



PANDEMIC PLAN

**(ALL DEPARTMENTS EXCLUDING
THE LONG TERM CARE FACILITIES)**

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Pandemic Plan History

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Pandemic Plan Distribution

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Administrative Services –Chief Administrative Officer	November 19, 2009
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LIST OF ACRONYMS

WHO	World Health Organization
OHPIP	Ontario Health Plan for Influenza Pandemic
EOC	Emergency Operations Centre
CEMC	Community Emergency Management Coordinator

1. Definition of Pandemic

The World Health Organization (WHO) defines influenza pandemic as a global epidemic of influenza and it occurs when a new influenza virus (i.e. an influenza virus subtype that is not circulating widely in human beings) emerges and starts spreading in a similar way to normal influenza - through coughing and sneezing. Because the virus is new, the human immune system will have little or no pre-existing immunity. People who contract pandemic influenza are thus likely to experience more serious disease than that caused by normal influenza.

The words pandemic and epidemic are easily confused.

To clarify, epidemic refers to a contagious, infectious or viral illness that spreads to many people in one geographic region that occurs in excess of the numbers of cases that would usually be expected.

A pandemic refers to a contagious, infectious or viral illness that spreads, and may include millions of people in many areas across the globe.

2. Goals of Pandemic Planning:

1. To Maintain Critical Services during an Emergency/Pandemic
2. To Protect Employees
3. To Support Health Authorities
4. To Minimize Net Financial Impacts

3. Planning Assumptions:

1. A pandemic will affect the entire community. The County Administration Building will not be able to rely on the same level of support from staff, suppliers, or community services.
2. The Pandemic Plan must be coordinated with other organizations in the community and be consistent with the Ontario Health Plan for Influenza Pandemic (OHP/IP)
3. The number of staff who provide services could be reduced as much as one third due to personal illness; family commitments.
4. Usual sources of supplies could be disrupted or unavailable.
5. Existing care protocol may need to be changed or adapted.
6. The County must provide communication to staff.
7. Ontario Health & Safety mandates a duty to provide reasonable precautions to protect workers.

4. Steps to Pandemic Plan:

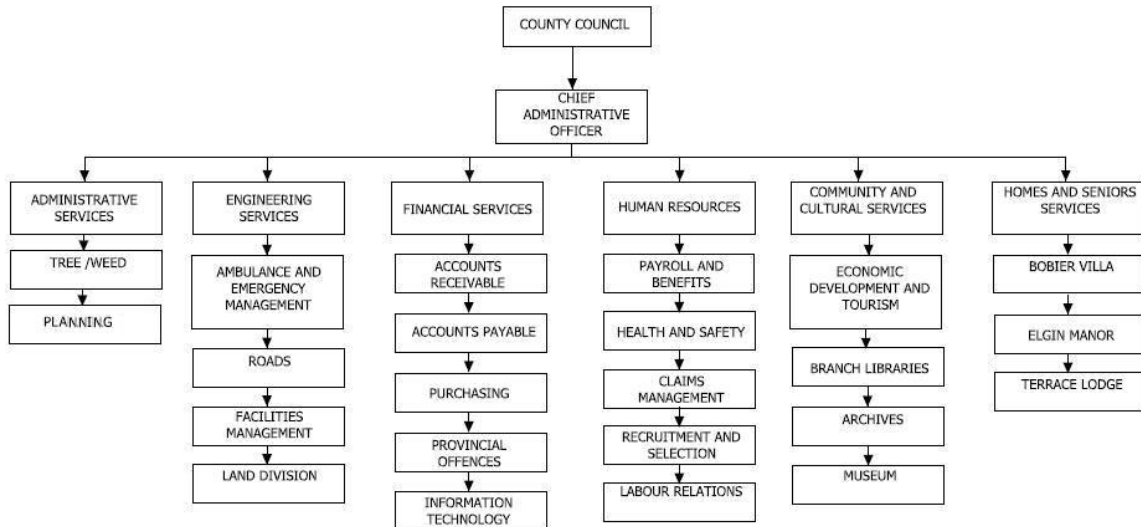
1. If there is a risk of a Pandemic in the County of Elgin the Emergency Control Group should meet to be informed of the situation (please refer to the Emergency Response Plan). If the pandemic escalates the Emergency Control Group should direct/implement the pandemic plan. Each Emergency Control Group position has an alternate. This team will be responsible for staff training in conjunction with the Public Health Unit and will be guided by the Ministry of Health and the World Health Organization (WHO). In a Pandemic the Emergency Control Group will utilize communication technologies that don't require a face to face meeting.
2. Only essential services and staff will be required. Critical services are identified within this plan. All critical services identified that can be completed at home shall be. (Critical Services see Appendix B)
3. Implement the surveillance system –to monitor pandemic-like illness for staff that are required to come into the office to complete critical services that cannot be completed at home.

5. Pandemic Response:

1. If the Pandemic is in the County:
 - i. Conduct a Emergency Control Group meeting immediately
 - ii. Activate the pandemic plan- this plan may be activated by the County CAO when and if the following occur;
 - a) The County receives notification that a pandemic emergency has been declared by the Province;
 - b) The County becomes aware that any municipal emergency plan has been activated due to a pandemic, which will likely impact the ability of the County to deliver core services in our community;
 - c) Local cases or an outbreak of influenza impacts the ability of the County to maintain core services;
 - d) The declaration of an pandemic emergency becomes probable.
 - iii. All public accesses will be locked and staff/ tenants shall be monitored through the electronic access system.
 - iv. Assess essentials stores/supplies of equipment necessary for pandemic. If staffs from non essential services are redeployed to the Long Term Care Facilities necessary equipment will be provided.
 - v. Department Directors to notify department staff
 - vi. At conclusion - Investigate and review outbreak
 - vii. Maintain Critical Services- *see "Appendix B"*

6. Structure and Functions

The flow chart below shows the Structure of the County of Elgin. The Homes and Senior Services have their own Pandemic Plan specific to Long Term Care.



7. Essential Staffing Plan- See Appendices A & B

Included in the Priority Task Templates are charts for each dept. which state the number of essential staff required to complete essential duties as well as a number of available staff for deployment.

The majority of the critical services can and will be completed from home.

Work from Home Recovery Team Procedures

1. If the primary site is affected, Director to instruct staff to resume operations from home
2. Director/IT support staff to ensure that staff has access to required dependencies at home
3. Director/IT support staff to maintain contact with staff
4. Resume operations

Specific Additional Tasks

County Warden (Head of Council)

- Provide leadership and act as the primary community spokesperson
- Take part in the Emergency Control Group

County Chief Administrative Officer

- Provide leadership and direction to ensure necessary work is completed
- Ensure communication with community, council, staff and Emergency Operations Control Group members
- Implement the County of Elgin Emergency Response Plan when necessary

Emergency Management Coordinator

- Consult with Public Health Unit regarding pandemic
- Ensure communication with County and lower tier municipal CEMC's
- Ensure communication with Emergency Control Group and Council

Human Resources

- Maintain a list of employees not working during pandemic
- Maintain a list with employee skill sets
- When required, match employees with required skill sets to vacant positions elsewhere in the County and transfer as needed
- Monitor employee needs and implement any special arrangements that will assist in reducing absenteeism, especially for essential services

Finance Department

- Set up a financial tracking system for expenses directly related to a pandemic and provide direction to other departments
- Review critical supplies and suppliers with departments and ensure alternate suppliers have been identified if required

Information Technology

- Ensure the technology and personnel are available to meet the increase demands and requirements for remote access to facilitate working from home
- Ensure communications from the Emergency Operation Control Group get to their intended target audience in a timely manner
- Ensure any Pandemic information/direction for staff will be posted on the Web Site

7.1 Non Essential Services

During a Pandemic not all County services will be in operation and some departments will be temporarily shut down in order to decrease the risk of transmission.

Only tasks listed in the priority tasks template should be completed until the risk of transmission decreases and services can resume. The following services will cease once the Pandemic Plan is activated:

Administrative Services-Tree/ Weed commissioner, Planning, and Requests for information from the public for County records, Council/ Committee meetings
Engineering Services- Severance Applications, New Construction Contracts, Cleaning Contract
Financial Services- Non Critical Financial Reporting
Human Resources- Training and Administration
Community and Cultural Services- Economic Development and Tourism, Branch Libraries, Archives, and the County Museum
Homes and Senior Services- Please see the County Homes Pandemic Plan

Under the direction of a department director employees that are employed in a services rated as non critical might be deployed to assist with a service rated as critical, listed in either Appendix B or in the Long Term Care Facilities Pandemic Plan.

7.2 Control & Support Measures for Staff

Each department will be responsible to maintain their own critical services. It will be important for the majority of the work to be completed from home in a pandemic to decrease the risk of exposure. See Appendix D for directions to connect to the County of Elgin email and citrix from home.

It will be encouraged during a pandemic to send emails versus using the phones. Once the County has declared a pandemic emergency the phone messages will be changed to alert callers to send an email versus leaving a message. Please see Appendix D for directions to retrieve phone message. Issues with email/citrix should be direction through email to "ithelp".

If critical service cannot be completed from home, employees will be monitored using the current electronic access system, upon approval of department director.

8.0 Security

Access to the building will be restricted to employees/tenants with electronic access to the building. All other exits/entrances will be locked down.

9.0 Staff – Work Restrictions during a Pandemic

The Public Health Unit will determine the length of time an ill worker will be excluded from the workplace based on the epidemiology of the pandemic strain. Human Resources will review, in conjunction with the Public Health, any issues that arise regarding compliance with work exclusions.

10. Personal Protective Equipment and Handwashing

Handwashing is the most important measure in preventing the spread of influenza. Proper handwashing techniques need to be reviewed with staff,

volunteers, and visitors when they report to the screening station. Signage depicting proper handwashing techniques should be posted at all sinks, bulletin boards and resident /staff bathrooms.

Waterless alcohol- based hand sanitizer should be readily available for use if hands are not visibly soiled. If hands are soiled handwashing with soap and water must be completed prior to using alcohol-based hand sanitizer.

11. Communications

1. All communications (media, community, staff) directed through the County Media Coordinator, appointed by the Emergency Control Group (see County of Elgin Emergency Response Plan). In a Pandemic media inquiries should be deferred to the local Public Health Unit.
2. Media and News Release inquiries will be deferred to the Warden/CAO as per policy. It is recommended that media inquiries specific to the Pandemic be deferred to the local Public Health Unit.
3. Key contacts- local Public Health Unit & Ministry of Health- will be in direct contact with the County CAO or designate.
The Public Health Unit will communicate with the County through electronic Outbreak Alerts and newsletters.
4. Upon receipt of a Pandemic Alert from the Medical Officer of Health, Emergency Control Group should immediately meet at the Emergency Operations Centre(within the first 24 hours).
5. The Pandemic information is shared and the Pandemic Plan is initiated.
6. The Emergency Control Group shall meet regularly and more frequently as the level of Pandemic changes or new information is received. All meeting are documented. Emergency Control Group meetings can utilize communication technologies that don't require a face to face meeting.
7. Phone and email greetings will be changed to alert public of Pandemic status.
8. Pandemic information/direction for staff will be posted on the Web Site. Department heads shall share info with their staff as directed by the EOC.
9. Web site will have links to WHO; Public Health; Ministry of Health.

Appendix A- Priority Tasks Template- Elgin County Administrative Building Services

* Must Do "A"- Critical activities that cannot be deferred or delegated. Services that must be maintained throughout staffing shortages (legislated)

** High Priority "B" - Do not defer if possible or bring back as soon as possible

*** Medium Priority "C" - Services that can be discontinued for a short period of time (i.e. 4 weeks)

**** Low Priority "D"- Services that can be discontinued during entire emergency. Can be brought back when the Emergency is over.

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Administrative Services	CAO	Council Meetings			✓	
Administrative Services	CAO	Management Meetings			✓	
Administrative Services	CAO	Tree Commissioner				✓
Administrative Services	CAO	Phone System Reception			✓	
Administrative Services	CAO	Correspondence			✓	
Administrative Services	CAO	Freedom of Information- Requests for information from the public for County records				✓
Administrative Services	CAO	Planning function				✓
Administrative Services	CAO	Outside Board Reporting				✓
Administrative Services	CAO	Warden Functions (Only for EOC tasks)	✓			

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Administrative Services	CAO	CAO Functions (Only for EOC Tasks)	✓			
Administrative Services	CAO	Emergency Operations Centre	✓			
Cultural Services	Director of Community & Cultural Services	Libraries (38 employees), Museum (2 employees), Archives (2 employees), Economic Development & Tourism (4 employees)				✓
Human Resources	Director of Human Resources	Payroll	✓			
Human Resources	Director of Human Resources	Benefit Payments	✓			
Human Resources	Director of Human Resources	OMERS Payments	✓			
Human Resources	Director of Human Resources	Recruitment				✓
Human Resources	Director of Human Resources	Health and Safety	✓			
Human Resources	Director of Human Resources	Labour Relations		✓		

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Human Resources	Director of Human Resources	Training				✓
Human Resources	Director of Human Resources	Attendance Management				✓
Human Resources	Director of Human Resources	Administration				✓
Provincial Offences	POA Supervisor	Scheduled Court Matters- anything on a docket must be spoken to on the record, recording will be required- EMERG kit to be accessed	✓			
Provincial Offences	POA Supervisor	Ticket Filing- alternate arrangements can be made but notification will need to be provided to meet timelines, tickets need to be catalogued into date rec'd order	✓			
Provincial Offences	POA Supervisor	Access to dockets/charges on Court days- Office access is required to obtain the court docket and proceedings to be heard	✓			
Provincial Offences	POA Supervisor	Payment Processing/Collections payment processing- can be deferred to out of town locations by posted notice, anything from the mail will need priority upon resuming service		✓		
Provincial Offences	POA Supervisor	Updating Court Dockets- will require priority upon resuming service to aid in inquires and docket preparation		✓		
Provincial Offences	POA Supervisor	Data Entry		✓		

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Provincial Offences	POA Supervisor	Front Counter Services- can be deferred to out of town location by way of posted notice, may want to shut down an additional day once office re-opens to catch up deferred items i.e.: mail/payment, processing data, entry/docket update			✓	
Provincial Offences	POA Supervisor	Phone Services- can be deferred to out of town location by way of voice message, may want to shut down an additional day once office re-opens to catch up			✓	
Provincial Offences	POA Supervisor	License Suspensions- can be resumed after emergency and after backlog cleared- additional time will be given prior to suspension due to service disruption				✓
Provincial Offences	POA Supervisor	Trial Scheduling- can be resumed after emergency and after backlog cleared				✓
Provincial Offences	POA Supervisor	Various Daily Duties-Rico Reports, Docket prep, filing, invoices etc.- can be resumed after emergency and after backlog cleared				✓
Purchasing	Director of Finance	Procurement of Labour, Materials and Equipment	✓			
Purchasing	Director of Finance	Monitoring and implementing of Purchasing Practices in and during Emergency	✓			
Purchasing	Director of Finance	Vendor Data Base and Alternate vendor Data Base	✓			
Purchasing	Director of Finance	Insurance and Risk Management	✓			

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Purchasing	Director of Finance	Liaison between staff and vendors		✓		
Purchasing	Director of Finance	Prepares and Presents Report to Management and Council			✓	
Purchasing	Director of Finance	Source and Evaluate Market Trends			✓	
Purchasing	Director of Finance	Issue Tenders, etc				✓
Finance	Director of Finance	Contact collection's agent to advise of pandemic.	✓			
Finance	Director of Finance	Utilizes the AccPac accounting system. Set up of emergency General Leger's and protocols for emergency spending	✓			
Finance	Director of Finance	Ensure Safe storage of cash	✓			
Finance	Director of Finance	Ensures financial information is maintained for archival purposes	✓			
Finance	Director of Finance	Provides back up for accounts payable and accounts receivable	✓			
Finance	Director of Finance	Analyzes general ledger accounts. Prepares and posts journal entries and required		✓		
Finance	Director of Finance	Provides limited backup to POA clerk positions		✓		

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Finance	Director of Finance	Balance Capital expenses to general ledger				✓
Finance	Director of Finance	Report to departments on progress of jobs. Prepare and present reporting to Council on the status of jobs and those to be closed at year end				✓
Finance	Director of Finance	Calculate remittance of POA revenues to municipalities and City of St.Thomas				✓
Finance	Director of Finance	Quarterly, issues payment to other courts according to payments received on their behalf				✓
Finance	Director of Finance	Assists the Collections agent and Liaise with POA to increase efficiencies within the collections area				✓
Finance	Director of Finance	Provides relief for Adult Day program				✓
Finance	Director of Finance	Assists with year end audit				✓
Finance	Director of Finance	Maintains the donation database				✓

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Finance	Director of Finance	Prepares monthly invoicing to external clients				✓
Finance	Director of Finance	Banking – Someone can come in to pick up cheques, can access AccPac from Home to do deposit & drop in bank lock box		✓		
Finance	Director of Finance	Invoicing for Homes		✓		
Finance	Director of Finance	Journal Entries		✓		
Finance	Director of Finance	Monthly Budget Comparisons – updates on Emergency Spending		✓		
Finance	Director of Finance	Bank Transfers – currently have to be done manually and need 2 signatures. Needed to balance trust, transfer resident comfort trust for example.		✓		
Finance	Director of Finance	GST & PST Returns – information can be obtained through AccPac at Home. May need to enter office to retrieve forms. (Fines if not done by deadline)		✓		
Finance	Director of Finance	Emergency Petty Cash – can cut cheque to be cashed at bank		✓		
Finance	Director of Finance	Invoicing in AccPac			✓	
Finance	Director of Finance	Reporting to the Ministry of Health (if deadline extended by Ministry in Emergency)			✓	

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Finance	Director of Finance	Reporting to Statistics Canada				✓
Finance	Director of Finance	Scanning and OCR'ing of documents as required for Critical Documents such as Utility payments and other vendors as required	✓			
Finance	Director of Finance	Posting Invoices, Payments of invoices that will affect essential services such as utilities/food/nursing needs for the Homes	✓			
Finance	Director of Finance	Vendor Follow-up and Statement reconciliation			✓	
Finance	Director of Finance	Issuance of Cheques and EFT, Critical payments are necessary to be maintained for essential services	✓			
Finance	Director of Finance	Approval of Invoices to pay	✓			
Engineering	Manager of Corporate Facilities	Scheduled Work Orders (fire alarm & equipment inspections, lift inspections, water temp. inspection, etc)		✓		
Engineering	Manager of Corporate Facilities	Called-in Work Orders	✓			
Engineering	Manager of Corporate Facilities	Maintains the heating, cooling and hot water systems	✓			

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Engineering	Manager of Corporate Facilities	Maintains lighting in and around building		✓		
Engineering	Manager of Corporate Facilities	Removes garbage, boxes, etc. This task could be completed by any staff member if required.			✓	
Engineering	Manager of Corporate Facilities	Repairs, cleans and maintains facility equipment. This task could be completed by a contractor			✓	
Engineering	Manager of Corporate Facilities	Call-ins for emergency repairs	✓			
Engineering	Manager of Corporate Facilities	When asked will assists and contact contractors			✓	
Engineering	Manager of Corporate Facilities	Maintain grounds keeping (ice and snow removal)		✓		
Engineering	Deputy Director of Engineering Services	Road Occupancy Permits		✓		
Engineering	Deputy Director of Engineering Services	Moving Permits		✓		
Engineering	Deputy Director of Engineering Services	Construction Contract Inspection / Administration		✓		✓

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	***Medium Priority "C"	****Low Priority "D"
Engineering	Deputy Director of Engineering Services	Public Concerns / Requests			✓	
Engineering	Deputy Director of Engineering Services	Account Payables		✓		
Engineering	Director of Engineering Services	Severance Applications			✓	
Engineering	Director of Engineering Services	Ambulance Contract Administration			✓	
Engineering	Director of Engineering Services	Emergency Planning	✓			
Engineering	Director of Engineering Services	EOC Operations	✓			

Appendix B- Elgin County Administrative Building Critical Services

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	Minimum # of Staff Required	Type of Staff	Can Activity/Task be completed from home? " Yes" or " No"?
Administrative Services	CAO	Warden Functions (Only for EOC tasks)	✓		1	CAO	Yes
Administrative Services	CAO	CAO Functions (Only for EOC tasks)	✓		1	CAO	Yes
Administrative Services	CAO	Emergency Operations Centre	✓		1	CAO	No
Human Resources	Director of Human Resources	Payroll	✓		1	Payroll Coordinator	Yes (with provided IT access)
Human Resources	Director of Human Resources	Benefit Payments	✓		1	Payroll Coordinator	Yes (with provided IT access)
Human Resources	Director of Human Resources	OMERS Payments	✓		1	Payroll Coordinator	Yes (with provided IT access)
Human Resources	Director of Human Resources	Health and Safety	✓		1	Director/ HR Coordinator	Depending on the Issue
Human Resources	Director of Human Resources	Labour Relations		✓	1	Director of HR	No
Provincial Offences	POA Supervisor	Scheduled Court Matters- anything on a docket must be spoken to on the record, recording will be required- EMERG kit to be accessed	✓		2	Supervisor and Clerk	No

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	Minimum # of Staff Required	Type of Staff	Can Activity/Task be completed from home? " Yes" or " No"?
Provincial Offences	POA Supervisor	Ticket Filing- alternate arrangements can be made but notification will need to be provided to meet timelines, tickets need to be catalogued into date rec'd order	✓		1	Supervisor or Clerk	Possible- If Agency will deliver there- otherwise drop box at front of bldg can be used or alternate location if access to building is not possible
Provincial Offences	POA Supervisor	Access to dockets/charges on Court days- Office access is required to obtain the court docket and proceedings to be heard	✓		1	Supervisor or Clerk	No
Provincial Offences	POA Supervisor	Payment Processing/Collections payment processing- can be deferred to out of town locations by posted notice, anything from the mail will need priority upon resuming service		✓	1	Supervisor or Clerk	Yes- if mail can be accessed it can be opened and organized from at home (with provided IT access)
Provincial Offences	POA Supervisor	Updating Court Dockets- will require priority upon resuming service to aid in inquires and docket preparation		✓			Yes (with provided IT access)
Provincial Offences	POA Supervisor	Data Entry		✓			Yes (with provided IT access)
Purchasing	Director of Finance	Procurement of Labour, Materials and Equipment	✓		1	Purchasing or Director of Finance	Yes (with provided IT access)
Purchasing	Director of Finance	Monitoring and implementing of Purchasing Practices in and Emergency	✓		1	Purchasing or Director of Finance	Yes (with provided IT access), requires a procedure and appropriate approval forms

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	Minimum # of Staff Required	Type of Staff	Can Activity/Task be completed from home? " Yes" or " No"?
Purchasing	Director of Finance	Vendor Data Base	✓		1	Purchasing or Clerk	Yes (with provided IT access) AND alternate vendor data base is prepared and available
Purchasing	Director of Finance	Insurance and Risk Management	✓		1	Purchasing or Director of Finance	Yes (with provided IT access)
Purchasing	Director of Finance	Liaison between staff and vendors		✓	1	Purchasing	Yes (with provided IT access)
Finance	Director of Finance	Contact collections agent to advise of pandemic.	✓		1	Financial Analyst	Yes
Finance	Director of Finance	Utilizes the AccPac accounting system. Set up of emergency General Ledgers and protocols for emergency spending	✓		1	Financial Analyst	Yes (with provided IT access)
Finance	Director of Finance	Ensure safe storage of cash	✓		1	Financial Analyst	Yes (with provided IT access)
Finance	Director of Finance	Ensures financial information is maintained for archival purposes	✓		1	Financial Analyst	Yes (with provided IT access)
Finance	Director of Finance	Provides back up for accounts payable and accounts receivable	✓		1	Financial Analyst	Yes (with provided IT access)

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	Minimum # of Staff Required	Type of Staff	Can Activity/Task be completed from home? " Yes" or " No"?
Finance	Director of Finance	Analyzes general ledger accounts. Prepares and posts journal entries as required.		✓	1	Financial Analyst	Yes (with provided IT access)
Finance	Director of Finance	Provides limited backup to POA clerk positions		✓	1	Financial Analyst	Yes (with provided IT access)
Finance	Director of Finance	Banking – Someone can come in to pick up cheques, can access AccPac from Home to do deposit & drop in bank lock box		✓	1	Financial Analyst	No
Finance	Director of Finance	Invoicing for Homes		✓	3	Financial Analyst, Director of Finance, Clerk from Home	Yes
Finance	Director of Finance	Journal Entries		✓	1	Financial Analyst	Yes – (with provided IT access)
Finance	Director of Finance	Monthly Budget Comparisons – updates on Emergency Spending		✓	1	Financial Analyst	Yes – (with provided IT access)
Finance	Director of Finance	Bank Transfers – currently have to be done manually and need 2 signatures. Needed to balance trust, transfer resident comfort trust for example		✓	3	Financial Analyst, Director of Finance , CAO	Computer work – yes Picking up cheques & dropping deposit in lock box – no

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	Minimum # of Staff Required	Type of Staff	Can Activity/Task be completed from home? "Yes" or "No"?
Finance	Director of Finance	GST & PST Returns – information can be obtained through AccPac at Home. May need to enter office to retrieve forms. (Fines if not done by deadline)		✓	1	Financial Analyst	Yes – (with provided IT access)
Finance	Director of Finance	Emergency Petty Cash – can cut cheque to be cashed at bank		✓	1	Financial Analyst	Yes
Finance	Director of Finance	Scanning and OCR'ing of documents as required for Critical Documents such as Utility payments and other vendors as required	✓		1	Anyone	No
Finance	Director of Finance	Posting invoices, Payments of invoices that will affect essential services such as utilities/food/nursing needs for the Homes	✓		1	Anyone in Financial Services	Yes – (with provided IT access)
Finance	Director of Finance	Issuance of Cheques and EFT, Critical payments are necessary to be maintained for essential services	✓		1	Anyone for manual cheques, Director of finance or designate for EFT	No for manual cheques, Yes to EFT release of payments
Finance	Director of Finance	Approval of Invoices to pay	✓		2	Director of Finance or first named Designate	Yes

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	Minimum # of Staff Required	Type of Staff	Can Activity/Task be completed from home? "Yes" or "No"?
Engineering	Manager of Corporate Facilities	Called-in Work Orders, complete top priority tasks	✓		1	Maintenance	Yes
Engineering	Manager of Corporate Facilities	Maintains the heating, cooling and hot water systems. Make sure mechanical system is working properly.	✓		1	Maintenance	No
Engineering	Manager of Corporate Facilities	Call-ins for emergency repairs. Make emergency repairs on mechanical of electrical equipment.	✓		1	Maintenance	No
Engineering	Manager of Corporate Facilities	Scheduled Work Orders (fire alarm & equipment inspections, lift inspections, water temp. inspection, etc). Weekly, monthly, quarterly and annual inspections of the facility and its equipment within.		✓	1	Maintenance	No
Engineering	Manager of Corporate Facilities	Maintains lighting in and around building. Changing light bulbs and ballasts.		✓	1	Maintenance	No
Engineering	Manager of Corporate Facilities	Maintains grounds keeping (ice and snow removal). Depends on the time of year, snow removal is a must in the winter months.		✓	1	Maintenance	No
Engineering	Deputy Director of Engineering Services	Road Occupancy Permits		✓	1	Deputy Director of Engineering Services	Yes
Engineering	Deputy Director of Engineering Services	Moving Permits		✓	1	Deputy Director of Engineering Services	Yes

Department	Manager Currently Responsible	Activities/Tasks	*Must Do "A"	**High Priority "B"	Minimum # of Staff Required	Type of Staff	Can Activity/Task be completed from home? "Yes" or "No"?
Engineering	Deputy Director of Engineering Services	Construction Contract Inspection / Administration		✓	1	Deputy Director of Engineering Services or Engineering Technologist	Yes
Engineering	Deputy Director of Engineering Services	Account Payables		✓	1	Deputy Director of Engineering Services	Yes
Engineering	Director of Engineering Services	Emergency Planning	✓		1	Emergency Management Coordinator	Yes
Engineering	Director of Engineering Services	EOC Operations	✓		1	Emergency Management Coordinator	No

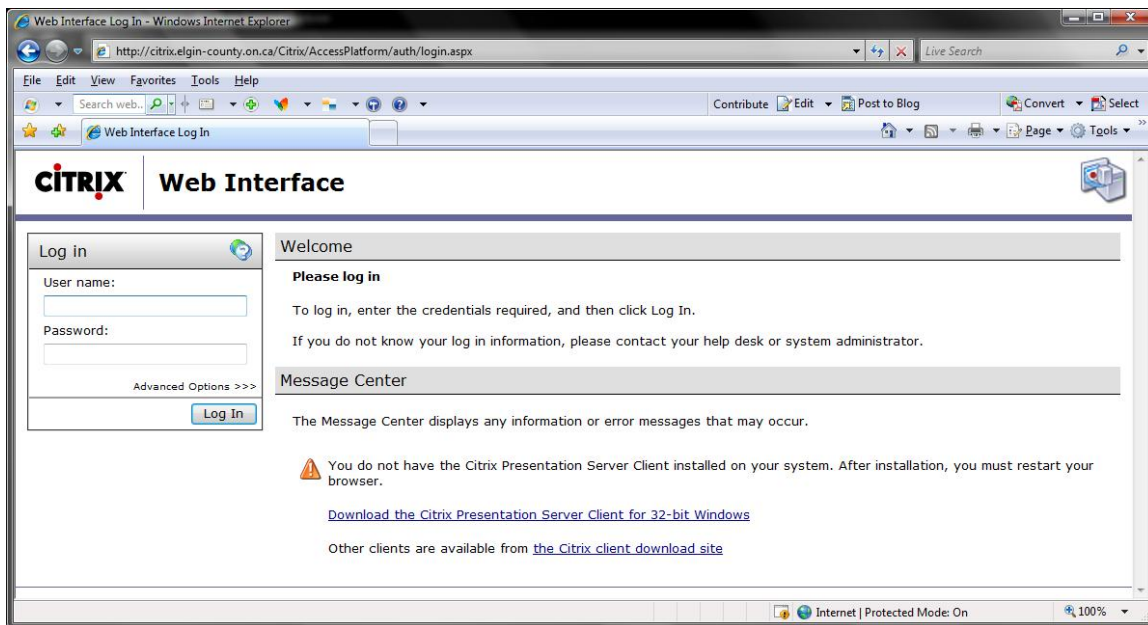
Appendix C: How to Access Your Desktop via Citrix at Home

Notice: *The County of Elgin assumes no responsibility for damage that may be caused to a computer or computer data as a result of following these instructions. These instructions are followed at the users own risk.*

These instructions assume that the home computer has a 32 bit Microsoft operating system installed on it (i.e. Microsoft XP or Microsoft Vista – Windows 7 has not been tested). It is also assumed that the internet browser being used is Microsoft Internet Explorer.

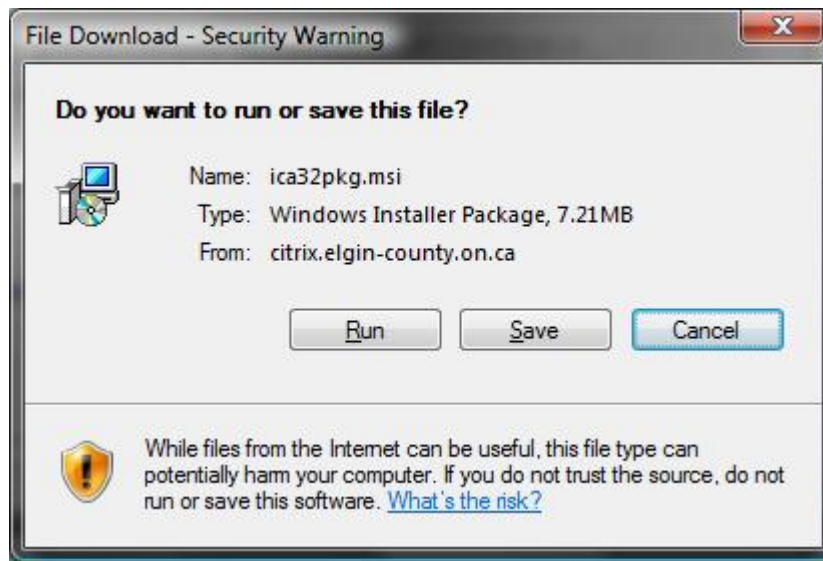
1. Open an internet browser (i.e. Microsoft Internet Explorer).
2. Browse to “citrix.elgin-county.on.ca”
3. If the Citrix client is not installed on your computer then the following screen will appear. Notice the triangle with the exclamation mark and the text: “You do not have the Citrix Presentation Server Client installed on your system”.

If the Citrix client is already installed on your computer the warning will not appear. Proceed to step 16.



4. If you do not have the Citrix client installed click on the “Download the Citrix Presentation Server Client for 32-bit Windows” link.

5. The following security warnings may appear:



Click the "Run" button if the above warning appears.



Click the "Run" button if the above warning appears.

6. The Select Language screen will appear. Select your language of choice and click OK.



7. The following screen will appear, do not click on "Cancel", wait for the next screen to appear.

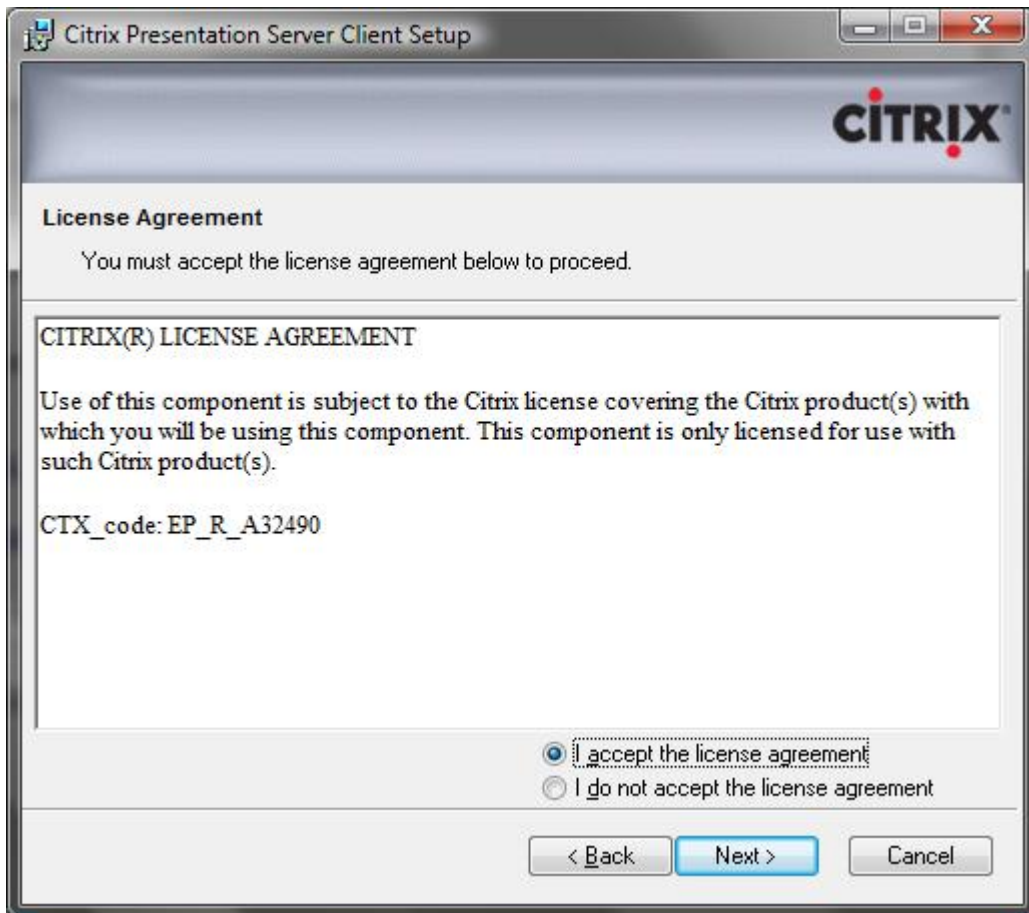


8. Once the wizard prepares the installer the following screen will appear:

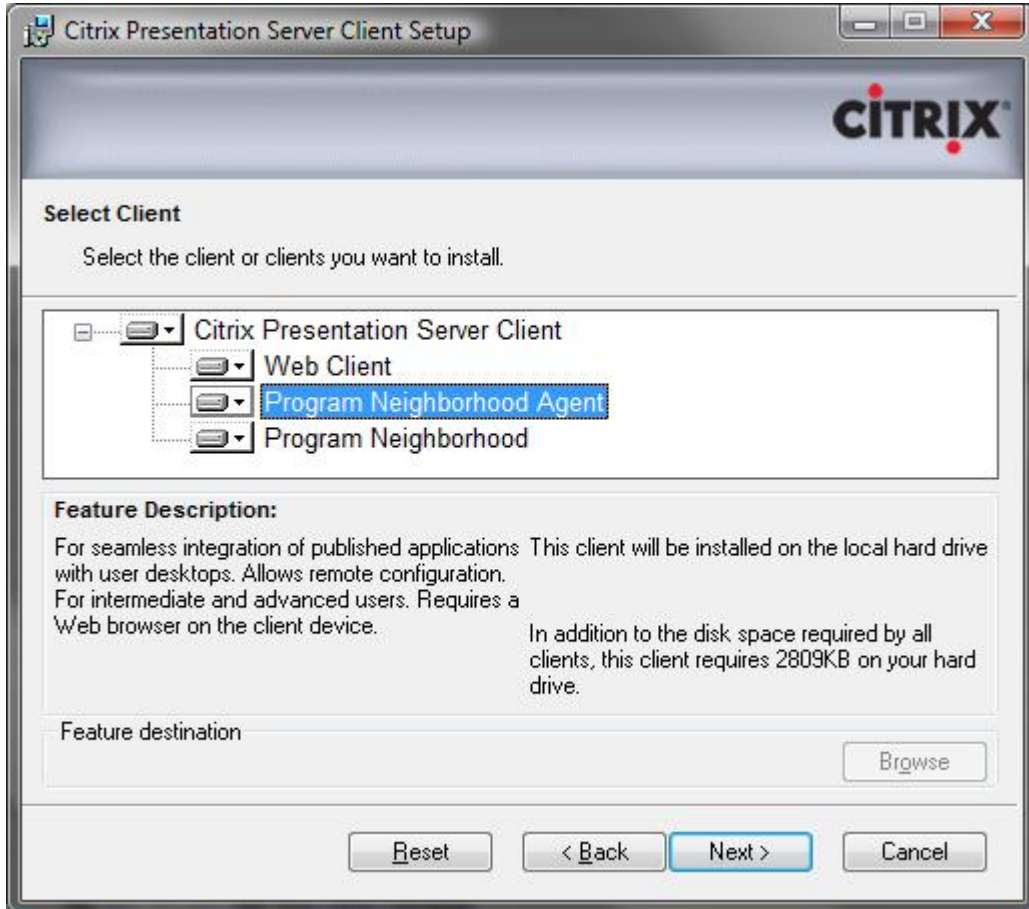


Click on the "Next" button.

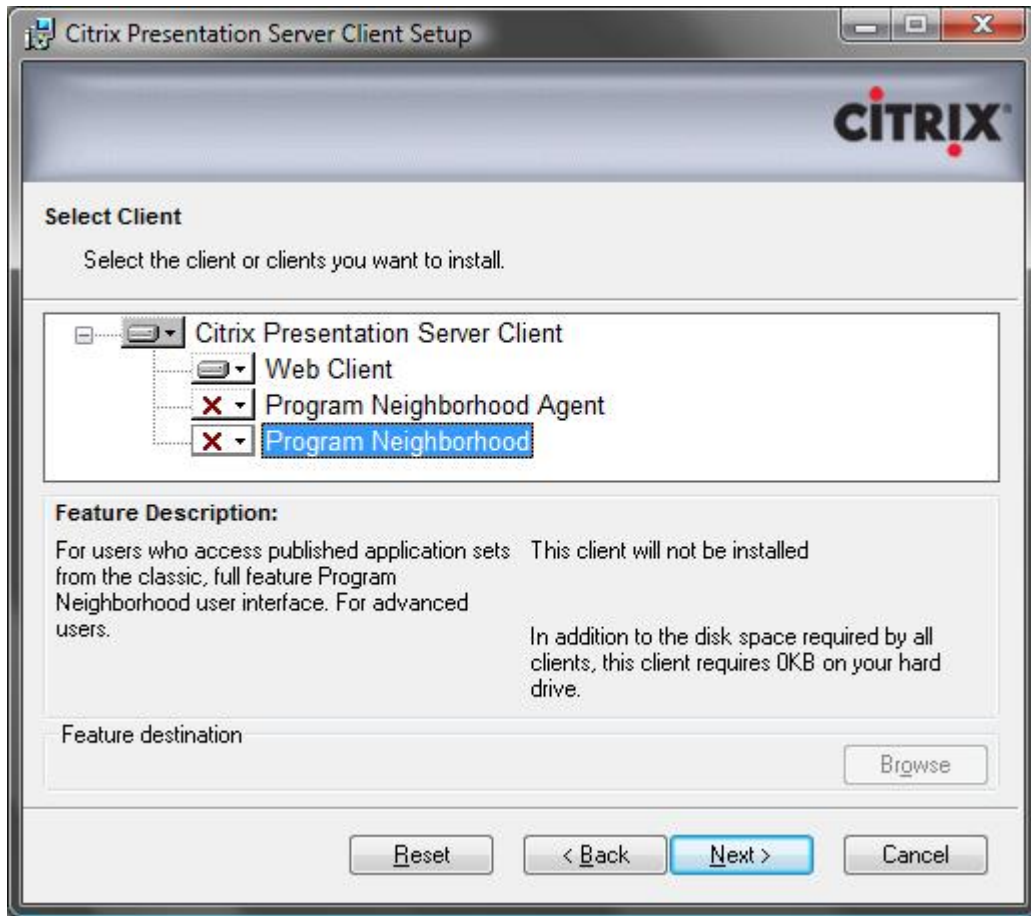
9. Click the radio button to the left of "I accept the license agreement" and the click on the "Next" button.



10. On the Select Client screen disable the installation of the “Program Neighborhood Agent” and the “Program Neighborhood”. To disable these clients click on the down-arrow to the left of the client and select the option to not install the feature.

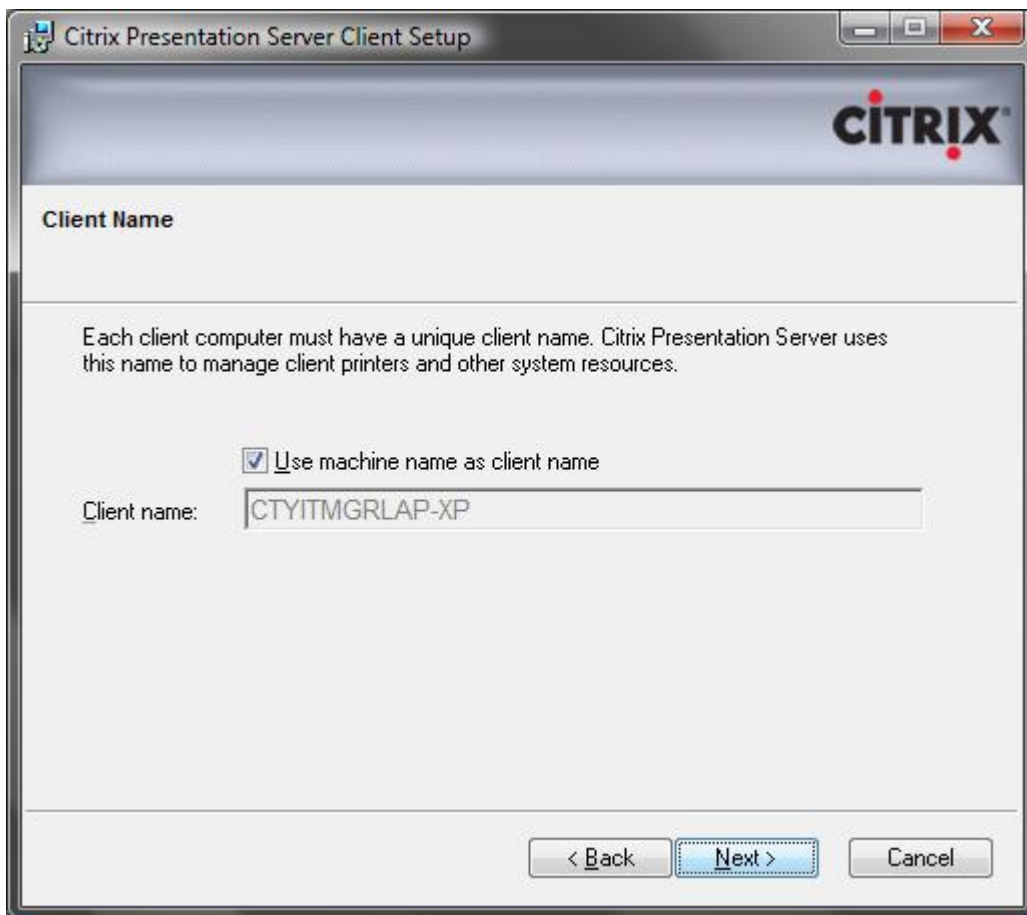


If you have disabled the clients properly, the screen should appear as follows:



Once the client options have been properly selected click the "Next" button.

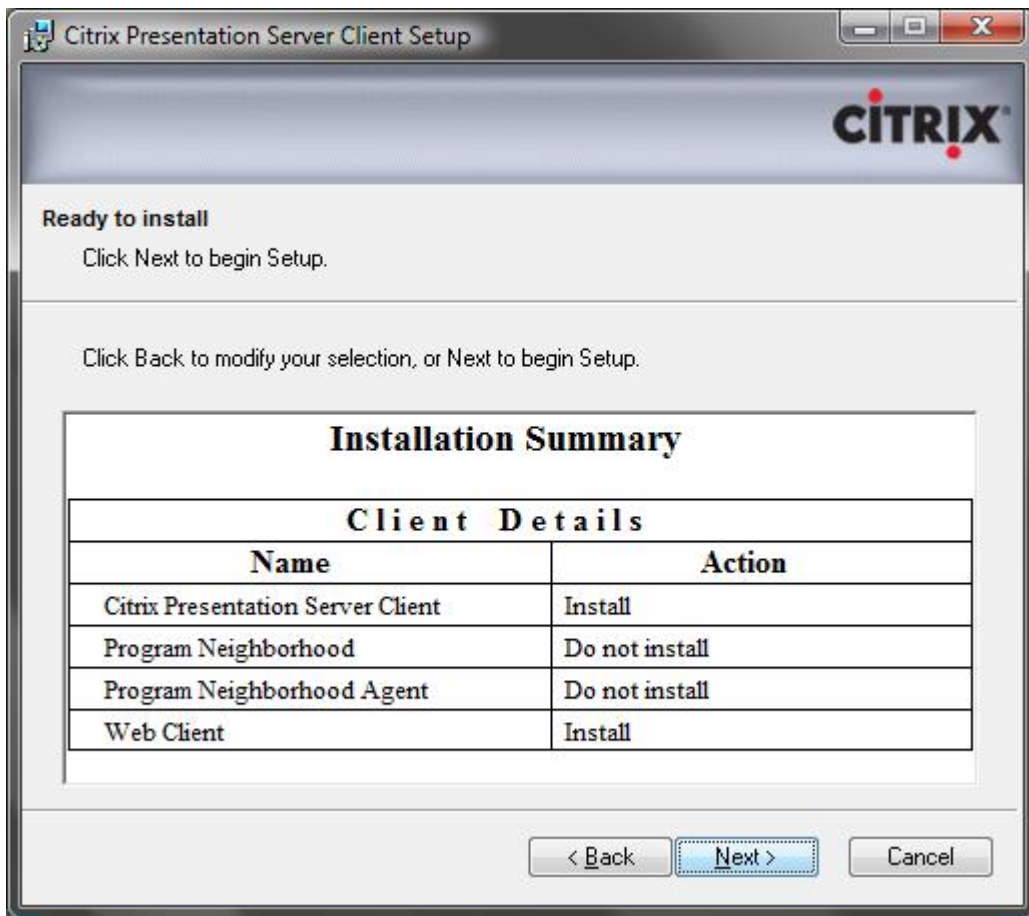
11. Ensure that the checkbox beside "Use machine name as client name" is checked and then click the "Next" button.



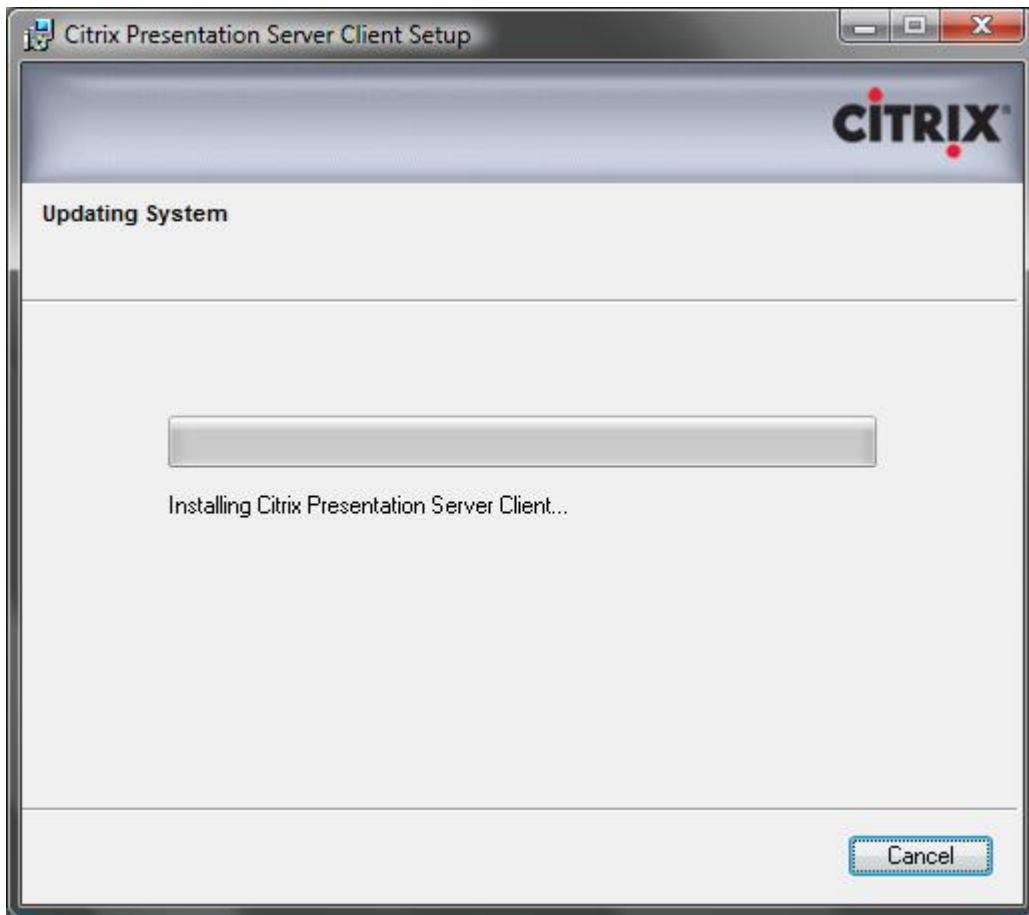
12. Ensure that "No" is selected on the "Use Local Name and Password" screen then click the "Next" button.



13. Click the "Next" button on the Ready to install screen.



14. The Updating System screen will appear. Wait until the update has completed.



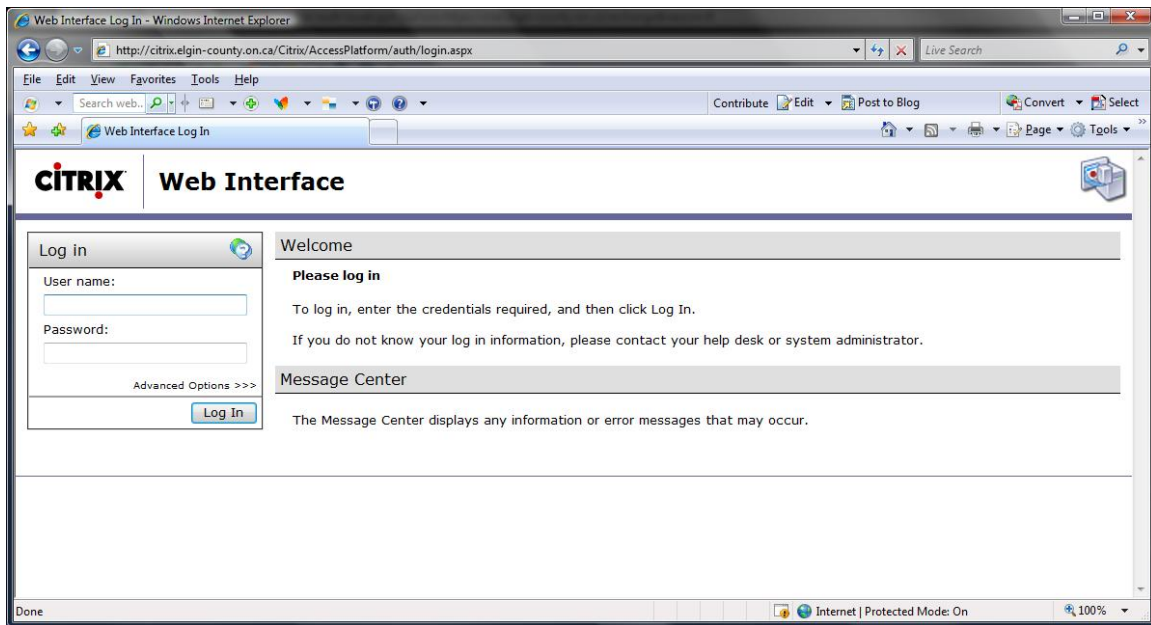
15. Once the update has completed the following screen will appear:



Click the "Finish" button to complete the installation.

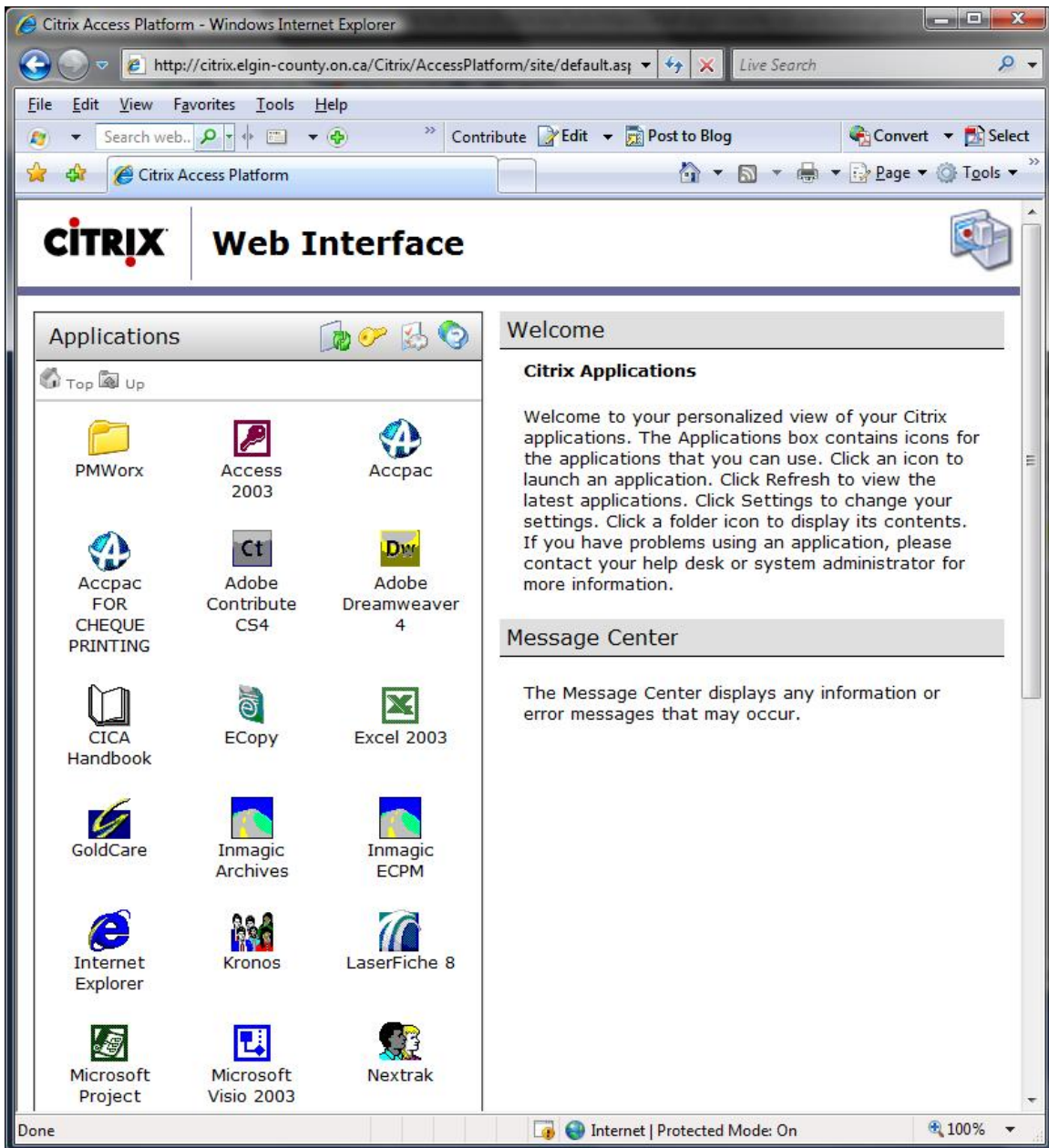
Once the installation has completed you should exit all browsers before attempting to access Citrix again.

16. If the Citrix client is present on your computer the login screen will appear as follows:



Enter your network username and password and click the "Log In" button.

17. If you have logged in successfully a screen with a number of application icons will be presented:



To launch/start an application click once (don't double click) the application icon.

Appendix D: Connecting to your Voicemail and Email from Home

County of Elgin Email

1. Turn on computer, connect to Internet and open web browser.
2. In the address bar type (<https://mail.elgin-county.on.ca/exchange>).
3. You should see the Outlook Web Access login screen. Enter your username and password in the appropriate boxes.
4. Click the Log On button.

Voicemail

1. Call the County Administration line 519-631-1460
2. Dial Extension "300"

You will receive a voice prompt, at that time dial your personal extension and enter your password

Appendix E: Assessment Checklist

What is the nature of disruption?

What is the impact on the facility?

What is the impact on staff?

What is the impact on service delivery?

Has there been a damage assessment? What is the expected duration of the disruption?

Has the reason for disruption and the estimated time of disruption been reported to management?