

Agency Whole Community Pandemic Readiness Checklist

Items adapted from World Health Organization's [2009 Guidelines](#) for Pandemic Readiness & Response

Pandemics of any severity have interdependent consequences for the whole of community. This checklist helps an agency consider and mitigate against these consequences across three primary areas: your agency , your partners , and the clients you serve.			
	Completed?	YES	NO
<i>Catholic Charities as an Agency and Employer</i>			
1. Identify an Emergency or Pandemic coordinator to lead all preparedness and response planning.			
2. Identify the critical activities and mission-essential functions that must continue during a pandemic, as well as the resources they require.			
3. Consider the need to stockpile a strategic reserve of consumable supplies and equipment.			
4. Establish clear lines of authority for emergency decision-making, delegations of authority, and plans for succession for staff – be sure to identify who is responsible for what, when, and how .			
5. Cross-train staff to ensure mission-essential functions can continue			
6. Establish a clear personnel policy , addressing sickness, absenteeism, telework, and when to return to work.			
7. Assess the need for face-to-face contact with other employees, customers, suppliers, and partners.			
8. Develop social distancing protocols to be used.			
9. Implement hand hygiene in the workplace.			
10. Develop a plan for family and childcare support for critical staff.			
11. Consider the need for psychosocial support services to assist staff			
12. Develop a tested communications system to reliably communicate with all staff, volunteers, clients and suppliers in the event of a pandemic.			
13. Ensure information about measures your agency is taking are widely and easily available to all employees.			
14. Review current programs and services to determine if any services and/or functions can be downsized or closed to reallocate staff, if needed			
15. Review your Standard Operating Procedures and identify when they should remain implemented or potentially adjusted or even suspended			
16. Explore potential financial risks to the agency, should a pandemic occur			
17. Monitor and Identify if client needs change during a pandemic and review your programming for anticipated adjustments			
18. Determine how agency may function with interruptions, outages, and potential disruptions to critical infrastructure services and supply chains.			
19. Conduct an agency exercise to test and update your plan periodically.			
20. During and following a pandemic, identify gaps and incorrect assumptions in your plan and update accordingly.			

	Completed?	YES	NO
<i>Catholic Charities as a Leader - Civic and Community Partners</i>			
1. Consult with key civic and county partners regarding their pandemic plans to ensure strong coordination efforts during any plan activation			
2. Consult with service providers to strategize how the population being served by Catholic Charities will be affected and measures that can best protect them. Who and how will these populations be served and what adjustments must be taken?			
3. Consult with municipal and county government and public health officials to ensure awareness of their emergency plans, and any critical information, will be widely distributed in multiple languages and in multiple locations.			
4. Understand the community authority line, decision making, delegations of authority, and orders for succession. Identify who is responsible for what , when , and how .			
5. Consider participating in a community-wide pandemic or other all-hazards exercise to test your Continuity of Operations Plan (COOP).			
<i>Catholic Charities as a Social Service Provider</i>			
1. Consider what client-facing services may need to be adjusted, limited, or even suspended during a pandemic in order to best protect clients from risk of infection exposure as well as infection exposure to staff and volunteers			
2. Consider what essential client-facing services could continue to be offered while protecting the health of clients and staff during service delivery.			
3. Review and make adjustments in congregate care programs and services (shelters, transitional homes, senior living facilities.) Have a plan in place in the event county health officials require additional emergency measures to be taken.			
4. Provide clear, accurate, and up-to-date information to clients on COVID-19 prevention and wellness. If possible, provide clients with tools to assist them (hand sanitizer, masks, rubber gloves, etc.)			
5. Ensure information and materials provided to clients is clear, concise, and in multiple languages to reflect the population you serve.			
6. Make clients aware of any program changes. Have referral and resource access information readily available to share with clients. Always ensure other service providers and officials in the area are aware of any significant changes to your program operations.			
7. Be prepared to advocate for the needs of clients before, during, and after a pandemic. Many economic sectors are adversely impacted by pandemics and unskilled labor and the service industry are among the hardest hit.			