

# COVID-2019 Planning & Response Levels Framework

UPDATED MARCH 16, 2020



## *BUILDING BRIDGES CONTEXT*

To effectively plan for a significant public health event, it is necessary to adopt a “worst-case scenario” mindset. It is unlikely that Building Bridges will experience significant business disruption due to [COVID-2019](#), the disease caused by the novel coronavirus. Many of the factors that increase the risk of transmission and higher mortality rates (e.g., ultra-high density, multi-generational housing) are less common in the United States and the Metro Denver area.

However, Building Bridges embraces a multicultural environment and we recognize that for many of our youth, staff, and clients these factors are their reality. As COVID-2019 reaches the Metro Denver area, it may cause personal and professional pressure on Building Bridges personnel. Many organizations (e.g., schools, daycares, eldercare, etc.) will have very low risk tolerance of remaining open if there is an outbreak, which will make it more difficult for some personnel to be present in the office.

To prepare for a range of scenarios, we ask all staff members to review this planning document containing description of response levels and actions. This framework will be revisited weekly by executive leadership while the crisis is unfolding. Updates to thresholds and actions will be made based on new information as needed.

## *PLANNING*

### ***Business Planning (To be managed by the Executive Director)***

- Identify and plan critical business transactions
  - Accepting donations and payments
  - Financial oversight
  - Payroll and accounts payable
  - Benefits administration
- Assess capacity for staff and interns to work remotely
  - Remind staff and interns to practice and maintain healthy work and personal care of work space, body, and mind
  - Consider waiving paid time off (PTO) for any staff members who are ill to prevent transmission and encourage full recovery
  - Staff members are required to inform human resources of personal travel to—or layovers in—countries on the Centers for Disease Control and Prevention (CDC) restricted list
  - Assess technology needs
  - Interns will additionally follow respective school guidelines

### ***Communications (To be managed by the Outreach and Engagement Coordinator)***

- Maintain presence on social media
  - Update Website
  - Schedule social media posts
- Communicate proactively to all constituents the emergency health plan (co-created with ED)
  - Identify constituent groups
  - Plan for communication needed for each constituent groups
  - Create communications and send via designated communication channels
  - Plan for and send follow up communications as needed and on a regular basis throughout incident period

### ***Shift Operations (To be managed by the Shift Program Manager)***

- Based on guidelines outlined in the Emergency Health Plan (EHP), and in consultation with resources from the CDC, evaluate whether programming may continue
- Based on EHP thresholds, number of cancellations, client needs, or other information, decide whether or not to move forward with planned programming – both client services and external workshops
- Communicate with current clients and registrants of updates to services
- Notify programming sites and training locations with any updates
- Notify clients and program partners with any updates

### ***Transform Operations (To be managed by the Transform Program Coordinator)***

- Based on guidelines outlined in the Emergency Health Plan (EHP), and in consultation with resources from the CDC, evaluate whether programming may continue
- Communicate with current families and participants of any updates
- Notify programming sites with any updates
- Notify program partners with any updates
- Consider how BB can provide support to participants and families, as possible and as needed

### ***Personal Planning***

Given the continued spread of COVID-19, we feel that it is reasonable for individuals in locations not yet impacted by the virus to begin some personal contingency planning and preparation.

- Visit the CDC website to review [prevention recommendations](#)
- Consider what supplies you would need if an extended period (30 days) of “social distancing” is recommended by local government (e.g., prescription medications, food, pet food, and critical household goods such as batteries, hygiene supplies, etc.)
- Communicate proactively with the team and/or supervisor if you need additional support
- If you are sick or feel the onset of symptoms, please work from home or use PTO

## ***RESPONSE LEVELS FRAMEWORK***

### ***Level 1 | Local Transmission***

- Metro Denver experiences 75 instances of “community transmission” between people who are not close relatives/living in the same house or in a hospital setting
- Local governments recommend “social distancing,” including working from home

### ***BB Actions***

- We will offer optional work from home (WFH) for all staff members
- We will ask staff members to follow healthy practices in common spaces
- We will limit office visitors to essential business operations only; if it can be done virtually, do it!
- We may shift Board of Directors meetings to be convened virtually
- We will ask the Executive Director to start making plans for continuity of operations and movement of critical information to support WFH
- We will continue external workshops and trainings not exceeding 35 people, including staff, with an extensive sanitation plan unless cancellations exceed 50%

### ***Level 2 | Local Containment***

- Metro Denver experiences 150 instances of “community transmission” between people who are not close relatives/living in the same house or in a hospital setting
- School closures and/or other government quarantine actions in Metro Denver

### **BB Actions**

- We will implement mandatory WFH for all staff members
- We will cancel all in person scheduled meetings with outside visitors or shift to virtual
- We will shift board meetings to be virtual
- All staff members will plan to share/manage essential workloads on behalf of staff members who may become sick
- We will externally communicate any limitations of business functions
- We will NOT attend any out of state events as an organization
- We will postpone all external workshops, trainings, and events to a later date

### **Level 3 | Local Containment is Ineffective**

- Metro Denver experiences 500 instances (with an upward trend) of “community transmission” between people who are not close relatives/living in the same house or in a hospital setting

### **BB Actions**

- We will implement mandatory WFH
- We will ask all staff members to monitor workload management needs
- We will externally communicate office closure including available, limited, or unavailable business transactions during the isolation period
- We will require essential personnel to actively manage the workload of critical business transactions
- We will cancel all external in person workshops, trainings, and events until further notice

### **RESOURCES**

- [COVID Fact Sheet](#)
- [Colorado Department of Public Health and Environment \(CDPHE\)](#)
- [Center for Disease Control and Prevention \(CDC\)](#)
- [World Health Organization \(WHO\)](#)

### **ADDITIONAL INFORMATION**

#### **Prevention**

The best preventative measures to take are the same as with the common cold or the flu:

- [Wash your hands frequently](#) (e.g., before and after eating, after traveling on public transportation)
- Cough/sneeze into your elbow, not your hands
- Avoid touching your face
- If you are experiencing any symptoms (e.g., cough, fever, chills, sneezing), avoid contact with other people, including going to work, running errands, or engaging in community activities

#### **Supply Kit**

[Ready.gov](#) has a good list to use as the starting point for building a disaster supply kit. This basic kit is designed to help you self-sustain for three days post-disaster (e.g., hurricanes, flooding, earthquakes, etc.) until the government and aid workers can get help to you. Unlike natural disasters, outbreaks tend to have a longer-lasting impact due to recommended or mandatory “social distancing” lasting for 30 days or more. As such, we encourage you to plan to self-sustain for at least 30 days. If you build this kit, you will be prepared for future emergencies as well.

Being over-prepared is better than being under-prepared, and preparing before you absolutely need to may reduce feelings of stress. You will also have better access to needed supplies before an emergency situation.