

COVID-19 Pandemic Preparedness, Response and Recovery Plan for: Cornell Cooperative Extension Oneida County

Date: March 2, 2020

Most Recent Revision Date: June 8, 2020.

Cornell Cooperative Extension of Oneida County (CCEOC) offers a variety of programs and holds educational events that may be adversely affected in the event of a natural or man-made disaster. Continuing to perform essential functions and provide essential services is vital to our ability to remain a viable entity during times of increased threats from all hazards, manmade or natural. Since the threat to an organization's continuity of operations is great during a pandemic outbreak; it is important for CCEOC to have a Pandemic Continuity of Operations plan in place to ensure it can continue business services. While CCEOC may be forced to suspend some operations due to the severity of a pandemic outbreak, an effective Continuity of Operations Plan can assist CCEOC in its efforts to remain operational, as well as strengthen the ability to resume operations.

This plan provides guidance to CCEOC during the COVID-19 pandemic outbreak and may serve as the general outline for maintaining essential functions and services during any future epidemics, pandemics, and natural or man-made disasters. Hard copies of this plan will be posted throughout the building. An electronic version will be on the CCEOC web-site and will be emailed to the staff and Board of Directors.

Epidemic / Pandemic Planning Committee for Cornell Cooperative Extension of Oneida County

Address: 121 Second Street

City: Oriskany

State: NY

ZIP: 13424

Telephone Number: 315-736-3394

Alternate Number: 315-223-7850

Fax: 315-736-7480

Email: mm822@cornell.edu

Website: cceoneida.com

The following person is delegated the primary responsibility to develop, maintain and implement this preparedness, response and recovery plan and will serve as the organization's contact person in case of an epidemic.

Primary/ Secondary Pandemic Managers

Name	Position	Cell Phone Number	Email Address
Mary Beth McEwen	Primary Pandemic Manager: Executive Director	315-571-8045	mm822@cornell.edu

Terri Harrison	Secondary Pandemic Manager: Office Manager	315-520-0640	tah223@cornell.edu
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Additional Pandemic Planning Committee Members

Name	Position	Cell Phone Number	Email Address
Lori North	HR Manager	315-404-5366	lrn22@cornell.edu
Carol Watkins	Nutrition Issue Leader	315-292-0137	cap49@cornell.edu
Bonnie Collins	Agriculture Team Leader	315-796-6565	bsc33@cornell.edu
Marty Broccoli	AED Specialist	315-725-4137	mjb83@cornell.edu
Helen Madden	Grants Manager	315-404-4054	hmm93@cornell.edu
Richelle Singer	Family Dev. Issue Leader	315-292-3416	rls35@cornell.edu

Key External Contacts (public health officials, emergency management agencies, key government agencies, local health care, disaster relief agencies, social service agencies, others):

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://forward.ny.gov/>
- <https://www.ny.gov/>
- <https://www.health.ny.gov/>
- <https://ocgov.net/health/coronavirus>

ADDITIONAL EMERGENCY CONTACT INFORMATION CAN BE FOUND IN THE CCEOC EMERGENCY MANAGEMENT PLAN. (Attached)

Staff should take the following preventative measures to mitigate risk:

The CDC recommends preventative actions to reduce the risk of developing the flu or other respiratory diseases, including:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- When you are sick, stay home.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- If you haven't already been immunized against the flu, it is not too late to get a flu shot.

If any staff members have underlying medical conditions identified by their doctor that make them more susceptible to COVID-19, it is suggested that they alert their supervisors as soon as a potential risk is identified to discuss alternate work scenarios.

Scheduled programming and events during the COVID-19:

COVID-19 could have a substantial impact on our continued ability carry out scheduled programming and events. To determine potential impact and subsequent steps the CCE Oneida County pandemic planning committee will take the following actions:

- Continued monitoring of CDC pandemic/epidemic activity reports, WHO pandemic/epidemic activity reports and State and local Department of Health activity reports.
- Continued monitoring of local and regional news for school and business closures due a local or regional pandemic/epidemic outbreak.
- Continued monitoring of NY EDEN.
- Continued monitoring of staff and volunteers for symptoms/ illness. **SPECIFIC TO 2020 CORONAVIRUS OUTBREAK: Symptoms reported for patients with COVID-19 include mild to severe respiratory illness with fever, cough and difficulty breathing. If staff have these symptoms or are diagnosed with COVID-19 they should immediately report it to their supervisor.**

The Executive Director and management team will ensure continued communication with staff and Board of Directors of the CCE Oneida County response to the COVID-19 pandemic. Should a concern for rapid spread within the organization or community be identified the following steps MAY be implemented:

- Contact staff via One Call Now text messaging alert.
- Email plans and directives to CCE Oneida list serve.
- Communicate with staff via emergency phone tree.
- Announce organizational closure on WKTV and social media.
- Implement work from home plans. (All staff should ensure that they have the ability to connect to our server through the VPN (Virtual Private Network) – See Instructions from IT Lead and set up as directed by your supervisor.)
- Cancel scheduled programming and events. The pandemic planning and response team will make programming cancellation determinations. Decisions will be made based on some or all of the following: Oneida County government office closures, local school closures, CDC, NY EDEN and State and Department of Health recommendations, community spread internally in CCEOC offices, and general community spread.
- Update out of office phone message.
- Check voicemail remotely.

If work from home plans are implemented, Supervisors will schedule daily zoom meetings with staff to connect, communicate and review at-home work plans. Supervisors may also need to meet with some staff individually via zoom. Questions about work from home plans should be directed to your supervisor. Virtual all staff meetings will take place on a regularly scheduled basis.

Plan to extend timely and factual information to staff, members and people in the community

All organization personnel will be informed regarding protective actions and/or modifications related to this plan. Messaging and risk communications during an emerging infectious disease or pandemic will be conducted by the Executive Director, Mary Beth McEwen. Guidance and instructions on established infection control measures such as social distancing, personnel protective equipment and telework polices are provided by Mary Beth McEwen and/or the identified pandemic response team. **Staff members should not speak to the media regarding CCEOC's pandemic response or represent themselves as speaking to the community on behalf of CCEOC either directly or on social media unless specifically instructed to do so by the Executive Director.**

This person has primary responsibility to develop a public information and dissemination plan.

Primary Communication Manager: Mary Beth McEwen

Position: Executive Director

Work Phone: 315-736-3394

Cell Phone: 315-571-8045

Home Phone: n/a

Email Address: mm822@cornell.edu

Backup Communication Manager: Jake Schieferstine

Position: Board President

Work Phone:

Cell Phone: 315-404-8417

Home Phone:

Email Address: jschieferstine@gmail.com

All organizational communication shall come from the Executive Director. If the Executive Director is not available the secondary communication point shall be the Board President. If neither the Executive Director or the Board President is available, communication will come from a member of the pandemic planning committee.

The communications plan will address any or all of the following:

- Provide up-to-date, reliable COVID-19 information and other public health advisories from state and local health departments, emergency management agencies and CDC. This information will be available via the CCEOC email list serve.
- Distribute materials with basic information: ways to protect yourself and your family, family preparedness plans, the difference between seasonal flu and pandemic flu, etc. Use resources from CDC, county and state health, emergency management, Extension and other sources.
- Advise staff, members and people in the communities that CCEOC serves to follow information provided by public health authorities.

- When appropriate, include basic information about the epidemic in public meetings. (e.g. classes, trainings, small group meetings and announcements).
- Share information about CCEOC's preparedness, response and recovery plan with staff, members and people in the communities we serve.
- Identify CCEOCs' protocol for addressing rumors, misinformation, fear and anxiety.

Important Contact Information:

Executive Director - Mary Beth McEwen – Cell Phone: 315-571-8045

Human Resources – Lori North - Cell Phone: 315-404-5366

Office Manager – Terri Harrison – Cell Phone: 315-520-0640

CCEOC Board President – Jacob Schieferstine – Cell Phone: 315-404-8417

Please also see contact information for pandemic planning and response team listed above.

Specific Area Preparations:

Information Technology (IT):

The IT Manager should at all times maintain an up to date inventory of all Association electronic equipment. In the event of an identified epidemic or pandemic the IT manager should review technology needs for the association to include:

- Number of staff with laptop computers.
- Number of staff with desktop computers.
- Poll staff to determine number of staff who have reliable internet access from their homes.
- Number of extra/loaner laptops available that are in good working condition.

The IT Manager will work with the Executive Director to determine if laptops need to be ordered to allow staff to work remotely and how many laptops to order.

The IT Manager will work with the Executive Director to determine how to give staff with limited home internet access the ability to work from home, ie: hot spots, wifi adapters, etc... and with approval will order necessary equipment for staff.

The IT Manager will check loaner laptops to ensure that they are updated and perform any necessary updates.

Procedures including how to access the VPN, how to remotely access voicemail and how to update out of office voicemail messages should be sent out to staff.

Finance:

Accounts payable and accounts receivable should always be up to date. If there is an imminent threat of an epidemic or pandemic, the Finance Manager should ensure that all accounts payable are paid as soon as they are received to ensure that in the event staff need to work from home or off-site, the Association can Extend payment based upon the invoice of Net 30, 45 or 60 days.

Staff responsible for accounts receivable should continue to process any A/R that can be processed in-house and then remotely if necessary.

To enable finance staff to continue to enter accounts payable on a timely basis the following steps will be taken: (The first bullet point is applicable to all mail and is not specific to Finance.)

- Office Manager, Terri Harrison or Front Desk Administrative Assistant, Linda Wimmer will call and have mail held at the Oriskany, NY post office. The following staff are responsible for picking up mail from the post office on a daily basis:

- Primary – Karla DelRio
- Secondary – Terri Harrison
- Tertiary – Linda Wightman

Staff who pick up the mail will:

- Log it on EXCEL Spreadsheet
- Open mail
- Date Stamp Interior Document
- Email to appropriate staff, carbon copying the supervisor. If staff receive documents in error they should email them back to the sender, carbon copying their supervisor.

- When finance staff receive scanned AND standard electronic invoices:
 - Bonnie Backman, Finance Assistant will create a spreadsheet with payee, invoice date, and payment due date.
 - Bonnie Backman, Finance Assistant, will enter invoice batches by payment due date into ACCPAC and place batches for review in a dated file in the shared network drive.
 - Donna Gatto, Finance Manager will review invoice batches and move them into dated file labeled “reviewed” in the shared network drive.
 - Mary Beth McEwen, Executive Director will review and approve invoice batches and place in a dated file labeled “approved”.
 - If the Association remains closed as payment due dates approach, either the Finance Assistant or Finance Manager will, with Executive Director approval, access the Association, sign out checks in numerical order, and create a spreadsheet in the shared network drive with check number and payee. The Finance Manager or Assistant Finance Manager will print checks at home, and in conjunction with the Executive Director will arrange for checks to be signed by two staff, (staff signing checks will enter their initials on the spreadsheet as “initial signer” or “secondary signer”. Checks will be transported to a third person for review, sign-off and mailing.
- The Finance Manager should continue to remotely monitor banking accounts, reviewing both deposits and running balances.

Sample of Upcoming Programming and Events that may be impacted by the 2020 Coronavirus outbreak:

1. SNAP-Ed Programming (Schools, Senior Centers, Public gatherings)
2. Eat Well Play Hard (Child Care Centers / Preschools)
3. 4H Ag Literacy Week (March 16th -20th) 2,000 kids multiple readers and classrooms throughout Oneida County
4. 4H Ag in the Classroom (multiple school events through June)
5. Farm Fest (May 29, 2020) (approximately 600-700 children during the day & up to 5,000+ in the evening.) (Displays / food service/ sampling)
6. Various 4H youth development activities
7. Ag Ambassadors (School assemblies / single classroom)
8. M/O BOCES (meetings, etc.)
9. Continuing Ag/AED Programming
10. Child Care Spring Conference (March 14th 50-100 people)
11. Child Care Recognition Dinner (200)
12. Herb & Flower Fest (June 13th approximately 1,200 people)
13. Child Care Council ITA's
14. Opioid Prevention Education

This is representative of a small number of the events within the Association ... go to cceoneida.com for a complete listing of events.

Recovery and Return Plan:

Cornell Cooperative Extension Oneida County's Executive Director and the pandemic planning committee, in conjunction with the Association Board of Directors will continuously monitor guidance from the CDC, New York State Department of Health, Oneida County Department of Health, NYS Government and Oneida County Government to initiate the CCEOC recovery and return plan. Ensuring the health and safety of all employees, our clients and the general public will be top priority and will guide the decisions made by the pandemic planning committee.

It's important to recognize that the communities across New York State will stagger the reopening of businesses based on rates of infection in the various geographical regions. As businesses reopen and employees return to the office, there is potential for a spike in the community infection rate. The committee will continuously monitor the infection rates of the virus as additional businesses reopen within the community and based on that will make a determination of when CCEOC will begin to bring employees back into the office. Because employees are able to effectively work from home, the committee and the Board of Directors feel that a slow and measured approach should be taken. Therefore, CCEOC will wait a minimum of two weeks after initial restrictions are lifted by State and local government officials before allowing employees to return to work in the office.

When community infection rates have stabilized and risk to our employees has been minimized as much as possible, we will begin a multi-phased return process.

Phase I: To be completed prior to employees returning to the office to work.

- Finalize COVID-19 (pandemic) Return to Office Plan and review with all staff.
 - All staff must sign the included attestation to acknowledge they have read, understand and agree to abide by CCEOC's policy on preventing the spread of COVID-19 and most importantly, not reporting to work if sick.
- Appoint Chief COVID-19 Officers:
 - Terri Harrison, Office Manager, NetID: tah223, Office Phone: 315-736-3394 ext.168, Cell Phone: 315-520-0640
 - Lori North, Human Resources Manager, NetID: lrn22, Office Phone: 315-736-3394 ext.166, Cell Phone: 315-404-5366
- Ensure infrared thermometers, masks, gloves, cleaning supplies and hand sanitizer are available upon staff returning to the office. A written list of cleaning materials provided to each staff person will be posted with the return to work plan. Masks and supplies will be placed on employee desks prior to their return to office.
- Provide training on using no touch infrared thermometers to staff identified to take temperatures.
- Remove water jugs from coolers, clean coolers, continue to keep coolers closed. Purchase water to provide 4 bottles of water per employee upon return to the office. Staff should bring beverages with them after their initial day of return.
- Post CDC guidelines on how to protect yourselves and others in multiple locations around the office. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- Review and update Sick Leave policy to ensure flexibility. (see attached)
- Review and update Flexible Workplace Protocols.
 - Flexible workplace requests must be approved by your immediate supervisor. Workplace flexibility should only be approved if absolutely necessary during the week that employees are scheduled to work in-office. For example, if an employee is

experiencing any COVID-19 related symptoms but feels well enough to work from home the supervisor can consider approving a flexible workplace request. Abuse of flexible workplace protocols may result in loss of the privilege.

- Developed response plan for a potential outbreak among staff:
 - Immediately upon becoming aware of a suspected or confirmed case of COVID-19, contact Oneida County Department of Health and follow their guidance.
 - Follow CDC guidelines on “Cleaning and Disinfecting Your Facility” if someone is suspected or confirmed to have COVID-19 as follows:
 - Close off areas used by the person who is sick suspected or confirmed to have COVID-19. Note* It is not necessary to close operations, if CCEOC can close off the affected areas.
 - Shared building spaces used by the person suspected or confirmed to have COVID-19 (lobbies, building entrances) must also be shut down and cleaned and disinfected.
 - Open outside doors and windows to increase air circulation in the area.
 - Wait 24 hours before cleaning and disinfecting. If 24 hours is not feasible, wait as long as possible.
 - Clean and disinfect all areas used by the person suspected or confirmed to have COVID-19 who is sick, such as offices, bathrooms, common areas, and shared equipment.
 - Once the area has been appropriately cleaned and disinfected, it can be reopened for use.
 - Employees without close contact with the person suspected or confirmed to have COVID-19 can return to the work area immediately after cleaning and disinfection.
 - Per CDC contact tracing guidance, close contact is defined as being within six feet for at least 15 minutes. When the extent of contact with the person suspected or confirmed to have COVID-19 is not clear, the local health department will be consulted for guidance.
 - Persons who have had close contact will undergo a 14-day quarantine.
 - If more than seven days have passed since the person who is suspected or confirmed to have COVID-19 visited or used the facility, additional cleaning and disinfection is not necessary, but routine cleaning and disinfection should continue.
- Install sneeze guard at reception desk.
- Place hand sanitizer in common areas. (ie: by copiers, in the hallway, etc...)
- Create and post one-way directional guidance and signs for staff. (IE: Whenever possible, staff should enter the conference room through one door and exit through another. Staff should walk in one direction around the office to access personal office areas, etc...)
- Encourage staff self-identify to program leaders and human resources if they have underlying conditions that categorize them as high-risk individuals.
 - We recognize that CCEOC staff is not qualified to make medical decisions or determine if it is safe for someone to return to the office. Therefore, if a staff person feels that they have an underlying condition that categorizes them as high-risk and they do not feel as though they should return to the office they will need to see their doctor and provide medical documentation indicating that they are not able to work in office. Please note: CCEOC is taking all precautions to ensure we have a low-risk and safe environment for

all employees. Staff is broken up into teams and will only be in the building with 10 or fewer CCEOC employees at any given time during Phase II.

- Program leaders identify essential staff and determine what positions should return first, ensuring high-risk individuals are among the last to return to work in the office.
- Develop staff teams which will limit exposure and contact.
 - Provide staff with work team information and dates that they will be working in-office.
 - Provide staggered schedules to staff to ensure not all staff are arriving at one time. Staff must strictly adhere to their scheduled shift.
- Conduct trainings on:
 - Proper cleaning
 - Correct way to put on and remove face coverings
 - Proper disposal and cleaning of PPE
- Identify staff who can work from home on a consistent basis if needed.
- Develop and distribute staff cleaning logs. Logs MUST be completed and submitted daily!
- Post the return to work plan in each office area throughout the building.
- Develop daily employee attestation.
- Update MSDS binder to include details on all cleaning supplies distributed to staff.

Phase II:

- Utilize the floor plan to ensure staff are a minimum of 6 feet apart in all directions. Ensure that there is a maximum of 1 staff person per 200 square feet.
 - If necessary, modify work spaces to encourage social distancing, transitioning conference rooms into temporary office space as needed.
 - If necessary, IT will need to assess phone and internet capacity of conference rooms and ensure these spaces are ready for staff.
 - Staff should only use personal office supplies (stapler, scissors, pens, etc...) and not those belonging to other staff.
 - Do NOT bring in food or beverages to share with other staff.
- Restrooms: DO NOT ENTER: OCCUPIED or IN USE signs will be posted at the end of the hallway for multiple person restrooms where a minimum of 6 ft. distancing cannot be maintained due to the size of the restroom.
- Week one: Bring back one to two employees per department.
 - Any staff experiencing symptoms of illness should not report to work. Symptoms of illness for this purpose include but are not limited to:
 - Cough
 - Shortness of breath or difficulty breathing
 - Fever
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - New loss of taste or smell
 - Sore throat and Headache
 - When entering the building staff must first stop at the front desk to have their temperature read. The receptionist will take staff temperatures utilizing a hands free infrared thermometer. According to CDC guidelines a temperature of 100.4 or above constitutes a fever and staff will be sent home. (Refer to CCEOC Sick Policy and Flexible Workplace information.) Staff temperatures will be documented and stored in a secure file separate from the employee's personnel file. Staff responsible for taking

- temperatures and staff directly reporting to an offsite location must take and record their own temperature.
- Staff will complete a mandatory health screening assessment before beginning work each day asking if:
 - They have experienced COVID-19 symptoms in the past 14 days.
 - They have tested positive for COVID-19 in the past 14 days.
 - They have had close contact with a confirmed or suspected COVID-19 case in the past 14 days.
 - They have been in contact with someone experiencing COVID-19 symptoms.
 - If a staff member is sent home because of a fever or does not come to work because they are experiencing any of the aforementioned symptoms, they will require medical clearance before returning to work.
 - Masks will be distributed to staff and CCEOC will follow recommended State and County guidelines for proper use and when employees are required to wear masks. If, according to guidelines, employees are not required to wear masks at all times while working, they still may choose to do so. Employees will be required to wear a mask when entering, exiting, or walking through the building. Employees will not be required to wear a mask while working at their desks if they are a minimum of 6 feet from other people.
 - Common areas including the vending machines, water coolers and lunchroom (this includes access to the refrigerators and microwaves) will be temporarily closed to ensure staff safety.
 - If employees bring reusable containers to store food and drinks, they should be thoroughly cleaned according to CDC guidelines each time before bringing them back into the office.
 - Employees cannot gather in any common areas and must practice social distancing.
 - There will be no public access to the building during this phase of the return process.
 - Staff will not be authorized to conduct on-site or off-site in-person trainings and will not be allowed to travel during this phase of the return to work plan. Exception - If essential employees including Ag/AED and Childcare Council team members need to travel or conduct in-person trainings or reviews it must be authorized by their supervisor.
 - Staff MUST keep a detailed daily activity log beginning at the time they leave their home until the time they return to their home and submit it daily. This is a NYS requirement and will be used for contact tracing in the event of a positive COVID-19 test.
 - If an employee tests positive for COVID-19 they must immediately inform the Executive Director, Human Resources Manager and Office Manager.
 - CCEOC offices are located in a County owned building, therefore general areas will be cleaned every night by a County contracted cleaning crew. A cleaning log will be kept in the building.
 - Employees need to thoroughly clean their personal work areas on a daily basis and keep a daily cleaning log with the date and time cleaning occurred. Cleaning products will be available to employees.

Phase III:

- Additional department staff will be scheduled to return over the following weeks as recommended by the Executive Director and pandemic planning committee who will continue to monitor community infections rates. If there has been any infections among staff who previously returned to work this phase will be delayed.

Phase IV:

- Upon recommendation of the Executive Director, pandemic planning committee and in conjunction with the Board of Directors the building will reopen to the public, staff can resume necessary business travel throughout the County and staff will be allowed to resume in-person trainings and events.