



# The Blue Mountains Public Library Board

## Pandemic Preparedness and Business Continuity Plan

March 2020

RED Text are updates specific to COVID-19 Pandemic

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Communication on COVID-19  
[BMPL Service Updates & COVID-19](#)  
[TBM COVID-19 Information](#)



## **1. Background**

Influenza outbreaks have occurred for centuries and there have been five pandemics in the previous century alone; the Spanish Flu (1918), Asian Flu (1957), Hong Kong Flu (1968) Swine Flu “H1N1” (2009), and SARS-02 “COVID-19” (2020).

Since 2000 there have been SARS, MERS, H1N1, Norwalk Virus, and COVID19 influenza and respiratory syndromes pandemics or epidemics, each of which had a direct impact on Ontario’s public libraries. Since pandemic viruses spread the same way as seasonal flu - through droplets contained in sneezes and coughs and by hand contact, basic precautions can greatly reduce its spread.

We know that new pandemics are inevitable but their timing and epidemiology (the incidence, distribution, and control of a disease in a population) is unpredictable. Given our increased globalization, a pandemic is likely to reach Canada in less than 3 months of being determined elsewhere in the world. In cases where the pandemic or epidemic originates in North America, such as in SARS (2003) there may be no advanced notice.

For both the public and employees there is an expectation that services will continue as usual without interruption. A Pandemic Plan can provide a plan for how to provide ongoing and uninterrupted service during a pandemic, as well as how and when to limit or provide alternate services for the benefit of the health and safety of staff and the general public.

## **2. Effect on the Municipality of The Town of The Blue Mountains**

According to the World Health Organization, as of the March 14 Situational Report, projections include up to 60% could be infected by COVID-19. Absenteeism will be the major issue that BMPL, our municipality and all businesses will be forced to deal with. People will be absent from work for many reasons, including illness, caring for others, fear of going to work, fear of spreading to vulnerable family members, pandemic related public health measures (e.g. school closures) and normal baseline absenteeism.

There are major points to consider when formulating a pandemic plan:

- The pandemic virus may spread rapidly leaving little or no time to prepare due to the high level of global traffic;
- The pandemic will be widespread with simultaneous outbreaks. Municipalities will not be able to rely on neighbouring jurisdictions to assist;
- There will be shortages of healthcare, emergency, and essential services personnel due to illness and absenteeism;
- There will be severe disruptions in essential services;
- There will be shortages of equipment and supplies;
- There will be intense and unrelenting scrutiny from media and the public and fear will be abundant.

### 3. What is a Pandemic Plan & Business Continuity Plan?

By combining both the pandemic and business continuity discussions into one plan brings into one place the issue of how to:

- provide services without being a catalyst in the transmission of the pandemic;
- maintain staff health and safety, and the health of staff families;
- calculate when to change Standard Operating Procedures;
- calculate when to restrict or cancel programs or services as a whole; and
- calculate when to reinstate services and the recovery of key BMPL functions and services.

The Blue Mountains Public Library's GLAM pandemic plan is different from a general emergency preparedness plan. With an emergency preparedness plan, there is an assumption that staff will return to the building, or begin rebuilding, almost immediately after the event or crisis (such as after a hurricane, fire or storm, or if there is a utility shortage such as hydro, gas, etc.). There is also an assumption the municipality will be able to provide additional support service, or if the emergency is municipal wide, neighbouring communities can be called upon for assistance. In a pandemic situation, these are not available.

If there is a serious infectious disease outbreak, such as a pandemic flu, the organization must plan for staff being unable to report to work. Travel from one county or municipality may be limited. Supplies may be restricted due to panic and unavailability. In addition, during a pandemic, businesses, social organizations or schools may be required to take unique measures to help slow the spread of the illness including closing down by order of local public health officials. Other public health measures may include limiting or cancelling social and public gatherings, stopping public transportation, requiring quarantines or self-quarantines, and/or other social distancing measures.

Recovery from a pandemic may be slow, as compared to a natural disaster or some other physical crises. It is important to ensure that core business activities of the BMPL can be maintained for several weeks or months with limited staff due to a pandemic. BMPL requires a specific plan during a pandemic that will assist in resuming business in a methodical manner.

During a pandemic with 60% infection rate, up to 40% of employees may be absent at one time due to illness or self-quarantine. Those staff who are identified as in a higher risk pool, or having household family members in this risk pool would increase this number. Additional staff may be absent for other reasons, including fear to report or even an OHSa defined work stoppage. The following are various reasons why employees will be unable to work during a pandemic outbreak:

- Employee is sick or quarantined (suspected, actual or post-infectious);
- Employees who need to care for school aged children, if sick or if schools are closed, or to care for other family members (elderly, or other age family members);

- Employees who choose/prefer to stay at home or because of mandatory order by public health officials;
- Employees who wish to avoid being in public spaces and/or gatherings and/or to avoid public transportation, including a work stoppage;
- Employees are trapped out of the area due to travel restrictions, such as those on holiday;
- Employees have volunteered to assist in the community, including helping with emergency services.

#### **4. Objectives of the Plan**

This Plan is intended to:

- Define critical operations that must be continued, those operations that can be postponed for a period of time and those operations that can be postponed indefinitely;
- Provide a planned transition from normal operations to emergency operations;
- Provide a level of security and safety for employees;
- Manage successfully through a pandemic and reduce the disruption to services;
- Identify when to suspend services if continuity is not feasible or safe for staff.

#### **5. Plan Activation**

Significant consideration must be committed to the decision to activate the plan. The risks inherent with the delay of implementing the plan must be considered, and conversely, the premature activation of the plan. Regular updates should be sought through the Grey Bruce Health Unit, World Health Organization and The Town of the Blue Mountains SMT and Emergency Management Control Group. The balance of public service and public health must be the key consideration in activation and moving through plan levels.

The Library CEO has the authority to enact the plan, including to suspend the delivery of some or all services based on the resources available and to redeploy staff as necessary.

The Board has the authority to pass, by resolution, a suspension of services, including the closing of buildings to the public. TBM Council, as the owner of the facilities, also has the ability to close facilities. In both of these situations, the CEO still retains the authority to redeploy staff both physically and/or in a remote work situation.

#### **6. Essential Services, Responsibility and Delegation**

The BMPL does not provide essential services to the public as defined by local health authorities. In a modern global planet, library services have a neo-essential service of

Internet connectivity as members of the public use library connectivity to gain valued information. This was evident when the Government of Ontario identified service groups providing connectivity/internet as essential in the COVID-19 pandemic.

***Connectivity and Access to Online Services:***

BMPL staff will work to maintain Wi-Fi onsite so patrons and visitors may access connectivity for updates on the BMPL, TBM and general needs. Staff will also work to maintain the Virtual Branch, and where possible, provide alternate services online.

The Manager of Technical Services or Designate will:

- restrict notices being sent from the ILS including due date or late notices;
- provide for extensions to material loans through any potential closure;
- extend expiry dates so patrons will not lose services during any shutdown;
- provide a method for new library cards to be used and expired cards to be renewed so patrons have access to the Virtual Branch; and
- provide any service updates, via the website, on Virtual Branch use (as needed).

The CEO may also provide limited onsite computer access which s/he deems emergent, even during an ordered shutdown. An example would be providing access to the Government of Canada's Employment Insurance website for EI applications by those who do not have a PC or access to another device.

There are also three (3) services identified which are critical to business continuity for BMPL employees and contracted services.

***Payroll and Finance:***

Payroll & Finance is identified as essential to the Library because during a pandemic the Library is responsible for payroll and supplier payments.

In the event that the CEO is ill, bi-weekly payroll submission will be verified and submitted to the TBM Payroll office by designates in the order as follows:

- a) Via electronic means by the CEO if well enough to complete the work while under quarantine
- b) Manager of Technical Services
- c) CHD Curator
- d) Manager of Public Services & Community Outreach
- e) Any staff, with payroll submission verified by the above Designates or CEO upon return to work.

Payroll time sheets will continue to be submitted to the direct supervisors and then to the CEO unless staff is otherwise instructed by the CEO or Manager of Technical Services (LES Staff) and Curator (CHD staff).

### ***Technology Services:***

Technology services are essential as a means of communication with staff and with the public to provide continued updates of the Library website, maintain the electronic resources and to post public announcements of service levels.

If the Technical Services Manager is ill, her designate will be responsible for maintaining the critical parts of the web site such as the home page and announcement areas. This Manager is responsible for ensuring that changes are communicated to staff so a concerted effort is clear and messaging is uniform.

### ***Internal Communications:***

Internal communication is essential in order to keep staff aware of current service levels, duty assignments and chain of authority.

Communication with internal contractors such as the janitorial or other maintenance repairs will be directed to the Manager of Facilities with TBM.

A current list of all staff is maintained by the CEO and Managers. Emergent messages will be sent using the scheduling software application, followed by BMPL email. Text, call or personal emails may be used as needed.

A list of emergency contacts for internal contractors and critical repairs is maintained within the Health & Safety Binder (Red Binder) at each branch location.

## **7. Hierarchy of Decision Making and Reporting Responsibilities**

In the event that the CEO is ill and incapacitated:

- The Manager of Technical Services will assume control of the immediate functions of the library to maintain service.
- The Manager of Technical Services for LE Shore and the Curator for Craigleith Heritage Depot have authority to authorize vendors.
- Each Manager who has direct reports retains authority to sign their own staff members payroll timesheet.
- Any Manager may deposit funds into the designated bank account. Under normal situations, no staff, including the CEO, has the ability to withdraw funds without two of the three Board-authorized signatories. Therefore, no banking withdraws are permitted outside of normal policy.
- The Manager of Technical Services, for LE Shore and the Curator, for the Craigleith Heritage Depot may sign cheque requisitions and reimbursements.
- The Manager of Technical Services may sign the P-card for each member with the Curator signing the P-card for the Manager of Technical Services.

## **8. Employee Protection Measures**

In accordance with our commitment to Health and Safety in the workplace, it is important to ensure that the BMPL protects its employees from the effects of any pandemic.

The BMPL is committed to the health and safety of its employees, and will endeavour to take every step necessary to ensure this commitment is upheld. Depending on the circumstances and severity of the pandemic, in addition to mandates communicated by local health authorities, the BMPL will uphold its responsibility, legislatively and humanely, to provide employees with a safe and healthy environment during a pandemic outbreak. This includes:

- Education in proper sanitizing of hands, work areas and commonly touched surfaces will be reviewed;
- Physical distancing will be encouraged, when recommended by health officials;
- Proper disinfecting of work surfaces during shift will be reviewed with supplies provided;
- Janitorial services practices for nightly disinfection of all work surfaces and public areas will continue and supplies for staff to upgrade these cleaning practices throughout the day will be left available;
- Hand sanitizer will be supplied at each circulation desk and office area, as well at each public entry point;
- Staff who are ill will be encouraged to stay home until well enough to return to work;
- Staff who are at a higher risk will be informed of accommodation plans to complete their regular work. This may include a location change, remote access, and be limited to what can productively be completed in this alternate location;
- Minimum staffing numbers will be adhered to whenever staff are working in facilities which are open to the public;
- Through continued communications and collaborations with local health authorities and other key groups involved in pandemic planning and follow up, the BMPL will ensure that all employees receive the most up to date information and relevant legislation in relation to the pandemic and will communicate the information to employees in a timely and appropriate manner.

In the event that any employee becomes ill as a result of work, a WSIB report will be filed on their behalf.

Not being able to properly implement any of these measures will inform the decisions on branch service levels.

## **9. Definition of Service Levels and Reallocation of Staff**

BMPL is a two-branch system with LE Shore the main branch.



### ***LE Shore Minimum Staffing***

LES branch may not drop below 2 staff on any given day or 8 hour shift. Staff may not be asked to work longer than an 8 hour shift during a pandemic to keep the facility open. It should be noted that 2 staff are identified as the minimum to maintain operational hours, and not to maintain services (programs, new materials, website updates, virtual branch, ILLO, etc.).

### ***Craigleith Heritage Depot Minimum Staffing***

CHD branch may not drop below 1 staff on any given day or 8 hour shift. Staff may not be asked to work longer than an 8 hour shift during a pandemic to keep the facility open. It should be noted that 1 staff is identified to maintain operational hours, and not to maintain library or museum services.

### ***Level I***

The L.E. Shore branch staff act as replacements for the staff of the CHD branch, and vice versa, if they become ill or are absent for any reason.

If an alternate staffer is able to take the shift for either location, service will remain open. This may be deemed a normal delivery of service or limited service:

- **Level IA**-occurs when all staff can be replaced and programs, activities, and admin can still occur as usual. This would be in alignment with a standard situation of a staffer calling in sick.
- **Level 1B**-occurs when a minimum crew is available only. This is 1 staff for CHD and 2 staff at LES, each for no less than 8 hour shifts (e.g. 4 LES staff are required on days with a 10am-8pm operating day).

### ***Level II***

If no additional staff are available, as the smaller of the two locations, the CHD will be closed and the staffer regularly scheduled will be moved to the LE Shore branch. Fire Watch Forms should be submitted to the Blue Mountains Fire Department in this situation for the temporary closure of CHD.

### ***Level III***

If there is not enough staff to keep the LE Shore facility open, the hours will be changed at LE Shore to a reduced schedule where two staff can maintain the building. (e.g. reduce a 10am-8pm day to a 10am-5pm).

### ***Level IV***

In the event that the CEO deems services can be provided in a virtual only or hybrid of virtual and alternate service model temporarily, and staff are available to carry out this model in a safe manner according to Section 8 Employee Protection Measures, the CEO may close LE Shore and provide the virtual and/or alternate model for as long as deemed practical and safe.

- **Level 4A**-occurs when the CEO closes the facility to the public and staff continue to work onsite to provide virtual or hybrid services. This partial closure should be for achieving the *Employee Protection Measures* and not simply due to lack of staff present in the building. Any restrictions for minimum staffing is null in this case as the building is not opened to the public.
- **Level 4B**-occurs when the facility closes and staff are sent home.

The CEO may move directly to Level IV if it is deemed unsafe to remain open to the public, but staff are available for maintaining alternate services. This may include reallocation of staffing for ongoing virtual services or alternate/temporary measures.

### **Level V**

If there is not enough staff to keep the LE Shore facility open for that day, LE Shore branch will be closed until such time as minimum staffing needs are available to open the facility. Fire Watch Forms should be submitted to the Blue Mountains Fire Department in this situation for the LES building.

The CEO may move directly to a Level V if it is deemed unsafe to remain open for any hours due to an inability to provide *Employee Protection Measures* as identified in Section 8.

### **Level VI**

In the event of a staff person's death or permanent disability as a result of medical complications from the pandemic, the entire BMPL system will remain closed until counselling services can be provided for remaining staff AND regular staffing resumes. This may require closure through the hire and training of new staff.

## **10. Criteria for Suspension of Program Services**

Programs and outreach services for adults and children/teens will be suspended at the discretion of the CEO based on reports and recommendations from the TBM Emergency Management Control Group, Grey Bruce Health Unit, Ontario Health Agency, Health Canada, and/or the World Health Organization.

The CEO may also suspend services if *Employee Protection Measures* identified in Section 8 cannot be maintained. If the Joint Health & Safety Committee deem the CEO is not providing protective measures, they may, under OHSA protocols, submit a work stoppage.

## **11. Cross Training of Staff**

For the following key BMPL needs, there will be at least one alternative person trained to assume the duties of the job:

- Interlibrary Loan Service;

- Payroll preparation and submission;
- Monthly Health and Safety Inspections;
- Cataloguing of new library materials;
- Processing of new library materials;
- Web site and Database maintenance.

## **12. Schedule for Meeting the Critical Needs of the Facilities**

### ***When Facility is Closed & Staff are on Accommodated Work***

In the event of the closure of a Branch due to lack of staff or due to inability to provide protective measures, and during a time that staff are onsite and continuing to be paid for accommodated work:

- the book-drop must be emptied, and materials checked in at least every other day;
- deliveries from Canada Post will be processed;
- facility functions of climate control, security/fire panel, water, and hydro will be checked and any problems reported to the CEO or Designate; and
- Pandemic Cleaning Procedures will be conducted.

### ***When Facility is Closed & Staff are Away***

All facilities need to be checked at least every third day for security purposes.

- The CEO will complete this task for the first 3 visits.
- If the CEO is ill or after the first 3 visits, the Curator will inspect CHD and Manager of Technical Services will inspect LES.
- If these staff are not available, staff members with keys will be responsible for taking turns checking the building.

Key functions during the inspection visit are:

- a complete walk through of the site for inspection purposes and K-Boxing any emergent needs;
- sign off of any inspection sheets;
- empty of book drop and discharging of materials.

## **13. Staff Communication Network**

A current list of all staff will be maintained by the CEO and distributed. This list will contain home phone numbers and e-mail addresses. The CEO or Designate will initiate the pandemic communication in the case of closures or significant changes to service

levels via the scheduling software application. This may be replaced by a phone tree or text tree. In a phone/text tree, one staff person from each Branch will be contacted and will relay the message to all other Branch staff.

Staff will be expected to check the [BMPL website](#) and the [TBM website](#) regularly for updates on the pandemic.

**UPDATED BY PANDEMIC:**

**COVID-19 links**

[BMPL's Service Updates & COVID-19](#)

[TBM's COVID-19 Response](#)

[Grey Bruce Health Unit](#)

[Government of Ontario](#)

[Government of Canada](#)

[World Health Organization](#)

#### **14. Contact with and Reporting to The Blue Mountains Public Library Board**

The CEO shall report to the Board electronically or in person, as the situation unfolds, including:

- Information of activities prior to declaration should be shared with the Board.
- A decision and rationale for implementation of the Pandemic Preparedness Business Continuity Plan (BCP) should be provided to the Board. No activity by the Board is necessary.
- The CEO shall continue communication to the Board, as situations change. This may be daily or less or more frequently, dependent on the pandemic and operational and situational awareness needs of the Board.
- The Board shall enact *POL-ADM.2020.01-Pandemic* Response Section 6.3.4, pertaining to meetings during a pandemic.

#### **15. Contact with and Information Sharing with the CAO and Council**

While the CEO is not directed by the CAO or Council, the BMPL facilities are TBM owned facilities and any pandemic response must be a community response. As such, the CEO shall:

- Provide open communication with the CAO or designate body to both gather information and to provide information.
- A decision and rationale for implementation of the Plan should be provided to the CAO to pass onto the Emergency Management Control Group and, if deemed necessary by the CAO, to Council.

- The CEO shall continue communication to the CAO or designate, as situations change. This may be daily or less or more frequently, dependent on the pandemic and operational and situational awareness needs of the Town.
- Additional resources, such as sanitization needs or contractors and vendors (e.g. janitorial increases or suspension) shall be acquired early in the process and be updated as necessary.
- Any minutes of the Board conducted during the pandemic and under the pandemic response policy will be sent to the Clerk and CAO within one day, and be identified as a DRAFT in order for information sharing. These minutes will not be included in the official correspondence for Council Meetings. An approved version of these minutes will be forwarded under normal channels, after being approved by the Board. These will be included in future Council packages for receipt as information.

## **16. Contact with Vendors and Contractors**

In the event of a closure of a Branch, the CEO will notify the Manager of Facilities who will notify the janitor.

A current list of contacts for facility repairs will be maintained by the CEO with the support of the JHSC and in the [Y:\H04 Health & Safety](#) and in the Red Emergency Binders at each Branch. If the CEO is absent and there is a problem with an essential facility function, such as, heat, security or water overflow, the staff person may contact the Town's Manager of Facilities or maintenance staff using the cell numbers or emails listed in the Emergency Contact List.

## **17. Contact with the Community**

The CEO shall be responsible for communicating with the Community. This will be completed by electronic means via update of the BMPL website.

E-blast, using the E-Newsletter, and ILS OPAC may be used for:

1. Notice of Pandemic Plan initiation and where to find BMPL information;
2. Notice of Facility Closure;
3. Notice of Facility Reopening.

All other information shall be provided through the establishment of a pandemic webpage on the BMPL website. The first notice should include the link for the new webpage to minimize e-blast overload which could impact subscription use after the pandemic has concluded.

The Manager of Technical Services or Designate shall be responsible for:

- Providing updates to phone messages;
- Instructing staff how to complete out of office messages;

- Providing emergency web banners to the website; and
- Assisting the CEO or staff with any remote access requests via TBM's IT.

## **18. Recovery Plan**

Service levels will return to normal as staff becomes available to safely operate the Branches. Opening procedures may utilize the *Section 9 Service Level and Reallocation Staff* protocols, in reverse, or if the CEO deems it appropriate, may schedule a date for reopening to regular service levels.

Programs and outreach services will resume as allowed by staffing levels and at the discretion of the CEO in consultation with the department Manager (e.g. museum with Curator; children's programs with Manager of Public Services & Community Outreach).

## **Appendix A: JHSC Emergency Contacts**

This page should be added into the document at the time of declaration of a pandemic and implementation of the Plan by the CEO.

## **Appendix B: Staff Contacts (CONFIDENTIAL)**

This page should be added into the document at the time of declaration of a pandemic and implementation of the Plan by the CEO. **Contacts are Confidential** and only to be shared with Staff. The CEO or Designate may choose to share with members of the Board or Board Chair if this is deemed necessary during the pandemic.



## Appendix C: Pandemic Preparedness Checklist

Business Continuity Plan	Check if addressed	Individual or group responsible
Who has responsibility for activating the Business Continuity Plan for your organization and who is that person's back up?	✓	CEO
Has your organization identified a process through which the decision will be made to activate and terminate the Plan?	✓	CEO
Do you have a communication strategy for reaching employees, business partners and supply chain partners as a result of having to implement any section of the Business Continuity Plan?	✓	CEO
Who do you need input from both internally and externally to prepare and review a Business Continuity Plan for your business?	✓	CEO
Who is in charge in the event of a pandemic episode and are the roles of the various stakeholders clearly defined? Who makes what decisions? Who notifies the various stakeholders?	✓	CEO or Designate
Is the Pandemic Influenza Business Continuity Plan integrated with your emergency preparedness plan(s)?	✓	CEO
Who needs to approve the Business Continuity Plan?	✓	Library Board
Do you have a mechanism to periodically review and update your plan?	✓	CEO with Library Board no less than once per cycle
Who will be in charge and make decisions within your business concerning services during a pandemic/emergency episode?	✓	CEO or Designate
What will be the mechanism for regular reporting to your management staff and Board during a pandemic episode?	✓	CEO
What will be the mechanism for regular updates and shared information with the Municipality during a pandemic episode?	✓	CEO
Is there a contact list of all internal and external client and partner agencies, supply chain partners and stakeholders?	✓	CEO with JHSC
Is there a contact list of all senior staff within your business?	✓	CEO
Have you prepared site-specific notification for office closures and contacts for the public/clients?	✓	CEO
Who in your organization has responsibility for collecting/managing information about staff absenteeism? Who is that person's back up?	✓	CEO with Manager of Technical Services
Do you have data on the average number of staff absences due to illness and vacation at different times of the year (monthly rates)?	✓	Managers on Direct Reports
Is there a mechanism within your business to monitor and report increasing staff absenteeism due to illness to health authorities?	✓	Managers on Direct Reports
Have these services been planned for should there be a staff reduction due to absence?	✓	CEO
Who has signing authority for expenditures during an emergency and who is that person's back up?	✓	CEO or Designate
Are there clearly stated policies and procedures that cover signing authority and acquisitions?	✓	CEO or Designate
Have alternative service providers been identified to assist with maintaining your essential services? What duties will they have and what additional training will they require? Have insurance coverage and union issues been addressed?	✓	CEO
Who has authority for ordering repair/replacement equipment and who is that person's back up?	✓	CEO, Managers or TBM Facilities Manager

<b>Materials and Supplies</b>	<b>Check if addressed</b>	<b>Individual or group responsible</b>
Are you currently stocked with all necessary supplies for regular day-to-day functions?	✓	Manager of Public Services & Community Outreach
Does your business have contact lists for all your suppliers and alternate suppliers?	✓	CEO
Does your business have access to inventory (including serial numbers) of all computer equipment, printers, fax machines, photocopier machines in case repairs are needed?	✓	CEO
Does your business have contact lists for all equipment repair persons?	✓	CEO and/or Managers
Who authorizes repairs and supply/equipment orders? Are there other employees who can take over this responsibility in the event of an emergency?	✓	CEO and/or Managers
<b>Training / Orientation</b>	<b>Check if addressed</b>	<b>Individual or group responsible</b>
What are the training needs pertaining to emergency and pandemic flu contingency plans. What additional training will be required?	✓	CEO
What orientation/education should be arranged for your employees to raise awareness about a pandemic flu emergency?	✓	CEO with JHSC
Has staff been made aware of basic infection control guidelines to prevent the transmission of influenza? (e.g., hand washing procedures, etc.)	✓	CEO
<b>Delivery of Services to Customers</b>	<b>Check if addressed</b>	<b>Individual or group responsible</b>
Have services in your business been prioritized to take into account minor to major staff absences due to illness?	✓	CEO
Who will make decisions about reducing levels of service and/or cancelling services temporarily?	✓	CEO Children's Librarian
Is there a pre-approval process in place for purchasing additional supplies?	✓	CEO
How will reduction/temporary cancellation of regular services be communicated to local clients, suppliers, the public and business partners?	✓	CEO
Does your plan identify the need to consult with the Medical officer of Health prior to any major communication strategy about reducing service delivery due to staff absences relating to influenza?	✓	CEO
Could any of the business's services be provided from another work location?	✓	CEO
<b>Human Resources</b>	<b>Check if addressed</b>	<b>Individual or group responsible</b>
Do you have policies or procedures to address your employees' psychological impacts resulting from an outbreak?	✓	CEO
Do you have policies or procedures to accommodate your employees' family obligations during an outbreak?	✓	CEO
Do you have a current list of staff complete with telephone numbers? Has someone been assigned responsibility to ensure that it remains current?	✓	CEO
Do relevant employees have access to a list of all employees and relevant stakeholders?	✓	CEO
Is there a copy of the Health and Safety manual on site in your business?	✓	CEO
Who will be in charge of communicating to the employees in your business? Do you have a backup person(s) to take on this responsibility?	✓	CEO and Managers

Who will represent your business on community emergency response team(s), if requested to participate, and are there back-ups to those persons?	✓	CEO
Who will be responsible for payment issues related to overtime and/or additional salary issues? Are there staff designated as backup for these positions?	✓	CEO
Does your business have a system staff uses to report absence due to illness and other reasons? Is this information accessible on a daily basis?	✓	CEO
<b>Records and Record Keeping</b>	<b>Check if addressed</b>	<b>Individual or group responsible</b>
Has your business developed appropriate records keeping procedures for items such as: Staff absences, Vacation, Complaints and issues	✓	CEO
Do you have a plan to record significant decisions that were made during a pandemic flu/emergency?	✓	CEO
Is regular reporting to Board required?	✓	CEO
<b>Communication (Communication Strategy)</b>	<b>Check if addressed</b>	<b>Individual or group responsible</b>
In your organization, who has primary responsibility for communicating with the public/business partners/supply chain partners/staff?	✓	CEO
Who is that person's back up in the event that this person is sick with the flu?	✓	CEO
Are there people in your organization who have sole access to incoming information, e.g., business information, incidence reports, complaints, etc? If so, have you arranged for designates to receive this information?	✓	CEO
Does your organization maintain a central inventory of passwords to office equipment and electronic files? Is there a designate for the person who has responsibility for the inventory?	✓	CEO, Managers, IT
If your information technology person is ill, to whom can you turn if you experience computer problems?	✓	IT
How does your staff communicate with each other during office hours and after-office hours? Is there an alternate form of communication they can rely on, e.g., cell phones, pagers, etc.?	✓	CEO
Who are your security contacts should there be a problem with physical access to your work location and is there a back up to your security contacts?	✓	CEO
How will you send out public service announcements and news releases? Do you have a process for consulting with the Health Department prior to any releases?	✓	CEO
Will employees and the public be able to access a website or telephone number to get updates on service delivery news?	✓	CEO