

**Appendix: Creating A Pandemic Response Plan**

Answer the questions below to build a pandemic response plan:

1. What risks of exposure exist within your property or building/s? Please consider how you would answer the questions for each of the different building types. You may to fill out this form for each building type. Check all that apply.
   1. Warehouse
   2. Office 
      1. Suburban
      2. City
   3. Retail
   4. Residential 
      1. High-Rise / mid-rise
      2. Townhouse
      3. Garden Style
2. How can you mitigate and reduce the exposure or severity of the risk?

Click here to enter text.

* 1. How can you reduce the number of people on site in total each day? (Ex: Suspend any non-emergency projects or services that bring outside vendors or contractors on site)

Click here to enter text.

* 1. How can you reduce the number of people on site at the same time?

Click here to enter text.

* + 1. Ex: Postpone any property or community events. Create a staggered schedule for employees.

Click here to enter text.

1. How can you support continued business operation?

Click here to enter text.

* 1. How will you define minimum and maximum disruption to your business?

Click here to enter text.

* 1. Who are your essential vs. non-essential employees?

Click here to enter text.

* 1. What essential tasks, responsibilities, or departments must be maintained for continued business operation?

Click here to enter text.

* + 1. What vendors are considered essential?

Click here to enter text.

* + 1. What supplies are considered essential?

Click here to enter text.

* 1. What services *must* your residents or customers receive?

Click here to enter text.

* 1. How will your staff handle apartment turns?

Click here to enter text.

* 1. Can your essential or non-essential employees work remotely?

Click here to enter text.

* + 1. Do they have the proper technology to work remotely?

Click here to enter text.

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* + 1. Do you have a remote work policy that outlines communication and productivity expectations?

Click here to enter text.

* 1. In the event a Level 3 response is required, will anyone need to remain on site?

Click here to enter text.

* + 1. How will they be equipped with the proper provisions in case they need to remain on site for an extended period of time?

Click here to enter text.

1. What events and who will initiate your pandemic response plan (this could be dictated by governmental authorities)?

Click here to enter text.

* 1. How will you communicate your response plan implementation to your residents, employees and/or customers?

Click here to enter text.

* 1. What event will qualify the termination of your pandemic response plan?

Click here to enter text.

1. How will you service units or common areas with varying levels of exposure?

Click here to enter text.

* 1. How will you service areas with no known exposure (Tier 1)?

Click here to enter text.

* + 1. What kind of proactive cleaning or disinfectant application protocol will you follow in this area?

Click here to enter text.

* + 1. Who will perform this work?

Click here to enter text.

* + 1. If performing in house, does your staff have the proper instruction, training, or materials?

Click here to enter text.

* 1. How will you service areas with suspected exposure (Tier 2)?

Click here to enter text.

* + 1. What kind of cleaning or disinfectant application protocol will you follow in this area?

Click here to enter text.

* + 1. Who will perform this work?

Click here to enter text.

* + 1. If performing in house, does your staff have the proper instruction, training, or materials?

Click here to enter text.

* + 1. How will you respond to service requests in this area?

Click here to enter text.

* 1. How will you service areas with confirmed exposure (Tier 3)?

Click here to enter text.

* + 1. What kind of reactive cleaning or disinfectant application protocol will you follow in this area?

Click here to enter text.

* + 1. Who will perform this work?

Click here to enter text.

* + 1. If performing in house, does your staff have the proper instruction, training, or materials?

Click here to enter text.

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* + 1. How will you respond to service requests in this area?

Click here to enter text.

1. How will you communicate your response plan? (Phone, email, social media, flyers, etc.)

Click here to enter text.

* 1. Who will you need to communicate it with? (i.e. residents, staff, vendors, contractors, customers, employees, etc.)

Click here to enter text.

* 1. What information do you need from these groups to support efficient communication? (i.e. updated contact information from your residents)

Click here to enter text.

* 1. How will you communicate the plan with these audiences?

Click here to enter text.

* 1. How will you communicate changes or updates to your implementation to your residents, employees or customers?

Click here to enter text.

* 1. What should be done if the media inquires about a confirmed exposure in your building?

Click here to enter text.

* + 1. Who should they be directed to?

Click here to enter text.

* + 1. What should vs. should not be said?

Click here to enter text.

1. How will you support your staff during the pandemic?

Click here to enter text.

* 1. What pandemic plan roles will your staff be assigned? (i.e. communicating with residents, calling vendors, ordering supplies, etc.)

Click here to enter text.

* 1. If business closure is forced, will you provide PTO for your employees or will they be required to take unpaid time?

Click here to enter text.

* 1. If one of your employees contracts the contagion, will you provide PTO for your employees or will they be required to take unpaid time?

Click here to enter text.

* 1. Do you have the proper insurance and legal coverage if an employee contracts the contagion while performing work-related duties?

Click here to enter text.

Be sure to consult with your human resource and or legal counsel to ensure any policies and procedures are compliant with labor and workplace laws, and any relevant guidelines from healthcare officials.

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