

Appendix E

**CUSTOMER SERVICE OFFICE MANAGERS' CHECKLIST
A Checklist for Pandemic Flu Preparedness**

	TASK	STATUS
PLAN LEVEL	ITEM	Complete - C Incomplete – I Pending – P Not Applicable - N/A
Preparation	Review and be familiar with the plan and your role as manager.	
	Develop and maintain employee phone tree for communication. This information should be stored in a safe, restricted access location.	
	Identify essential staff members for performing essential core functions.	
	Identify staff members with special needs who may not be able or willing to perform due to high risk to the individual, transportation, or other issues. Provide accommodation where necessary and appropriate.	
	Familiarize yourself with the Operational Partnering Plan and which offices is your back up and which offices you are backing up.	
	Meet with local Industrial Commission of Ohio (IC) contacts to discuss continuation of BWC/IC interface.	
	Discuss the plan's specifics including the recovery plan, with your management team.	
	Identify 2 other back-up individuals in case you and your back-up are incapacitated.	
	Meet with building owner to discuss building access and maintenance during a pandemic.	
	Ensure you have adequate office supplies and inventory on hand.	
	Prepare proper communications for customers and other external parties – signage, voice messages, etc. (Note: Communications Department is assisting with this.)	
	Cross-train employees to assure 3-deep back-ups for the employees performing essential functions or who have unique credentials.	
LEVEL 1	Review plan as necessary.	
	Ensure employees are at least aware of the plan and appropriate sources of communication.	
	Receive and distribute any personal protective equipment (PPE) that may be appropriate. (Note: Not all areas will receive or need PPE. Also, there will be no replenishing of equipment during the	

	pandemic.)	
	Ensure essential employees are identified and aware of their status. Employees will need to have broadband access from home.	
	Inform all employees they should stay home or go home immediately if they become ill.	
	Terminate unnecessary travel and meetings with the public.	
	Develop employee phone tree if not performed.	
	If necessary, recall laptops from nonessential employees.	
	Provide essential employees with a broadband-access laptop or a device to access the system from home should a Level 3 be reached.	
	Review your division-specific plan to ensure all tasks are performed and employees are aware of the operations plan.	
	Communicate status with supervisor(s).	
	Identify and train a back-up person to fill your role and responsibilities should you become ill.	
	Identify any employees with special needs and make appropriate accommodations in your local pandemic plan.	
	Ensure all personal information – i.e. home phone numbers, addresses, and other contact information are stored in a restricted access area and will be shared only as needed.	
	Remind employees to become familiar with the emergency phone number and web site.	
	Remind all employees to update personal and emergency contact information on BWC Web.	
	Familiarize yourself and your employees regarding the rules of absenteeism during Levels 0, 1, and 2.	
	Familiarize yourself with pay issues around Level 3.	
	EMPLOYEE SAFETY	
	Make sure appropriate PPE, such as masks, gloves and goggles, are delivered to your office or unit when Level 0 is reached.	
	When you receive your PPE, distribute appropriate equipment on an as-needed basis.	
	Make staff members aware that PPE supplies are extremely limited and cannot be replenished.	
	Make staff aware that PPE will not be distributed in equal amounts to each employee, but will be distributed at the discretion of the supervisor and on a day-to-day basis.	
	Be sure you have a designated, secured area to store the PPE for your area.	
	Make sure you know how to instruct staff members in proper use of PPE.	

	Make sure that all staff members have reviewed the CDC <i>Planning Checklist for Employees and Families</i> .	
	HR ISSUES	
	Familiarize yourself with rules on absenteeism. If an employee calls off during Levels 0 - 2, they are expected to use the appropriate leave type from their available leave balances.	
	Know who has been designated an essential employee in your office or unit.	
	Familiarize yourself with pay issues surrounding a declared emergency.	
	Make staffing adjustments needed to continue daily operations.	
	Hiring of unskilled staff through temp agencies to fill needed support can be done with a state procurement card.	
Level 1	ITEM	
	Check that all communication pieces on the virus have been shared with appropriate staff members. Remind employees about emergency phone number and web site.	
	Prepare communications for internal and external customers, stakeholders, and other external parties in the event your office needs to be shut down or quarantined.	
	If possible, maintain communications with staff members at work and not at work.	
	Communicate with supervisors the status of the workforce and operations performed.	
Level 2	ITEM	
	Continue to communicate with employees at work and not at work.	
	Continue to communicate status of operations and employees with supervisors (Regional SOM and Chief of Operations).	
	Ensure employees are aware of means to communicate with BWC should a Level 3 category be reached.	
	Be certain that all communication pieces on the virus have been shared with appropriate staff. Again remind employees about the emergency phone number and the web site.	
Level 3	ITEM	
	If “essential”, continue to communicate status of operations with employees and supervisors.	
	Be certain all communication pieces on the virus have been shared with appropriate staff members. Again, remind employees about the emergency phone number and the web site.	