**[Enter Employer Name/Logo]**

**Pandemic Response Plan**

**Communication**

Each department is responsible to develop a communication plan for the purpose notifying their employees when the office is closed. This communication plan must be reviewed and updated each [Enter] and a copy submitted to Human Resources.

Corporate or property offices will be closed when an order or recommendation by [who is designating] has been made or the President/CEO has determined it is necessary. At that time, the communication plan will be initiated as outlined as follows: [Insert Name of Authority] and [Name of Authority] will call their direct reports as identified on the attached chart. Those colleagues will in turn contact the rest of the staff as outlined in the chart. (See Corporate Staff Phone Tree). Office closures in affected areas will be determined by [Enter], in conjunction with the appropriate [Enter].

**Company Leave Policy**

As outlined in Policy (Paid Time Off), all full-time colleagues are granted paid time off that can be used for any purpose, including vacations, illness or time away from work for personal or family matters. Paid time off must be scheduled in advance and have supervisory approval, except in the case of illness or emergency. All full-time colleagues receive paid time off based on the length of continuous service according to the following schedule:

**Length of Service Paid Time Off**

* First Year - (10 hours accrued quarterly)
* After one (1) Year - 80 hours
* After two (2) Years -120 hours
* After five (5) Years - 160 hours

In addition to paid time off, [Enter Employer Name} provides medical and personal leaves of absence as outlined in Policies (Leave Policies--General), (Personal Emergency Leave) and (Medical-Disability Leave) and (Family and Medical Leave). In the event of a pandemic, these leaves may or may not apply.

Employee absences due to contagious illnesses will be documented by the Human Resources Department. Employees are to follow the Attendance Policy and contact their direct supervisor prior to the beginning of their shift, when possible. If their direct supervisor is unavailable, they will contact their regional director or divisional vice president, as appropriate. If those individuals are unavailable, they should call the Corporate Office [Insert Number] to leave a message on the general Human Resources voicemail. All managers are required to email [Insert Name], [Enter] of Corporate Resources or leave a message on [Enter] general voicemail to report all absences related to the pandemic.

**Contagious Temporary Illnesses Policy**

[Enter Employer Name] realizes that employees with contagious temporary illnesses, such as influenza, colds and other viruses, need to continue with normal life activities, including working. In deciding whether an employee with an apparently short-term contagious illness may continue to work, the company considers several factors. The employee must be able to perform normal job duties and meet regular performance standards and their continued presence must pose no risk to the health of the employee, other employees and customers. If such risks are present, the company will ask the employee to leave work/stay home until the threat of infection is gone.

Supervisors are encouraged to remind employees that the company provides paid leave to cover absences due to contagious temporary illnesses. All employees are urged to contact Human Resources regarding any questions about the possible contagious nature of another employee’s temporary illness. Disclosure of confidential information by any employee about another employee’s protected health information is forbidden.

**Contingent Leave Policy**

In the event that an employee has exhausted all available paid time off and has contracted a contagious illness requiring them to remain at home, or they are caring for a dependent that has contracted a contagious illness, they will be granted an additional ***five (5) days*** of paid time off. Employees will not be required to provide a statement from their health care provider that they or their dependent family member has such an illness.

**Employee Assistance Program Guidelines**

[Enter Employer Name] benefit plan includes access to the employee assistance program (EAP) administered through [insert EAP]. Any employee who feels the need to contact the EAP may do so confidentially and independently by calling [Insert Number]. If a department or property manager feels the need for a critical response team to be available to their staff, they may contact [insert name] in Human Resources to arrange for an on-site counselor.

**Identifying Essential Business Issues during a Pandemic**

It is expected that approximately 20% to 60% of the workforce can be absent for an extended period of time during a pandemic due to personal illness, family member illness, fear, community containment, quarantines, school and/or business closures and public transportation closures. Therefore, it is important to identify individuals and services essential to maintaining continuing operations.

Each Department Head is responsible for identifying those essential individuals and services by location and function that are required to continue business operations during a pandemic. Business operations can include managing internal staff, servicing clients, and managing products and services received from suppliers, vendors and subcontractors.

*Factors to consider in this planning would be:*

* Cross training of employees within a department.
* Reallocation of staff resources. This can include a temporary transfer from one department/property/jobsite to another.
* Having secondary and tertiary vendors, suppliers and subcontractors available and set up in the system.
* Utilization of vendors for services where none had been used before, including temporary staffing.

It is the responsibility of every supervisor to ensure coverage for all positions, so that if an employee is absent and unable to telecommute, their responsibilities are covered. Each department head and member of the executive team is also responsible for establishing and maintaining a succession plan, which should be reviewed ***every 6 months*** to ensure it is up-to-date in the event of a critical position vacancy. Assistance with cross training and succession planning can be obtained from the Human Resources or [Enter Department].

The IT Department will establish a database of which employees have a home computer, printer, fax machine and internet access. Each manager is responsible for notifying IT when personnel changes occur or as their employees obtain listed equipment/services. IT will also maintain an inventory of equipment that may be loaned out on a temporary basis in the event that employees are required to work from home and do not have the necessary equipment. It will be IT’s responsibility to establish, monitor and correct any firewall issues.

In the event that temporary staffing is necessary, department heads should contact the Human Resources Department to arrange for this service. The HR Department maintains a database of temporary staffing agencies that can provide assistance based on each department’s needs. Property managers will be expected to arrange for temporary staff based on their [department/location] needs through [Enter].

**Medical Assistance Guidelines**

Employees should be reminded that resources are available for general medical information, outside of their regular family physician and that in most cases, the resources are part of the company’s regular benefit plan (i.e., website: www.website address.com.

It is expected that pandemic outbreaks will occur in clusters throughout the country and the severity and intensity within regions may vary. CDC and local public health officials will be the most reliable sources of information, followed by local hospitals and medical clinics. [Enter Agency] service is being established in many communities to provide answers related to any type of emergency.

Many hospitals have hotlines where callers can “ask a nurse” questions related to medical issues. In addition, most health insurance providers have disease state management programs which can offer assistance.

**Social Distancing Guidelines**

***(for communicable disease outbreaks in the workplace—includes apartment communities, i.e., common areas, office, etc.)***

In the event of a flu pandemic or other communicable disease situation, [Enter Employer Name] may implement these social distancing guidelines to minimize the spread of the influenza and other communicable diseases among the staff.

**During the workday, employees are requested to:**

1. Avoid meeting people face-to-face. Employees are encouraged to use the telephone, video conferencing and the Internet to conduct business as much as possible, even when participants are in the same building. Employees should also be encouraged to communicate by phone or Internet.
2. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room and sit at least one yard from each other if possible; avoid person-to- person contact such as shaking hands.
3. Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions. Conduct training via webinar.
4. Do not congregate in break or conference rooms, pantries, copier rooms or other areas where people socialize.
5. Bring lunch and eat at your desk or away from others (avoid lunch rooms and crowded restaurants).
6. Encourage employees and others to request information via phone and e-mail in order to minimize person-to-person contact. Have the materials and information ready for fast pick-up or delivery and encourage individuals to use the drop box for returning information.

**Outside activities**

Employees might be encouraged to the extent possible to:

1. Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush- hour crowding on public transportation.
2. Avoid recreational or other leisure classes, meetings, activities, etc. where employees might come into contact with contagious people.

***Telecommuting***

Managers will determine which, if any, employees may work from home and encourage all employees who are able to telecommute to do so. (See Telecommuting Policy below)

***Conferences, Seminars and Educational Events***

Managers will determine if and when to cancel or postpone company events or when to cancel an employee’s attendance at a conference, seminar or educational event.

***Travel***

All non-essential travel will be eliminated and employees will be expected to conduct business by phone or email. When travel is required, avoid airline transportation as much as possible and consult the Center for Disease Control (CDC) website at [www.cdc.gov](http://www.cdc.gov/) or [www.pandemicflu.gov](http://www.pandemicflu.gov/) for outbreak areas and recommendations for wearing masks and gloves to avoid contact with potentially contagious people.

***Telecommuting Policy***

As a necessary precaution in controlling the spread of infectious diseases, [Enter Employer Name] may consider telecommuting to be a viable alternative work arrangement in cases where the individual, job and supervisor characteristics are best suited to such an arrangement. Telecommuting allows an employee to work at home, on the road, or in a satellite location for all or part of their regular workweek. Telecommuting will be considered a short-term alternative for the period of time required and in no way changes the terms and conditions of employment with [Enter Employer Name].

Consistent with the organization's expectations of information asset security for employees working at the office full-time, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include, but are not limited to, use of locked file cabinets, desks, regular password maintenance, and any other steps appropriate for the job and the environment. Employees are required to maintain a list of frequently visited websites, logins and passwords and submit the list in a sealed envelope with their name on the outside to the IT Director no less than two times a year or more frequently as passwords change. (See Corporate Passwords – Example, attached)

Telecommuting employees are responsible for notifying their supervisor of any injuries in accordance with company worker's compensation procedures. The employee is liable for any injuries sustained by visitors to their work site.

***Positions eligible for telecommuting include:***

* Vice Presidents
* Executive Administrative Accounting\*
* Compliance
* IT
* Construction Project Managers
* Construction Administrative\* Marketing
* Management Administrative Regional Directors
* District Managers

\*With limitations based on access to company IT system

Requirements for telecommuting: Employee must be in a position that does not involve direct customer contact. Employees whose positions rely on direct customer contact may be allowed to telecommute with written permission from their immediate supervisor, if the property or department is adequately staffed and/or the Pandemic Threat Level is at 6 (as defined by the World Health Organization).

Employee must have internet access from home and either a home computer or company laptop. The employee will establish an appropriate work environment within their home for work purposes. [Enter Employer Name] will not be responsible for costs associated with initial setup of the employee's home office such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space. Employees will be offered appropriate assistance in setting up a workstation designed for safe, comfortable work. [Enter Employer Name] will supply the employee with appropriate office supplies (pens, paper, etc.) for successful completion of job responsibilities and will also reimburse the employee for all other business-related expenses such as phone calls, shipping costs, etc. that are reasonably incurred in accordance with job responsibilities. Reimbursement for these expenses will be through the established expense reimbursement procedure.

Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act (FLSA) will be required to record all hours worked in a manner designated by [Enter Employer Name]. Telecommuting employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement. Hours worked in excess of those specified per day and per work week, in accordance with state and federal requirements will require the advance approval of the supervisor. Failure to comply with this requirement can result in the immediate cessation of the telecommuting agreement.

When the threat of infection is gone and telecommuting employees return to the workplace, they will return all company property including computers, fax machines, pens, paper and miscellaneous office supplies that were provided to them.

**Transportation Issues**

There are a number of different possible scenarios with regards to public transportation and employees commuting to and from work during a pandemic. First, it is very likely that public transportation services may be disrupted during a pandemic due to transit staffing issues. The transit authorities will have the same potential issues with staff shortages as all other employers. In addition, there is the possibility that public transportation may be stopped completely as a community containment measure. At the same time, it is predicted that transit use will drop significantly due to commuters’ unwillingness to use public transportation as a result of a public health advisory to limit person-to-person contact. Regardless of the reason employees who use public transportation will need to consider developing contingency plans to deal with these situations.

If you rely on public transportation but have the ability to telecommute, we recommend that option first. However, telecommuting is not always possible. Should you choose to continue to use public transportation, we recommend that employees wear gloves and masks during their commute. [Enter Employer Name] will provide these items to any employee requesting them. In order to assist in decreasing the amount of person-to-person contact during your commute, we will work with employees to establish staggered working hours or flexible hours so employees are not using public transportation during high volume times. Although this will not always be feasible, we will do our best to accommodate as many employees as possible.

If disruptions in public transportation occur and/or employees are hesitant to use public transportation, we recommend driving yourself to work or carpooling with other employees under these circumstances. We will provide a means by which employees can connect with others employees in the same situation. A Sign-Up Sheet will be located at each location designating employees who are willing to drive and others who are in need of transportation.

We will identify employees who are having transportation issues and are critical to our operations. This will be determined on a case by case basis.

**Management Preparedness Checklist**

1. Verify the Emergency Phone Listing is current with cellular numbers and home numbers of all employees, including the regional director’s numbers. Include a contact person for staff and a central number for all employees to contact. Upon completion, distribute to all employees and forward a copy to the regional director and corporate office. The corporate office will compile an Emergency Reaction Team to assist properties in need after the company is affected by the pandemic.
2. Verify that the properties’ and the corporate office emergency equipment are in good working order and supplies are adequate to last several days if necessary. Office emergency equipment is to include batteries, flashlights, and battery- powered radios.
3. Ensure emergency relief supplies are available and easily assessable. Supplies are to include first aid kits, blankets, can openers, batteries, canned food, bandages, plastic bags, unscented bleach, drinking cups, bottled water and other supplies as recommended by local public health officials or the CDC.
4. Request replenishment of any outstanding petty cash.
5. Should the office be required to close, call all move-ins and move-outs to make the necessary arrangements.
6. Contact the local Red Cross Chapter to verify the phone numbers and inquire as to where the closest hospitals are located.
7. Send notification to clients.

* Develop a Pandemic Flu Preparedness Letter.

1. Open and remove any gate arms in anticipation of power outage.
2. Know where the authorities will allow waste disposal until pick up is available. Separate types of waste. Food products must be bagged and separate from all waste materials.
3. Give answering services the manager’s and maintenance supervisor’s home and cell phone numbers.
4. Locate a local radio station with the appropriate news network system on a battery-powered radio. Stay informed of where outbreaks are occurring and listen for instructions for your area.
5. In the event the property model units are required for habitation, stock the units with the following: bedroom and bathroom linens, toilet paper and tissues, blankets, bottled water, unscented bleach, can opener, canned food, bandages, first aid kit, plastic bags, drinking cups, paper napkins and plates, plastic utensils and batteries.
6. Ensure emergency relief supplies are available and easily assessable. Supplies are to include first aid kits, antibacterial hand gel, blankets, can openers, batteries, canned food, bandages, plastic bags, unscented bleach, drinking cups, and bottled water.

**Management Responsibilities after the Pandemic**

1. Contact [Enter Contact Person(s)] with the status on our facilities.
2. Assist government health agencies with records and information, if applicable.
3. Make the office as easily accessible as possible when requesting assistance.
4. If possible, have a designated area available for employees or government health agencies.

**Emergency Contact List and Phone Numbers**