



## UTILITY NOTIFICATION CENTER OF COLORADO DBA Colorado 811

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### INFECTIOUS DISEASE RESPONSE PLAN

Effective March 12, 2020

#### Objective

Address the concerns regarding infectious disease outbreaks, the potential impact they may have on our employee's health and the organization's operational preparedness.

#### Policy/Procedure

Colorado 811 recognizes the need to address the concerns regarding infectious disease outbreaks, the potential impact they may have on our employee's health and the organization's operational preparedness. The organization has used a measured approach to develop an Infectious Disease Response Plan (IDRP). Careful consideration was used in the development of this emergency plan in regard to personal safety; work-place safety; organizational, departmental and individual operational requirements.

Colorado 811 is using the Center for Disease Control and Prevention (CDC) as the primary source for information and education as recommended by the following entities:

- Society for Human Resources Management (SHRM)
- Occupational Safety and Health Administration (OSHA)
- National Institute for Occupational Safety and Health (NIOSH)

Stages in the Colorado 811 IDRP are initiated upon advisory notifications from the CDC.

- Planning and Coordination Stage
- Minor Activation Stage
- Critical Activation Stage
- Recovery and Assessment Stage

Escalation of each stage will take place in accordance with advisories and recommendations from the CDC; Federal, State and County Health officials; local Departments of Public Health and Safety; stage designation from Colorado 811 CEO and/or upon consultation with the Colorado 811 Board Executive Committee.

#### Infectious Disease Response Plan

##### Activation and Escalation of the Plan

- The Colorado 811 IDRP will include a specified timeframe for activation which will be modified based on guidance from the above entities

##### Health and Safety

- Colorado 811 highly recommends that each employee seek the education necessary to best prepare for all situations including care for themselves and family members
- During all stages of the IDRP, personal hygiene and consideration for the health and safety of our entire staff must be observed by every employee. It is imperative that individuals follow CDC guidelines in preventing flu and other infectious diseases which can be found here: <https://www.cdc.gov/flu/prevent/actions-prevent-flu.htm>
- While at the office in Golden, Colorado 811 will require employees to wash their hands after the use of the restroom and before preparing or sharing food and beverages and after sneezing or coughing
- For the duration of the IDRP, Colorado 811 may require any employee displaying symptoms of the infectious disease to leave the office. These employer rights are outlined by the Department of Labor Wage & Hour Division
- Failure to follow the directions of management or behavior of an individual that puts other employees at risk may result in termination from employment.

##### Productivity

- Colorado 811 is in business 24x7 and notification operations are mandated by Federal and State regulations
- Personnel directly responsible for notification operations and those who directly support notification operations will be required to report to work



- All positions in the organization have the potential to work remotely while not all individuals have the necessary services provided by the organization to work remotely. The ability of office personnel to work remotely may require the use of personal Internet services and technical equipment provided by an employee

**Communication**

- Frequent and organized internal and external communication will be provided throughout the duration of the IDRP. Employees must be prepared to communicate their health or work status at least daily.
- Colorado 811 will monitor internal communications channels to prevent unauthorized dissemination of information that may not be factual or consistent with the information provided by the resources used by the organization. Employees are warned that certain information posted on social media may not be accurate and reliable.

**IDRP Planning and Coordination Stage (PCS)**

Initiated by CDC reports of infectious disease conditions that may affect citizens of the United States. Stage designation from Colorado 811 CEO.

<b>PCS Education</b>	<b>Responsible Personnel</b>
Review CDC and trusted resources for personal and family prevention and protection measures	<ul style="list-style-type: none"> <li>• All personnel</li> </ul>

<b>PCS Environmental Health and Safety</b>	<b>Responsible Personnel</b>
Ensure appropriate inventory of cleaning solutions, wipes, soap and sanitizer	<ul style="list-style-type: none"> <li>• Administrative Assistant</li> </ul>
Adhere to personal hygiene guidelines outlined in Appearance, Attire and Hygiene policy	<ul style="list-style-type: none"> <li>• All personnel</li> </ul>
Monitor and enforce personal hygiene guidelines outlined in Appearance, Attire and Hygiene policy	<ul style="list-style-type: none"> <li>• All personnel managers</li> </ul>
Perform weekly sanitation of equipment, surfaces and fixtures	<ul style="list-style-type: none"> <li>• All office personnel</li> </ul>
Enact precautions recommended by CDC	<ul style="list-style-type: none"> <li>• Administrative Personnel</li> </ul>

<b>PCS Communication</b>	<b>Responsible Personnel</b>
Review Colorado 811 Communications Plan	<ul style="list-style-type: none"> <li>• Marketing and Communications Administrator</li> </ul>
Review industry, media and external resource communications plans	<ul style="list-style-type: none"> <li>• Marketing and Communications Administrator</li> </ul>
Legal counsel review of IDRP	<ul style="list-style-type: none"> <li>• CEO</li> </ul>

<b>PCS Information Technology</b>	<b>Responsible Personnel</b>
Review remote support resources	<ul style="list-style-type: none"> <li>• IT Department</li> </ul>
Review telecommuting requirements and checklists	<ul style="list-style-type: none"> <li>• IT Department</li> </ul>
Complete telecommuting requirements and checklists for all personnel	<ul style="list-style-type: none"> <li>• All office personnel</li> </ul>
Document which personnel have met or not met telecommuting requirements	<ul style="list-style-type: none"> <li>• IT Department, Human Resources Administrator</li> </ul>

<b>PCS Productivity</b>	<b>Responsible Personnel</b>
Contact Center: Continue normal operations in office	<ul style="list-style-type: none"> <li>• Contact Center Supervisors</li> </ul>



Member Relations: Determine potential impact to members; review members' IDRP if available	<ul style="list-style-type: none"> <li>Director of Member Relations</li> </ul>
Damage Prevention: Create 3-month scheduling prioritization and discuss potential video/teleconference alternatives or postponement strategy	<ul style="list-style-type: none"> <li>Director of Damage Prevention</li> </ul>
Administration: Create 3-month scheduling prioritization and discuss potential video/teleconference alternatives or postponement strategy; potential travel restrictions	<ul style="list-style-type: none"> <li>Administrative personnel</li> </ul>

PCS Policy Review	Responsible Personnel
Appearance, Attire and Hygiene policy	<ul style="list-style-type: none"> <li>All personnel - review</li> </ul>
Daily/Short Term Telecommuting Agreement	<ul style="list-style-type: none"> <li>Human Resources Administrator – review and update</li> <li>All personnel – review and sign</li> </ul>
Attendance Policy	<ul style="list-style-type: none"> <li>Human Resources Administrator – review and update</li> <li>All personnel – review</li> </ul>
Key Personnel policy	<ul style="list-style-type: none"> <li>CEO, Director of Operations, Human Resources Administrator – review and update</li> <li>Administrative personnel - review</li> </ul>
Health insurance documents	<ul style="list-style-type: none"> <li>All personnel</li> </ul>
Workers Compensation policy	<ul style="list-style-type: none"> <li>Human Resources Administrator</li> </ul>
Insurance E&O/D&O and General Liability policies	<ul style="list-style-type: none"> <li>CEO, Director of Operations</li> </ul>

PCS Documentation	Responsible Personnel
Creation of event documentation Smartsheet	<ul style="list-style-type: none"> <li>Business Analyst</li> </ul>
Written confirmation that all steps in PCS have been addressed and/or implemented	<ul style="list-style-type: none"> <li>Administrative Assistant</li> <li>Executive Assistant</li> </ul>

### **IDRP Minor Activation Stage (MAS)**

Initiated by CDC report of infectious disease conditions that may affect citizens in Colorado and neighboring states. Stage designation from Colorado 811 CEO.

MAS Education	Responsible Personnel
Review CDC and trusted resources for personal and family prevention and protection measures	<ul style="list-style-type: none"> <li>All personnel</li> </ul>

MAS Environmental Health and Safety	Responsible Personnel
<ul style="list-style-type: none"> <li>Attendance Policy guidelines will be administered in a manner which encourages employees to consider the health and wellbeing of the entire staff and not report to the office with symptoms and/or conditions related to the outbreak. Protecting the health of all employees is critical.</li> <li>Employees experiencing symptoms and/or conditions related to the outbreak are encouraged to remain out of the office until</li> </ul>	<ul style="list-style-type: none"> <li>All personnel</li> </ul>



<p>they will not be a transmitter of the virus medical clearance provided</p> <ul style="list-style-type: none"> <li>• Employees at the office displaying symptoms and/or conditions related to the outbreak <ul style="list-style-type: none"> <li>○ Will be asked to leave the office and encouraged to seek medical assistance</li> <li>○ Are encouraged to remain out of the office until until they will not be a transmitter of the virus and/or medical clearance provided</li> </ul> </li> <li>• PTO (when available) or unpaid time will be used in accordance with Exempt and Non-Exempt Fair Labor Standard Act guidelines and Colorado law</li> <li>• Telecommuting will be an option in many cases but may not be available in all cases</li> </ul>	
Ensure appropriate inventory of cleaning solutions, wipes, soap and sanitizer	<ul style="list-style-type: none"> <li>• Administrative Assistant</li> </ul>
Adhere to personal hygiene guidelines outlined in Appearance, Attire and Hygiene policy	<ul style="list-style-type: none"> <li>• All personnel</li> </ul>
Monitor and enforce personal hygiene guidelines outlined in Appearance, Attire and Hygiene policy	<ul style="list-style-type: none"> <li>• All personnel managers</li> </ul>
Daily sanitation of equipment, surfaces and fixtures	<ul style="list-style-type: none"> <li>• All office personnel</li> </ul>
Enact precautions recommended by CDC	<ul style="list-style-type: none"> <li>• Administrative Personnel</li> </ul>

MAS Communication	Responsible Personnel
Enact Colorado 811 Communications Plan	<ul style="list-style-type: none"> <li>• Marketing and Communications Administrator</li> </ul>

MAS Information Technology	Responsible Personnel
Engage remote support resources strategy	<ul style="list-style-type: none"> <li>• IT Department</li> </ul>

MAS Productivity	Responsible Personnel
Daily transport of remote workstations	<ul style="list-style-type: none"> <li>• All office personnel</li> </ul>
Contact Center: Continue normal operations in office; Suspend Full-Time telecommuter office visits	<ul style="list-style-type: none"> <li>• Contact Center Supervisors</li> </ul>
Member Relations: Monitor members' IDRP if available and provide appropriate support	<ul style="list-style-type: none"> <li>• Director of Member Relations</li> </ul>
Damage Prevention: Enact alternative meeting scheduling strategy	<ul style="list-style-type: none"> <li>• Director of Damage Prevention</li> </ul>
Administration: Enact alternative meeting strategy; enact travel restrictions	<ul style="list-style-type: none"> <li>• Administrative personnel</li> </ul>
Visitors to the office will be restricted and only allowed for critical operational purposes	<ul style="list-style-type: none"> <li>• All personnel</li> </ul>

MAS Documentation	Responsible Personnel
Written confirmation that all steps in MAS have been addressed and/or implemented	<ul style="list-style-type: none"> <li>• Administrative Assistant</li> <li>• Executive Assistant</li> </ul>



**IDRP Critical Activation Stage (CAS)**

Initiated by one or a combination of the following notices by CDC; Federal, State or local health officials; local authorities; stage designation from Colorado 811 CEO and/or upon consultation with the Colorado 811 Board Executive Committee:

- Report of infectious disease conditions that have affected citizens in Colorado and neighboring states.
- Travel restrictions
- Limited social contact restrictions or recommendations
- State of Emergency
- Positive confirmation of disease contraction by Colorado 811 staff member, Colorado 811 staff family member or person(s) that has had recent person-to-person contact with any Colorado 811 staff member

CAS Environmental Health and Safety	Responsible Personnel
<ul style="list-style-type: none"> <li>• Employees experiencing symptoms and/or conditions related to the outbreak are not allowed in the office until it is confirmed that they will not be a transmitter of the virus and/or medical clearance provided</li> <li>• Employees at the office displaying symptoms and/or conditions related to the outbreak                             <ul style="list-style-type: none"> <li>○ Will be asked to leave the office and encouraged to seek medical assistance</li> </ul> </li> <li>• PTO (when available) or unpaid time will be used in accordance with Exempt and Non-Exempt guidelines from Fair Labor Standard Act</li> <li>• Attendance Policy guidelines will be administered in a manner which encourages employees to consider the health and wellbeing of the entire staff and not report to the office with symptoms and/or conditions related to the outbreak</li> </ul>	<ul style="list-style-type: none"> <li>• All personnel</li> </ul>
Ensure appropriate inventory of cleaning solutions, wipes, soap and sanitizer	<ul style="list-style-type: none"> <li>• Administrative Assistant</li> </ul>
Adhere to personal hygiene guidelines outlined in Appearance, Attire and Hygiene policy	<ul style="list-style-type: none"> <li>• All personnel</li> </ul>
Monitor and enforce personal hygiene guidelines outlined in Appearance, Attire and Hygiene policy	<ul style="list-style-type: none"> <li>• All personnel managers</li> </ul>
Frequent sanitation of equipment, surfaces and fixtures	<ul style="list-style-type: none"> <li>• All office personnel</li> </ul>
Enact precautions recommended by CDC	<ul style="list-style-type: none"> <li>• Administrative Personnel</li> </ul>

CAS Communication	Responsible Personnel
Enact Colorado 811 Communications Plan	<ul style="list-style-type: none"> <li>• Marketing and Communications Administrator</li> </ul>

CAS Information Technology	Responsible Personnel
Remotely support and monitor all telecommuting functions	<ul style="list-style-type: none"> <li>• IT Department</li> </ul>

CAS Productivity	Responsible Personnel
Continue normal operations remotely; no	<ul style="list-style-type: none"> <li>• All personnel</li> </ul>



personnel working from office unless functionally necessary	
Member Relations: Monitor members' IDRP if available and provide appropriate support	<ul style="list-style-type: none"> <li>• Director of Member Relations</li> </ul>
Approval by IT personnel for all large data downloads	<ul style="list-style-type: none"> <li>• IT Department</li> </ul>
Damage Prevention: All in-person meetings canceled	<ul style="list-style-type: none"> <li>• Director of Damage Prevention</li> </ul>
Administration: All in-person meetings canceled; all business travel canceled	<ul style="list-style-type: none"> <li>• Administrative personnel</li> </ul>
No visitors to the office	<ul style="list-style-type: none"> <li>• All personnel</li> </ul>

CAS Documentation	Responsible Personnel
Written confirmation that all steps in CAS have been addressed and/or implemented	<ul style="list-style-type: none"> <li>• Administrative Assistant</li> <li>• Executive Assistant</li> </ul>

### IDRP Recovery and Assessment Stage (RAS)

Initiated by one or combination of the following notices by CDC; Federal, State or local health officials; local authorities; stage designation from Colorado 811 CEO and upon consultation with the Colorado 811 Board Executive Committee:

- Mitigation of infectious disease conditions in Colorado and neighboring states
- Travel restrictions removed
- Social contact restrictions removed
- State of Emergency removed

RAS Communication	Responsible Personnel
Develop return to office strategy	<ul style="list-style-type: none"> <li>• Administrative personnel</li> </ul>
Communicate return to office strategy to all personnel	<ul style="list-style-type: none"> <li>• CEO, director of Operations, Human Resources Administrator, Marketing and Communications Administrator</li> </ul>
Continue following Communications Plan	<ul style="list-style-type: none"> <li>• Marketing and Communications Administrator</li> </ul>

RAS Environmental Health and Safety	Responsible Personnel
Coordinate comprehensive office-wide sanitation effort prior to employees returning to the office	<ul style="list-style-type: none"> <li>• Human Resources Administrator</li> <li>• Administrative Assistant</li> <li>• Executive Assistant</li> </ul>
Ensure appropriate inventory of cleaning solutions, wipes, soap and sanitizer	<ul style="list-style-type: none"> <li>• Administrative Assistant</li> </ul>
Adhere to personal hygiene guidelines outlined in Appearance, Attire and Hygiene policy	<ul style="list-style-type: none"> <li>• All personnel</li> </ul>
Monitor and enforce personal hygiene guidelines outlined in Appearance, Attire and Hygiene policy	<ul style="list-style-type: none"> <li>• All personnel managers</li> </ul>
Frequent sanitation of equipment, surfaces and fixtures	<ul style="list-style-type: none"> <li>• All office personnel</li> </ul>
Enact precautions recommended by CDC	<ul style="list-style-type: none"> <li>• Administrative Personnel</li> </ul>

RAS Information Technology	Responsible Personnel
Monitor return of telecommuting equipment and ensure network performance	<ul style="list-style-type: none"> <li>• IT Department</li> </ul>

RAS Productivity	Responsible Personnel
Follow documented return to office strategy	<ul style="list-style-type: none"> <li>• All office personnel</li> </ul>
Member Relations: Monitor members' IDRP if	<ul style="list-style-type: none"> <li>• Director of Member Relations</li> </ul>



available	
Visitors to the office may be restricted and only allowed for critical operational purposes	<ul style="list-style-type: none"> <li>All personnel</li> </ul>
<b>RAS Documentation</b>	<b>Responsible Personnel</b>
Written confirmation that all steps in RAS have been addressed and/or implemented	<ul style="list-style-type: none"> <li>Administrative Assistant</li> <li>Executive Assistant</li> </ul>
Create Operational Critical Incident Report	<ul style="list-style-type: none"> <li>Director of Operations</li> </ul>