

Continuity of Operations Plan

Introduction

The president & CEO or his/her designee will determine and announce the implementation of this Continuity of Operations Plan (COOP) during local, state or national emergencies, complying with applicable orders including but not limited to shelter in place orders. The president & CEO will also determine and announce the duration of the plan's operation as well as its conclusion. S/he will discuss implementing the COOP with the board chair and inform the board of the decision.

Activation and Preparation

Staff will be alerted through an all-staff email sent by the president and a mobile phone text from her/his supervisor. Staff should update their cell phone contacts to include all staff members. (See staff contact list on the p drive.) All Philanthropy Ohio employees will abide by the COOP's directions and processes.

At the beginning of a COOP implementation, staff will take home laptops, cords and materials they may need for extended remote work. Staff may return to the office as needed to pick up any additional materials during the plan's operation as long as the buildings remain open.

The CFO will check in with all staff and ensure that they are equipped for successful remote work, including computer equipment, high speed internet, cell service, headsets, etc.

Programming, Meetings and Communications

At the beginning of any COOP period, the Leadership Team will assess the need for canceling, postponing or moving upcoming events to a virtual platform, depending on the nature of the emergency and governmental advice, guidelines and orders. POH will strive to continue most programming/meetings through virtual methods, either video conferencing or through phone, adapting event timing, format and content as appropriate in each case. Registration fees will be refunded on an event-by-event basis, determined by expenses incurred and contractual obligations.

The communications staff will update members through the website, direct email and social media at the start of and conclusion of the plan's operation. The website administrator will update the events calendar about any changes as soon as decisions are made; staff leads for each program/event will notify registrants via email about any changes as soon as they are made.

Each office will post a sign on their external doors that they are closed; doors will remain locked with access maintained for staff only via whatever mechanism is supplied by the building management (i.e., key card, key). In the event that buildings are closed, staff will comply with the landlord's directives regarding access.

Staff travel is prohibited during COOP operation.

Finance and Operations Functions

Payroll will be reviewed, authorized and completed electronically.

The CFO will pick up and disseminate mail as needed (at least weekly) or put in place a forwarding order (depending on expected duration of COOP operation or other factors) and will inform our technology provider and our landlords about the plan's operation. The CFO will also inform staff of the ways to access tech support for any problems arising from telecommuting.

The CFO and the president/CEO will assess the need to pay specific bills as they arrive. Those that can wait will be held. Others will be paid electronically if possible (by credit card or electronic transfer) or by check. The president & CEO will keep blank checks to use when necessary. Those requiring a second signature will be held or paid through a method other than check. Internal controls related to financial transactions will be maintained through virtual means. The Executive Committee may choose to temporarily suspend the two-signatory requirement for checks over \$10,000 that is normally in place; in times of such suspension the President & CEO will notify the treasurer when such checks are signed.

Remote Work Expectations

Staff will be expected to work at home, 7.5 hours per day unless they opt to use vacation or sick time. Use of vacation or sick time will be submitted and approved in the regular fashion, using ClickTime.

Staff will:

- Apply for use of sick or vacation time through digital platforms (Clicktime).
- Download and use the [Allworx app](#) to receive calls on their cell phones.
- Work during regular hours (between 8 am and 5 pm) unless individual circumstances necessitate work outside of these hours; in those cases, staff should speak with their supervisors to arrange schedules in order to continue meeting member and organization needs.
- Comply with the dress code during online meetings where they are visible to members or external stakeholders.
- Adapt scheduled meetings with members or other community partners to be held virtually or rescheduled.
- Cancel planned travel, seeking reimbursement/credit for any expenses.
- Inform their supervisor of any challenges or issues that arise during the plan's operation.
- Continue a member-centric orientation, responding to emails and calls from staff and members as is usually expected, informing his/her supervisor in a timely fashion of any problems in doing so.
- Continue to update their individual and shared calendars with appropriate information.

Each supervisor shall determine the best ways and schedule of check-ins with their direct report staff, but at least weekly via phone. Supervisors may require staff to track and report on the time spent on projects and activities to assure work is accomplished as necessary.

Philanthropy Ohio highly values its competent, dedicated staff and recognizes that instances requiring the implementation of the plan will be stressful and disconcerting. Staff are encouraged to take care of their health – both physical and mental – and of the health of those closest to them.

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