



Emergency Preparedness Plan Outline/Steps (March 12, 2020)



The Fortune Society
BUILDING PEOPLE, NOT PRISONS

The Fortune Society Emergency Preparedness Plan:

1. We hosted a full staff meeting followed by sending an all staff email that included:
 - a. Handouts from NYC DOHMH and CDC guidance
 - b. Instructing staff not to panic and follow CDC universal precautionary procedures –
 - i. Wash hands frequently with soap and water for at least 20 seconds;
 - ii. Use the hand sanitizers located throughout the agency;
 - iii. Cover your cough or sneeze with tissue, or into your elbow;
 - iv. If sick stay home**
 - v. If staff exhibit symptoms of – fever, cough and shortness of breathing and have traveled to the highly infected areas or have come into contact with an exposed community - contact HR, ask staff to stay in private office. HR will then contact NYC Department of Health and Mental Hygiene and follow their instructions. Once staff is isolated, nobody should enter the office until instructed by Medical personnel. **(This step applies to Long Island City and Fortune Academy.)**
 - vi. If clients exhibit symptoms, using the tightly defined criteria above, contact your Senior Director/HR and follow the steps above and ask them to remain in a private office while we contact NYC DOHMH for further guidance.
2. We implemented daily Facility cleaning on frequently used equipment, using environmentally safe alcohol-based spray to ensure we minimize contamination or the spread of germs.
3. We posted signage throughout our LIC and Harlem facilities informing people to use universal precautions, including a fact sheet from NYC DOHMH.
4. We are updating and confirming that all client and volunteer contact information is updated and accurate – phone numbers, email, Twitter, Facebook, and Instagram.

5. We hosted a client community meeting to discuss our plan and approach to this pandemic. We gave the same instructions as given to staff regarding universal precautionary steps. We instructed clients if they are sick and not feeling well to stay home. If they are mandated by ATI, Parole or Probation, they should contact their counselor for notice and check-in schedule. We asked clients to ensure we have their updated contact information in case of an agency quarantine/closure. We informed participants that any agency-wide schedule change or closure will be updated on the agency general voicemail, and social media platforms. We encouraged participants to follow us on all Fortune social media platforms.
6. We are confirming with funders that we can create a sick and or vacation time bank, where staff, regardless of the contract that they are on, who have excess accrued sick or vacation time can donate days that can be utilized for staff who have insufficient sick days available and need to stay home for COVID-19 reasons, and charge that time to government contracts.
7. We identified critical operations that must be able to function remotely, or off-site in case of partial or full quarantine – Executive team, Senior Directors, Managers, Finance Department, Human Resources, Housing – congregate and scattered-site, Licensed Mental Health and Licensed Substance Abuse Treatment Services, Alternatives to Incarceration and Admissions to ensure we have remote access, telecommunications and off-site staffing operability. This will ensure we can run payroll, staff can access health benefits, and we can support limited participant engagement or provide crisis intervention via virtual engagement.
8. We are testing our remote/VPN functionality/capability on March 12th and 13th – Thursday and Friday. We have identified the following Departments to work remotely – Information Technology, Human Resources, Evaluation & Quality Improvement, Finance, Development, Alternatives to Incarceration, Treatment Services and Better Living Center/Mental Health services. We are setting up remote access and will fully test our remote load capability and functionality. This testing will happen over the next two weeks to ensure we can operate in full or partial quarantine
9. We activated our daily Senior/Executive leadership Team check-in meeting. Every day, this group will meet via Zoom to discuss the evolving issues impacting our operations, staff, participants, and funding. We set a defined time to discuss the various questions or concerns facing Fortune and its stakeholders.

10. In case of full closure/agency quarantine –

- a. We go into daily Senior/Executive Leadership check-in and Board update operation. This Zoom meeting will happen every day when operations are down at exactly 12pm. The agency decision making authority rests in the following order: JoAnne Page, President and CEO, Stanley Richards, Executive Vice President, Sherry Goldstein, VP Agency Operations and Lou Miceli, COO; Rob DeLeon, VP; and Ronald Day, VP and Sam Rivera, AVP of Harlem Operations with input from the Executive Team.
- b. We will follow all NYC DOHMH and Medical Professional instructions regarding closure and facility cleaning.
- c. Staff will be informed that they will get paid as will transitional workers during the full agency quarantine.
- d. Each Program Executive will be responsible for contacting and confirming that they notified funders supporting their department – private and government and other critical stakeholders about our closure. We developed an emergency communication protocol that includes contacting staff, clients and volunteers; changing the agency voicemail message as well as posting messages on Facebook, Twitter, Instagram and other communications platforms.
- e. We have remote VPN, Zoom and SharePoint agency access to payroll processing, and timesheets. Staff can access HR/benefits, our client record database, Billing and Compliance, IT and limited participant engagement, support and emergency mental health telephone communication. All remote access to client records, or other critical agency data systems will be through VPN secure encrypted transmission. VPN connectivity and Zoom access meet HIPPA security requirements.
- f. We will train, test and ensure every staff member knows how to use the technology that will enable Fortune to operate in full quarantine remotely or off-site at other locations.

- g. We confirmed with Center for Community Alternatives, Osborne Association, Friends of Island Academy, and Abraham House that in event of full Fortune quarantine we can use a portion of their space to operate limited services and or agency operations. We have, in return, offered the same accommodation to those organizations. We will also be able to operate out of the Court Houses, and Parole as we already have staff operating in those spaces. This capacity gives Fortune operation capabilities in Bronx, Manhattan, Queens, and Brooklyn. All off-site locations will be communicated to clients and other stakeholders via agency voicemail, and social media platforms.
11. We submitted our Tele-health application to OASAS and submit to OMH this week – March 13th, to ensure we can provide services and document those encounters. This will allow us to conduct Zoom sessions with participants anywhere in the field and offer ongoing support during this traumatic experience. This option will apply to full quarantine or participant self-quarantine. We just received notification that OASAS authorized emergency tele-health approval through an Executive Order from the Governor. This strategy was suggested by Fortune to OASAS and was swiftly vetted, approved and implemented.
 12. We sought and continue to receive guidance from others in the field – CDC, NYC DOHMH, NYC DHS/HRA, MOCJ, Department of Correction, Samaritan Village and Urban Pathways. Most agencies and/or government partners are developing or evolving their protocols and plans for handling this pandemic or are using existing Influenza containment policy and practices.
 13. For our residential programs – we are stocked up on 15-day supply of food that can be prepared like peanut butter and jelly, sandwich meat, bread, hotdogs, and other foods that are easy to make.
 14. We are minimizing large group gatherings and adhering to the suggested social distancing strategy as recommended by NYC DHS
 - a. If we need full self-quarantine – we would follow all quarantine instructions from NYC DOHMH and ask residents to remain their rooms. Once cleared, we will engage expert cleaners to sanitize all hard surfaces as needed. We will send staff home as instructed by the health authority and contain exposure.

- b. If individual quarantine is mandated in our housing, we will follow NYC DOHMH instructions and ask the resident to remain in his/her room and follow all additional guidance.
- c. We identified Fortune staff that would step-in and cover the Academy during a full emergency quarantine. We will ensure the safety, and security of our residence. We have sleeping quarters if needed (cots) and access to other essentials for quartering in place. Staff, and not managers or above, who volunteer to stay and support operations, will be paid additional compensation.
- d. Finally, we are monitoring events and remaining flexible and ready to respond to the COVID-19 pandemic.