



PREPAREDNESS INFO DURING COVID-19

The Foundation will stay tuned to guidance from Federal, State, and/or local governments regarding current infection status in our area and let all staff know if the physical office needs to close for any length of time to aid in reducing infection rates. Kim will be point on any logistics and announcements.

The idea is to maintain critical functions and minimize human to human contact to the extent possible while coordinating with ill staff members, if any, to pick up tasks as needed.

DUTIES AND OPERATIONAL CONTINUITY IN THE EVENT OF CLOSURE

- NOW:** Everyone must check their mobile equipment to ensure remote connectivity. If you cannot connect via Citrix, see or call COO. If we close the physical office in order to minimize contact and spread, you should be prepared to work remotely. The One2One help desk number is 717-393-7403. Note the number of your Citrix box before leaving the office so that you can reference it when calling.
- Make sure you have what you need **before** going home to work and take care to properly secure any sensitive information. Limit hard copies you take out of the office and preference is to scan documents for reference if they are not already on the server. **NOW:** Download and install the “ScannerPro” app for \$3.99 and charge to your monthly expenses. It allows you to convert pics to documents and send as files.
- If the office is closed, do not come back in until you are notified it is open again.
- If you normally have personal packages delivered to the office, have them delivered to your residence.
- Bill pay should proceed as normal but with electronic sign-off and assignment of GL codes. CFO will provide additional information and a re-send of an electronic copy of chart of accounts to all staff for reference. If a vendor is not already sending you an electronic invoice, call them to have them scan invoices during an office closure.
- Change your outgoing voice mail indicating how to reach you and status of the office being closed.
- Coordinate with your team on alternate ways of meeting (see General Guidelines sheet).
- Contact anyone on your calendar that was scheduled to come in as well as any standing recurring deliveries or meetings that are not covered by Office Manager or COO.
- Notify your supervisor if you are ill and will not be working and arrange to hand off tasks, when possible.
- Communications Team and CEO will craft social media regarding status of office closure.
- When in doubt about anything- let’s chat! Key is flexibility and problem solving.

Specific Duties- Office Manager

- NOW**: Via email, re-send the conference call Host instructions from Global Meet so anyone can set up a larger conference call (beyond the iPhone limit).
- Stop all routine vendor deliveries (Doceo, Water, Shred-It, etc).
- Coordinate with staff committee heads to regroup on standing committee meetings (conference call set up/ dial-in if possible, if not, post-pone).
- Assist others in reorganizing meetings, as necessary.

(COO is Office Manager's backup.)

Specific Duties- COO

- NOW**: Post information about workspace etiquette for visitors.
- Change general outgoing voice mail.
- Post notification at office with details on how to reach us.
- Coordinate short term snail mail redirection and distribution (scan) of critical items to appropriate staff.
- Inform One2One of office closure and remote work environment.
- Provide out of office voice mail template for all staff.
- Point for troubleshooting and announcements.

(CEO is COO backup.)