



CSI SUPPORT & DEVELOPMENT PANDEMIC PREPAREDNESS AND RESPONSE PLAN Effective 3/16/2020

This plan is for CSI Support & Development's office and co-op staff. Its purpose is to protect our members and employees from communicable disease during a national or statewide pandemic, and to slow the spread of disease to prevent overwhelming our health systems. Information contained in this plan was gathered from various resources, as we are not medical experts and do not claim to be, and is subject to change as more information emerges.

Daily Preventive Actions

- **Avoid close contact with people – practice social distancing.** Stay a minimum of three to six feet away from others.
- **Limit visitors** so they do not catch illness or spread germs throughout the offices and co-ops.
- **Do not shake hands or hug** when greeting people.
- **Stay home when you are sick** to prevent spreading the germs to others. Do not return to work or go in common areas until you have been symptom-free and fever-free, without taking fever suppressants like aspirin or Tylenol, for at least 24 hours.
- **Cover your mouth and nose** with a tissue when you cough or sneeze and be sure to throw the used tissue in a trash can that is lined with a disposable plastic bag. Throw out the bag of trash daily and replace with a new plastic trash bag.
- **Wash your hands** often with soap and warm water, rubbing all over your hands for at least 20 seconds, and rinse well. If soap and water are not available, use alcohol-based hand sanitizer.
- **Avoid touching your eyes, nose, or mouth** so you do not transmit germs to yourself or others.
- **Practice good health habits.** Clean and disinfect frequently touched surfaces, especially when someone is ill. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

Be prepared at home in case you get sick. Keep an adequate supply of tissues, soap, paper towels, alcohol-based hand sanitizer, prescription medicines, over-the-counter drugs, and disposable sanitizing wipes. Stock up on groceries and distilled water (if you need it for medical equipment like c-pap machines).

Illness Prevention Supplies in the Workplace and Co-ops (if available)

We keep supplies on hand in the office and at the co-ops to help prevent the spread of disease. These supplies are provided for the employees use at work and include:

- Soap
- Paper towels
- Hand sanitizer
- Tissues
- Trash baskets
- Plastic trash can liners
- Disposable sanitizing wipes
- Disposable gloves (recommend Nitrile as they are more puncture-resistant)
- Face masks

Illness Prevention Actions in the Office and Co-ops

- Maintenance must disinfect all commonly touched surfaces daily and more often if possible. Prioritize work orders and postpone non-essential work so maintenance staff has more time to disinfect the co-ops. Priority includes emergency response and other essential work orders, custodial, trash, and sanitizing/disinfecting. Maintenance staff must disinfect all work surfaces before working on them (such as a refrigerator before working on it). Disinfect the interior of co-op vans after every trip.
- Staff and members are responsible for disinfecting their own work area including desk and chairs, phone, calculator, monitor, keyboard, and mouse. We also recommend they regularly disinfect their vehicle door handles, steering wheel, and the gear shifts and keep a small hand sanitizer in their car—especially when coming or going from home and the co-ops.
- Cancel all non-essential meetings and activities. This includes general and council meetings and co-op entertainment like bingo, dinners, and card night.
- Liaisons must limit their co-op visits. Work with officers and leasing daily by phone.
- Put in hand sanitizer stations in common areas and keep hand sanitizer on all desks.
- Have supply of disposable gloves and face masks for maintenance staff.
- Keep members and staff well informed, communicate frequently and effectively.
- Liaisons should meet with co-op maintenance/custodial staff/contractors to review expectations and let members know what they are responsible for. Walk the co-op with them and follow up in writing so expectations are clear. Stay in contact with maintenance/ custodial staff regularly by cell phone.
- Put up signage provided by CSI that detail safety measures in central location or locations in co-ops.
- Put up informational signage on entry doors of offices and co-ops.

Temporary Changes in Office Rules or Protocol

- Supervisors may consider flexible or staggered work schedules for their department to keep the number of employees actually in the office at one time to a minimum. This could include allowing some staff to work remotely or in the office during our traditional off-hours (evenings, nights, weekends), or allowing four ten-hour workdays per week (unless restricted by law). Prior supervisor approval is necessary to ensure adequate coverage.
- Postpone **all** non-essential meetings and travel.
- Meet via Skype or conference phone rather than face-to-face, even within the same office.
- Sick employees **must** stay home.
- Implement emergency communication plan to communicate frequently, effectively, and easily with staff and members.
- NOVAtime will be adjusted to allow staff to punch in from home.

Potential Communication Sources

- Yammer for all of CSI and other communication apps for various departments
- Outlook calendars
- NOVAtime public messages
- Email
- Phone extension that employees and members can call for information, messages and updates
- Posted updates on our website
- Posted updates on Facebook
- Posted information on our main phone recording
- For the co-ops, liaison must coordinate the setup of a bulletin board specifically for updates, use flyers/newsletters under doors and on floor bulletin boards, announcements on the public address system.