MEMORANDUM OF UNDERSTANDING BETWEEN CALIFORNIA TEACHERS ASSOCIATION AND CALIFORNIA ASSOCIATE STAFF

SAFETY AND WORKING CONDITIONS DURING THE COVID-19 PANDEMIC

The California Teachers Association ("CTA") and the California Associate Staff ("CAS"), collectively referred to as the "Parties," enter into this Memorandum of Understanding ("MOU") covering mandatory subjects of bargaining impacted by CTA's plans to reopen offices during the COVID-19 pandemic.

The parties acknowledge that the authorized COVID-19 vaccines are a critical component for creating the safest work environment for CTA employees. The parties will actively and jointly provide information to staff about the safety and efficacy of the COVID-19 vaccines and encourage all employees to get vaccinated. Joint efforts will include information on how to schedule a vaccine appointment (e.g., MyTurn); information about available leave to obtain a COVID-19 vaccine during the workday and if side effects are experienced; and disseminating vaccine safety & efficacy education material from the CTA Health and Benefits Trust.

The CTA COVID-19/Pandemic Illness Prevention Worksite Plan (COVID-19 Worksite Plan) and the CTA Facilities Use Agreement, as attached, are included as a part of this MOU.

- 1. The Parties recognize the need to comply with legal mandates issued through directives and guidance from the California Department of Public Health, local/county departments of public health, Cal-OSHA, and the Center for Disease Control (governing agencies).
- The Parties agree the Burlingame COVID-19 Worksite Plan is the governing document for CTA staff (CAS and CSO included), with the understanding that there are site specific worksite plans for all other CTA offices, defining the protocols and procedures for safe return to work in CTA offices. CTA staff are required to understand and comply with their office worksite plan.
- 3. CTA offices will reopen effective June 7, 2021. CTA staff are permitted without management approval to voluntarily choose to report to offices or continue to work remotely until June 14, 2021. Effective June 15, 2021, and going forward, CTA staff are expected to report to their designated CTA offices.
- 4. As a minimum standard, the CTA shall adhere to the governing agencies COVID-19 requirements.
- 5. CTA shall require the use of face masks at all times in CTA buildings, except when at their workstation or while eating or drinking in a designated break area. Masks must be worn properly over the nose and mouth.
- 6. Meetings of any type will be conducted with 6 ft. of social distancing.
- 7. CTA shall adhere to the following practices:

- a. All CTA facilities will be equipped with protective masks, with 3-ply masks preferable if available, and cleaning, sanitization and disinfectant supplies (i.e., hand sanitizer, gloves, sanitizing wipes, disinfectant/bleach solutions).
- b. All CTA facilities will be cleaned each business day using CDC/CDPH approved COVID-19 cleaners. High touch areas (such as but not limited to, kitchen counters, workroom, bathroom, doorknobs/handles) will receive more intensive, thorough cleaning. The Parties recognize some offices may not have cleaning services available to clean each business day and as such, CTA will make every effort to have these offices cleaned as many business days as possible.
- c. Limit usage of restrooms to allow 6-foot social distancing.
- 8. CTA shall ensure all HVAC systems in CTA facilities operate in the mode which delivers the freshest air changes per hour. Air filters shall be MERV-13 filters or higher and be changed at minimum on a quarterly basis and coils will be cleaned annually.
 - a. HVAC system will be programmed to run two (2) hours prior to the arrival of employees and will continue to run for two (2) hours following the end of the normal workday. On days where heating or cooling is not needed, the units' fans will be programmed to run during normal business hours.
 - b. Upon request, CTA will reimburse staff up to \$100 for portable HEPA air purifiers for work area use.
- 9. As defined in the COVID-19 Worksite Plan, CTA will make available specific information about possible COVID-19 exposure or outbreak in offices to all employees, assigned or using said office as soon as incidents are confirmed. Staff assigned to that office will not be allowed in the office until the office is disinfected through deep cleaning.
- 10. In offices that share facilities (restrooms, kitchens, etc.) with non-CTA entities, it is expected that the health and safety protocols as mandated by the governing agencies are followed, including cleaning and ventilation. As defined in the COVID-19 Worksite Plan, CTA staff may report issues of non-compliance to CTA for follow up within two (2) business days.
- 11. CTA will provide updated COVID-19 health and safety information to all staff, including newly hired employees.
- 12. External Signage At all entry points of every CTA office, signage will be posted asking people to wear a facial covering, maintain social distance and to not enter if they have been exposed to COVID-19 or have symptoms of COVID-19.
- 13. Internal Signage Inside every CTA office, signage will be prominently displayed reminding people of the mask and social distancing requirements as well as indicating the safe capacity/occupancy of specific meeting rooms/common areas. Said signage will also be posted in or near elevators.
- 14. For each CTA office, CTA will develop a system to communicate to staff the meetings scheduled for each office.

- 15. A COVID-19 Safety Committee shall be established to address unique or unexpected safety issues related to COVID-19 that arise during the term of this agreement. The committee will be composed of three members appointed by CTA; three members appointed by CAS; and three members appointed by CSO. Its charge shall be to identify solutions to safety matters that are sent to the committee by one of the parties. The committee will meet virtually as needed at the request of one of the parties.
- 16. CTA agrees, upon request, to provide CAS staff with plastic shields, sliding plexiglass panels and/or additional cubicle panels to be placed on or near desks/workstations. CAS staff may, upon request and in coordination with the immediate supervisor/manager, occupy empty desks/cubicles within the assigned office or department work area.
- 17. During the term of this MOU, CTA employees who live with, or provide care for, family members or members of household who meet one of the following criteria and who have provided appropriate medical certification will be afforded reasonable accommodations:
 - (1) are ineligible for a COVID-19 vaccine and have a certified medical condition; or
 - (2) have been advised by their medical provider against being vaccinated.

Reasonable accommodations shall include a variety of options including the ability to work from home for the duration of this MOU.

Any employee who requests remote work as an accommodation under this provision shall, as a condition of being granted such remote work, attest and agree in writing that the employee will quarantine at home during the period of such remote work. For purposes of this provision, quarantining at home means that the employee will stay home except to engage in essential life activities such as, but not limited to, attending medical appointments, retrieving medications from pharmacies, and purchasing groceries; and the employee will not attend outdoor events, such as concerts, ceremonies, or public events, that are inconsistent with the employee's need to work remotely.

18. CTA recognizes that access to childcare has been negatively impacted by the Covid-19 pandemic, and will allow the following methods during the period of this MOU to mitigate those impacts upon CAS staff by:

CAS staff will be allowed to utilize vacation, sick leave, PN and floating holidays to accommodate childcare needs, and may use them in conjunction with each other for this purpose. The 5-day advance notice for floating holidays is waived for this purpose. All leaves taken for this purpose may be used in ½ hour increments and such leave will be scheduled at the discretion of the employee subject to reasonable advance notification to the immediate supervisor.

CAS staff with childcare needs that cannot be met by leaves listed above shall be eligible for utilization of up to two (2) days of leave from the Extraordinary Leave Bank. An application for this ELB leave must be made explaining the specifics of the childcare situation. Use of this leave must be approved by the CAS Executive Board. ELB leave may be taken in ½ hour increments. A maximum total of 50 days of ELB leave may be used for this purpose for all CAS employees. Once 50 days have been used, no more ELB leave will be available.

In emergency situations due to childcare issues and workload issues being pressing, supervisors shall have the discretion to allow remote work.

- 19. CTA agrees to provide staff with a private room/workspace, if available, and necessary equipment to conduct virtual meetings.
- 20. As defined by the COVID-19 Worksite Plan, complaints related to violations of the CTA worksite plan or facilities use agreements are reported to be either Tom Kaiser, CTA Human Resources Manager, and or may be reported to the reporting manager/supervisor responsible for the office worksite plan, and union rep, as appropriate. Staff shall not be retaliated against due to filing a complaint. As defined in the COVID-19 Worksite Plan, in the event a staff person feels unsafe due to Covid safety violations related to potential exposure to COVID-19, they are to immediately notify their manager/supervisor and may leave the affected work area if necessary.
- 21. CTA will communicate to all Chapter Presidents, Option 1 UniServ Presidents/Chairs, CTA Board Members and Service Center Council Chairs the components of this MOU to ensure the safety of all CTA staff.

The parties acknowledge that the COVID-19 pandemic continues to be a fluid health crisis and that mandates and guidance continue to change. As government mandates and guidance change, or pandemic conditions improve or worsen, either party may request to return to negotiate the impacts of those changes.

All terms of the current Collective Bargaining Agreement between the Parties not addressed in this MOU shall remain in full force and effect.

Tom Kaiser, CTA Bargaining Chair	Date
Jill Coert	May 28, 2021

Date

This MOU will remain in effect through August 31, 2021.

Jill Coert, CAS Bargaining Chair



COVID-19/Pandemic Illness Prevention Worksite Plan

(Updated May 26, 2021)

for

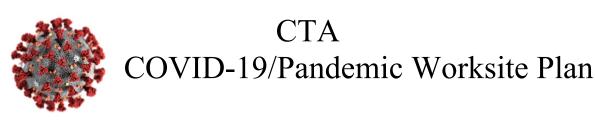
Burlingame

Office Location

California Teachers Association 1705 Murchison Drive Burlingame, CA, 94010 • (650) 552-5100

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Assignment and Responsibilities

Tom Kaiser, Manager of Human Resources Management, is the COVID-19/Pandemic Disease Plan Administrator for CTA. The Administrator is responsible for the written plan with workplace protocols and assignment of responsibilities to mitigate the spread of the disease and achieve a safe workplace. The Administrator works with managers and supervisors to assist the implementation of employee training, risk assessment, and development of site-specific plans for each CTA office location. The manager or supervisor will designate a person at each office location to implement the site-specific plan and provide designee name to DHRM.

Along with the CTA COVID-19/Pandemic Response Team, the Administrator is responsible for monitoring and updating employer requirements and/or recommended guidelines from agencies with jurisdiction for CTA offices including but not limited to Cal/OSHA, California Department of Public Health (CDPH), Center for Disease Control (CDC) and local/county public health agencies to amend the Worksite Plan as needed. It is incumbent upon the Local Worksite Plan Contact to alert the Administrator if they become aware of local requirements to amend and/or update guidelines.

The COVID-19/Pandemic Response Team consists of the following members:

CTA Executive Director

Chief Counsel

Associate Executive Director, Training, Information and Development

Assistant Executive Director, Region I

Assistant Executive Director, Business Services

Manager, Human Resources Management

Manager, Risk Mgmt./Business Initiatives & Development

Manager, Instruction and Professional Development

In creating a safe workplace, everyone is expected to adhere to this Worksite Plan and has a role in making sure the Worksite Plan is implemented and followed. Should a worksite exposure incident and/or an incident of not adhering to this Worksite Plan takes place, please contact personnel listed below:

Worksite Plan Incident Response Contacts

	Manager/Department Manager
	Regional Supervisor/Department Supervisor
	Local Worksite Plan Contact*:
	Alternate Local Worksite Plan Contact:
(650) 552-5102	Manager, DHRM: Tom Kaiser
	Local Public Health Department:
*Local Worksite Plan contact will notify supervisor/manager or DHRM of a safety incident.	

Worksite Protective Measures

Personal Hygiene and Etiquette

Employees are required to follow the preventative measures recommended by CDC and/or local county health agency at the workplace to minimize the spread of COVID-19:

- For the health and well-being of yourself, your co-workers, and all approved visitors, you must self-monitor body temperature prior to reporting to the office (see self-assessment form for guidance OR CDC guidelines) and must be fever free without the help of medication for 72 hours prior to returning to work.
- Practice social distance and stay 6 feet apart.
- Cover your cough and sneezes.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, clean your hands with an alcohol-based hand sanitizer with at least 60% alcohol.
- Wear a mask covering nose and mouth.

Social Distancing Protocols

Employee will be asked to follow social physical distancing best practices:

- Stay 6 feet away (about 2 arms' length) from others when working or on breaks.
- Where applicable for social distancing and depended on office situation, 6 footheight cubicle panels maybe be added at cubicles or plastic shields may be added at desks without partition upon request.
- Employees are encouraged to Coordinate with manager or supervisor for staggered start times and lunch/rest breaks.
- Avoid job tasks that require face-to-face work with others where possible under the advice of manager/supervisor. If this is unavoidable, employees are expected to wear face masks/coverings and other workplace controls to ensure safety.
- Avoid contact with others whenever possible (e.g., handshakes).
- Avoid touching surfaces that may have been touched by others where possible.
- Distance themselves from anyone who appears to be sick.
- Avoid gathering when entering and exiting the building.
- Limit one-two maximum person(s) per elevator ride where applicable.
- Follow any posted signage regarding COVID-19 social distancing practices.
- Maximum capacity signage will be posted at meeting/conference rooms.
- Disinfect workspace often.

- Avoid touching your face.
- Avoid nonessential gatherings.

Meetings/Travel (through August 31, 2021)

- Essential travel only as approved by manager.
- Air travel and out of state travel requires pre-approval from manager.
- Site/chapters/district visits follow guidelines of counties, districts, offices.
- Avoid in-person meetings when possible. Use online conferencing, email, or phone, even when people are in the same building.
- Unavoidable in-person meetings should be in a large meeting room where people can sit at least six feet from each other.
- No handshake greetings to maintain 6 ft. distancing.
- No outside third-party use of CTA facilities, including CalSTRS consultants and CTA-endorsed vendors.
- CTA Affiliates can conduct meetings so long as health and safety protocols are followed (per CTA Worksite Plan) and signed acknowledgement of the CTA Facilities Use Agreement form to follow CTA protocols.
- Individual outside visitors/vendors (i.e., janitorial services, copy machine repair staff, water service delivery people) for meeting with CTA staff allowed with acknowledgement and agreement to follow all protocols.
- Building meeting protocols enforced, such as meeting coordinator will be responsible to meet the caterer, etc. at front desk and ensure visitor/vendor follow social distancing.
- Meeting room schedules and usage will be posted/communicated with staff prior to the scheduled meeting date.

Visitors/Vendors/Temporary Employees

Minimize visitors to the office:

- Utilize phone or e-mail communications to minimize face-to-face contact.
- Utilize WebEx or Zoom platforms for meetings when possible.
- Delivery will be for necessary business services only; do not send personal packages to the office.
- Do not invite colleagues, family, or friends to the office.

Personal Protective Equipment

Employees will be provided with:

- Face masks/coverings to protect others and yourself. Each employee will be provided a cloth mask and each CTA office will be provided with a box of 50 disposable masks. Additional masks may be reordered as authorized by supervisor through Office Depot as needed per office.
 - Employees are required to wear a face mask at all times when in CTA buildings; wearing a mask is optional only when at your workstation/office or while you eat or drink in a break room.
 - o Wash your hands before putting on your face covering.
 - o Put it over your nose and mouth and secure it under your chin.
 - o Try to fit it snugly against the sides of your face.
 - Make sure you can breathe easily.
 - o Cloth face covering should be washed after each daily use.
 - If you have a medical condition that prevents you from wearing a face mask, please contact DHRM to receive guidance.
 - o Employees should use gloves when necessary.

Cleaning and Disinfecting

- Staff are expected to sanitize frequently touched items when used by the staff
 person such as workrooms, break rooms/vending machines, restrooms, and
 meeting rooms.
- Surfaces and equipment for frequently touched items will be disinfected at the end of each business day. Items included in sanitation procedures may include:
 - o Offices, desks, and conference rooms
 - Copiers
 - o Restrooms
 - Lunch and break rooms/common areas including refrigerators/kitchens
 - o Floors
 - Vending machines
 - Door handles, equipment buttons and other frequently touched surfaces
- Cleaning will be completed using CDC-recommended products, including:
 - o Environmental Protection Agency-registered household disinfectants
 - Alcohol solutions with at least 60% alcohol
 - o Diluted household bleach solutions (if appropriate for the surface)

- Trash will be collected from the workplace regularly. Those collecting trash will be instructed to wear nitrile, latex, or vinyl gloves.
- HVAC air filters will be cleaned and disinfected regularly. Merv-13 filters have been installed in CTA offices.
- HVAC systems will be programmed to run two (2) hours prior to the arrival of employees and will continue to run for two (2) hours following the end of the normal workday. On days where heating or cooling is not needed, the units' fans will be programmed to run during normal business hours.
- Hand sanitizer dispensers will be refilled frequently.
- When an employee in the workplace has tested positive for COVID-19, the worksite will be temporarily closed to allow for deep cleaning. Deep cleaning practices include:
 - O The Property Management Supervisor and/or the GR and Regional Supervisor will identify an approved external company(ies) to complete a deep cleaning of the facilities. The external company will be equipped with the proper training, PPE, permits and cleaning equipment to complete the task.
 - The Property Management and/or GR and Regional Supervisor will report to the Pandemic Disease Administrator/Human Resources Manager of the scheduled and completed deep cleaning efforts to ensure:
 - There is a specific plan and strategy in place, and that the plan accounts for high touch areas (i.e. shared equipment, doorknobs, handrails, etc.).
 - Authorized individuals are the only ones allowed access to the site during the deep cleaning. Management at office locations will inform staff regarding authorized individuals.
 - Employees are aware of deep-cleaning practices and of any office/work area closure and reopening.
 - The company(ies) contracted to perform the deep cleaning uses the appropriate PPE during the process and disposes of potentially contaminated items properly.

Procedures for Exposure Situations

CTA has response plans in place for situations where employees exhibit symptoms of/or test positive for COVID-19.

Employee Exhibits Symptoms of COVID-19

- The employee must report their symptoms to reporting manager/supervisor, who then communicates that an employee is exhibiting symptoms of COVID-19 to the Pandemic Disease Administrator, Tom Kaiser.
- Employees with the following symptoms may be asked to go home and speak

with their health care provider. CTA will contact employee's emergency contact to ensure employee is able to get home safely.

- A fever of 100.4 °F or higher or temperature threshold designated by local county.
- Shortness of breath or difficulty breathing
- A cough
- o A runny nose
- Muscle pain
- Tiredness

Self-Quarantine and Return to Work

Employees who test positive for COVID-19 or believe they have been infected should discuss symptoms and testing with qualified medical professional and follow their advice.

Employees who are symptomatic or who have tested positive should not return to work and should self-quarantine until ALL conditions outlined below are met:

- a) They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time.
- b) Coughs and other symptoms have improved.
- c) Ten days have passed since they first experienced symptoms. OR
- d) They have received negative test result for COVID-19. Testing is not mandatory but recommended.

Employees who require self-quarantine shall contact the Department of Human Resources to inquire about appropriate leave options.

When an employee tests positive for COVID-19 and has been in a CTA facility, deep-cleaning procedures will be triggered. Furthermore, employees who have been in close contact with an infectious person will be instructed to self-quarantine for 14 days from the last close contact. Staff that work in the affected work area/office will be notified.

All staff and visitors are required to sign in when reporting to any CTA office. The employee diagnosed with COVID-19 will be interviewed (to allow for tracing) to determine all co-workers, vendors, or guests with whom the employee may have come into close contact during the 14-day period prior to the positive test or presumption of being positive for COVID-19 ("Close contact" means being within six feet of the sick employee for a prolonged period 10-30 minutes). The employee will also be asked to identify all areas within the workplace where he or she was physically present during the past 14 days and any employees with whom he or she shared a workspace or equipment.

CTA will notify employees, vendors, and/or guests who may have been exposed to the infected employee, while maintaining confidentiality and will not disclose the identity of the employee diagnosed with or presumed to have COVID-19.

A general notice will be issued to the workforce that an employee has tested positive for or is presumed to have COVID-19 (without identifying the employee). Any such notice

will be sent to reassure employees that unless they have been notified directly, they are not believed to have been in close contact with or shared a common workspace with the infected employee. CTA will deep clean the areas associated with infected employee.

COVID-19 Incidents/Compliance Records

CTA tracks and keeps records of all reported positive COVID-19 incidents at the workplace.

Any required COVID-19 information is distributed to employees and/or is posted at the worksite.

Employee Training

This COVID-19 Worksite Plan, Employee Returning to Offices Guide, along with a PowerPoint presentation will be provided to all employees to:

- Understand the signs and symptoms of COVID-19
- Practice good hygiene—Employees should clean their hands often, either with an alcohol-based hand sanitizer or soap and water. Hand sanitizers should contain at least 60%-95% alcohol, and employees should wash their hands with soap for at least 20 seconds. In addition, employees should avoid touching their face and should cough into their arm.
- Practice social distancing—Social distancing is the practice of deliberately increasing the physical space between people to avoid spreading illness.
- Understand the procedures for managing exposures

This worksite plan is based on current mandates and guidelines determined by the California Department of Public Health, local county public health, Cal-OSHA and the CDC.

Resources

- Federal OSHA
- Centers for Disease Control and Prevention
- California Department of Public Health and local county health department
- Cal/OSHA

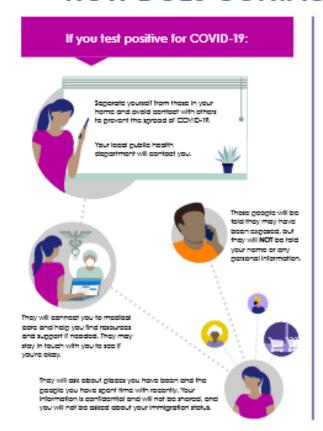


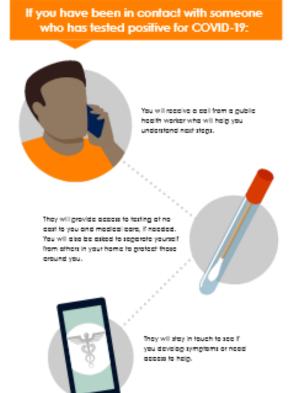
Appendix 1



Contact tracing is a simple, confidential process that has been used by public health departments for decodes to slow the spread of infectious disease and avoid outbreaks. The more people who answer the call, the more lives and jobs California saves.

HOW DOES CONTACT TRACING WORK?





To learn more, visit californiaconnected.ca.gov





Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

















cdc.gov/coronavirus

20007-446cy/13, 2000/17:00466



Feeling Sick?

Stay home when you are sick!

If you feel unwell or have the following symptoms

please leave the building and contact your health care provider.

Then follow-up with your supervisor.

DO NOT ENTER if you have:



FEVER



COUGH



SHORTNESS OF BREATH



cdc.gov/CORONAVIRUS

CTA FIELD OFFICE FACILITIES USE AGREEMENT (AMENDED FOR USE DURING COVID-19 PANDEMIC)

CTA affiliates may request the use of the CTA regional and RRC training and meeting rooms for purposes of holding union meetings or trainings related to chapter business.

In order to preserve certain conditions related to the workload and working conditions of the CTA staff, operation of CTA equipment, and programs provided by a CTA affiliate in using CTA facilities the (Affiliate Name) agrees to the following terms and conditions.

- Use of the building is limited to the training and conference rooms, restrooms, and kitchen.
 Adherence to social distancing including maximum meeting room capacity must be followed.
 Affiliate Name agrees to bring all office supplies and any other equipment needed for the meeting. CTA office and kitchen supplies and equipment are reserved only for CTA staff use.
 Staff break areas are reserved only for CTA staff use.
- 2. Meetings should be scheduled in advance, preferably at least two weeks prior to the meeting date. Regional, RRC and Service Center calendars shall take priority over calendar needs of individual chapters. Per COVID-19 requirements for contact tracing, Affiliate Name will provide the attendance roster and attendees contact information (email address and phone number) to CTA associate staff in the RRC or regional office.
- 3. (Affiliate Name) agrees to follow the maximum capacity restrictions as per the attached Conference Room Information Sheet (COVID 19 Pandemic)
- 4. Refreshments and meals for meetings/trainings are the responsibility of the Affiliate Name and CTA staff is not responsible for coordinating, ordering, or picking up refreshments and/or meals. Only disposable serve ware, dishware and utensils will be used.
- 5. CTA staff is not responsible for providing room/table set up, clerical support, making copies, taking and delivering messages, running errands, or making arrangements for food.
- 6. (Affiliate Name) shall leave the conference room, kitchen area, and furniture/tables in the condition in which they were found, clean and ready for the next meeting. (Affiliate Name) is responsible for cleaning/disinfecting all frequently touched areas including all tables and floors to ensure that they are free of debris, including papers, food, grease, or crumbs as well as removing all garbage and recyclables at the end of each meeting and depositing in appropriate receptacles.
- 7. If applicable, keys to the training and meeting rooms shall be issued in compliance with the key check-out policy established by the RRC or regional office and meeting rooms shall be locked at the completion of the meeting.
- 8. In times of special situations, for the health and safety of attendees and CTA staff, the CTA COVID-19 Office Worksite Plan and specific state and county health orders must be followed and observed at all times. i.e. Due to recent COVID events, face coverings and social distancing must be followed, and other additional precautions must be taken to prevent the spread of disease. Please refer to the attached CTA worksite plan for this location.
- 9. If applicable, (Affiliate Name) is responsible for knowing their alarm security code and following the alarm setting procedure upon exiting the building. The affiliate may be charged for any false alarm fees incurred by triggering multiple false alarms events.
- 10. No alcoholic beverages should be served.

11. Failure to adhere to the terms listed above shall constitute the termination of the use of the building.	
Signature	
Print Name & Title	
Organization	
Date	

Arming The Building After Hours STEP-BY-STEP INSTRUCTIONS:

- 1. Confirm exterior doors/hallway door/workroom door are closed and locked
- 2. On the alarm panel, press the "CMD" button (bottom right corner of key pad)
- 3. Press button for "ARM"

[Insert Alarm Code Instructions. Sample]

- 4. Enter alarm code: 1234
- 5. Safely exit the building (alarm allows you 1-1 ½ minutes to exit the building)

In the event that the alarm goes off, please call <staff listed as alarm company contact>. The alarm company will be contacting <staff> first and then the police department. It is best that you contact them immediately so that they know who set the alarm off and can give the alarm company permission to disregard police dispatch.