

# TOOLE DESIGN EMERGENCY PREPAREDNESS PLAN

**March 11, 2020**

## Instructions to All Staff

This plan has been developed due to concerns that COVID-19 (Coronavirus) could impact one or more of our offices. Our highest priority is the health and safety of our employees and their loved ones. Our goal in providing this information is to be prepared for whatever is coming our way, whether it's a minor disruption, or something more significant.

This plan is designed to provide guidance to office directors and staff in the event that the coronavirus becomes an issue but will also be useful for other types of emergencies in which staff need to work from home. In addition to the information below, please visit the Centers for Disease Control's website for up-to-date information about COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

## Communication

It may be necessary for the Company to communicate directly with employees when they are not in the office. In order to facilitate this:

- Monitor your Toole Design email for important company and IT updates. This will be the primary medium of communication.
- All employees should have a current mobile phone number (or home phone number) in [HR software] (see Employee Profile\Contact). Also please update your emergency contact information.
- Managers should keep a list of mobile phone numbers for their direct reports in an easily accessible location, in order to communicate with them quickly.
- Employees should have the mobile number of their supervisor and/or office director programmed in their mobile phone.
- Staff concerned about cell phone voice minute usage on their personal cell phones should set up a [free Zoom account](#) with their [company] email and use that for meetings.
- Employees should have a way to check their email remotely, and understand how to do this (e.g. how to use Outlook Web Access).
- Smartphone email setup solution - insert
- Outlook web access – insert

## Tips for mitigating health impacts to employees

The health of our team and their loved ones is our top priority. In furtherance of this:

- Symptoms of Coronavirus – [According to the CDC](#), the following symptoms may appear 2-14 days after exposure:
  - Fever
  - Cough
  - Shortness of Breath

- The CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and asked to go home (where they may work if they are able). Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available). Employees or managers should contact HR if there is a concern about an employee's PTO.
- Do not make determinations of risk based on race or country of origin and be sure to maintain confidentiality of people with confirmed COVID-19.
- Employees who are feeling sick or running a temperature should not come into the office or participate in meetings on the company's behalf. There are no exceptions to this rule. Anyone diagnosed with a communicable illness should not return to work until they have received clearance from a doctor. Employees who come in while ill may risk the health of their colleagues and their families. If you are still under the weather but are well enough to work, you may work from home.
- Employees should follow all guidance and orders from local health officials.
- Handwashing/sanitizing instructions from the World Health Organization are available here: <https://www.who.int/gpsc/tools/GPSC-HandRub-Wash.pdf>
- Employees must practice good hygiene in the office, including washing hands often and covering your nose and mouth when coughing or sneezing. The company will endeavor to have soap and hand sanitizer available in the office for your use.
- Keep shared office spaces/surfaces (e.g. kitchens, doors, etc.) clean. When using the kitchen:
  - Use single use paper towels for now instead of cloth hand towels
  - Use the dishwasher instead of hand washing dishes/utensils
  - Avoid touching your face
  - Clean up after yourself
- In the event of a coronavirus outbreak in your region, your office should coordinate with your building management to confirm the steps they are taking to disinfect surfaces that are commonly touched, such as doorknobs/handles, elevator buttons, kitchen appliance handles, common areas, etc. If necessary, the office should make a schedule and purchase supplies to ensure surfaces are kept clean and are wiped down with disinfectant at least once per day.
- The Company will issue reminders to ensure that employees understand how to access medical care (e.g. Virtual Visits, etc.) through our insurance program.

### **What to do if you can't work, or need to work from home**

- As of Monday 3/16, most employees will be working from home.
- You are permitted to take home your laptop, monitors and docking stations as needed to work more efficiently from home – please inform your supervisor if you intend to do this.
- Clear and up to date communication is paramount. Please keep your supervisor and any other team members apprised of your situation. Employees should notify their directors and project team (if applicable) if they are not able to come in to work.
- Employees should have contingency plans in case they are not able to come in because they are sick, because they have to take care of someone else for an extended period of time (e.g. child's school is closed, loved one is ill, etc.), or other reasons.
- Please work with your supervisors and project teams to ensure that you will be able to work remotely if necessary. Practice using your office's VPN connection via your laptop at home, to ensure it is working properly – BEFORE you need it.
- For those who have never used your VPN, please see the section later in this document. This can be done from anywhere.
- Please see the instructions [later] for guidance on proper file management when working remotely.
- Almost all Toole Design employees are provided with a company laptop and should have access to the necessary software tools to perform their job. To the extent possible, we will strive to provide you with the

necessary equipment, resources, materials, and information to perform your job from home (note – this does not mean that Toole Design will be supplying additional equipment for home offices, or that we will cover the cost of home internet access or phone usage).

- If you are unable to work, program an out-of-the-office reply for your email and provide an alternate contact name/email address.
- If you are working from home, forward your office line to your cell (see instructions here) Additional information is available later in this document. If you are unable to do this for some reason, make sure your email signature has your cell/home number, and make sure your clients and colleagues know where to reach you.
- If you are working from home and need general IT assistance, the [Helpdesk](#) is the preferred method, since it generates and tracks ticket resolutions so that the IT team can ensure that everyone that needs help receives it in a timely manner. Please see [Getting IT Help](#) later in this document for more information.
- If your position is such that it is not possible to work from home, or you are otherwise unable to work from home due to family responsibilities, sickness, or technology issues, it will be necessary to use PTO, or take leave-without-pay if you do not have accrued PTO.

### Information regarding our work with clients

- Monitor communications with clients – notify your supervisor and regional director if there are any indications that clients are affected by the coronavirus. Indicate the nature of the impact.
- Confirm any upcoming meetings/events (see the section below [Information Specific to Public Meetings](#)). Ask the client what their process will be for postponing or cancelling any events- and ask them to notify us as soon as possible.
- If your project requires travel- confirm **[IN WRITING]** with client before purchasing tickets/making lodging reservations. To the extent possible, use carriers that allow you to change your flights without a change/cancellation fee. Make sure that any lodging or rental car reservations are cancellable without penalty. If you cannot get a lower-priced changeable/cancellable ticket, confirm with your client that we will be buying tickets that can't be changed/cancelled without a fee and that they will cover the tickets in the event the trip must be cancelled. Do not pay for travel insurance, as it only covers cancellations in limited circumstances (e.g. if you are sick).
- If your meeting is cancelled, immediately cancel your travel reservations and notify Accounts Payable.
- If possible, postpone any major project expenditures (e.g. traffic counts, buying SRTS swag, etc.). Talk to your supervisor to determine whether it is advisable to make major purchases.
- If clients ask us to stop work on a project for any reason, immediately notify your supervisor, project team and Project Accountant, and **stop all work on that project by Toole Design and any subconsultants.** You should invoice for any work by Toole Design or subconsultants up to the date of the work stoppage.

### Information specific to conferences

Toole Design staff participation in local and national conferences is cancelled in March and April. We are taking this step out of an abundance of caution for the health and wellbeing of staff as well as family and friends with whom we come into contact. We hope this is a temporary decision, but do want to stress that it's not just the travel to and from conferences that's the issue, it's interaction with people at conferences that's an issue at the moment. So even local conferences with minimal travel fall under this policy.

## Information specific to public meetings

If you are hosting or leading a client/public meeting, here are some precautionary measures to think about as part of your planning:

- If it is a smaller/client team meeting, think about whether it would be just as effective to meet via conference call/webinar.
- For larger project team or public meetings, coordinate very closely with the client to confirm whether the event will/should move forward as planned. If schools and other public functions are closing, it may be wise to postpone the meeting to a later date if possible. Identify who makes the call about whether the meeting will proceed or be canceled. Contact participants and let them know how/where to get information if there are last minute changes. If there is a project website or online information about your meeting, acknowledge that you are monitoring the situation and taking the necessary precautions to minimize potential transmission of the virus.
- Bring hand sanitizer for each table and consider coordinating with the venue to ask whether there are staff who can help you sanitize before and after the meeting. Build in extra time to help them use Lysol or similar disinfectant on tables, door knobs, etc. before and after the meeting.
- Minimize interactive activities that involve people using communal pens, stickers, or other props. Interaction by listening and talking, with one person serving as note-taker, is best at this time.
- Eliminate a shared sign-in sheet. Have one person go around and write down everyone's name/contact info, and/or use an online survey that people can take using their phones to sign in.
- Eliminate finger foods, self-serve bowls of chips/snacks, or any refreshments requiring common serving utensils.
- As the host, set some ground rules at the beginning of the meeting. People will look to you to set the tone, and will take your lead as the host. You can consider sending these out in advance, making a poster for as people arrive, or announcing as part of your opening remarks (or all three):
- There are a few precautionary measures we are recommending in order to prioritize the health and wellness of all participants:
  - Please take a moment to wash your hands when you arrive at the meeting, and/or to use the hand sanitizer that will be provided at (each table)
  - Please avoid exchanging business cards. You can write down someone's contact information on your phone or notebook.
  - Do not shake hands as you greet other participants. Instead of a handshake, feel free to do an "elbow bump" as a greeting.
- Again, coordinate all this closely with your client. Their agency may have their own plans in place for messaging and communications related to public meetings/events. But it is important that we demonstrate proactive leadership to help minimize the transmission of Coronavirus to the extent possible.

## More detailed information for working remotely

The following pages contain information for working remotely. This includes general information applicable to all staff, and specific information for certain users (e.g. CADD, InDesign, etc.). Note that this will be updated periodically with additional information.

### Forwarding calls to your cell phone

### Using the VPN

### Getting IT Help

### Working in CADD Files Remotely

**Working in InDesign Files Remotely**

**Working in Large GIS Projects Remotely**

Insert company specific instructions