

# Pandemic Response Plan

## For all Contract Workers at

### Skills, Inc.

QCP Number 2020-2025



# Skills, Inc.

## Pandemic Response Plan

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## Pandemic Response Plan

### Introduction/Purpose

Skills, Inc. is dedicated to the protection of its customers, their facilities, employees, and resources. Part of the commitment requires ensuring that Skills, Inc. is able to continue its critical business processes during pandemic, and safely resume normal operations as quickly as possible after the pandemic subsides.

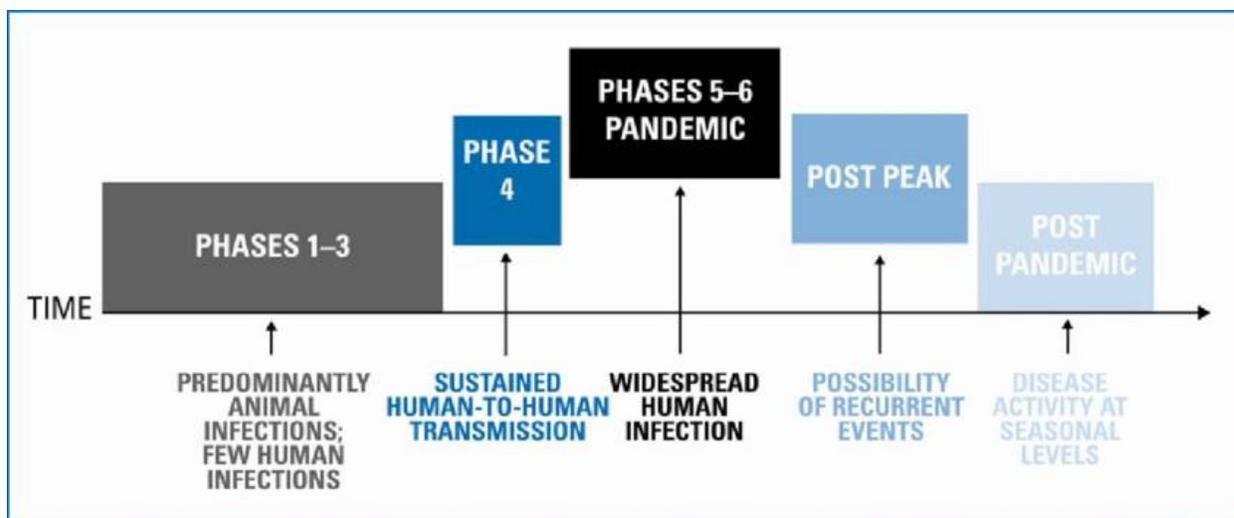
Copies of this written plan may be obtained from our Project Manager.

### Assumptions

The Center for Disease Control (CDC) studies indicate that Pandemics rise sharply and fall in waves. Each wave lasts 6-8 weeks (greater severity in winter months). We can expect that there will be 2-3 "waves" of varying severity that are likely to be separated by weeks or months of diminished activity.

Clear, accurate, timely communication among responding state, local, federal agencies is essential during the pandemic. Skills, Inc. will follow all healthcare directives given by the controlling agency during a pandemic.

The World Health Organization (WHO) has developed a global influenza preparedness plan, which defines the stages of a pandemic. It also outlines the role of WHO, and makes recommendations for national measures before and during a pandemic. The phases are:



WHO 11.14

This plan addresses our response to phases 4 through 6.

### Corporate and Administrative Responsibilities

Before, during, and after a pandemic, the following people will have the roles and responsibilities listed below:

- Safety Committee - is responsible for establishing and implementing this plan.
- The Executive Director and management team has full authority to make necessary decisions to ensure the success of this plan.

- Project Mangers - acting person in charge for plan activation and any deviation from plan objectives.
- Site Management - supporting staff for emergency services within a given location serviced by Skills, Inc.

### ***Critical Business Processes***

The following business processes have been identified as critical to operating effectively during a pandemic and are the focus of this plan.

- Account Management
- Accounting (receivable/ payable)
- Purchasing Department
- Human Recourses
- Safety and Risk Management
- Operations

### ***Communication***

Skills, Inc. Must have an effective way to inform employees of the status of the Pandemic. Also, employees must have an effective way to communicate changes in absenteeism rates and health status to management. Likewise, communication with customers about the current capabilities, plans, and delays will help to reduce unnecessary tensions and fears.

Support staff in both adopting good personal hygiene regarding hand washing, coughing etiquette, etc. while requiring those employees who are sick to remain at home until fully recovered.

Hold informational meetings regarding the etiology, symptoms, transmission and potential reporting the outbreak. If a vaccine exists, encourage staff to be vaccinated against seasonal flu while keeping records of those who participate. Discourage staff travel to known places of infection and encourage disclosure for those staff that may have a risk of infection due to travel to possibly affected areas. Employees must also be apprised of additions/deletions to company policy or procedure regarding the virus strain. This will be accomplished with available information via web sites, hotlines, direct mailings.

In the event of an outbreak of symptoms, infected staff should be able to report to Safety Chair or Supervisor (remotely). Procedures for the care and transport of the patient to the nearest emergency room or to a general physician must be established with a plan in force to address the prevention of further transmission. Informing vendors, suppliers and customers that there may be a risk of infection, as well as the formal procedure of reporting to area hospitals, state public agencies and emergency responders is also warranted.

### ***Announcements***

The Executive Director will officially declare the dates on which the pandemic response plan begins and ends. Employees will be notified of these dates by internal announcements via management and supervision.

***Plan Evaluation***

Evaluating the plan will ensure its effectiveness and prevent or eliminate any problems. Plan evaluation involves the following:

- The Safety Committee will evaluate the plan's effectiveness and revise it as necessary.
- Review of the plan with all appropriate outside parties.
- Ensure the plan is communicated to the appropriate employees.

***Recordkeeping***

Skills, Inc. will maintain:

- An updated list of employees who have taken sick leave, as well as a record of personnel who have had contact with infected people.
- Management will maintain a current emergency contact list for all employees, so in the event symptoms arise family will be notified immediately.
- Lists of all employees (ensuring that everyone is accounted for in the event of infection), vendors, customers and suppliers must be available for immediate notification of exposure.
- A working list of area hospitals, treatment centers/clinics, local, state and federal health agencies, and/or emergency responders will be posted in the main janitorial closet.

***Post-pandemic Measures***

Once it appears that a wave of Pandemic has passed, if operations were suspended or a modified work schedule was implemented, operations will return to "normal" in accordance with the following stages:

- All over announcement by Executive Director
- Return to full duty/ shift work

It is important to note that the Pandemic is predicted to occur in waves over as much as a two-year period. Each wave offers a more deadly virus than the first. Therefore, Skills, Inc. and its employees cannot afford to drop their guard once the first wave passes. After each wave, the Safety Committee will evaluate the pandemic plan's effectiveness and revise it as necessary.

***Business Assessment***

As pandemic approaches the Executive Director will assess the impact and determine Skills, Inc.'s needs and continuity strategies.

***Pre-Pandemic Account Assessment***

The probable impact on a given account will be determined by assessing activity and service requirements during the pandemic. Customer surveys will be used to identify which accounts will be closed or opened and thus develop appropriate staffing levels. To help determine staffing levels letters (such as the one on the next page) will be frequently sent via email to request account status updates. Field operations will also provide supplemental information about closure intents.

General assumptions from past pandemics consist of public and private school closures. Closures will occur in all communities during the wave, before many are

sick. Many business and building closures will also occur. Air travel will increase in an effort to evacuate the area.

**Example Letter**

Date

Customer name  
123 Address  
City State Zip  
Attention Mr. John Doe

Re: Emergency Preparedness

Skills, Inc. is dedicated to the protection of its employees, customer, their facilities, and resources. We are also committed to ensuring that the company can continue all aspects of its critical business processes during an emergency and can safely resume normal operations as quickly as possible after an emergency pandemic affects the local community.

To that end, Skills, Inc. has developed an emergency operation plan that offers a number of different alternative solutions to its customers in the event they wish to have avoidance measures to protect their employees and guests.

As part of that effort, we need to forecast customer demand in the event of a local pandemic. Please help us properly prepare by answering the following questions and email or fax this letter as indicated below.

Please let me know if you have any questions or would like additional information.

Very truly yours,

[Officer Name]  
[Title]  
[Company Name]

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Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact: \_\_\_\_\_

In the event of a stage 5 or 6 Pandemic the facility at the above address is likely to be:

- Closed
- Open 100%
- Opened at 75%
- Opened at 50%
- Opened at 25%
- Opened for emergencies only

Special needs: \_\_\_\_\_

***Effect on Mission Critical Accounts***

The business impact of a pandemic on Skills, Inc. and our clients will be determined by the number of accounts that remain open and the percent of required services needed.

The following scenarios are likely to result in a change in demand for our services during a pandemic:

- School closures
- Business and building closures
- High volume of mass transit demands
- Industrial production disruptions

***High Risk/Exposure Determination***

The following is a list of all job classifications at Skills, Inc. in which employees have occupational exposure beyond ordinary co-worker to co-worker transmission:

- Janitorial Personnel with occupational exposures to public areas.
- Janitorial Personnel with occupational exposures to a large number of customer personnel.

**Goals and Objectives**

Based on Skills, Inc.'s business assessment, immediate goals and objectives for planning to contain and recover from a pandemic include:

***Mitigating Absenteeism***

During each six to eight week wave, we anticipate that up to 40% of our employees may be absent because of illness, fear, or to care for a sick family member.

Staffing contingency plans will be needed and require support from regions that are not affected.

Employee absenteeism will impact operational performance and require transferring employees from one account to another. A transportation plan must be in place at the time of the onset of the pandemic since public transportation will be limited or closed entirely. Prior to onset of the pandemic, each Project Manager must develop a transportation plan for their area of responsibility to ensure for employee pick up and work transport.

***Training***

Information and training is at the heart of pandemic planning and containment. Our goal is to ensure employee comprehension and understanding of how they may be exposed to pandemic, what their responsibilities are, and what protective measures they can take. We must communicate the prescribed process for reporting sick leave and availability for work.

In addition, supervisors will ensure that employee cross-training is provided to assure that our company has sufficient coverage for all critical business processes should high absenteeism occur:

***Inventories, Supplies, and Services***

Because supply chains may become disrupted in a pandemic, Skills, Inc. will stockpile the following critical supply inventories during the pre-pandemic stage:

- Mask / surgical or N95 mask
- Hand disinfectant /soap
- Cleaning chemicals/Disinfectant
- Tissues
- Disposable gloves
- Disposable wipers

Once pandemic outbreak occurs Skills, Inc. will rely on the business assessment and the critical supply and service lists to identify the supply and service needs. Once the supply and service need is identified product will be shipped from Skills, Inc.'s warehouse to a secure location at the account(s). Should supplies or services unexpectedly become depleted, employees are to notify their Project Manager immediately.

***Technology***

To meet the possible need to support employee telecommuting and remote customer access, Skills, Inc. will enhance the communications and information technology infrastructures as follows:

- 24 hour availability of key personnel.
- E-mail
- Telephone Call Lists

**Hygiene and Housekeeping**

The role of hygiene is key to reducing the spread of Pandemic. Because good hygiene and housekeeping practices may lower any potential risk of Pandemic infection and prevent its spread, we encourage employees to take the following precautions before and during pandemic outbreak:

***Identification of High Risk Surfaces***

Please make a list of places that germs are found in the workplace:

- Doorknob
- Light switches
- Restrooms
- Faucets/sinks
- Toilets/urinals
- Paper towel dispensers
- Telephones
- Computer key boards
- Hand shakes

***Hand washing***

Hand washing, when done correctly, is the single most effective way to prevent the spread of communicable diseases. Good hand washing technique is easy to learn and can significantly reduce the spread of infectious diseases.

**Proper Hand Washing**

- Wet your hands with warm water and apply soap.
- Lather well.
- Rub your hands vigorously together for at least 15 seconds.
- Scrub all surfaces, including the backs of your hands, wrists, between your fingers and under your fingernails.
- Rinse well being careful not to touch the faucet or sink.
- Dry your hands well with a disposable towel.
- Use a towel to turn off the faucet and open the door, if possible.

**When To Wash**

- Before and after using gloves for cleaning
- Before going home and just after arriving home
- Several times during the day
- After using or cleaning a restroom
- After changing a diaper
- After touching animals or animal waste
- Before and after preparing food
- Before eating
- After blowing your nose
- After coughing or sneezing into your hands
- Before and after touching a sick person
- After handling garbage
- Before inserting or removing contact lenses

***Routine Cleaning***

CDC (Center for Disease Control) has issued interim guidelines for cleaning crews conducting routine cleaning:

- There currently is no evidence to suggest that special vacuuming equipment or procedures are necessary.
- Cleaning personnel should wear non-sterile disposable gloves while cleaning potentially infected areas.
- Gloves should be removed and discarded if they become soiled or damaged and after cleaning activities are concluded.
- Hands should be washed with soap and water or an alcohol-based hand sanitizer immediately after gloves are removed.
- Frequently touched surfaces should be wiped down with an EPA registered low or intermediate level chemical household germicide\* and allowed to air dry in accordance with manufacturer's instructions.
- Special cleaning of upholstery, carpets, or storage compartments is not indicated.
- Routine post-cleaning of all identified areas should incorporate appropriate hand hygiene to minimize risks of disease transmission.

***Safety and Occupational Health for Cleaning Staff***

Managers should be aware of the virus' symptoms, and will direct cleaning personnel to report to their manager if they develop such symptoms within ten days of cleaning an area where infection has been identified.

As with other infectious illnesses, one of the most important and appropriate preventive practices is careful and frequent hand hygiene. Cleaning your hands often using either soap and water or waterless alcohol-based hand sanitizers removes potentially infectious materials from your skin and helps prevent disease transmission.

The routine use of personal protective equipment (PPE) such as respirators or surgical masks for protection against Pandemic exposure is currently not recommended in the general workplace. These items are intended for health-care setting and currently or previously contaminated areas.

### ***Customer Product Offering***

To help our customers protect themselves, Skills, Inc. will offer the following products and service:

- Hand sanitizers
- Disinfectant wipes / disinfectant
- Antimicrobial hand soap
- Sanitizing service to disinfect contact surfaces

Additional expenses related to the execution of nightly / routine services may be encountered during a pandemic. Unfortunately, such cost will need to be passed on to the customer. Reasons for increases may include:

- Price increases for essential supplies, such as gloves, disinfectants, etc.
- Possible increases in labor related costs, such as overtime to cover for absenteeism

### ***Personal Protective Equipment***

Skills, Inc. is responsible to provide employees all personal protective equipment necessary to safely perform their jobs. This plan will determine when to provide and require the use of the following protective equipment:

The Safety Committee will choose protective equipment based on existing exposure levels to Pandemic and product availability during a pandemic.

All protective equipment will be cleaned, laundered, and disposed of by the company at no cost to employees. The manufacturer's instructions and recommendations will determine what procedures and intervals will be necessary for cleaning, disinfecting, inspecting, disposing of, and repairing protective equipment.

#### **Gloves**

Because good work practices may lower any potential risk of Pandemic infection and prevent its spread, we encourage employees whose city or area is involved in a current pandemic to utilize latex or surgical latex free gloves for protection while working.

- Cleaning personnel should wear non-sterile disposable gloves while cleaning potentially infected areas during a pandemic.
- Gloves should be removed and discarded if they become soiled or damaged and after cleaning activities are concluded.

**Mask**

Because good hygiene practices may lower any potential risk of infection and prevent its spread, Employees whose city or area is involved in a current pandemic will be encouraged to utilize a mask for protection while working.

**Hand Sanitizer**

Because good hygiene practices may lower the potential risk of infection and prevent its spread, Skills, Inc. encourages employees to wash and disinfectant their hands with an alcohol-based hand sanitizer and will provide products and training in their proper methods of use.

Alcohol-based hand sanitizers are hand disinfectants that are available as rubs, gels or rinses, and that contain more than 60 percent alcohol. These products are widely used in health care settings after washing hands, or in situations when water is not available, to get rid of a range of germs that cause illness.

*Hand washing* is still the first and most important step for cleaning hands, especially if they are visibly soiled. Hand washing with soap and water pulls the dirt and germs free from the skin, and washes them away.

*Hand sanitizers* are to be used as a supplement to regular, effective hand washing, when water is not readily available, and when hands are not visibly soiled. Applying alcohol-based sanitizers kills germs, but only when there is no visible dirt.

***Cleaning and Disinfection Chemicals***

Because good housekeeping practices may lower any potential risk of infection and prevent its spread, we encourage employees to disinfect while cleaning. Skills, Inc. will provide products and training on the proper methods of use.

***Disinfectants***

There are disinfectant products that are currently registered by the U.S. Environmental Protection Agency (EPA) specifically for the inactivation of the newly identified virus associated with pandemic. Consult the efficacy data provided by manufacturers or the EPA website.

***Training***

The Company will provide training to employees in vaccination safety, benefits, efficacy, methods of administration, and availability of vaccinations. Skills, Inc. encourages vaccinations if available.

***Vaccination (if applicable)***

In the case of a new virus, a vaccine may not be available. Even if a vaccine is produced, supply may be limited because of the manufacturing locations, time constraints of the vaccinations, and its distributing methods.

The HHS Vaccine Priority Groups are established as follows:

- Military
- Vaccine manufacturers
- Healthcare workers with direct patient care
- Persons as highest risk for complications
- General population

### ***Antiviral Medication (if applicable)***

Skills, Inc. encourages the use of antiviral drugs *if available*. If the virus is new antiviral drugs may have uncertain effectiveness. Even if the virus is known, we can expect of public hoarding, manufacturing locations and distributing methods of the antiviral drugs are expected to be in very limited supply.

All nationally recognized antiviral drugs are equally efficacious against susceptible viruses. They will decrease the duration and symptoms of uncomplicated influenza by 1-2 days. The drugs will also decrease viral shedding. Early treatment with neuraminidase inhibitors may reduce complications. These drugs may reduce hospitalizations by 50% in pooled trials data.

### **Social Distancing**

Social distancing is taking measures to keep employees away from other people, including other employees, customers, and the public, in order to prevent exposure. One or more of the social distancing measures listed below will be used to limit virus transfer.

#### ***Shift Change***

It may be wise to have employee work later in the evening to increase social distancing in transit and while cleaning.

#### ***Isolation***

Strict isolation of sick and official quarantine will be determined by the Local Health Officials. History shows viruses often move too quickly to contain.

#### ***Stay Home When Sick***

During the time of an expected pandemic permissive sick leave policies should be implemented to encourage workers not to attempt to come to work when showing viral symptoms. Those workers observed with possible symptoms will be isolated and removed from the workplace as soon as possible. Policy implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local containment measures.

#### ***Home Office***

During the time of an expected pandemic those employees not required to be in attendance at the workplace should be allowed to office from home or other shelters that allow them to conduct business from a remote site. Policy implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local containment measures.

***Air and Mass Transit Use***

During the time of an expected pandemic all forms of mass transportation should be curtailed to emergency only situations. Policy implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local area containment measures.

***Medical Surveillance***

Skills, Inc. will relay information found in community news releases on the company web site. Information will be gathered and displayed for medical advice and reporting information for all infected areas.

A working list of area hospitals, treatment centers/clinics, local, state and federal health agencies, and/or emergency responders should be posted in the office.

***Sick Leave and Time Off***

During a "declared" pandemic containment period, employees may be eligible for:

- Sick time
- Sick time to care for an immediate family member.

***Family and Medical Leave Act***

Under the Federal Family and Medical Leave Act (FMLA), employers who have more than 50 employees are required to provide up to 12 weeks of unpaid leave to a qualified employee who has a "serious health condition". An employee is also eligible under the FMLA in the event of a "serious health condition" affecting his/her spouse, child, or parent(s). Employees may be entitled to additional leave under state law, collective bargaining agreements, handbooks or existing policies. Note that individual states have FMLA may provide additional and/or different coverages.

***Stress Management***

Fear, stress, frustration, anxiety, and loss are to be expected during pandemic outbreak. Rumors and misinformation may abound. This may cause increased absenteeism, distress, and lowered productivity. For these reasons, Skills, Inc. will ensure the following measures are taken in hopes that stress will be reduced and/or eliminated:

**Encourage Employees to:**

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.

**Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.**