

CORONAVIRUS PREPAREDNESS CHECKLIST

TECHNOLOGY

- Remote Access
 - ✓ Email
 - ✓ Documentation
 - Via O365 or file server
 - ✓ Applications
 - Hosted or located locally within the network / on a specific machine
 - ✓ VPN licenses
 - Enough to allow for all employees to connect concurrently?
 - ✓ Remote Desktop Protocol (RDP)
 - Enough to allow for all employees to connect concurrently?
- Employees with limited bandwidth
 - ✓ Consider how you will address employees who may have limited bandwidth available at home
 - Exp. Provide cellular hot spots
 - Allow for or increase data limits for the use of mobile phones as hot spots
- Telephones
 - ✓ Does each individual employee have the ability to access their work calls / voice messages remotely?
 - ✓ How will the main office/business line be handled?
 - Will it be forwarded to a specific person or multiple people on rotation?
 - How will calls that normally get routed or transferred be addressed?
 - ✓ Suggestions:
 - Have each employee ready to record an updated voice message in preparation for either themselves or the entire office working remote
 - Have an updated voice message for the main office line(s) recorded in preparation
 - Consider what message and further contact information may be beneficial to your customers / clients
- Mobile Phones
 - ✓ If organizationally issued mobile phones
 - Does your current plan allow for prolong use of the mobile phone?
 - Does your current plan allow for mobile phones to be used as hot spots?
 - ✓ If personal / BYOD
 - How will your organization address reimbursement of personal mobile data being used?
 - How will calls be transferred or content shared (if necessary)?

OPERATIONS

- Should a physical location be closed
 - ✓ How will mail / packages be received?
 - ✓ Will a sign be placed on the entrance notifying patrons/customers?
 - ✓ Will a sign be placed on any receiving or shipment docks?
 - ✓ Suggestion: Consider contact building maintenance to have the HVAC schedule adjusted
- Have an up to date contact list of all employees
 - ✓ To include:
 - Personal phone number
 - Personal email address
 - Emergency POC
 - Any unique communication restrictions (i.e. text before calling post 8pm due to young children sleeping)
- For services provided on-site
 - ✓ How will accommodations be made to the customer if services are suspended or unavailable?
 - ✓ How will accommodations be made to the employee to address/compensate for loss of commission or associated compensation?
- Consider planning the message for email Autoreplies

OTHER

- Encourage all sick employees (or those with a sick spouse or children) to work remotely
 - ✓ Ensure that your sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies
 - ✓ Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way
- Employee Travel
 - ✓ Consider requesting all employees report any planned upcoming international travel (by either themselves or by someone within their household)
 - ✓ Consider suspending all work-related travel
 - ✓ Consider implementing a mandatory quarantine period for employees traveling internationally (i.e. employee must work from home for a minimum of 14 days upon return)
- How will attendance be monitored / tracked?
- How will company wide information & updates be communicated?

OFFICE CLEANLINESS

- Implementing weekly office cleaning by all employees
 - ✓ Using disinfectant spray or wipes:
 - ✓ Wipe down doorknobs
 - ✓ Wipe down light switches
 - ✓ Wipe down desk phones
 - ✓ Wipe down mobile phones
 - ✓ Wipe down keyboards & mice
- Encourage all employees to wash their hands multiple times per day
- Implement a "No handshake" policy
 - ✓ Put up signs in conference rooms notifying clients / customers