

## **All Hazards Plan Retail: Pandemic**

### **1. Your Business, Your Plan**

Ensure that you have up-to-date and reliable information readily available

[www.cdc.gov](http://www.cdc.gov)

Local Public Health Facebook page

State Health Dept website

Identify and assign roles and responsibilities for response plans. When you are planning, ensure you include everyone involved and have their feedback.

### **2. Your Employees & Customers**

Plan for staff absences. Staff who experience fever, dry cough, sore throat and headache should be told to stay home even if (as is highly likely) it turns out that those symptoms are unrelated to 2019-nCoV.

Consider your customers' needs and devise alternative arrangements to meet those needs/concerns. (i.e., e-commerce capabilities, "click-and-pick", telephone orders with home delivery, etc.).

### **3. Your Policies**

Ensure that you have absence policies that meet regulations (i.e. provisions for emergency personal leaves/"sick leave" and on when infected people can return to work when symptoms have gone).

Ensure that you have policies for reducing infection set up at work (i.e., cough and sneeze etiquette, hand hygiene, persons with slight symptoms asked to stay home).

### **4. Your Resources**

Ensure you have sufficient products on hand to reduce spread of infection (i.e. hand sanitizer, disinfectant wipes, disinfectant soap, paper towels, tissues - and receptacles for their disposal). Make sure that these are available to staff and customers alike for in-store use.

Ensure you have taken measures for thorough and regular cleaning on the premises.

Ensure policies are in place for staff who may be working overseas and that they have specific arrangements in place for their care.

Ensure staff lists with emergency contact numbers are up-to-date

### **5. Communication & Education**

Ensure you have communication channels set in place for status and action updates to your employees, customers, vendors and suppliers.

Ensure your staff have information about response plans including their roles in the preparedness plans.

Ensure that your plan is culturally and linguistically catered to your staff.

Share available information to educate your staff (e.g. signs & symptoms, modes of transmission, personal and family protection, personal hygiene etiquette, contingency plans) .

Checklist in the event that Coronavirus (COVID-19) in the United States evolves toward being a widespread outbreak.

At present, the impact of Coronavirus (COVID-19) is limited in the US. But the nature of infectious diseases is such that this status could change rapidly.

Pulaski County Health Center recommends that retailers adopt a structured yet flexible business strategy to minimize any disturbances. This checklist is intended to be a general guideline and should not be considered as a comprehensive checklist to address all business planning for a Coronavirus (COVID-19) outbreak.

## **6. Your Business Continuity**

Ensure that you have up-to-date and reliable information readily available

Identify and assign roles and responsibilities for response plans. When you are planning, ensure you include everyone involved and have their feedback.

Identify your essential services to keep the business running. Include payroll, systems maintenance, communications services.

Discuss with suppliers whether they have a response plan on standby and coordinate with your own.

Ensure that you have access to a broad pool of employees to take on essential tasks in your business. Identify contract staff, retirees and others who may be available when some employees are absent.

Assess the possible impact that a widespread outbreak (or pandemic) will have on business related travel. Consider reducing non-essential travel.

Formulate a communications strategy. This plan should be a chain system with key contacts, employees, suppliers, customers, and include a process for tracking and checking status of those involved

Determine the possible impact of a widespread outbreak on company financials.

Consider how you will strengthen communications and IT infrastructures to support increased employee telecommuting and remote customer access.

Set up authorities, triggers and procedures for activating and terminating the business' response plan, altering business operations and transferring business knowledge to key employees.

## **7. Your Employees & Customers**

Plan for staff absences. Remember that the scope can range from staff absences to disruptions in transit system, schools etc.

Assess your businesses' need for continued face-to-face contact with your customers and suppliers. Consider plans to change the frequency or the type of contact because there could be an advisory against non-essential travel domestically as well as internationally.

Plan for an increased request in employee welfare services.

Ensure that your customers and your employees with special needs are considered for while planning a response plan.

Consider your customers' needs and devise alternative arrangements to meet those needs/concerns. (i.e., e-commerce capabilities, "click-and-pick", telephone orders with home delivery, etc.).

Anticipate employee fear and anxiety, rumors and misinformation and plan your communications accordingly.

Provide information from public health authorities for the at-home care of ill employees and family members.

## **8. Your Policies**

Ensure that you have absence policies that meet regulations (i.e. provisions for emergency personal leaves/"sick leave" and when infected people can return to work when symptoms have gone). Calibrate those policies with the advice of health care professionals as the situation evolves.

Ensure that you have policies for reducing infection set up at work (i.e. cough and sneeze etiquette, hand hygiene, persons with slight symptoms asked to stay home).

Ensure that you have policies in place for employees who are suspected to be ill or become ill at work (e.g. infection control strategy, absences).

Ensure that you have proper mechanisms to notify the authorities and health care professionals when a suspected infection has occurred. Also ensure containment of the infection when it has occurred.

With latest information from the CDC, staff who have recently travelled to infected areas should be asked to stay home for 2 weeks (the gestation period), travel should be limited as staff should not be sent overseas to the infected areas.

## **9. Your Resources**

Ensure you have sufficient products on hand to reduce spread of infection (i.e. hand sanitizer, disinfectant wipes, disinfectant soap, paper towels, tissues - and receptacles for their disposal). Make sure that these are available to staff and customers alike for in-store use.

Ensure you have taken measures for thorough and regular cleaning on the premises.

Ensure that you have additional channels for communication with staff in case face-to-face interactions are not possible (i.e. tele-conferencing) and that they are able to access their files via remote access.

Ensure policies are in place for staff who may be working overseas and that they have specific arrangements in place for their care.

Ensure that staff lists with emergency contact numbers are up-to-date.

## **10. Communication & Education**

Ensure that your information is from accurate, up-to-date sources and that it covers international and domestic issues.

Ensure that you have communication channels set in place in for status and action updates to your employees, customers, vendors and suppliers.

Ensure your staff have information about response plans including their roles in the preparedness plans.

Ensure that your plan is culturally and linguistically catered to your staff.

Share available information to educate your staff depending on the appropriate stage of the alert. (e.g. signs & symptoms, modes of transmission, personal and family protection, personal hygiene etiquette, contingency plans).

#### **11. Your Community**

Involve yourself in resilience teams and forums in your community. Find out what other organizations and agencies are planning for a possible outbreak.