

Forefront Continuity of Operations Plan (COOP) 2020—a working document

This COOP will be activated when we believe it is essential to prioritize the health and well-being of Forefront staff and members. Coronavirus triggering events could include but are not limited to an infected or exposed staff member; an infected or exposed visitor to the Forefront office or a Forefront event; landlord-directed building quarantine; or community-directed quarantine.

Depending on specific circumstances, individual staff members may be asked to work from home in an effort to protect others. This plan is developed with the intention to prioritize staff and stakeholder health and well-being. Forefront recognizes that this COOP may have financial implications for the organization through possible reduced revenue from event registrations or increased costs due to remote working needs. These financial implications will be overseen by the CEO and Board Chair.

Preparation and Activation:

In preparation for possible COOP activation:

- Every evening, all staff will bring home laptops, power cords, and anything else they might need for extended remote work in case the COOP is activated.
- Each supervisor will check in with those they supervise to make sure they are equipped for successful remote work, including high speed internet, cell service, headphones, etc.
- Every staff member should have both Skype and Microsoft Teams installed and ready to use on their laptops.
- All supervisors should update their cell phone contacts to include anyone they supervise.

The management team will decide if and when the office will be closed. Upon activation of the plan, staff will be alerted through an all staff email sent by the CEO and a direct text from their supervisor.

Forefront Programming and Meetings:

If an office closure becomes necessary, Forefront will continue most programs and meetings through virtual methods. We will cancel events where there is a significant and necessary in-person interaction component to the event.

- Staff responsible for each event will determine with their supervisor whether to cancel or proceed virtually.
- Programs involving Members will take place through Skype, or through Zoom if there are slides or a presentation to show.
- All internal meetings will be via Skype or Teams to ensure that we don't take up the Zoom account that might be needed for Member meetings and events.
- If staff members have individual meetings scheduled with members or other community partners, they should be rescheduled or hosted virtually, as possible.

Finance and Operations Functions:

- Payroll will be reviewed, authorized and completed electronically.
- In the event of an office or building closure, mail will be temporarily routed to the home address of the Administrative Coordinator. Necessary equipment will be acquired by the CFO to allow for scanning and electronic distribution of mail.
- The CFO and the 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

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by check—the CFO will keep some blank checks to use only when necessary. Those requiring a second signature will be held or paid through a method other than check.

Forefront Staff Contacts:

Staff should have Skype and Teams installed and set up on their laptops and be prepared to receive and make work calls from their laptops. The main line voicemail message will be changed by the Administrative Coordinator to indicate that we are closed and ask people to contact individual staff members directly.

Stakeholder Communication:

- The CFO will contact our technology provider and our landlord to make them aware of our plan.
- The CEO will be in regular contact with the Forefront Board Chair.
- Communications staff will update members of an office closure and program cancellations through the website and social media, and if timely, through the newsletters.
- Individual staff will alert those who have registered for programs directly through email.

Remote Work Expectations:

Staff will be expected to work at home, 7.5 hours per day, during regular office hours, unless they opt to use PTO. Staff will not be asked to leave their home for Forefront business.

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