



COVID19 Emergency Operations Plan.

Excerpted from CDC
Revised: March 11, 2020
Page 1 of 4

James P. Stevens
CEO and Founder

Review all aspects of our organization, such as personnel, systems, services, and other resources. Prepare for key prevention strategies outlined in this guidance. Update our plan based on various scenarios that we may face during a COVID-19 outbreak at GiftsToGive.

Consider the needs of older adults, persons with disabilities, and other individuals with access and functional needs in our response plan.

Connect with key community partners and stakeholders. Include the surrounding local public health departments, other community and faith leaders, local businesses, and educational institutions. Collaborate and coordinate with them on broader planning efforts. Review the COVID-19 plan for GiftsToGive and participate in community-wide emergency preparedness activities.

Identify services which might be limited or temporarily discontinued during an outbreak. Find alternative solutions that will ensure continuity for our community, especially for vulnerable populations served by our organization.

Promote the practice of everyday preventive actions. Use health messages and materials developed by credible public health sources, or the Centers for Disease Control and Prevention (CDC). Read more about [everyday preventive actions](#).

Provide COVID-19 prevention supplies at our organization. Have supplies on hand for staff, volunteers, and those you serve, such as soap, hand sanitizer that contains at least 60% alcohol, tissues, trash baskets, and disposable facemasks. Plan to have extra supplies on hand during a COVID-19 outbreak.

Plan for staff absences. Staff (and volunteers) may need to stay home when they are sick, caring for a sick household member, or caring for their children in the event of school dismissals. Identify critical job functions and positions, and plan for alternative coverage by cross-training staff members.

Develop a method for monitoring and tracking COVID-19-related staff absences. Understand the usual absenteeism patterns in our organization. Determine what level of absenteeism will disrupt day-to-day operations. If staff absenteeism increases to disruptive levels, we may need to consider temporarily reducing on-site operations and services.



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Page 2 of 4

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Postpone non-essential meetings and travel.

Review our process for planning events, programs, and services. Identify actions to take if we need to temporarily postpone or cancel events, programs, and services. Consider limiting access to our organization by non-essential visitors.

Plan ways to continue essential services if on-site operations are scaled back temporarily. Provide web- and mobile-based communications and services, if possible. Increase the use of email, conference calls, video conferencing, and web-based seminars.

Update our emergency communication plan for distributing timely and accurate information. Identify everyone in our chain of communication (for example, staff, volunteers, and key community partners and stakeholders) and establish systems for sharing information with them. Maintain up-to-date contact information for everyone in the chain of communication. Identify platforms, such as a hotline, automated text messaging, and a website to help disseminate information to those inside and outside your organization.

Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information to volunteers and those we serve. Learn more about [reaching people of diverse languages and cultures](#). You also can learn more about [communicating to workers in a crisis](#) external icon.

Help counter [stigma and discrimination](#) inside GiftsToGive. Engage with stigmatized groups and speak out against negative behaviors.

Share our plans with staff, volunteers, and key community partners and stakeholders. Develop training and educational materials about the plans we have for staff and volunteers.

Establish a "buddy" system to ensure vulnerable and hard-to-reach GiftsToGive members stay connected to COVID-19-related news and services.

It is important that your emergency operations planning team meets regularly (even if by video or telephone conferencing, rather than in-person) during an outbreak to accurately assess, manage, and communicate possible risks. Special consideration should be given to communicating risk to vulnerable populations at GiftsToGive, including older adults and others with [access and functional need](#) external icon.



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Page 3 of 4

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Encourage those you serve to seek out a “buddy” who will check on and help care for them if they get sick. Early action to slow the spread of COVID-19 will help keep staff and volunteers healthy and help your organization maintain normal operations.

Stay informed about the local COVID-19 situation. Get up-to-date information about local COVID-19 activity from [public health officialsexternal icon](#). Be aware of [temporary school dismissals](#) in your area because these may affect your staff and volunteers.

Communicate frequently with those in your communication chain. Update key community partners and stakeholders regularly. Share information about how your organization is responding to the outbreak.

Provide information that explains why and when on-site operations and services may be temporarily scaled back or your organization may be closed to non-essential visitors. Meet with our emergency operations and planning team to discuss plans for modifying, scaling back, postponing, or canceling large group activities and events (e.g., fundraising events and community outreach programs), especially for high-risk groups like the elderly. Understand how these actions will impact our organization and those we serve.

Distribute health messages and materials to staff, volunteers, and the community. Continue to promote everyday preventive actions (e.g., stay home when sick, cover coughs and sneezes, and wash hands often). Offer resources that provide [reliable COVID-19 information](#). Address the potential fear and anxiety that may result from rumors or misinformation.

Provide COVID-prevention supplies to staff, volunteers, and those we serve. Ensure that our organization has supplies, such as hand sanitizer that contains at least 60% alcohol, tissues, and trash receptacles, baskets, and disposable facemasks for staff, volunteers, and those we serve. Clean frequently touched surfaces and objects daily (e.g., tables, countertops, light switches, doorknobs, and cabinet handles) using a regular detergent and water.

- If surfaces are dirty, they should be cleaned using a detergent and water prior to disinfection. For disinfection, a list of products with Environmental Protection Agency (EPA)-approved emerging viral pathogens claims, maintained by the American Chemistry Council Center for Biocide Chemistries (CBC), is available at [Novel Coronavirus \(COVID-19\) Fighting Productspdf iconexternal icon](#). Always follow the manufacturer’s instructions for all cleaning and disinfection products.



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Page 4 of 4

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Educate staff and volunteers about how to keep themselves healthy when accompanying someone to a destination away from your facility. For example, teach staff and volunteers how to keep themselves healthy while traveling with a client to a medical appointment, worship service, or government office by having tissues and alcohol-based hand sanitizer on hand.

Require staff (and volunteers) to stay home if they are sick to lower their chances of spreading illness to others, or if caring for a sick household member. Provide instructions about how and when to safely return to work.

Send sick staff members and volunteers home immediately. If someone we serve becomes sick at our organization, separate them from others (particularly from those who are at high risk for COVID-19 complications) as soon as possible. Provide them with clean disposable facemasks to wear until they can leave. Work with the local public health department and nearby hospitals to care for those who become sick. If needed, arrange transportation for staff and others who need emergency care. Read more about [caring for those sick with COVID-19](#).

Note: Providing those who are sick with disposable facemasks does not replace the need to ask them to go home and stay home when they are sick. Facemasks may be in short supply during a COVID-19 outbreak.

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