Planning Guidance for Businesses and Non-Profit Organizations

Philadelphia Department of Public Health Guidance for COVID-19

Develop or review Continuity of Operations (COOP) Plans

- Consider the essential resources needed to keep your organization operating.
- Consider the effects on operations if absenteeism were 25-40%.
- Identify and cross-train employees to perform essential roles in the case of severe staffing shortages.
- Consider which employees would most likely be absent if schools close.
- Identify alternate staff to fill essential positions.
- Plan how to communicate and coordinate with employees, clients, and suppliers during emergencies.
- Consider trigger points to:
    - Reduce operations to core activities with a diminished workforce
    - Temporarily reduce business services
    - Shorten hours of operation
- Consider on-site housing arrangements for employees performing critical roles, if this were to become necessary.

Encourage employees and volunteers to stay home when sick

- Develop and implement flexible policies for employees who need to stay home when they or their family members are sick, particularly:
    - Policies regarding unscheduled absences
    - Policies regarding the use of sick time
    - Return to work policies
    - Compensation

- Suspend policies requiring physicians' notes for extended sick leave.

- Educate employees about the availability of leave under the Family and Medical Leave Act (FMLA).

- Consider mandatory sick leave for employees with fever or respiratory symptoms.

- Consider reassigning employees who are at an increased risk for severe complications associated with COVID-19 coronavirus away from direct contact with customers and clients.

Educate employees and volunteers on the outbreak and preparedness

- Provide employees with links to COVID-19 coronavirus information from the **Philadelphia Department of Public Health** and the **Centers for Disease Control and Prevention (CDC).**

- Provide information to employees regarding the business continuity plan.

- Circulate information on respiratory etiquette and environmental cleaning procedures.
    - Discourage the use of handshakes as a greeting.

- Encourage employees to create personal emergency preparedness plans.
    - Include alternative childcare arrangements, where applicable.

Ensure the availability of essential technology and supplies

- Work with IT to support continued communications (e.g., email, remote access, conference calls, webinars, etc.).

- Identify supply needs for 2-5-week periods.

- Stockpile infection control supplies, including handwashing products (soap, towels, hand sanitizers), tissues, and materials to produce educational materials on infection control (paper, printer ink, toner).

Be prepared to take steps to reduce employee interaction, if recommended

- Be prepared to encourage employees to work from home, if possible.

- Be prepared to cancel large meetings.

- Consider the provision of tele-services, if possible.

Limit non-essential travel

- Consider limiting or canceling business trips.
- Avoid affected areas with active COVID-19 coronavirus transmission.

Provide hygiene products

- Place tissues and hand sanitizer in common areas of the workplace.
- Ensure that soap and paper towels are stocked in restrooms at all times.

Establish infection control measures in regard to environmental cleanliness

- All office space and common facilities (e.g., bathrooms, conference rooms, workstations) should be cleaned regularly and surface areas disinfected daily.

What other considerations are specific to your organization?

What have you done to prepare?