



AD-06-003 – PANDEMIC RESPONSE PLAN

The City of Klamath Falls [The City] adopts this plan to prepare for and respond to a threat of pandemic outbreaks that cause serious widespread illness. The City Manager or Designee will serve as Coordinator for the Pandemic Response Plan.

The purpose of this plan is to address the following issues related to pandemics:

- Creating a culture of infection control in the workplace that is reinforced during the annual influenza season as well as other potential pandemic outbreaks, to include, if possible, options for working offsite while ill, systems to reduce infection transmission, and worker education.
- Establishing contingency plans to maintain delivery of services during times of significant and sustained worker absenteeism.
- Where possible, establishing mechanisms to allow workers to provide services from home if public health officials advise against non-essential travel outside the home.
- Establishing partnerships with other members of the community to provide mutual support and maintenance of essential services during a pandemic.

The City's executive management teams and other appropriate staff as needed are appointed to assist the Coordinator and are known as the Pandemic Response Team. The members of this team must include at least one person from each Department or Division as necessary for proper representation. The Coordinator and each Pandemic Response Team member will select a back-up employee to assume their duties in case of their own illness. This person will be kept current on all emergency procedures and this list will be kept with this plan and updated as needed.

Members of this team are provided in the Pandemic Response Team Appendix.

The Coordinator shall:

- Monitor issues and information related to pandemics to keep our plan up to date.
- Recommend any changes to the plan as circumstances warrant.
- Conduct employee training.
- Communicate with public health agencies, emergency responders and others regarding our plan, and understand their capabilities should an outbreak occur.
- Attend external training/seminars about pandemic influenza and any other pandemic outbreaks in order to remain current about the pandemic threat in our community.
- Implement this plan should it become necessary.

Pandemic Response Team members will have the following responsibilities:

- Identify and communicate to the Coordinator which employees, vendors, suppliers and systems are essential to maintaining operations at their locations.
- Identify and communicate to the Coordinator the names of possible ancillary employees who could perform certain job duties in the case of a pandemic (e.g. consultants, temporary work services, retired employees).
- Develop and communicate to the Coordinator an emergency communications plan for their departments/locations, including identification of key personnel, vendors, and customers.
- Develop and submit a plan to continue operations at their locations with the least possible number of staff.
- Ensure that all employees in their departments are adequately trained on emergency procedures in the case of a pandemic and in the prevention of illness.
- Encourage all employees to be vaccinated annually for influenza.
- Assist the Coordinator in the implementation of this plan, if necessary, at their locations.

Preparation

The Coordinator will provide information to all employees regarding those practices that are recommended by public health officials that will reduce the spread of infection. The Coordinator will also develop a list of recommended infection control supplies (hand soaps, tissues, and so on) and ensure that each location has a sufficient supply of them.

The Coordinator will maintain a list of duties and positions for which individual employees are cross-trained within their Division(s). Should staffing levels drop due to an outbreak, supervisors can use this list to fill in positions where needed.

The Coordinator will maintain a list of duties that employees can perform from home, as well as any equipment (such as computers) that may be necessary to perform those duties. Supervisors can then draw on this list to have those duties performed by employees from home should it become necessary.

The Coordinator shall recommend to the City an emergency sick leave policy to be adopted in the event of a pandemic. The policy is to be non-punitive and require employees who have been exposed or who exhibit symptoms of the illness to remain at home.

The Coordinator and the Information Technology Manager will ensure that the City has sufficient IT infrastructures to support employee telecommuting and remote access to City services..

The Coordinator and Human Resources will establish the following policies and procedures:

- Flexible work hours, including staggered work hours and telecommuting
- Restricting employee non-essential travel
- Guidance for employees returning to the United States from affected areas
- Counseling services for all employees and their families, particularly those affected by illness
- Special procedures/accommodations for employees and customers with special needs or disabilities

The Coordinator shall develop a plan to keep employees informed of developments as they occur, including those employees who remain at home. This could include plans to obtain home e-mail addresses, telephone numbers for employees to call to receive recorded messages, pages on the website

for employees, and so on. The plan must also include procedures for responding promptly to employees' questions about such issues as whether to report for work and special hours of operations during an outbreak.

The Coordinator and Pandemic Response Team will conduct random drills at all locations to test the effectiveness of the plan.

Should a Pandemic Occur

Should a pandemic occur, the Coordinator will, after consultation with knowledgeable health officials, implement the following steps, as deemed necessary:

- Encourage the general public to use remote facilities. The staffing of these services is to be increased as necessary to ensure that individuals using them receive prompt service and response so they will continue to use them.
- Employees with job duties that can be accomplished by telecommuting will be encouraged to work from home unless they have been cross-trained to work in place of an employee who is ill.
- The emergency sick leave policy shall be implemented. Supervisors will be instructed to send and keep employees home if they exhibit symptoms of the illness, working from home if practical.
- Team members will contact their key vendors to determine the impact of the outbreak on their operations and its effects on the City's ability to perform daily functions, and they will communicate the results to the Coordinator. The Coordinator will ensure that the City obtains extra quantities of any necessary supplies that may be threatened due to the outbreak.
- The Coordinator, with the assistance of team members, will monitor staffing levels at all locations and assist supervisors in finding ways to maintain critical operations in the event of any staffing shortage. Should the closing of any locations be a consideration due to inadequate staffing availability, the Coordinator will first contact the City Manager and City Attorney to obtain advice and consent prior to any closing. Should an office be closed, notices shall be posted prominently at the location informing the general public of the situation and telling them where and how they can transact business. Telephone and other lines of communication shall be routed to a location where they will be staffed by employees in order to address the concerns of citizens as quickly as practical.
- The Coordinator is to ensure that the public is kept informed of any changes that affect their transaction of business or delivery of services with the City. This information shall be included on the home page of the City's website, in prominent locations at our facilities, and in other media as appropriate.
- The Coordinator shall implement the employee contact plan to ensure that all employees are kept informed of developments as they occur, including employees who remain at home.

Testing the Plan

Emergency Preparedness Coordinator shall conduct an annual assessment of this Pandemic Response Plan. The assessment will be reviewed by the City's senior management for improvements and changes.

The plan is approved by the City Manager on October 27, 2020.