

Mnaasged Child and Family Services



Pandemic Policy and Procedure Manual

2020

*Acknowledging the Past
Serving the Present
Creating the Future*

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SECTION 1: INTRODUCTION

PREAMBLE

The purpose of this Manual is to provide a plan that will assist Mnaasged Child and Family Services in managing the impact of a health crisis (such as an Influenza Pandemic) while maintaining its Vision of supporting Children/Youth and families within its member communities. The goal of this Manual is based on three main strategies:

- a) Reduce the spread of a virus within the facilities of Mnaasged
- b) Continue to support Children/Youth and families in Mnaasged Care
- c) Sustain facility operational functions

In reaching this goal, it will be necessary to provide resources needed for protecting individuals and to identify essential services within Mnaasged that must continue in a health crisis. Through effective leadership, organization, and participation by all members of the Mnaasged community, this Manual will assist in the continued operation under difficult circumstances.

Mnaasged strives to provide a safe and healthy workplace for all Employees. This Manual will outline Mnaasged's overall response to a pandemic flu outbreak and our emergency preparedness and business continuity plan. It will outline specific steps Mnaasged will take to safeguard its Employees and their health and well-being during a flu pandemic while ensuring its ability to maintain essential operations and to continue providing essential services to its families. In addition, this Manual will provide guidance on how Mnaasged intends to respond to specific operational and human resource issues in the event of a pandemic.

BACKGROUND

Influenza viruses periodically cause worldwide epidemics or pandemics with high rates of illness and death. A pandemic can occur at any time, with the potential to cause serious illness, death, and global social and economic disruption. Experts agree that future influenza pandemics are inevitable, but the timing of the next pandemic cannot be predicted. Since there may be little warning, continuity planning well in advance will be required to contain the potentially devastating effects of a pandemic.

SECTION 2: BUSINESS CONTINUITY PLANNING

Department:	POLICY #:
Section: Business Continuity Planning	
Subject: Developing a Business Continuity Plan	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

DEVELOPING A BUSINESS CONTINUITY PLAN

POLICY

Business Continuity Planning is a proactive planning process that will ensure critical services or products are delivered during a disruption. It includes plans, measures, and arrangements to ensure the continuous delivery of critical services.

Mnaasged Child and Family Services Business Continuity Plan (BCP) will be developed and maintained by the Executive Director or designate. Each Business Continuity Plan will be reviewed and approved by the Board of Directors.

PROCEDURE

1. Mnaasged's Business Continuity Plan will account for both an office closure and a reduction of staff due to illness. The Business Continuity Plan will consist of the following:
 - a) List all essential services that must continue during the pandemic
 - b) Identify Staff positions that are necessary to ensure Mnaasged continues to offer supports to the families in its Care
 - c) Identify essential Administrative Services, including payroll and ongoing communication
 - d) Give expected means of communication for Staff and Clients
 - e) List any resources or equipment necessary to support business continuity
2. The Business Continuity Plan will be reviewed annually and updated as required.

POLICY REFERENCE

SECTION 3: ESSENTIAL EMPLOYEES

Department:	POLICY #:
Section: Essential Employees	
Subject: Identification of Essential Employees	
Date Approved:	Date Revised:
Board Resolution:	
Source Reference:	

IDENTIFICATION OF ESSENTIAL EMPLOYEES

POLICY

Mnaasged Child and Family Services is classified as an Essential Service Agency and, therefore, will identify and designate certain Staff as Essential Employees whose jobs are vitally important to the continued operation and maintenance of Mnaasged Child and Family Services Offices.

PROCEDURE

1. The following positions are considered essential services:
 - a) Executive Director
 - b) Director of Services
 - c) Children's Circle of Care Manager
 - d) Information Technology
 - e) Prevention Coordinator (Food Rescue)
 - f) Youth in Transition
 - g) Jordan's Principle Navigators
 - h) Jordan's Principle Supervisor

- i) Jordan's Principle Finance
 - j) Finance Administrator
 - k) Janitor
2. Mnaasged's Essential Employees will be required to continue services to Clients during a pandemic. They will also be required to maintain administrative functions to ensure the upkeep of the Mnaasged Offices.
 3. Essential Employees will be trained on the proper use of Personal Protective Equipment and how to ensure their own safety during a pandemic.

POLICY REFERENCE

SECTION 4: REMOTE WORK LOCATIONS

Department:	POLICY #:
Section: Remote Work Locations	
Subject: Working from Home	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

WORKING FROM HOME

POLICY

Mnaasged Child and Family Services acknowledges that during an influenza pandemic, local, provincial, or federal authorities might prohibit or severely curtail individuals to access or use public services and transportation, close or prevent access to buildings or public highways, isolate or quarantine a building's occupants, and prevent delivery of goods and services. Mnaasged Child and Family Services cannot predict nor have control over such authorities' actions and will acknowledge its legal duty to comply with the directives of outside authorities. As a result, Mnaasged Child and Family Services Employees may be required to work remotely from their home during a pandemic.

PROCEDURE

1. Staff will need to complete an individual assessment of their home environment to ensure that they will have everything to effectively work from home. They will discuss their needs with their Supervisor and, together, address all appropriate work-from-home needs.
2. Staff will be expected to be ready and available to work remotely from their home during Mnaasged's regular office work hours from 8:30 a.m. until 4:30 p.m. If Staff are not available to work during those times, they will be expected to use PurelyHR to request those times away as Personal, Vacation, Overtime, or Sick Leave.
3. Staff are expected to keep their Supervisor apprised of their work while working remotely. They will be required to submit weekly reports listing what work has been completed.

POLICY REFERENCE

SECTION 5: COMMUNICATION

Department:	POLICY #:
Section: Communication	
Subject: Internal Communication	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

INTERNAL COMMUNICATION

POLICY

Mnaasged Child and Family Services believes that Internal Communication is important to keep Staff informed and to maintain the Business Continuity Plan.

PROCEDURE

1. Communication will be made frequently utilizing at least one of the following delivery methods:
 - a) Email
 - b) Phone Call
 - c) Zoom Meeting or Teleconference
 - d) Mnaasged Mailbox
 - e) Home Mailing
2. Staff Check-in Zoom meetings will be conducted every Monday morning at 10:00 a.m. All Staff will be required to attend.
3. Departmental meetings will be conducted weekly.
4. Supervisors will maintain regular contact with their Staff.

POLICY REFERENCE

Department:	POLICY #:
Section: Communication	
Subject: External Communication	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

EXTERNAL COMMUNICATION

POLICY

Mnaasged Child and Family Services will ensure that its member First Nations, Indigenous community members, and the public-at-large are aware of its Business Continuity Plan and how services will be maintained during a pandemic. If office closures are imminent, then alternative contact methods will be made available to the public.

PROCEDURE

1. In the event of a pandemic outbreak, the following will occur:
 - a) Executive Director or appointed designate(s) will be responsible for all external communications regarding Mnaasged operations. They will be the official spokesperson(s) for both internal and external communications.
 - b) Mnaasged Facebook page and website will be updated regularly with information pertaining to Mnaasged's services during a pandemic. Emergency contact information will be shared.
 - c) Other means of communication may include community radio stations and newsletters.

POLICY REFERENCE

SECTION 6: PROTECTION EQUIPMENT

Department:	POLICY #:
Section: Protection Equipment	
Subject: Personal Protection Equipment	
Date Approved:	Date Revised:
Source Reference:	

PERSONAL PROTECTION EQUIPMENT

POLICY

Mnaasged Child and Family Services will maintain on its site adequate supplies of recommended Personal Protection Equipment (PPE)—such as face masks, eye protection, rubber gloves, and antibacterial hand gels and wipes—which will be required for use by all Employees of Mnaasged Child and Family Services.

Any Staff who is required to leave their place of work (home or office) for any type of Mnaasged-related work must wear proper Personal Protection Equipment.

PROCEDURE

1. Mnaasged will provide all essential Employees with proper Personal Protection Equipment.
2. Staff will be required to wear approved Personal Protection Equipment while conducting Mnaasged business outside of their office. This will include masks, gloves, and hand sanitizer provided by Mnaasged. If proper Personal Protection Equipment is not available, then Staff will not be permitted to travel and must wait until they can obtain the proper equipment.
3. Staff will keep track of all Personal Protection Equipment that they use and will send a weekly report of usage to the Director of Services.
4. If Staff require specific Personal Protection Equipment outside of what Mnaasged has in its inventory, they may request it through their Supervisor who will consult with the Director of Services for approval.

POLICY REFERENCE

SECTION 7: TRAVEL

Department:	POLICY #:
Section: Travel	
Subject: Travel	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

TRAVEL

POLICY

Mnaasged Child and Family Services will make all reasonable efforts to eliminate the need for travel by taking advantage of technology that allows communication and operation to be done electronically. In the event of an influenza pandemic, travel on Mnaasged's behalf will be immediately suspended and limited to a select group of Essential Employees who have obtained required travel authorizations from either the Executive Director or the Director of Services.

PROCEDURE

1. Any work-related travel must be approved by either the Executive Director or the Director of Services.
2. Any Staff who travel must use appropriate Personal Protective Equipment, which will include an N95 mask and gloves.
3. Staff will ensure to maintain a safe distance (six feet) from other individuals and will follow all recommendations from the Ontario Ministry of Health on remaining safe during a pandemic.

POLICY REFERENCE

SECTION 8: MNAASGED OFFICE

Department:	POLICY #:
Section: Mnaasged Office	
Subject: Access to Mnaasged Office	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

ACCESS TO MNAASGED OFFICE

POLICY

During a prolonged emergency such as a contagious epidemic, Mnaasged Child and Family Services will maintain an access schedule for Staff to attend the Main Office that will ensure the safety and well-being of all Staff. The schedule will ensure that no more than one Staff is in each office at any time.

PROCEDURE

1. The Executive Assistant will create an Access Schedule outlining when each Staff will be granted access to the office at a rate of one hour per week.
2. The Access Schedule will be reviewed and sent to all Staff weekly.
3. If Staff wish to have access outside of their regularly scheduled access, they will notify the Executive Assistant for rescheduling to ensure there will be no conflict with another Employee's scheduled attendance.

POLICY REFERENCE

SECTION 9: TRAINING

Department:	POLICY #:
Section: Training	
Subject: Pandemic Preparedness Training	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

PANDEMIC PREPAREDNESS TRAINING

POLICY

Mnaasged Child and Family Services will ensure that all Staff receive Pandemic Preparedness Training.

PROCEDURE

1. Mnaasged will maintain up-to-date information and resources from the World Health Organization, the United States Centers for Disease Control and Prevention, and Ontario's Workplace Safety and Prevention Services.
2. It will be mandatory for all Staff to complete online pandemic training during orientation.
3. Pandemic training will be reviewed and updated once every three (3) years.

POLICY REFERENCE

Department:	POLICY #:
Section: Training	
Subject: Prevention Training	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

PREVENTION TRAINING

POLICY

Mnaasged Child and Family Services will ensure that Prevention Training will focus on educating its Employees on the proper use of hygiene measures.

PROCEDURE

1. Mnaasged will ensure that adequate supplies of disinfectant hand soaps and disinfectant cleaning supplies will be available for all Employees.
2. Mnaasged will provide all Employees with Flu Prevention key messages, which include the following:
 - a) Wash your hands with soap and water regularly for at least 20 seconds
 - b) Use alcohol-based hand sanitizers if not able to wash your hands
 - c) Avoid touching your face, specifically your eyes, nose, and mouth
 - d) Clean and disinfect frequently touched objects and surfaces
 - e) Avoid shaking hands
 - f) Practice social distancing (recommended six feet apart)
 - g) Avoid contact with people who are sick
 - h) Cough or sneeze into a tissue, then throw it away
 - i) Stay at home if you are feeling unwell or showing any flu-like symptoms

3. Educate Staff through internal communications on the following subjects:
 - a) Symptoms of illness
 - b) Baselines for staying home and when Staff may return to work
 - c) General preventative measures
 - d) Pandemic influenza facts
 - e) College Pandemic Plan
 - f) Individual responsibilities in a pandemic outbreak

POLICY REFERENCE
