

# *Presentation to COVID-19 Mitigation and Management Task Force Superintendent, Dr. Kristen McNeill*

Oct. 29. 2020



***Washoe County School District***

*Every Child, By Name And Face, To Graduation*<sup>SM</sup>



# Lessons Learned

- Guiding Principles
  - All decisions based on a foundation of “Do No Harm”.
  - Ensure student, family, and staff basic needs are being met.
  - Ensure equitable access for all students.
  - Maintain high academic expectations for all students.
  - Follow as practical all federal, state, and local health related guidelines.



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# Changes to the 20/21 School Year

- Different school schedules to accommodate physical distancing requirements
- Family choice to participate in distance learning
- Devices and hot spots to provide connectivity to families
- Thorough cleaning in school buildings
- Frequent hand washing encouraged
- Face coverings required
- Alternate bus schedules to accommodate physical distancing requirements
- Outbreak Plan created with WCHD to respond to COVID cases
- Communications to families and staff regarding COVID cases



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# Multi-Layered Safety & Health—Operations

- Most schools have already received – disinfectant, sanitizer, face coverings
- Most schools have already been walked with Principal, Facilities, & Academics



## SELF-SCREENING

- ▶ Self-screen every day before leaving home.
- ▶ Be aware of your health at all times.
- ▶ Stay home if you feel unwell.



## CLEAN SURFACES

- ▶ Wipe commonly touched surfaces throughout the day.
- ▶ Examples include: table tops, chairs, pens, computer keyboards and mice, remotes, door handles and light switches.



## VENTILATION

- ▶ Increased intake of fresh outside air.
- ▶ Air filtration is in place in all schools and portable classrooms.



## PHYSICALLY DISTANCE

- ▶ Maintain 6 foot distance whenever possible.
- ▶ Set up spaces to support and encourage distancing.



## WEAR FACE COVERING

- ▶ Everyone older than 2 years old must wear face coverings on school sites and while conducting WCSD business, unless exempt.
- ▶ When safe to do so, face shields should be worn by those who are exempted from wearing face coverings.



## CLEAN HANDS

- ▶ Wash hands well and often.
- ▶ Use hand sanitizer only when it is not possible to wash with soap and water.
- ▶ If hand sanitizer is used, wash hands as soon as it is reasonably possible.



**WCSD Reopening**



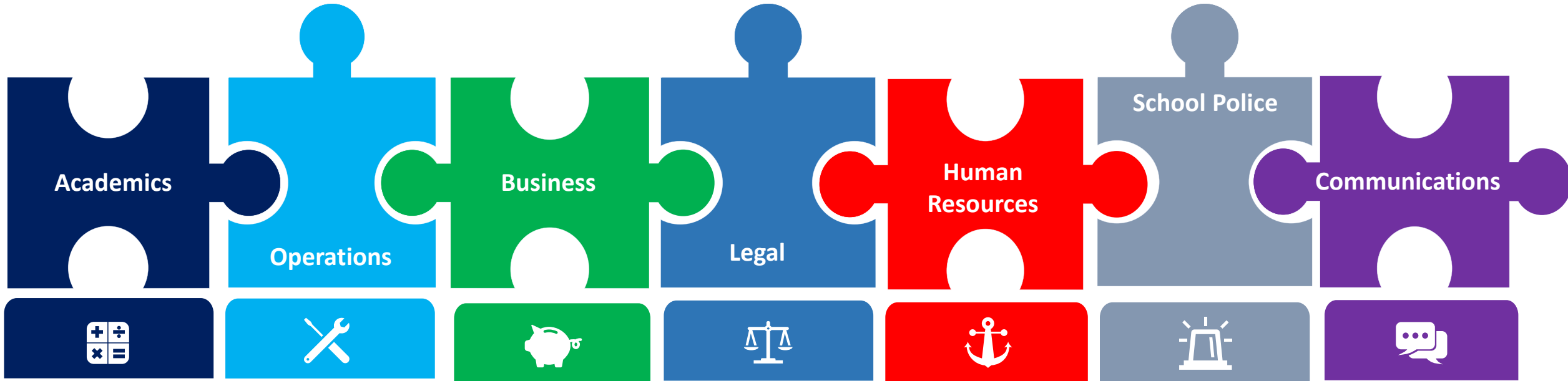
# Monitoring and Reporting of COVID

Updated 10/27/2020 8:15 a.m.

<b>WCSD COVID Data Dashboard</b>			
<b>Community Wide Measures (Washoe County)</b>			
<i><u>Risk Meter</u></i>	<i>Average Daily Cases Per 100,000</i>	<i>Test Positivity</i>	
8.5 (High Risk)	31.58	9.0	
<b>Community Wide – School Age Children* (Washoe County)</b>			
<i>0 to Age 4</i>	<i>5 to Age 10</i>	<i>11 to Age 18</i>	
0 New Cases**	4 New Cases	18 New Cases	
31 Active Cases**	38 Active Cases	113 Active Cases	
249 recovered cases**	274 recovered ccases	834 recovered cases	
281 Total Cases**	312 Total Cases	948 Total Cases	
<b>School District (WCSD) Specific Information***</b>			
<i>Schools Impacted</i>	<i>Student Cases</i>	<i>Staff Cases</i>	<i>WCHD Exclusions****</i>
4 New Schools	13 New Cases	4 New Cases	
21 Active Schools	15 Active Cases	9 Active Cases	
58 Total Schools	82 Total Cases	47 Total Cases	

# Lessons Learned: Collaboration

It takes the entire TEAM



Deputy Superintendent  
Academics  
School Leadership  
Strategies  
Accountability  
Student Accounting

Facilities Management  
Nutrition Services  
Transportation  
Capital Projects  
Information Technology

Financial Management  
Accounting  
Accounts Payable  
Payroll & Asset Management  
Position Control  
Purchasing & Contract Management  
Warehouse

General Counsel  
Labor Relations  
Special Education  
Civil Rights  
Compliance

Employee Services  
Operations & Compliance  
Talent Acquisition  
Employee Services  
Risk Management

Emergency Management

Communications & Community Engagement  
Mail Center  
Print Services  
Volunteer Services  
Welcome Center



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## Lessons Learned: Academics

What went well?	What could be better?
<ul style="list-style-type: none"> <li>• Development of learning options for students.</li> <li>• Student Health Services support to schools</li> <li>• Collaboration with Washoe County Health District, Renown Pediatrics, TMRPA, etc.</li> <li>• Social and emotional supports.</li> <li>• Staff training on Edgenuity and collaboration to support families with digital learning.</li> <li>• Intervention services</li> <li>• Willingness of all staff to support schools first</li> </ul>	<ul style="list-style-type: none"> <li>• Clearer guidance from national, state, and local level</li> <li>• Earlier and faster testing</li> <li>• Data tracking metrics that better lend themselves to more declarative decision making</li> <li>• Technology support</li> <li>• Providing school psychologist support for special education assessments and evaluation</li> <li>• Attendance</li> </ul>
What did we learn?	What still puzzles us?
<ul style="list-style-type: none"> <li>• The entire community understands the central role of public education and works to support it</li> <li>• That our staff is resilient and daily puts the needs of others before self</li> <li>• Attendance and student engagement is a challenge especially with digital formats</li> </ul>	<ul style="list-style-type: none"> <li>• What we must do next to mitigate disease spread</li> <li>• What metrics may give us a better sense of health-related vulnerabilities</li> <li>• What our new normal will be as a result of this societal event</li> <li>• How to ensure that student, family, and staff basic needs are being met daily to enable learning</li> </ul>

## Lessons Learned: Operations – Facilities Management

What went well?	What could be better?
<ul style="list-style-type: none"> <li>• Continuity of Operations</li> <li>• Management of Facility Use</li> <li>• Messaging around “layered” approach</li> <li>• Personal Protective Equipment (PPE) acquisition and distribution at schools/sites</li> </ul>	<ul style="list-style-type: none"> <li>• PPE doesn’t spoil – start sooner and plan for longer</li> <li>• In-classroom disinfectant for teachers</li> </ul>
What did we learn?	What still puzzles us?
<ul style="list-style-type: none"> <li>• Existing heating, ventilation and air conditioning (HVAC) systems are very robust</li> <li>• Reno can see some wildfire smoke in August</li> <li>• Operations staff are some of the best around</li> </ul>	<ul style="list-style-type: none"> <li>• Some lingering supply chain challenges</li> <li>• Group sizes and indoor space capacity limits</li> <li>• Full reopening to facility use</li> </ul>



## Lessons Learned: Operations – Transportation

What went well?	What could be better?
<ul style="list-style-type: none"> <li>• Curriculum, food, and hot spot distribution</li> <li>• Development of bus safety processes</li> <li>• Development of Transportation models; including seating plans/social distancing outline</li> <li>• Development of automated General Education Bus Registration</li> </ul>	<ul style="list-style-type: none"> <li>• Recruiting and retaining workforce, cross training</li> <li>• Costs associated with fuel and materials for repair and maintenance</li> <li>• Refining of bus registration into automated bus attendance rosters</li> <li>• Need for consistent accurate information between Bus system and District system</li> </ul>
What did we learn?	What still puzzles us?
<ul style="list-style-type: none"> <li>• Supply and distribution issues from vendors</li> <li>• Anticipate long delays or the inability to provide necessary product altogether</li> <li>• The need for more refinement in automated systems</li> <li>• The need for better interface communication between some of our automated systems</li> </ul>	<ul style="list-style-type: none"> <li>• The employee pool remains small while the unemployment numbers have been increasing</li> <li>• State restrictions and inconsistencies</li> <li>• Potential increase in ridership and how we can accommodate when distance learning transitions into full time in-person learning</li> </ul>

## Lessons Learned: Business & Finance

What went well?	What could be better?
<ul style="list-style-type: none"> <li>• Found solutions to cover the costs of additional allocations needed due to social distancing requirements, after experiencing declining resources.</li> <li>• Modified inventorying process to provide centralized distribution of PPE</li> <li>• Purchasing quickly re-directed staff to prioritize ordering of PPE purchases and other urgent items</li> </ul>	<ul style="list-style-type: none"> <li>• Federal resources (e.g., CARES Act) were insufficient and were less than what cities and Washoe County received.</li> <li>• Ad hoc approach to responding to requests and tracking costs</li> </ul>
What did we learn?	What still puzzles us?
<ul style="list-style-type: none"> <li>• The time of the greatest need often comes at the same time that resources are diminished.</li> <li>• “Black Swan” events are not as rare as some would believe</li> </ul>	<ul style="list-style-type: none"> <li>• Challenges associated with the social distancing requirements increasing the need for allocations and/or impacting the allocation process (i.e., distance learning allocations)</li> <li>• If the pandemic continues, what additional aid will be provided?</li> </ul>

What went well?	What could be better?
<ul style="list-style-type: none"> <li>• Continuity of operations</li> <li>• Families First Coronavirus Response Act (FFCRA) implementation</li> <li>• Employee Association collaboration</li> <li>• Tiered response plan for staff exclusion coverage</li> <li>• Employee COVID Testing Program/Employee Health Nurse supports</li> <li>• Allocated Guest Teachers</li> </ul>	<ul style="list-style-type: none"> <li>• Reasonable accommodation requests through the Americans with Disabilities Act (ADA) process</li> <li>• Rollout of unpaid leave provision</li> <li>• Impacts to transfer and hiring timelines</li> <li>• Unemployment claims processing vendor issues</li> <li>• Guest Teacher shortages</li> </ul>
What did we learn?	What still puzzles us?
<ul style="list-style-type: none"> <li>• Further opportunities for automation of processes</li> <li>• Flexibility in options for students and families means ongoing change in staffing assignments</li> <li>• Virtual forums with employees have future applicability</li> <li>• Need to make updates to Aesop Guest Teacher dispatching system to be responsive as new staffing scenarios emerge</li> </ul>	<ul style="list-style-type: none"> <li>• Remote work implications</li> <li>• Administrator coverage in the event of wide-spread exclusion</li> <li>• How do we allow flexibility for students and families to move between educational models without ongoing change to staffing assignments?</li> <li>• How should distance learning assignments be handled next year?</li> </ul>

## Lessons Learned: School Police/Emergency Management

What went well?	What could be better?
<ul style="list-style-type: none"> <li>• School Facilities/Security for packet/food distribution and traffic control</li> <li>• Partnering between District departments to identify PPE needs, procurement, and distribution</li> <li>• Creating of a basic Continuity of Operations Plan (COOP) for departments</li> </ul>	<ul style="list-style-type: none"> <li>• PPE procurement from vendors (short supply)</li> <li>• More in-depth District COOP planning/training</li> </ul>
What did we learn?	What still puzzles us?
<ul style="list-style-type: none"> <li>• How to work with regional partners and the State to obtain necessary PPE</li> </ul>	<ul style="list-style-type: none"> <li>• Usage rate of PPE</li> </ul>

## Lessons Learned: Communications

What went well?	What could be better?
<ul style="list-style-type: none"> <li>• Dedicated phone line for parents during first week of School and dedicated email: <a href="mailto:covidquestions@washoeschools.net">covidquestions@washoeschools.net</a></li> <li>• Website/FAQ/Reopening Guide</li> <li>• Consistent communications on meals and food accessibility</li> <li>• Distance Learning paper packet distribution and messaging</li> <li>• Board of Trustees public comment online</li> </ul>	<ul style="list-style-type: none"> <li>• `More website functionality               <ul style="list-style-type: none"> <li>○ Example: Chat and/or instant message function with staffing resources to respond to answer questions quickly</li> </ul> </li> <li>• More translation services               <ul style="list-style-type: none"> <li>○ Limited capacity for translation Districtwide. Screener should have been in multiple languages, for example</li> </ul> </li> </ul>
What did we learn?	What still puzzles us?
<ul style="list-style-type: none"> <li>• More effective and immediate ways to communicate with families and the community               <ul style="list-style-type: none"> <li>○ Platforms such as family newsletter, virtual events and forums such as Back to School Expo and virtual press briefings</li> </ul> </li> <li>• Communications staff can and do work in any location</li> <li>• How to adapt/stay nimble/flexible/pivot</li> <li>• How quickly students, families and staff adapt to new technologies</li> </ul>	<ul style="list-style-type: none"> <li>• How to effectively host community engagement events in a virtual world               <ul style="list-style-type: none"> <li>○ Examples: Ribbon cutting, Graduation celebrations, media events</li> </ul> </li> <li>• How do we celebrate/share good news while being sensitive and honoring the fact that we are in a pandemic</li> </ul>