**KMA Model Action – COVID-19 Preparedness and Planning**

The following outline is a list of action items that have been identified for employers to consider. This is a working document that can be used to keep track of action items, noting timeline adjusted due to business/priority needs.

| **Action Area** | **Action Items** | **Participants/****Individuals Responsible** | **Status/****Timeline** | **Complete** |
| --- | --- | --- | --- | --- |
| Planning  | * Gather a cross functional team including operations, finance, marketing, IT, and HR to discuss risks and address steps
* Identify action steps and who will be assigned within each area of the organization
* Meet regularly for updates and adjustments needed
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| Communications | * Develop communication to customers/clients on how you will continue business and adjust operations
* Appoint a contact person for inquiries from customers/clients
* Develop communication to internal staff on how they can protect themselves, changes in operations, opportunities for remote work, and cross training opportunities
* Appoint a contact person for employee inquiries by area
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| Safety | * Provide general information for employees to stay well

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>* Encourage staying home when sick, respiratory etiquette, and hand hygiene
* Separate sick employees who display acute respiratory illness symptoms upon arrival or at work
* Perform and assign employees/department to routine environmental cleaning
* Advise employees before traveling
* Obtain and provide employees safety related supplies and equipment
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| Monitoring and Updating  | * Continually monitor updates from the CDC and state CDC

Federal - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>Maine - <https://www.maine.gov/dhhs/mecdc/>New Hampshire -<https://www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm>Massachusetts -<https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19> |  |  |  |
| Information Technology | * Evaluate IT systems to allow opportunity for virtual communications by employees (i.e. conference calls/video calls)
* Evaluate and enable IT systems as needed to provide employees access to resources from remote locations
* Be aware of increase hacking and phishing scams and educate employees as activity has increased due to the pandemic
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| Group Gatherings | * Review need to reschedule or cancel external events
* Review need to schedule or cancel internal events and meetings
* Determine where meetings can be held via phone or video conferencing
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| Staffing | * Review operations to discuss a plan should the need arise to increase or decrease staff
* Determine essential employees needed for periods where a large number of employees may be absent
* Examine where cross training is appropriate and begin cross training
* Determine back up coverage especially for essential employees

 * Determine a plan for executives who have decision making ability and back up coverage as to who will be the decision maker if illness occurs.
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| Work Locations & Scheduling | * Evaluate where employees can work and if remote work is an option
* Consider alternate employee scheduling
* Develop and communicate alternate staffing and work location communication to employees
* Consider and offer opportunities for employees to communicate via phone, email, video conferencing
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| Travel Plans | * Review employee travel and determine alterations needed
* Require notifications from employees who have traveled to high risk areas
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| Employment Law and Wage and Hour Compliance | * Review any proposed alterations in pay practices for compliance prior to implementation
* Ensure compliance with wage and hour, employment, leave laws, and workers compensation requirements

<https://www.maine.gov/labor/docs/2020/COVID-19Resources.pdf> |  |  |  |
| Privacy and Confidentiality of Employee Information | * Ensure the privacy of employee information and legal compliance with privacy protection laws
* Exercise caution and do not ask employee about medical condition and health conditions beyond those allowed NOTE: Employers may ask employees if they are experiencing COVID-19 symptoms such as fever, tiredness, chills, cough or sore throat, and shortness of breath. Information provided by employees should be handled as a confidential medical record

Office for Civil Rights, U.S. Department of Health and Human Services BULLETIN: HIPAA Privacy and Novel Coronavirus<https://www.hhs.gov/sites/default/files/february-2020-hipaa-and-novel-coronavirus.pdf> |  |  |  |