- No restrictions or social distancing required
- All business travel is authorized


JIM MARSZALEK
National Service Director

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Attachment