

5.8.2	Pandemic Plan
Procedure Number	Procedure Name

Corporate Management	Operations
Service	Department

Health and Safety	3/15/2020	Draft
Division	Effective Date	Approval Status

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1.0 Authority

This procedure is created under the authority of 5.3.8 Occupational Health and Safety Policy.

2.0 Purpose

The purpose of the Pandemic Plan is to safely maintain critical housing services and/or functions during a pandemic emergency and to promote rapid resumption of all services.

3.0 Scope

The Pandemic Plan is one of CHC's Business Continuity Plan procedures. There are existing and likely new types of infectious disease with potential for serious health effects and community wide transmission that can lead to disruptions of business services far greater than a labour dispute or a single emergency incident. This procedure applies to a rapid and wide spread contagious disease that has potential to cause serious illness to Workers and create business disruption.

Assumptions:

- Health services, city emergency response services, contractor supply base, utility services, pharmacy services, food supplier, public transportation, and supplier (contractor services) may be disrupted.
- Workers and tenants may be unprepared for a pandemic emergency.
- Past influenzas often had repeated outbreaks with average social disruptions of 6-8 weeks.
- CHC can scale back business functions to maintain critical services for a short period of time.
- Workers, especially management, in non-critical services, should be redeployed during times of crisis to help maintain critical services.
- Work from home will help to maintain critical services and reduce potential for transmission.
- All levels of Workers and decision makers could be rendered unfit for work.
- Tenant safety requires maintenance of fire, flood, death, and life safety emergency response.
- Workers who become ill are expected to be incapacitated for days or weeks, or may choose to stay home to care for sick family members, to care for children affected by school closures, or to stay home because of fear for their personal safety.

- Social distancing and disinfection may help slow the spread until a vaccination or cure is available for new types of pandemics.
- Contact with the public may require social distancing, disinfection practices, and use of PPE to reduce potential for Workers to become ill.
- New tenant allocations could be delayed for 1-2 months.
- Tenant transfers could be delayed for 1-2 months except for safety transfers.
- Cash flow could be severely impacted after 2-3 months of interruptions in rent payment.

4.0 Definitions

- Epidemic – See Stage 2 alert descriptions.
- Flu-Like Virus – means, for the purpose of this plan, a virus that causes respiratory infection and spreads from person to person via respiratory droplets often from coughing or sneezing. Effects of serious Flu-Like Viruses range from no symptoms in some people to coughing, fever, respiratory difficulties, pneumonia, multi-organ failure, and death. The family of viruses known as the coronavirus include the common cold and serious viruses such as SARS, MERS, and a newer virus known as COVID-19. At the time COVID-19 was discovered in December 2019, anti-viral drugs for flu were ineffective and no vaccination was available. For more information see <https://www.canada.ca/en/public-health/services/diseases.html>
- FAF – means, Functional Abilities Form.
- IC – means, Incident Command, a temporary management team appointed to manage an emergency until normal operations are resumed.
- Incident Commander – means, a CHC Supervisor appointed to manage an emergency.
- IMS – means, incident management system, a temporary means of providing resources to manage an emergency.
- Pandemic – See Stage 3 and 4 alert descriptions.
- PPE – means, personal protective equipment.
- PHU – means, Public Health Unit which includes the Windsor-Essex County Public Health Unit.

5.0 Responsibilities

- CEO – is responsible for ensuring compliance with this procedure and ensuring that an adequate pandemic plan is in place to protect Workers and maintain critical services.
- HSM – is responsible for the efficient and effective execution of this procedure including:

- i. Recommending updates to the procedure from time to time;
 - ii. Recommending updates to related templates, work instructions and other documents as may be required from time to time; and
 - iii. Providing necessary communications and training to all persons responsible for complying with this procedure.
- Supervisors – are responsible to ensure compliance by all Workers under their supervision with this procedure and the Health Protection and Promotion Act, Occupational Health and Safety Act, and associated Regulations.
 - Workers - are responsible to comply with this procedure, follow the instructions of their Supervisors in regard to matters of health and safety and comply with the requirement of the Health Prevention and Promotion Act, Occupational Health and Safety Act, and associated Regulations.

6.0 Procedure

6.1 Responsibilities

- a. CHC has prioritized business functions to ensure resources are directed to support the most critical business functions first during a pandemic and then less critical business functions as resources become available.

6.1.1 CHC Responsibility

- b. CHC will use an IMS to manage resources during a pandemic. IC team responsibilities are specified in section 6.2 of this procedure for each stage of a pandemic.

6.1.2 Supervisor Responsibility

- a. Supervisors must:
 - i. Ensure their staff are trained and able to perform business critical tasks in accordance with written job procedures that pertain to their assigned position.
 - ii. Ensure they have a written staffing redundancy plan in the event of Worker absenteeism.
 - iii. Acquire the knowledge and skills to perform the business critical tasks of their Workers in the event of Worker absenteeism.
 - iv. Send home Workers displaying signs of a Flu-Like illness during Stage 2, 3, or 4 or an epidemic or pandemic if the Worker does not have an FAF from a doctor clearing the Worker to return to a CHC workplace.

6.1.3 Worker Responsibility

- b. During Stage 2, 3, or 4, of an epidemic or pandemic, workers must:
- i. Obtain a FAF from their doctor for time off due to illness or to work at home because of an illness.
 - ii. Obtain a FAF from their doctor clearing them of a pandemic virus before coming to work if displaying signs of a pandemic illness.
 - iii. Use sick days or vacation days for time off if unable to work because of care for children or elderly during a pandemic.

6.2 Stage 1 – Planning and Preparation

- a. CHC will resume planning and preparation for a possible epidemic or pandemic when:
- i. A Public Health Unit issues a low alert concerning pockets of community level human-to-human transmission of a contagious virus with serious health effects in Ontario.
 - ii. The World Health Organization issues a low or moderate alert of a community level human-to-human transmission of a contagious virus with serious health effects in the United States.
 - iii. The World Health Organization issues a high alert of a community level human-to-human transmission of a contagious virus with serious health effects in two or more countries outside of North America.
- b. CHC activities should include:

Who	Activities
CEO	<ul style="list-style-type: none"> • Initiate conversation with Service Manager on epidemic or pandemic preparedness.
COO	<ul style="list-style-type: none"> • Ensure response plan is current, approved in PolicyTech, and posted in ADP/Workforce Now. • Ensure procedures in PolicyTech and ADP/Workforce Now for issuing work orders and for issuing cards and keys. See manual, Cutting Keys for instructions on cutting keys. • Ensure backup Worker available to issue access cards and keys.
CFO	<ul style="list-style-type: none"> • Assess means for replacing cash payment with electronic payment. • Review manager spending authority to ensure appropriate limits in place for managers backing up executives if executives absent from work. • Ensure procedures in PolicyTech and ADP/Workforce Now for tasks performed by accounts receivable and cashier, and by financial analyst.
District Managers	<ul style="list-style-type: none"> • Advise HSM status of pandemic supplies on confirmation of inventory. • Be prepared to enter work orders if clerks absent from work. • Remove toys and books in office lobby to prevent spread of a virus. • Ensure hand sanitizer is available by the front counter for Workers and tenants. • Ensure disinfectant available.
Finance Manager	<ul style="list-style-type: none"> • Be prepared to perform financial analysis if Financial Analyst absent from work.

HSM	<ul style="list-style-type: none"> • Update pandemic plan in response to an emerging pandemic. • Daily monitor pandemic status. • Order pandemic supplies. • Issue weekly status report to EMT. • Distribute hand washing instructions. • Issue safety talk on pandemic response. • Assess current inventory of pandemic supplies. See Attachment 1, Pandemic Supplies. • Ensure hand washing instructions posted in washrooms. See Attachment 2, Washing Your Hands poster. • Ensure personal hygiene instructions posted by front counter of offices. See Attachment 3, Protect others from getting sick poster. • Prepare a FAQ for Workers specific to a current epidemic or pandemic.
IT Manager	<ul style="list-style-type: none"> • Confirm number of laptops available. • Establish a common technology for audio-video conferencing. • Verify all laptops are setup with audio-video conferencing. • Establish external backup IT support services.
Public Relations Manager	<ul style="list-style-type: none"> • Daily monitor pandemic status. • Prepare a scripted public relations response for a possible epidemic or pandemic. • Obtain fact sheet from Windsor-Essex Health Unit and refer general questions to Health Unit.
Purchasing Manager	<ul style="list-style-type: none"> • Purchase requested supplies in preparedness for pandemic. • Confirm availability/sources of supplies if additional purchases are required. See Attachment 1, Pandemic Supplies.
Supervisors	<ul style="list-style-type: none"> • Review the pandemic plan.
Workers	<ul style="list-style-type: none"> • Maintain hygiene mitigation practices. See: <ul style="list-style-type: none"> ○ Attachment 2, Wash Your Hands poster ○ Attachment 3, Protect others from getting sick poster ○ Attachment 4, Hygiene Instructions ○ Attachment 5, Social Distancing ○ Attachment 6, Infection Prevention ○ Attachment 7, Virus Identification and Reporting • Get vaccinated if vaccination available. • Assess home WIFI connectivity for work at home opportunity should the need arise. • Do not come to the workplace with a communicable illness. • Consult with a doctor if displaying Flu-Like symptoms. • Obtain an FAF for return to work, or for work from home or time off if prescribed by a doctor because of Flu-Like symptoms.

6.3 Stage 2 – Epidemic Alert and Response

- a. CHC will initiate epidemic alert precautions when:

- i. A Public Health Unit issues a moderate health alert concerning pockets of sustained community level human-to-human transmission of a contagious virus with serious health effects in Windsor Essex.
 - ii. The World Health Organization issues a high alert of a community level human-to-human transmission of a contagious virus with serious health effects in the United States.
 - iii. CHC staffing level is reduced to 85% because of illness, children home from school, or care for elderly.
- b. Additional CHC activities should include:

Who	Activities
Executive Administrator	<ul style="list-style-type: none"> • Reserve the main boardroom at 945 McDougall as CHC’s IC post for tactical-level decision making during an epidemic response or pandemic response.
CEO	<ul style="list-style-type: none"> • Hold a management transitional meeting with EMT. • Announce implementation of a Stage 2 epidemic alert. • Appoint an initial Incident Commander to manage an epidemic response and possibly a pandemic response.
Incident Commander	<ul style="list-style-type: none"> • Initially fulfill duties of all IC positions and responsibilities to provide emergency response independent to CHC’s organization structure for regular operations. • Establish initial epidemic response goals and objectives. See Attachment 8, Task Priorities. • Appoint IC team members if additional is required to manage a response. See Attachment 9, IC Organization Chart for IC positions. Expand or contract IC team according to size and stage of emergency. • Hold weekly calls with IC team to assess risk and response. • Delay approval for any new vacation requests. • Consider delaying all training and conferences. • Issue weekly blog/email Workers about the alert status and action taken by CHC. • Ensure compliance with PHU and MOL orders. The PBU can order a mandatory geographic lockdown when they believe it is necessary for protection of the public.
Liaison Officer	<ul style="list-style-type: none"> • Maintain communications between CHC and outside agencies including City of Windsor Service Manager, city/town councils, emergency service chiefs, and health departments.
Public Relationship Officer	<ul style="list-style-type: none"> • Develop epidemic communication materials for Tenants on who to call if displaying Flu-Like illness, self-isolation practices, possible service disruption, and community services such as food delivery. • Encourage tenants to use online and telephone services. • Monitor PHU announcements for mandatory community self-isolation.
Operations Chief	<ul style="list-style-type: none"> • Ensure procedures are in place for workers entering residential units, hygiene practices, and respiratory use. See Attachment 10, Property List. • Ensure staff adhere to Public Health Unit orders on self-isolation. • Send Workers home to work at home or to recover if displaying Flu-Like symptoms.

	<ul style="list-style-type: none"> • Ensure Workers wipe all front counters daily.
Administration Chief	<ul style="list-style-type: none"> • Review potential manpower gaps with incident command. • Maintain current organization chart with staff to support IC chiefs. • Provide assessment on cash flow and future considerations. • Maintain a list of duties and positions that can be performed from home. • Assess IT equipment and system status to determine work from home capabilities. • Communicate expectations for flex hours, staggered hours, and work from home. See Workforce Now for updates to all employees. • Set up phone-call-tree process for IC chiefs to daily brief their staff and take headcount. • Maintain Employee Listing with phone numbers normally issued by HR. See Workforce now for Employee Listing. • Promote electric payment processing through a software as a service. • Monitor provincial/federal relief programs for Workers off due to a pandemic.
Logistics Chief	<ul style="list-style-type: none"> • Assess and purchase consumable supply requirements for corporation. • Establish regular contact with contractors to assess impact on their ability to deliver required services. • Identify and secure additional available contractors needed to perform duties normally performed by CHC staff and regular contractors. • Inventory and secure additional required pandemic supplies. • Inventory and secure required building maintenance supplies. • Find out from the planning chief if additional laptops/tablets/cell phones are required. • Identify additional available security personal. • Develop a plan for interrupted delivery of goods and supply shortages.
Planning Chief	<ul style="list-style-type: none"> • Identify and suspend projects that can be delayed to free up staff for possible reassignment to a labour pool. • Reassign labour pool to IC chiefs. • Develop specific plans for business interruptions.
Safety Officer	<ul style="list-style-type: none"> • Issue warning notification to all Workers informing them to not come to work if displaying signs of a contagious disease. See Attachment 7, Virus Identification and Reporting. • Post pandemic plan on safety boards. • Distribute requirements for workers entering residential units, disinfection practices, and respiratory use. • Reassess PPE requirements in the event of a Stage 3 Alert. • Call Windsor-Essex Health Unit for instructions if Worker comes to work with Flu-Like illness. • Ensure front desk clerks, maintenance, and custodians have disposable gloves available.
Finance Manager	<ul style="list-style-type: none"> • Provide a weekly update on cash flow and tenant payments to the incident commander.
Workers	<ul style="list-style-type: none"> • Be prepared to be reassigned to other duties in the event of staff shortages.

6.4 Stage 3 – Pandemic Alert and Response

- a. CHC will initiate pandemic alert precautions when:
 - i. A Canadian Health Unit issues a pandemic alert warning for a sustained community level human-to-human transmission of a contagious virus with serious health effects in Ontario.
 - ii. The World Health Organization issues a high or epidemic level warning for a sustained community level characterized by human-to-human transmission of a contagious virus with serious health effects in Canada.
 - iii. CHC staffing level is reduced to 65% because of illness, children home from school, and care for elderly.
- b. Additional CHC activities should include:

Who	Activities
Incident Commander	<ul style="list-style-type: none"> • Announce implementation of a Stage 3 pandemic alert response and mitigation steps. • Manage all CHC activities through the IC team. • Hold daily audio/video calls/meetings with IC team to assess risk and response. • Suspend all travel outside Windsor Essex unless deemed business critical. • Suspend all vacation requests. • Suspend all face-to-face meetings. • Instruct IC chiefs to set up a daily call-tree with staff to confirm availability and to provide an update.
Safety Officer	<ul style="list-style-type: none"> • Monitor PPE usage and inventory.
Public Relations Officer	<ul style="list-style-type: none"> • Notify residents of service disruptions.
Operations Chief	<ul style="list-style-type: none"> • Close district offices except for 15 C Talbot St., N Essex and 438 Niagara, Windsor. • Reassign staff from closed offices to open offices. • Delay tenant transfers and allocations except for safety transfers until post pandemic resumption of regular operations. • Delay all non-critical evictions and non-critical new rentals. • Delay all inspections and non-critical work unless contracted out. • Ensure disinfection practices implemented at all offices.
Planning Chief	<ul style="list-style-type: none"> • Assume control of Asset Management team and Development and Regeneration team. • Maintain a contractor plan to backfill vacant Supervisor and Worker roles. • Develop a plan for staff to relocate to 945/949 McDougall or to work from home. • Delay work on projects not already engaged unless work involves an urgent life safety project.
Logistics Chief	<ul style="list-style-type: none"> • Inventory required supplies. • Secure required supplies. • Contract out some duties normally performed by CHC staff based on a staffing plan. • Secure backup contractors.

	<ul style="list-style-type: none"> • Secure additional laptops from a computer outlet if adequate preloaded laptops were not secured. • Approve new temporary contractors. • Order extra laptops as required for work at home and configured for CHC.
Administration Chief	<ul style="list-style-type: none"> • Work with IC Chiefs to second staff to Chiefs. • Launch a recruitment drive with temp agencies. • Assume command of HR and Finance departments with reassigned duties based on available staff. • Ensure adequate IT support and equipment to maximize working from home. • Contact ADP to authorize auto pay as an interim measure if HR unable to do payroll. • Identify additional laptops required for work at home. • Waive requirements for a FAF if medical system becomes overloaded.
Workers	<ul style="list-style-type: none"> • Work from home if assigned work from home and be readily available via audio/visual communications.

6.5 Stage 4 – Pandemic Alert and Response

- a. CHC will initiate a full pandemic response when:
 - i. A Canadian Health Unit issues a pandemic warning for a sustained community level human-to-human transmission of a contagious virus with serious health effects in Canada,
 - ii. The World Health Organization issues a pandemic warning for the United States or global pandemic warning (Phase 6) for a sustained community level human-to-human transmission of a contagious virus with serious health effects, or
 - iii. CHC staffing level is reduced to 40% because of illness, children home from school, and care for elderly.

Additional steps for consideration by the EMT include:

Who	Activities
Incident Command	<ul style="list-style-type: none"> • Announce implementation of a Stage 4 Pandemic Response. • Close all district offices, identify on-site Workers, and centralize all on-site Workers at 945/949. • Instruct all Workers to work from home unless designated as on-site Workers. • Hold daily briefings with IC team. • Delay all district activities except for fire, flood, death, and life safety services. • Ban all travel except for fire, flood, death, and life safety services.
Safety Officer	<ul style="list-style-type: none"> • Ensure all on-site Workers screened daily for Flu-Like illness.
Operations Chief	<ul style="list-style-type: none"> • Dispatch Workers directly from home to residential properties to avoid travel to office. • Delay all lower priority work at residential properties.
Planning Chief	<ul style="list-style-type: none"> • Update work at home plan.

Logistics Chief	<ul style="list-style-type: none"> Secure additional required laptops if additional CHC programed laptops were not previous delivered.
Administration Chief	<ul style="list-style-type: none"> Maintain current Incident Management System organization chart. Reassign all Supervisors and Workers to an IC team. Based on available staffing levels Supervisors and Workers can be temporarily assigned duties outside their regular job scope. Daily assess and communicate available staff. Extend bill payment to 60-90 days if necessary. Maintain IT equipment for work at home.

6.6 Training

- a. All Workers must complete Pandemic training every three years.
- b. All Workers must review this procedure as it is updated and released via ADP, Workforce Now.

7.0 Records

All records created under this procedure must be retained for a minimum of seven years.

8.0 Review Date

This procedure must be reviewed no later than three years after the date of approval and every three years thereafter.

9.0 Applicable References

5.3.8.1 Procedure on Incident Notification, Investigation, and Reporting.

5.3.8.4 Procedure on Joint Health and Safety Committee.

List of applicable reference documents including legislation or technical documents.

<https://www.canada.ca/en/public-health/services/flu-influenza/pandemic-plans.html>

<https://www.wechu.org/emergency-preparedness/pandemic>

<https://www.wechu.org/z-health-topics/novel-coronavirus-2019>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Attachment 1, Pandemic Supplies

These initial safety supplies should be corporately purchased and stored during Stage 1 in preparation for future distribution to districts during an epidemic or pandemic. Types and quantities can be altered based on the current inventory of supplies, type of approaching outbreak, and potential supplier shortages of supplies.

Item	Description	Minimum Quantity
J-fill dispenser for Oxivir		1
Oxivir Disinfectant spray	2.5 L. 1:16 concentrate for J-fill	3 containers
Spray bottle	946 ml bottles with WHMIS labels	4 cases of 12
Disinfectant wipes	Box of 160	24 boxes
N95 respirators	Any brand with bendable nose band	1000
Disposable gloves	Boxes of nitrile or vinyl gloves	32 boxes of 100
Disposable coveralls	Tyvek suites with hoods	50
Hand sanitizer	Instant foam	12 cases of 6 - 400 ml
Goggles	Chemical and impact	20

Attachment 2, Washing Your Hands Poster



Attachment 3, Protect others from getting sick

Protect others from getting sick

When coughing and sneezing
cover mouth and nose with
flexed elbow or tissue



Throw tissue into closed bin
immediately after use

Clean hands with alcohol-based
hand rub or soap and water
after coughing or sneezing and
when caring for the sick



Attachment 4, Hygiene Practices

Workers are encouraged to:

- a. Maintain frequent handwashing throughout their shift to minimize potential for transmission of viruses from saliva and other body fluids through the nose, eyes, and mouth.
- b. Wash their hands for at least 15-20 seconds with soap and water after:
 - i. Contact with saliva, blood, and other body fluids.
 - ii. After using the bathroom/restroom.
 - iii. After blowing/wiping the nose.
 - iv. Before eating and preparing food.
 - v. Before touching the nose, eyes, and mouth.
 - vi. After using tissue paper to cover the mouth and nose while sneezing or coughing.
 - vii. Before and after using gloves being used for infection control.
 - viii. After touching public devices such as handrails, door handles, or elevator controls.
- c. Cuts to the skin should be washed for at least 15-20 seconds with soap and water before applying a dressing.
- d. Use hand sanitizer when soap and water is not readily available.
- e. Use paper towel to turn taps off where paper towel is provided.
- f. Wear disposable gloves when handling cash/debit machines during an epidemic or pandemic.
- g. Avoid shaking hands when a Stage 2, 3, or 4 alert is in effect.

Workers at counters open to the public must:

- Wear disposable gloves when handling debit machines and money or apply hand sanitizer after each contact.
- Daily wipe or spray debit machines with disinfectant and the surrounding counter.

Janitorial contractors and custodians will be asked to:

- Use disinfectant for cleanup of bodily fluids.
- Provide hand sanitizer and waste receptacle by office front counters for use by tenants/staff.
- Perform daily disinfection during a CHC declared epidemic response:
 - All building entrance/exit door handles, office entrance/exit door handles, and common room doors handles.
 - Common area washroom door handles, dispensers, taps, grab bars, sinks, and toilets.
- Perform daily disinfection during a CHC declared pandemic response:
 - All building entrance door handles, exit door handles, common room doors handles, handrails, garbage receptacles on common areas, elevator buttons, front counters inside and outside, debit machines, card access swipe covers, accessibility buttons, janitorial carts, shared photocopiers, handles on kitchen appliances, kitchen counters, shared fax machines.
 - Common area washroom door handles, dispensers, taps, grab bars, sinks, and toilets.
 - 949 and 945 McDougall meeting room chairs and tables.

Attachment 5, Social Distancing

During Stage 2, 3, or 4 Workers are encouraged to:

- Avoid travel to farms with livestock, crowded public areas such as entertainment establishments, and conferences.
- Maintain at least 1-2m distance from other workers and the public.
- Avoid shaking hands.
- Use alternate means of communication instead of face-to-face meetings.
- Eat at their work stations instead of using CHC kitchens.
- Request tenants use online and telephone services for communication.
- Limit entry to tenant units except for essential services (death, fire, flood, and life safety).
- Be prepared to work at home if instructed to do so.

The Public Health Unit can close meeting places and issue public travel restrictions if they deem it necessary regardless of CHC staging precautions.

Attachment 6, Infection Prevention

WARNING: Workers are at increased risk of infection if they have travelled to a country and region with an epidemic or pandemic alert. See Government of Canada travel advisories for different parts of the world. <https://travel.gc.ca/travelling/advisories>

Workers who travelled to these parts of the world and especially if they who have a fever, cough, or difficulty breathing within 14 days of travel to an area with a pandemic, should:

- Avoid contact with others.
- Call their doctor or the Windsor-Essex County Health Unit at 519-258-2146, ext.1420 to seek instructions. Inform them of symptoms and recent place(s) of travel.

WARNING: Workers are at increased risk if they had close contact with a person who has travelled to a region with an epidemic or pandemic alert and who is sick with fever, cough, or difficulty breathing.

The Windsor-Essex County Health Unit posts current outbreaks for the county. <https://www.wechu.org/your-environment/outbreaks>

Tenants can chose to self-isolate because they have been instructed to do so by the PHU or because they have chosen to exercise abundant precaution. The PHU does not require posting of signs for people in self-isolation. Self-isolation applies to a person and not their residential unit.

Entry to a Residential Unit:

- a. During an Stage 2, 3, or 4 of an epidemic or pandemic alert, Workers:
 - i. Should attempt to resolve a complaint without entry to a residence.
 - ii. Must ask tenants if anyone in the unit has cold or Flu-Like symptoms before entry.
 - iii. Must wear a N95 respirator and disposable gloves if a tenant indicates they have a cold or Flu-Like symptoms but no:
 - Confirmation of a serious contagious virus
 - Self-isolation requirement by the PHU.
 - iv. Must wear a N95 respirator, disposable gloves, and a Tyvek suit before entry for a wellness check if the tenant is unable to come to the door.
 - v. Wear a N95 respirator, disposable gloves, and a Tyvek suit before entry if a tenant remains present and communicates the PHU or their doctor has prescribed self-isolation.
 - vi. Have the option of wearing PPE even if not required by this procedure.

The PHU can apply additional requirements or restrictions as a pandemic spreads.

Follow 5.3.8.4 Joint Health and Safety Committee (JHSC) for any work refusal involving a work related pandemic illness.

Attachment 7, Virus Identification and Reporting

Supervisors and Workers should check <https://www.wechu.org/> if unsure about the symptoms of a specific virus. Symptoms may vary with the type of virus. Generally, symptoms of a Flu-Like virus with serious health effects include:

- Coughing
- Fever
- Difficulty breathing or pneumonia

Workers returning from an affected region must contact the Public Health Unit and advise CHC if self-isolation is required.

Workers with a serious Flu-Like illness must stay home.

CHC will implement emergency sick leave for the duration of Stage 3 or 4 alert.

- Workers must stay home if displaying any signs of a Flu-Like illness until it has been medically determined to be noncontagious.
- Supervisors must daily check workers for obvious symptoms of a Flu-Like virus. Workers with symptoms will be sent home to recover. This is not intended as a disciplinary measure.

Follow 5.3.8.1 Incident Notification, Investigation and Reporting 5.3.8.1 to report an incident involving a work related pandemic illness.

Attachment 8, Priority Tasks

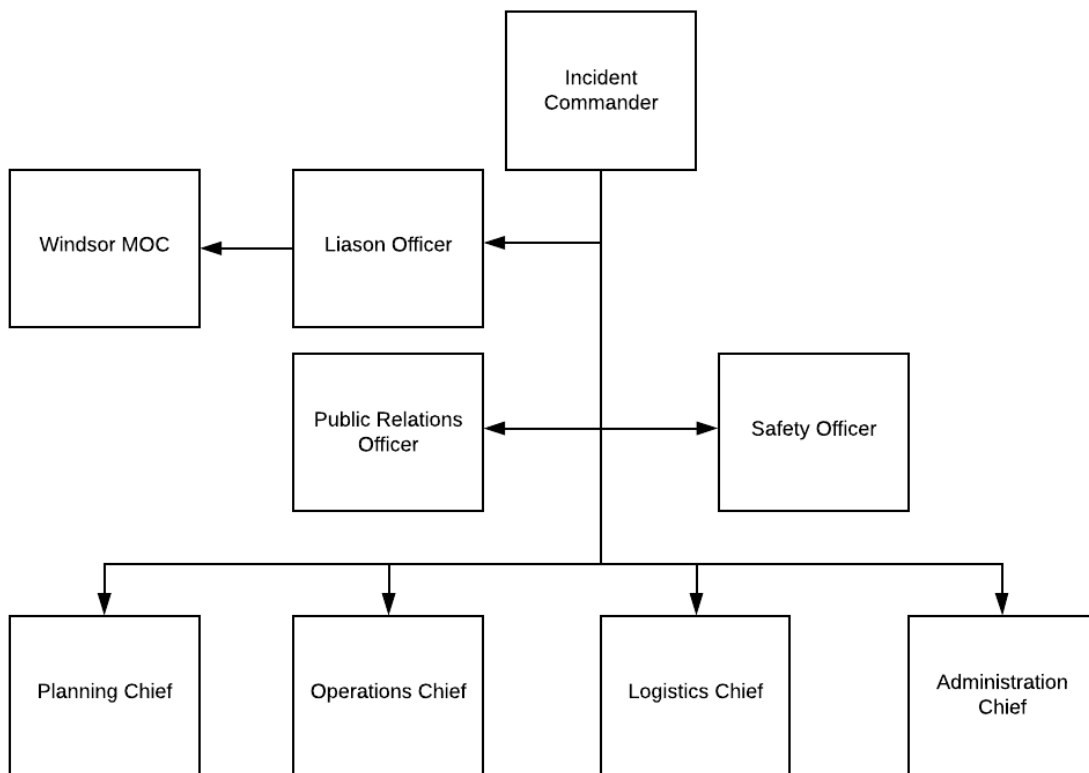
The IC Commander will prioritize tasks giving consideration to the table below for a 6-8 week interruption of services:

Service	Who	Alternate	Priority
Tenant death	Police DM	On-call manager, BA, or pool of staff	1
Worker death	Police DM and safety officer	IC chief	1
Worker critical injury	MOL DM	Safety officer or an IC chief	1
Fire	Fire Services DM	On-call manager, BA, maintenance, or pool of staff	1
Flood	DM or BA	On-call manager, maintenance, pool of staff, or contractor	1
Answering main phone line to respond to tenant emergencies	Clerks	DMs or pool of staff	1
Gas leak	Enbridge DM and maintenance	-BA or pool of staff and contractor	1
Other emergency repair	DM and maintenance	-BA or pool of staff, and contractor	1
Elevator entrapment	Either Contacted Elevator Service	-Any available elevator company -FRS as last resort	1
Wellness check	BA	Pool of staff, maintenance, DM, or pool of staff	2
Defective smoke alarm	Fire technicians	Contractor	2
Building security	Contractor BA	DM, staff pool, or contractor	2
Snow clearing of sidewalks	Contractor	Alternate contractor or maintenance	2
Payroll	HR	ADP (contractor)	2
Rent collection	Clerk	DM or worker pool	2
Monthly fire extinguisher inspections	Fire technicians	Contractor or staff pool	3
Annual fire extinguisher inspections	Contractor	Alternate contractor	3

Smoke/CO detector inspections	Fire technicians	Contractor or staff pool	3
Fire system inspections	Contractor	Alternate contractor	3
Snow clearing of roads	Contractor	Alternate contractor	3
Tenant advocacy	CRWs	Corporate Services Manager	3
Garbage removal from buildings	Custodian or contractor	Contractor	3
Answering phones	Clerk	DM or worker pool	3

Attachment 9, Incident Command Organization Chart

The Incident Commander will fulfill the duties and responsibilities of IC positions until other Workers are appointed to those positions



Attachment 10, Property List

District	Property	# of Units	Location/ Area
<u>District One</u> Office: 415 University N9A 2Z3	317 University	7	Windsor/Centre
	395 University	80	Windsor/Centre
	415 University	79	Windsor/Centre
	333 Glengarry	135	Windsor/Centre
	Glengarry Court	50	Windsor/Centre
	255 Riverside	300	Windsor/Centre
	445 Glengarry	132	Windsor/Centre
<u>District Two</u> Office: 605 Mill St N9C 4B7	Essex Court	207	Windsor/West
	Bridgeview 1 & 2	100	Windsor/West
	Bloomfield/St Joseph	158	Windsor/West
	Curry/McKay	200	Windsor/West
	605 Mill-Reaume	130	Windsor/West
	Scattered Units	56	Windsor/West
<u>District Three</u> Office: 2455 Rivard N8T 3B3	Fontainbleu Row	175	Windsor/East
	Fontainbleu Singles	40	Windsor/East
	2455 Rivard	386	Windsor/East
	Central Ave	49	Windsor/East
	Ford/Ferndale	220	Windsor/East

District	Property	# of Units	Location/ Area
District Four Office: 15 C Talbot St.North N8M 1A5	Riverside Families	16	Windsor/East
	Riverside Seniors	12	Windsor/East
	Clairview/Seniors	8	Windsor/East
	Villages of Riverside	14	Windsor/East
	Lauzon Rd	108	Windsor/East
	Fort & Main	25	Amherstburg
	11934 Arbour	38	Tecumseh
	111 Brien	72	Essex
	109 Brien	65	Essex
	340 Victoria	41	Amherstburg
	346 Victoria	26	Amherstburg
	165 Talbot	41	Leamington
	194 Division	30	Kingsville
	14 King	24	Harrow
	1905 Delmar	15	LaSalle
	642 St.Charles	20	Belle River
	29 Lutsch	34	Leamington
32 Prince Albert	22	Kingsville	
Nancy & Pearl	16	Leamington	
17 Nancy	11	Leamington	

District	Property	# of Units	Location/ Area
<u>District Five</u> Office: 140 Bridge N9B 3R8	920 Ouellette	400	Windsor/Center
	Cottage 1 & 2	104	Windsor/East
	Ashgrove Manor 140 Bridge	207	Windsor/West
	Cherniak Manor 120 Oak	117	Windsor/West
	Riggs Manor 4365 Wyandotte	49	Windsor East
	Campbell	120	Windsor/West
<u>District Six</u> Office: 438 Niagara N9A 3S9	Devon 1, 2 & 3	154	Windsor/Center
	Hallmark	26	Windsor/Center
	Jefferson 1 & 2	52	Windsor/East
	Jos Janisse	34	Windsor/East
	Meadowbrook	76	Windsor/East
	860 Mercer	50	Windsor/Center
	438 Niagara	56	Windsor/Center
	Queen	9	Windsor/East
	Slater 1 & 2	74	Windsor/Center
Woodward	42	Windsor/Center	
<u>Corporate</u> Office: 945 McDougall N9A 1L9	945 McDougall		Windsor/Center
	949 McDougall		Windsor/Center
	CHR		
	2470 Dougall		Windsor/Center