



Reopening FAQ's

Q: When will APS reopen?

A: An exact date is not known yet. It will be sometime after our respective Counties are in the "green" phase and following approval from the County office(s).

Q: When we go "green", everything goes back to normal, right?

A: Not exactly. All businesses will be permitted to reopen, but there will continue to be many restrictions in place in order to reduce or eliminate the risk of another Covid outbreak. Initially, APS and transportation companies will be operating at a reduced capacity and Covid safety practices such as mask-wearing and social distancing must be followed.

Q: Once APS reopens, when will I be able to return to work?

A: These decisions are being made on an Individual basis through team discussion(s). Our reopening poll addresses many of the factors we are taking into consideration when planning for someone's return. Once you and your team are in agreement that it is safe for you to return to work, we will be very excited to welcome you back!

Q: Will I be able to return full-time?

A: Not at first. We are planning to have everyone start back 2 days/week. Schedules will slowly increase over time as it is safe to do so.

Q: What safety measures have you put in place?

A: MANY! Here's a short list

- Everyone will wear masks throughout the day except for break and lunch
- Face shields are available for everyone and will be required on some jobs
- Sneeze guards/barriers have been installed at all work and cafeteria tables
- Vending machines and water fountains will be temporarily closed (water coolers and/or water bottles will be available); microwaves will be available but we strongly encourage everyone to bring food that does not need to be heated up
- Frequent and thorough handwashing will be encouraged; hand sanitizer is also available throughout each building
- Temperatures will be taken prior to entering the building; if anyone's temperature reads 100.0 or higher, their caregiver will be contacted to pick them up immediately. We will have a waiting area designated that is not on the work floor or other "common area"; a staff member will stay with the person until they are picked up
- When possible, one-way walking aisles will be utilized (including different "entrance" and "exit" points). When a barrier is not in place everyone will need to sit on the same side of the table (not across from each other) at both the work station and during breaks, 6 feet apart.
- Break and lunch schedules will be modified to allow for social distancing as well as time to clean in between breaks
- Extensive cleaning/sanitizing measures have been put into place; these processes will be completed throughout the day

Q: How will you help me remember all the new rules?

A: Retraining will be required prior to your return. We are encouraging appointments for an in-person training so you can practice the new arrival, break/lunch and departure procedures at your building, as well as see the barriers that have been installed. This will help you feel more comfortable and confident on your first day back. If you cannot attend an in-person training, a remote/video training will be available.

Q: I've been receiving remote support from APS staff while I've been home; will that continue on days I can't come to work?

A: It has been an honor and privilege to provide remote supports over the past few months. Unfortunately, it is highly unlikely that we will have staff available to continue providing remote supports once our facilities reopen. We can certainly discuss your needs and preferences with the rest of your team and collaborate to ensure your needs are met.

Q: If I don't feel comfortable coming back to work right away, will I lose my job?

A: NO! While we certainly miss you and look forward to your return, health and safety is the first priority. There are many personal considerations when it comes to keeping you (and your household) healthy and safe; we respect that and encourage you to make the decision that is right for you.

Q: Who will let my transportation company know when I need a ride to work?

A: That partly depends on your transportation. Here's what we know so far:

- BCT/Transnet/BuxMont – APS is communicating with these transportation providers on a regular basis. APS will be sending these companies a list of which of their riders are coming to work each day, and they will coordinate the rides for those passengers.
- CCT – you will need to schedule your ride as usual by calling 1-3 days in advance to secure a pickup and drop-off time; for people who have standing orders, those may need to go on "hold" temporarily since your schedule will likely be different now than it was in March – you would also need to call and schedule your rides each day until you are able to resume your previous schedule
- LANTA paratransit – Once you have your new temporary schedule, call reservations (610-253-8333) to schedule your rides. Hours remain 8 – 3.
- Public transportation – please check with your local public transit company re: schedules, capacity limits and requirements for riding
- Private transportation – we respectfully ask you to honor our phase-in plan and come to work only on the days we discuss at your team meeting