

Indiana Legal Services, Inc.

Office Disaster, Security and Safety Plan

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Purpose

The “Office Disaster, Security and Safety Plan” is designed to reduce the risk and vulnerability caused by caused by an unexpected event that could affect Indiana Legal Services Inc.’s (ILS’s) ability to do business in either the short or long term. ILS manages eight offices. A disaster can occur at any time in any one of the eight offices and advance preparation and planning assures that ILS has contingency plans for disasters and office safety and security.

The procedures outlined within address the following Legal Services Corporation (LSC) concerns:

- Assuring the safety of staff;
- Preserving files, equipment and computer data bases;
- Continuing client services;
- Relocation of the program’s work site(s), if necessary;
- Continuing communication between program staff, management, the board, other providers, and LSC; and
- Coordinating with state/local emergency preparedness entities.

This document is considered a working, evolving plan for ILS staff who find themselves dealing with potential natural disasters and security and safety issues.

Managing attorneys are to take the time to know what the plan requires of them and how to respond when necessary.

The branch offices conduct intake and assign cases. Geographic locations of offices are:

Indianapolis	Administration
Indianapolis	Branch
Bloomington	Branch
Evansville	Branch
Ft. Wayne	Branch
Indianapolis	Branch
Lafayette	Branch
Merrillville	Branch
New Albany	Branch
South Bend	Branch

ILS staff placed in satellite locations will follow the disaster plan in place for that location.

Managing Attorney - The term Managing Attorney is used to mean the attorney who has overall supervision of an office or their designee (when the Managing Attorney is not physically in the office at the time of the disaster).

Insurance Review

Once a year when the business office policy comes up for renewal, the ILS disaster plan is reviewed to confirm adequate coverage at full cost replacement value.

Our current business liability policy is through Hugh McGowan, McGowan Insurance Group (317) 464-5000

General Office Security

In order to safeguard personal and program property, the following precautions should be instituted in all offices:

Ensure that such items as coat racks with staff apparel are located within the office space and not in the reception area.

Staff should keep wallets and/or purses out of sight. It is recommended that staff not carry large amounts of cash.

Any valuable equipment such as video cameras, regular cameras, laptop computers, etc. should be stored inside a cabinet or other piece of office furniture or in a closet or room totally out of sight of the general public. Preferably such a location should be locked. Each Managing Attorney will monitor the security of the type of items mentioned in this paragraph and when necessary remind staff to properly store and secure these items.

All outside doors should be locked at the close of the business day. Offices with security systems shall always be engaged when the office is closed. The Managing Attorney in each office will assign someone to take on this responsibility (an alternate person will be designated to cover vacations and/or illnesses of the person to whom this duty is assigned.)

When possible, appointments with clients or applicants shall be during normal business hours. If it is not possible to schedule an appointment during the normal business day, it is recommended two staff persons be present in the office during the appointment time. If a staff member is meeting with someone after hours they may request that another staff member remain in the office during the appointment for safety reasons. Requests should be directed to the Managing Attorney in a reasonable amount of time. This will ensure that someone is not left alone and unprotected in the evening hours. The presence of any unauthorized person in the building should be reported to the Managing Attorney.

If there is any evidence of illegal entry to the building or incident of theft of personal and/or business property, inform the Director of Administration immediately. Complete a report to him/her and file a police report. (If the stolen property is ILS property, the Director of Administration will file the police report incorporating any information you may have.)

Report any violence in the workplace perpetrated upon yourself or witnessed by you to the Managing Attorney and the Executive Director.

General Office Safety

All employees are expected to keep their work area clean and free of obstructions and fire hazards. This includes desks and general work areas or offices. Employees should strive to keep supply closets and client file areas clean at all times. Any excess papers should be moved inside desks, file cabinets or in a storage area at the end of the work day. Loose papers burn more easily than papers that are protected by storage.

Branch offices shall comply with recommendations of the fire marshal, especially as regards potentially overloaded electrical receptacles or circuits. If there are not enough electrical receptacles or circuits to adequately handle electrical needs, an employee should notify the managing attorney who will arrange for improvements to be made.

Employees shall be aware of potential hazards to safety. Items such as carts, dollies, chairs, boxes and other items should not be located in walking pathways throughout the office. They should be moved to a safe location.

All Managing Attorneys shall inform staff of and enforce the policy of not burning candles in the office. Candles may cause extreme fire hazards if knocked over on papers. In case of a power outage each office should have a supply of battery operated light sources.

There shall be no smoking in any office facility.

Emergency Procedures

These procedures are designed to increase the safety of all employees in the event a natural or other disaster occurs at work. The Managing Attorney in each office will assign a buddy to any physically disabled employee so that the disabled individual will have assistance during emergency situations and/or evacuations. An exit sign shall indicate all exits from the office building. All employees should know the location of the nearest exit. The following procedures will be used in case of fire, earthquake, tornado or severe weather, severe ice storm or heavy snow, terrorist threat, armed person in the building, bomb threats, and/or explosion.

Procedures for reporting an emergency to local authorities

- Specify the type of emergency.
- Give building and office address.
- Give cross street of building.
- Give location of fire exits.
- Do not hang up until directed to do so by operator.

Building Fire (Minor)

Every office shall, at a minimum, have a fire extinguisher available at all times. The fire extinguisher should be used to attempt to extinguish a minor fire.

All fires produce potentially harmful smoke so the building shall be evacuated until the fire is under control and the smoke is purged from the building.

Building Fire (Major)

If you become aware of a fire or other emergency in the office immediately alert other staff of what the emergency is - such as "FIRE!" - and where it is located. If you have time and assistance is needed dial 911 and request emergency assistance. Also inform staff by word of mouth about the emergency and help staff evacuate if it is safe to do so. If clients are present

in the office they should be directed to evacuate along with staff. Each employee is responsible for knowing the nearest emergency escape exit while in the office. When notice of an emergency is announced staff should exit immediately, closing but not locking doors behind them. Walk to the nearest stairway or fire escape. Do not use an elevator in the case of a fire. Obey any instructions given by emergency personnel who are on the scene.

After exiting, all employees should gather in a common safe area, previously designated by Managing Attorney. This allows an immediate opportunity to account for all employees. Wait in the common safe area until the fire trucks arrive. All employees are to remain in this area until told to leave.

After the fire is out and recovery can begin the insurance company should be notified to determine the best course for restoration.

If the building is destroyed, the procedures for the building not being operational will be followed. Also, contact the Director of Administration who will contact the insurance company.

Tornado or Severe Weather Warning

Each Managing Attorney shall themselves, or shall designate a person to keep a smartphone alarm feature for dangerous weather. He/she will listen for information about possible severe weather and apprise the managing attorney so that protective action can be taken.

Each office shall keep several flashlights with extra batteries.
Each office shall keep and maintain a first aid kit.

In the event of severe weather or tornado warnings, the Managing Attorney will instruct employees to:

- Take cover under desk or table, against wall, crouch down and cover your head.
- Stay away from glass, windows and outside doors, lighting fixtures or anything else than can fall.
- Stay inside until the tornado or severe weather quits and it safe to go outside.
- Do not use an elevator, take the stairway.

Tornado or Severe Weather Takes Out an Office Building

If the building should be severely damaged by a tornado or severe weather every effort should be made to see if everyone is accounted for and take care of any injured person. After employees are taken care of try to keep as much expensive computer equipment dry and reusable as possible.

If the building is destroyed, the procedures for the building not being operational will be followed. Also, contact the Director of Administration as soon as possible. The Director of Administration will contact the insurance company.

Earthquake

In event of an earthquake:

- Take cover under desk or table, against wall, crouch down and cover your head.
- Stay away from glass, windows and outside doors, lighting fixtures or anything else than can fall.
- Stay inside until the shaking stops and it safe to go outside.
- Do not use the elevator, take the stairway.
- Be prepared for aftershocks, they can do additional damage.
- Open cabinets cautiously as items inside may fall.

Afterwards, have building inspected by local contractor to repair wiring, any gas lines, and inflexible utility connections, walls, etc.

If the building is destroyed, the procedures for the building not being operational will be followed.

Inclement Weather Conditions and Office Closing Procedures

Introduction: During extremely severe weather periods, ILS employees often experience difficulties meeting their normal work schedules because of hazardous weather conditions. This memo sets forth the procedures to be followed when such conditions arise and it is necessary to close an ILS office. Our primary concern during these periods is the safety of the ILS employees and their families but staff must continue to meet their ethical responsibilities to clients and make a concerted effort to continue essential client services during these periods.

Authority: For all offices, the Executive Director or Director of Administration should be consulted prior to an office closing. The Director of Administration should be notified as soon as possible after the office closing procedures have been initiated.

Procedures: Each of the management staff should maintain a current list of employee's home phone numbers for use during inclement weather periods. If conditions develop prior to the beginning of the workday that warrant the closing of the office, the Managing Attorney or their designee should notify the employees as early as possible before employees begin to travel to work. For employees whose workday begins at 8:00 a.m., this would probably be before 7:00 a.m. The responsible person may wish to distribute the phoning duties to other staff so as to expedite the process. Employees who have court appearances or other client responsibilities during the day should be reminded of their duty to assure those responsibilities are met.

Once the employees are notified, the responsible person should make arrangements for an Office Closure Notice to be placed on the ILS office door and appropriate outstation locations. Local radio stations should be notified of the office closure, particularly on an intake day.

When conditions develop during the workday which warrant the early closing of the office, the employees should be released early enough to allow ample time to provide a safe trip home. Employees should again be reminded of their client responsibilities. Adequate client notification should be provided by signs on the office doors and radio announcements if necessary.

Confidential Employee Contact List: The confidential employee listing includes unpublished phone numbers, private cell phone numbers and home e-mail addresses for employees. **The confidential list should not be distributed to non-management employees or to outside parties.** Managers should keep a copy at their home because if our office facilities are inaccessible or if the land phones lines are not working, this employee contact information will be critical in reestablishing contact with our employees.

Email Procedure: The managing attorney will send out an office email in the event of office closing due to weather conditions. In the event of a closing of the entire organization, the executive director shall send out an email to all staff.

Extended office closing due to severe ice storm or heavy snow conditions

Snow conditions or ice make it difficult to determine when an office may be reopened once we have closed an office in this category. It may take several days to make repairs on electrical lines, etc. Therefore, any office closing will be made on a day-to-day basis. The procedures shall be followed as outlined in the above section.

Terrorist Destroys Building

If the building is destroyed, the procedures for the building not being operational will be followed.

Bomb Threats

The Managing Attorney will announce, via the telephone system or other means, the need to evacuate in case of a bomb threat. Call 911 or local authorities immediately and vacate the office building.

After having exited the office building, all employees should gather in a common safe area, previously designated by Managing Attorney. This allows an immediate opportunity to account for all employees. Wait in the common area until an all clear is given before returning to the building.

Explosions

Take cover under table, desks, or other such objects that will offer protection against flying glass or debris.

After the explosion, notify police and building management to report conditions. Also, call Director of Administration, so ILS's insurance carrier can be notified as soon as possible.

Evacuate the area as directed by management or emergency officials called to the scene.

Active Shooter - CALL 911 WHEN IT IS SAFE TO DO SO

If you suspect an active shooter is in the office or the building, notify staff by picking up the telephone handset and announcing that there is an active shooter and the location of the shooter. Also take time to communicate by word of mouth with staff as you seek safety. In an active shooter situation you must quickly determine the most reasonable way to protect your own life. The response to an active shooter is as follows:

- **Evacuate** - you should evacuate if there is an accessible and safe escape path regardless of whether others agree to follow if you believe it is safe to do so. Leave your belongings behind. Help others escape if possible. Follow the instructions of any police officers and keep your hands visible. Do not attempt to move wounded people. Call 911 when you are safe. Each office should designate a safe gathering spot in the event of a necessary evacuation. Staff should remain there until all staff are accounted for.
- **Hide Out** - if evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Once inside the safe room blockade the door with heavy furniture and stay clear of the door. If you cannot get to either place, stay in an office and blockade the doorway with heavy furniture. Stay away from windows. Silence your cell phone and turn off any source of noise. Remain calm, quiet and patient. Do not leave the safe area until "all clear" is announced.
- **Take Action** - as a last resort and only when your life is in imminent danger. Attempt to disrupt and/or incapacitate the active shooter by acting as aggressively as possible against the shooter. Throw heavy items or improvise

weapons. Yell at the shooter. Commit to any action you decide to take. Call 911 and if you cannot speak leave the line open to allow the dispatcher to listen.

- **Call 911** – when it is safe to do so. Describe, as best as you are able, the suspect and possible location, the number or types of weapons, the suspect's direction of travel and the location and/or condition of any victims.

Other Threats to Safety

If you are meeting with a person or a person enters the office and you have a reasonable belief that your safety is at risk pick-up the handset on the telephone call another staff member or broadcast a paging announcement that “I NEED HELP IN ...”. Complete the call or paging announcement by identifying your location. If your safety is threatened in an intake room or at the reception area you may use the hidden buzzer, if available in your office, to summon staff to help if you do not have the chance to notify through the paging system.

- Caution should be taken when calling the police department for assistance when dealing with aggressive or abusive clients due to confidentiality concerns. The Managing Attorney or Executive Director should be contacted before the police are called in these situations.
- All visitors to the office must be escorted by a staff person when they come into the locked office work space.
- If a staff member is meeting with someone after hours they may request that another staff member remain in the office during the appointment for safety reasons. Requests should be directed to the Managing Attorney in a reasonable amount of time.
- If you are working after hours or on weekends, it is courteous to determine whether anyone else is in the office and inform them that you are there. Likewise it would be helpful to inform anyone in the office after hours when you are leaving. This will minimize situations where a person in the office after hours has concerns that an intruder or unauthorized person has entered the office.

Office Building Not Operational

If an office building has been determined to be not operational by the Executive Director due to a natural disaster, the following procedures will guide the staff in our effort to continue to provide services.

Preserving files and computer data bases

All servers and electronic files are located and accessible in the Administration office and offsite in Columbus, IN. Legal Files is accessible from any computer. The Technology Manager can ensure that advocates can also access their computer documents.

Since the odds are only one office will be down at a time, the computers should be accessible to the other offices.

E-mail capability extends to home computers. All management and advocates have access to the Internet and therefore, to their ILSI email files. All advocates are encouraged to have their own personal computer located in their home, so that they will be able to access their calendars, e-mail and computer documents. If an advocate does not have their own personal computer located at home, they may be able to access computers at the local library or by some other means.

Relocation of ILS's work sites

ILS has eight branch offices. In the unlikely event that any office is totally destroyed, the Executive Director will move intake to the main or one of the other branch offices. These offices have toll-free telephone numbers and conduct general intake. The Executive Director will determine if any other staff member needs to be temporarily located in one of these offices.

Continuing client services

All staff attorneys are expected to keep a backup docket calendar by some other means than Outlook. Each attorney has access to their primary calendar and e-mail via the ILS outlook site, reachable from any computer.

Legal Files is also available from any computer.

All staff attorneys will be expected to fulfill any court dates, as reasonably possible.

Continuing communication between program staff, management, the board, other providers, and LSC

At a minimum, continued communication of this sort will always be available via e-mail and the telephone. The ILS email system is available from any computer. The Executive Director shall have all the telephone numbers of the staff available to him. The Executive Director has access to all the board telephone numbers and addresses as well as the Legal Services Corporation (LSC). In the event that the administration office is not operational, the Executive Director will immediately notify LSC.

In the event the main office is unavailable, the Executive Director will telephone and/or e-mail all key staff for a conference call. In the event the Executive Director needs to meet with all key or all staff of a particular non-operational office, the Executive Director will establish the time and meeting place that is the most convenient to all involved in the meeting.

Coordinating with state/local emergency preparedness entities

ILS will work with the Indiana State Bar, the courts, other legal services, human services providers and federal/state/local preparedness entities to plan for and coordinate for an effective response to disasters and other emergencies.

Main Computer System, Workstation & Software Passwords

System and Other Passwords

All administrative system passwords are maintained in an Excel document file. This document is only accessible with a password and is in a user-restricted folder on the file system. This file is printed and kept under lock and key. The Technology Manager and the Director of Administration shall be the only staff members with access to this document.

The Technology Manager shall print this document no less than four times a year to maintain an accurate listing of administrative user names and passwords in paper format. A copy should be sent to the Director of Administration. No administrative system password shall exist for any ILS owned hardware or software program that is not accessible to the Director of Administration.

Workstation Passwords

All workstation access is restricted to employees who must utilize a password to authenticate their rights with the system. Under no circumstance will the employee provide their password to another employee or any other person without permission of the Technology Manager. If you have any questions concerning your password, contact the Technology Manager. If the Technology Manager becomes aware that an employee has provided their password in violation of this policy, the Technology Manager shall notify the Director of Administration for appropriate personnel action. Writing this information down in a location that is accessible by any other person is the same as giving another person the password.

Server Security

All primary servers are located in a locked temperature controlled room in administration or offsite at the Columbus facility. A key has been issued to the Technology Manager, D of A, and approved employees. The servers that are located in Indianapolis are in a locked server rack and only approved employees are allowed access.

Mission-Critical Data Loss

Most of ILS Mission-Critical data such as Office 365 (SharePoint, Email) is provided as cloud (Software as a Service) and it is available 24/7. Other ILS Mission-Critical data is to be backed up nightly and replicated off-site. Items classified as “Mission- Critical” include: accounting data, Share Files, and Case Management Database (client data, and electronic copies of client files). Client data is replicated to an offsite and accounting data is backed up nightly and is also replicated to an offsite server.

Server Crashes

All servers have RAID drives that provide full-time hard drive redundancy. Images of each server are performed weekly and stored offsite. Image backups provide a quicker restore time. Primary servers also have redundant power supplies increasing hardware reliability.

Office Network Down

Each office shall contact the technology manager who will assist in determining the source of the failure. The technology manager will then troubleshoot and repair any network failures and work with the Internet Service Provider,

Data Recovery Plan

Technical Documentation

The purpose of this document is to lay out the technical steps necessary to perform a failover to ILS site in the event that the site was determined unusable for an extended period of time. This decision will be made by ILS management. The goal of this document is to restore access to business services listed below within a maximum of 36 hours from the time the emergency is declared and the failover process starts.

The services to be restored at the ILS location in the event of a disaster recovery situation are:

1. Phone system and Auto Attendant.
2. File and folder access (documents residing on Share-Files and Admin Desktops)

I. Initial Steps

- a. Managing Attorney will notify the Executive Director, D of A and the management team of the disaster situation.

II. Server Restores

- Restore data from cloud to local servers in different ILS offices
- Give access to the new designated restored Share Files to users using existing remote access SMA.

III. Desktop Restores

- a. Create virtual desktop using Citrix platform
- b. Start restoring the latest backup data. Use the date of the last successful offsite backup.
- c. Provide new login to new virtual desktop to users

Hacker Corrupts Business Server

If a virus or hacker corrupts or damages the accounting server or Sharefiles, the server may have to be rebuilt to eliminate all traces of the problem. The technology manager shall notify the executive director and director of administration of the anticipated time to get the system operational again. The director of administration will notify all staff of the situation and what action is to be taken by the office.

Data Inventory Items to maintain and store offsite

- A. Current Network diagrams
- B. Network System Accounts and Password listing
- C. Network Router and Switch configuration files
- D. Printer information
- E. List of all Software used by the firm and the version

Disaster Recovery Contacts

This list will be maintained by the technology manager and a copy provided to the Director of Administration

- A. IT Vendor/Consultants - See Attachment B
- B. Communications – see Technology Manager

Disaster Recovery Planning and Recovery Team

The Disaster Recovery Planning and Recovery Team of ILS shall consist of:

Executive Director
Director of Administration
Technology Manager
Assistant Technology Manager
Controller
Managing Attorneys

The team shall meet at least semi-annually to review and approve the disaster plan documents and recovery proposals, implementing updates relevant to equipment or software updates, test plans and evacuation drills as necessary or needed.

Staff will be updated as well at least biannually of the Disaster Recovery Plan during the regularly held employee meetings. In an emergency, personal safety is the first priority. Each employee is expected to know the exit routes of the building.

Primary duties are assigned and reviewed during regular meetings. Should the primary person be unable to act due to the disaster, the alternate shall take over primary responsibilities.

Primary	Alternate	Duty
Executive Director	D of A	Address any media contacts with prepared statement
Controller	Asst Controller	Meeting with banking representative to address financial impact, extend line of credit
Managing Attorney (s)	D OF A	Contacts for temporary space
Technology Manager	Asst tech mgr	Contact telephone companies
Managing Attorney	D OF A	Contact building management
Technology Manager	Asst tech mgr	Contact computer vendor for supplies
Technology Manager	Asst tech mgr	Plan semi-annual testing meetings
Supervisor of Accounting and Grants Reporting	D OF A	Oversee recovery of accounting operations
D OF A	Executive Director	Review current lease
D OF A	Executive Director	Negotiate short term lease
Executive Director	Technology Manager	Coordinate reconstruction of client files
Asst Controller	D OF A	Maintain list of vendors
Administrative Secretary	Payroll Clerk	Maintain list of home telephone numbers of staff and attorneys offsite
Executive Director	Managing Attorneys	Prepare and merge disaster notification letters
Managing Attorneys	Technology Manager	

		Maintain copy of court calendars weekly, offsite via e-mail
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Telephone System Failure

ILS maintains eight offices. ILS utilizes a Voice/IP phone system with voice-mail with auto attendant capabilities. The system is maintained by ILS's Technology Manager in conjunction with outside consultants. If there is a phone system or line problem, each office will contact the Technology Manager for appropriate action. In the event that telephone system cannot be repaired it shall be replaced as soon as possible. The decision to replace a telephone system will be made by the Director of Administration.

Local Telephone Carrier Out of Service

Each office will follow IT policy procedure for appropriate action.

Electrical Failures - Short Duration of 120 minutes or less.

The telephone and computer system in each office should have a battery backup. This will keep the system up and running for 30-45 minutes. Notify the Technology Manager that the office is down. Notify the local electrical company that the power is down.

Electrical Failure Greater Than 120 minutes.

After 120 minutes all but emergency employees should be sent home for the day and be notified when the power has been restored and they can return to work. Heating and air conditioning will not work during power outage. All telephones, computer servers, voice mail, and Internet service may continue to operate for 30-45 minutes after loss of power.

If temperatures are below freezing existing heat in the building should be conserved to avoid water pipes from freezing.

Loss of Heat or Air Conditioning (Short Term)

If the air conditioning goes out, the local Managing Attorney shall notify the landlord and depending upon the lease agreement concerning repairs, the Managing Attorney or landlord should get the appropriate local contractor to repair the bad air conditioning unit. In the short run each office can purchase and use fans for cooling.

Loss of Heat or Air Conditioning (Long Term)

If total failure of all units is experienced, employees may not be able to continue working depending on the outside temperature. If the Managing Attorney determines that the heat is excessive then all employees should be dismissed for the day. The local Managing Attorney shall notify the landlord and depending upon the lease agreement concerning repairs, the Managing Attorney or landlord should get the appropriate local contractor to repair or replace the non-functioning unit. The Managing Attorney should notify the Executive Director, Director of Administration and Controller of any office closing.

The Managing Attorney of the affected office shall notify all office employees of the status of when the office will be able to open and resume business.

Loss of Water (Short Term)

Local drinking water should be purchased and made available if employees are going to be able to work for extended periods of time without water being available to them. Water containers or hand sanitizers can be made available in break areas and bathrooms for washing hands. Toilets will not flush without pouring external water into the bowl. Therefore, only use if adequate water containers are available for use in the toilet bowls.

Loss of Water or Sewer for longer than 120 minutes.

For extended periods without sewer or water, an office may have to set up a portable toilet outside the building. If this is the case contact a local portable toilet supplier to order a portable toilet.

Major Water Leak inside the Building

If there is a major leak in the building try and locate the leak. Begin mopping and removing all water from the floor. Notify the Director of Administration of the conditions. The Director of Administration shall notify the insurance company to begin restoration as soon as possible. All moisture in walls must be removed to prevent mold from growing.

The local Managing Attorney shall notify the landlord and depending upon the lease agreement concerning repairs, the Managing Attorney or landlord should get the appropriate local contractor to repair the leak and subsequent damage.

Workplace Injuries

In the event that a person is injured, the first person on the scene shall:

- Try and determine the extent of the injury
- If the person has fallen, ask if they can get up on their own

- If they cannot, do not attempt to lift them
- Call an ambulance if the injured person cannot get up on their own
- Immediately notify the Managing Attorney
- Try and comfort the person until the emergency team arrives
- If the injury is serious enough to go to the doctor or hospital, follow the procedures in the following section
- If the injuries are not serious, you should still follow the procedures in the following section

Worker's Compensation Requirement

Any workplace injury is to be reported to the Director of Administration **immediately**. ILS is required to report any work related injury to the ILS Worker's Compensation insurance carrier.

The Director of Administration shall supply the injured person with a report form to complete concerning the injury. The Director of Administration shall provide information as to the Worker's Compensation doctor and the hospital the injured person should go to. The Director of Administration will report the injury to CNA Insurance within twenty-four hours of being notified of the employee's injury.

Pandemics

According to the Centers for Disease Control and Prevention (CDC), an influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus.

Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccines) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and healthcare threats facing our country and the world. Pandemics last much longer than most flu outbreaks and generally include "waves" of influenza activity that last 6–8 weeks separated by months.

These policies are met to guide our program to help prevent and respond to pandemics but will also be followed to help prevent staff and clients from being exposed to other communicable disease.

Communicable Diseases Policy

ILS recognizes that employees may be exposed to communicable diseases in the workplace or while traveling. Such illnesses include, but are not limited to, influenza and tuberculosis.

Obviously, exposure to and the risks of these communicable diseases vary widely. In general, ILS abides by the recommendations of the Centers for Disease Control and Prevention (CDC).

Following is ILS's policy on communicable diseases.

Travel alerts and advisories.

Before traveling, employees should check the CDC website for travel alerts or advisories regarding the potential for exposure to various diseases. If the CDC issues a travel advisory for an area to which an employee is scheduled for business travel, the employee is to discuss with his or her supervisor whether to postpone or cancel the trip and use an alternative method of communication, such as a teleconference or live video feed. Employees are expected to identify medical care resources when traveling to areas subject to a travel alert or advisory.

Vaccinations.

Employees are to obtain appropriate vaccinations for their destination areas. ILS generally pays for vaccinations required for business travel.

Flu shots.

Employees are encouraged to obtain flu shots to help prevent or reduce the effects of influenza.

Workplace health and safety standards.

Employees are expected to comply with all health and safety standards, especially when there is an outbreak of a communicable illness in the workplace or when they have one. For example, employees sick with the flu should remain at home to reduce exposing others at work.

Employees are to wash their hands regularly and cover their mouths when sneezing or coughing. Employees are to report any areas of the workplace that need to be cleaned.

Reporting communicable illness.

Employees diagnosed with a communicable sickness are expected to follow the instructions of healthcare providers and inform ILS about their infection when directed to do so by their physician or public health officials. ILS will issue reports of communicable diseases as required by law to local health officials, workers' compensation carriers, and the like. Employees and managers should contact the Director of Administration if they believe that they or any other employee needs information about an illness or concern arises about the possible contagious nature of an employee's illness.

Confidentiality.

An employee's medical condition is confidential, and information about an employee's health is to be provided only to those persons with a need to know about it. Employees are expected to report information only as applicable law requires.

Reports from health providers.

The Managing Attorney, Director of Administration, Executive Director and, if appropriate, a consulting physician will determine if a statement should be obtained from the employee's attending healthcare provider that the employee's continued presence at work will pose no significant risk of substantial harm to the employee, co-workers, or customers.

Fitness for duty.

ILS has the right to require an employee to undergo a medical examination to determine fitness for duty in the event that the employee has suffered a pandemic condition. When ILS has reason to believe an employee has a communicable disease, the employee will be encouraged to take paid time off for a physical exam by a healthcare provider of his or her choice.

Accommodations.

ILS will accommodate employees with communicable illnesses consistent with the business needs of ILS and applicable law. If the Americans with Disabilities Act or state law applies to a particular disease, ILS will make reasonable accommodations for the employee. Factors to be considered include danger to the employee and others and methods of accommodation. Other policies that may apply include working at home, telecommuting, and leave.

Leave Benefits.

ILS, as required by law, will provide leave under the under the Family and Medical Leave Act or state law.

In the event of a pandemic (i.e., widespread outbreak of a communicable disease such as influenza as alerted by a legally recognized entity), employees may, at the sole discretion of ILS's Executive Director, be permitted additional paid medical leave if they are infected with the disease or if they have been exposed to the disease.

At the sole discretion of ILS's Executive Director, additional unpaid leave may be granted to employees who are unable to work due to the pandemic, but for reasons unrelated to their own illness (e.g., to care for family members who are ill or to care for a dependent child whose school has closed temporarily due to the pandemic).

Workers' compensation.

If a communicable illness is work related, the employee must report it by completing a workers' compensation claim form in accordance with ILS policy.

Office Closings Due to a Flu Pandemic

If an office directing attorney determines that a flu pandemic requires the closing of their office, he/she shall follow the procedures as set forth in the office closing policy contained within this document.

Change in Intake Procedure Due to Flu Pandemic

In the event of a flu pandemic affecting an office, the Managing Attorney may determine that only telephone intakes will be conducted until the threat has subsided. In the event this decision is made, the Managing Attorney shall consult with the Executive Director before implementing this procedure.

Annual Flu Preparations

In accordance with various flu guidelines for businesses, ILS is taking several important steps to diminish the chances of a flu outbreak among its employees. We are also asking for employees' cooperation in this effort. These efforts should be followed during all flu seasons.

Steps taken by ILS:

1. Disinfectant wipes shall be placed at the reception desk, so that each employee who works at the desk can wipe down the telephone and headset and keyboard before turning the desk over to another employee.
2. All restrooms shall have a hand sanitizers and disinfectants.
3. Any employee who is running a fever or is suspected of running a fever shall be encouraged to go home. Employees should not return to work until they are without fever for 24 hours.
4. Waiting rooms should have all toys removed to prevent the spread of the virus.

Steps to be taken by staff:

1. Cover your mouth and nose with a tissue when coughing or sneezing. If you don't have a tissue handy, cough or sneeze into your arm.
2. Wash your hands after coughing, sneezing or blowing your nose.
3. Use the hand sanitizers frequently or wash hands frequently.

4. Keep your hands away from your face to prevent the spread of germs to your eyes, nose or throat.
5. Watch for flu symptoms. The early symptoms are fever and a cough or sore throat.
6. Go to the doctor within the first 48 hours of symptoms. Anti-viral medication is effective in treating flu if given within the first 48 hours.
7. Stay home with the flu. Please do not attempt to come in to work. We do not want your germs, and you risk infecting other employees if you come into work sick.
8. If you feel up to it, you can get some work done or at least monitor your email remotely. You can also check your voice mail messages remotely and forward them to someone when necessary for client needs. Everyone will need to arrange for case coverage for court dates or other case deadlines obviously and will need to be sure that all such deadlines are recorded where others in the unit will be able to access them. Please have a plan to handle client work.
9. Do not return to work until you have been without a fever for 24 hours. Call your supervisor frequently to let him/her know when you are expected back at work.

Appendix A

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Appendix B

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New Albany Fax line 812-945-7290 with ATT
[ATT ticketing sys -- CLICK HERE](#)

Updated as of 06/08/2015
Jamel HP

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