



Influenza Pandemic Response Plan

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Influenza Pandemic Response Plan

Introduction/Purpose

ABC Company is dedicated to the protection of its customers, their facilities, employees, and resources. Part of the commitment requires ensuring that the ABC Company can continue its critical business processes during an influenza pandemic and then safely resume normal operations as quickly as possible after the pandemic subsides.

Copies of this written plan may be obtained from our Director of Risk Management.

Assumptions

The Center for Disease Control (CDC) studies indicate that influenza pandemics rise sharply and fall in waves. Each wave lasts 6-8 weeks (greater severity in winter months). We can expect that there will be 2-3 "waves" of varying severity that are likely to be separated by weeks or months of diminished activity.

Clear, accurate, timely communication among responding state, local, federal agencies is essential during the pandemic. During a pandemic, ABC Company will follow all healthcare directives given by the controlling agency.

The World Health Organization (WHO) has developed a global influenza preparedness plan, which defines the stages of a pandemic, outlines the role of WHO, and makes recommendations for national measures before and during a pandemic. The phases are:

| | | |
|--|---|---|
| Inter-pandemic phase New virus in animals, no human cases | Low risk of human cases | 1 |
| | Higher risk of human cases | 2 |
| Pandemic alert New virus causes human cases | No or very limited human-to-human transmission | 3 |
| | Evidence of increased human-to-human transmission | 4 |
| | Evidence of significant human-to-human transmission | 5 |
| Pandemic | Efficient and sustained human-to-human transmission | 6 |

The world is presently in phase 3: a new influenza virus subtype is causing disease in humans, but is not yet spreading efficiently and sustainably among humans. This plan addresses our response to phases 5 and 6.

Corporate and Administrative Responsibilities

Before, during, and after a flu pandemic, the following people will have the roles and responsibilities listed below:

- ABC Company Safety Committee - is responsible for establishing and implementing the this plan
- The President and the management team has full authority to make necessary decisions to ensure the success of this plan.
- Regional Mangers - acting person in charge for plan activation and any deviation from plan objectives.
- Site Management - supporting staff for emergency services within a given ABC Company Company.

Critical Business Processes

The following business processes have been identified as critical to operating effectively during a pandemic and are the focus of this plan.

- Account Management
- Accounting (receivable/ payable)
- Purchasing Department
- Human Recourses
- Safety and Risk Management
- Operations

Communication

ABC Company must have an effective way to reach those working for the company to inform them of the status of the influenza pandemic approaching or affecting the company and their responsibilities during the pandemic. Also, they must have an effective way to reach management to provide input and notify ABC Company of any needs or changes in absenteeism rates and health status. Likewise, communicating with the community and customers about the current capabilities, plans, and delays will help to reduce unnecessary tensions and fears.

Support staff in both adopting good personal hygiene regarding hand washing, coughing etiquette, etc. while requiring those employees who are sick to remain at home until fully recovered.

Hold informational meetings regarding the etiology, symptoms, transmission and potential reporting of avian flu. Encourage staff to be vaccinated against seasonal flu while keeping records of those who participate. Discourage staff travel to known places of infection and encourage disclosure for those staff that may have a risk of infection due to travel to possibly affected areas. Employees must also be apprised of additions/deletions to company policy or procedure regarding avian flu with available information via web sites and hotlines accessible and current.

In the event of an outbreak of symptoms, infected staff should be able to report to an on-site health coordinator with a "medical quarantine room" accessible. Procedures for the care and transport of the patient to the nearest emergency room or to a general physician must be established with a plan in force to address the prevention of further transmission. Informing vendors, suppliers and customers that there may be a risk of infection, as well as the formal procedure of reporting to area hospitals, state public agencies and emergency responders is also warranted.

Announcements

The Company President will officially declare the dates on which the ABC Company's pandemic response plan begins and ends. Employees will be notified of these dates by internal announcements and management/ supervisor responsibility.

Plan Evaluation

The plans evaluation will ensure ABC Company's plan's effectiveness and prevent or eliminate any problems. Plan evaluation involves the following:

- The Safety Committee and Executive Committee will evaluate ABC Company's plan's effectiveness and revise it as necessary.
- Review of the plan with all appropriate parties
- Communication of the plan to all effective employees

Recordkeeping

ABC Company will maintain:

- An updated list of employees who have taken sick leave, as well as a record of personnel who have had contact with infected people.
- We will all keep updated lists of our staff's contact people in the event symptoms appear, with instructions to seek medical attention immediately.
- Lists of all employees (ensuring that everyone is accounted for in the event of infection), vendors, customers and suppliers must be available for immediate notification of exposure.
- A working list of area hospitals, treatment centers/clinics, local, state and federal health agencies, and/or emergency responders should be posted in the office.

Post-pandemic Measures

Once it appears that a wave of influenza pandemic has passed, operations will return to "normal" in accordance with the following stages:

- All over announcement by Company President
- Return to full duty/ shift work

It is important to note that the influenza pandemic is predicted to occur in waves over as much as a two-year period. Each wave offers a more deadly virus than the first. Therefore, ABC Company cannot afford to drop it's guard once the first wave passes. ABC Company employees too must remain vigilant. After each wave, the Safety Committee and Executive Committee will evaluate ABC Company's plan's effectiveness and revise it as necessary.

Business Assessment

As an influenza pandemic approaches and once it has occurred at ABC Company accounts, the Company President will assess the impacts and determine ABC Company's needs and continuity strategies.

Pre-Pandemic Account Assessment

The probable impact on our accounts will be determined by assessment of account activity and service requirements pandemic. Customer surveys will be used to identify which accounts will be closed or opened and thus develop appropriate staffing levels. Letters (such as the one on the next page) will be sent to customers requesting status updates during crisis will help determine resource requirements. In addition, support from field operations will provide supplemental information about closure intents.

General assumptions from past pandemics consist of public and private school closures. Closures will occur in all communities during the wave, before many are sick. Many business and building closures will also occur. High volume of airport services demands will increase due to efforts to evacuate the area.

Example Letter

Date

Customer name
123 Address
City State Zip
Attention Mr. John Doe

Re: Emergency Preparedness

ABC Company is dedicated to the protection of its employees, customer, their facilities, and resources. We are also committed to ensuring that the company can continue all aspects of its critical business processes during a emergency and can safely resume normal operations as quickly as possible after a emergency pandemic affects the local community.

To that end, ABC Company has developed an emergency operation plan and offers a number of different alternative solutions to its customers in the event they wish to have avoidance measures to protect their employees and guests.

As part of that effort, we need to forecast customer demand in the event of a local pandemic. Please help us properly prepare by answering the following questions and faxing this letter to the number indicated below.

Please let me know if you have any questions or would like additional information.

Very truly yours,

James R. Peduto
President

Company Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Contact: _____

In the event of a stage 5 or 6 influenza pandemic the facility at the above address is likely to be:

- Closed
- Open 100%
- Opened at 75%
- Opened at 50%
- Opened at 25%
- Opened for emergencies only

Special needs: _____

Effect on Mission Critical Accounts

The business impact of an influenza pandemic on ABC Company and our clients will be determined by the number of accounts that remain open and the percent of required services needed.

The following scenarios are likely to result in a change in demand for our services during a pandemic:

- School closures
- Business and building closures
- High volume of mass transit demands
- Industrial production disruptions

High Risk/Exposure Determination

The following is a list of all job classifications at ABC Company in which all employees have occupational exposure beyond ordinary co-worker to co-worker transmission:

- Janitorial Personnel with occupational exposures to public areas.
- Janitorial Personnel with occupational exposures to a large number of customer personnel.
- Health care workers
- Traveling executives that use mass transportation such as air and train travel.

Goals and Objectives

Based on ABC Company's business assessment, ABC Company's immediate goals and objectives for planning for containing and recovering from a flu pandemic include:

Mitigating Absenteeism

During each six to eight week wave, we anticipate that up to 40% of our employees may be absent because of illness, fear, or to care for a sick family member.

Staffing contingency plans will be needed and require support from regions that are not effected.

Employee absenteeism will impact operational performance and require transferring employees from one account to another. A transportation plan must be in place at the time of the onset of the pandemic since public transportation will be limited or closed entirely. Prior to onset of the pandemic, each regional manger must develop a transportation plan for their area of responsibility to ensure for employee pick up and work transport.

Training

Information and training is at the heart of influenza pandemic planning and containment. Our goal is to ensure employee comprehension and understanding of how employees may be exposed to influenza pandemic, what their responsibilities are, and what protective measures they can take. We must communicate the proscribed process for reporting sick leave and availability for work detail.

In addition, supervisors will ensure that employee cross-training is provided to assure that our company has sufficient coverage for all critical business processes should high absenteeism occur:

Inventories, Supplies, and Services

Because ABC Company supply chains may become disrupted in a flu pandemic, ABC Company will stockpile the following critical supply inventories during the pre-pandemic stage:

- Mask / surgical or N95 mask
- Hand disinfectant /soap
- Cleaning chemicals/Disinfectant
- Tama Flu
- Tissues

Once an influenza pandemic outbreak occurs at ABC Company or once supplies and services are affected by an influenza pandemic outbreak elsewhere (enter your answer) will rely on the business assessment and the critical supply and service lists to identify the supply and service needs. Once a supply or service need is identified, (enter your answer) will notify (enter your answer) so that he/she may order it. Should supplies or services become depleted unexpectedly, employees are to notify (enter your answer) immediately.

Technology

To meet the possible need to support employee telecommuting and remote customer access, ABC Company will enhance the communications and information technology infrastructures as follows:

- 24 hour answering service with announcement information for customers and employees.
- Portal
- E-mail/Telephone Call Lists

Hygiene and Housekeeping

The role of hygiene is key to reducing the spread of influenza pandemic. Because good hygiene and housekeeping practices may lower any potential risk of influenza pandemic infection and prevent its spread, we encourage employees to take the following precautions before and during an influenza pandemic outbreak:

Identification of High Risk Surfaces

Please make a list of places that germs are found in the workplace:

- Doorknob
- Light switches
- Restrooms
- Faucets/sinks
- Toilets/urinals
- Paper towel dispensers
- Telephones
- Computer key boards

- Hand shakes

Hand washing

Hand washing, when done correctly, is the single most effective way to prevent the spread of communicable diseases. Good hand washing technique is easy to learn and can significantly reduce the spread of infectious diseases.

Proper Hand Washing

- Wet your hands with warm water and apply soap.
- Lather well.
- Rub your hands vigorously together for at least 15 seconds.
- Scrub all surfaces, including the backs of your hands, wrists, between your fingers and under your fingernails.
- Rinse well being careful not to touch the faucet or sink.
- Dry your hands well with a disposable towel.
- Use a towel to turn off the faucet and open the door, if possible.

When To Wash

- Before and after using gloves for cleaning
- Before going home and just after arriving home
- Several times during the day
- After using or cleaning a restroom
- After changing a diaper
- After touching animals or animal waste
- Before and after preparing food
- Before eating
- After blowing your nose
- After coughing or sneezing into your hands
- Before and after touching a sick person
- After handling garbage
- Before inserting or removing contact lenses

Routine Cleaning

CDC has issued interim guidelines for cleaning crews conducting routine cleaning: There currently is no evidence to suggest that special vacuuming equipment or procedures are necessary.

- Cleaning personnel should wear non-sterile disposable gloves while cleaning potentially infected areas.
- Gloves should be removed and discarded if they become soiled or damaged and after cleaning activities are concluded.
- Hands should be washed with soap and water or an alcohol-based hand sanitizer immediately after gloves are removed.
- Frequently touched surfaces should be wiped down with an EPA registered low or intermediate level chemical household germicide* and allowed to air dry in accordance with manufacturer's instructions.
- Special cleaning of upholstery, carpets, or storage compartments is not indicated.
- Routine post-cleaning of all identified areas should incorporate appropriate hand hygiene to minimize risks of disease transmission.

Safety and Occupational Health for Cleaning Staff:

Managers should be aware of the symptoms described in this and should direct cleaning personnel to report to their manager if they develop symptoms within ten days of cleaning an area where infection have been identified.

As with other infectious illnesses, one of the most important and appropriate preventive practices is careful and frequent hand hygiene. Cleaning your hands often using either soap and water or waterless alcohol-based hand sanitizers removes potentially infectious materials from your skin and helps prevent disease transmission.

The routine use of personal protective equipment (PPE) such as respirators, gloves, or, using surgical masks for protection against Influenza pandemic exposure is currently not recommended in the general workplace (outside the health-care setting) unless you are in a containment zone or have identified previous exposures in the area.

Customer Product Offering

To help our workforce and customers to protect themselves, ABC Company will offer products at a special price:

- Hand sanitizers / disinfectant
- Soft Hand soap with disinfectant Disinfectant-wipe down service for high traffic or exposure areas

Personal Protective Equipment

ABC Company is responsible for ensuring that all necessary protective equipment, including personal protective equipment (PPE), used at this company will be provided without cost to employees. This plan will determine when to provide and require the use of the following protective equipment:

The Safety Committee with the assistance of the ABC Company Safety and Risk Management Department will choose protective equipment based on existing exposure levels to influenza pandemic and product availability during a pandemic.

All protective equipment will be cleaned, laundered, and disposed of by the company at no cost to employees. The products manufacturing instructions and recommendations will determine what procedures and intervals will be necessary for cleaning, disinfecting, inspecting, disposing of, and repairing protective equipment.

Gloves

Because good work practices may lower any potential risk of influenza pandemic infection and prevent its spread, we encourage employees whose city or area is involved in a current pandemic to utilize latex or surgical latex free gloves for protection while working. This will help in stopping the spread of the flu. ABC

Company will provide products and training in the proper methods of use of these products.

- Cleaning personnel should wear non-sterile disposable gloves while cleaning potentially infected areas during a pandemic.
- Gloves should be removed and discarded if they become soiled or damaged and after cleaning activities are concluded.

Mask

Because good hygiene practices may lower any potential risk of influenza pandemic infection and prevent its spread, ABC Company encourages employees whose city or area is involved in a current pandemic to utilize a mask for protection while working. This will help in stopping the spread of the flu. ABC Company will provide products and training in the proper methods of use.

Hand Sanitizer

Because good hygiene practices may lower the potential risk of influenza pandemic infection and prevent its spread, ABC Company encourages employees to wash and disinfectant their hands with an alcohol-based hand sanitizer and will provide products and training in their proper methods of use. Alcohol-based hand sanitizers are hand disinfectants that are available as rubs, gels or rinses, and that contain more than 60 percent alcohol. These products are widely used in health care settings after washing hands, or in situations when water is not available, to get rid of a range of germs that cause illness.

Hand washing is still the first and most important step for cleaning hands, especially if they are visibly soiled. Hand washing with soap and water pulls the dirt and germs free from the skin, and washes them away.

Hand sanitizers are to be used as a supplement to regular, effective hand washing, when water is not readily available, and when hands are not visibly soiled. Applying alcohol-based sanitizers kills germs, but only when there is no visible dirt.

Cleaning and Disinfection Chemicals

Because good housekeeping practices may lower any potential risk of influenza pandemic infection and prevent its spread, we encourage employees to Disinfect while cleaning. ABC Company will provide products and training on the proper methods of use.

Disinfectants

There are no disinfectant products currently registered by the U. S. Environmental Protection Agency (EPA) specifically for the inactivation of the newly identified viruses associated with Influenza pandemic. However, related viruses with physical and biochemical properties similar to the possible SARS agents are known to be readily inactivated by EPA-registered chemical germicides that provide low- or intermediate-level disinfection during general use.

Training

The Company will provide training to employees in vaccination safety, benefits, efficacy, methods of administration, and availability of vaccinations. ABC Company encourages vaccinations if available.

Influenza pandemic Vaccination

ABC Company supports its employees to maintain annual flu vaccinations. Time off Cost or part cost. ABC Company encourages vaccinations if available. Because of the manufacturing locations and time constraints of the vaccinations and its distributing methods, Influenza pandemic Vaccinations are expected to be very limited.

- The HHS Vaccine Priority Groups are established as follows: Military
- Vaccine manufacturers
- Healthcare workers with direct patient care
- Persons as highest risk for complications
- General population

Antiviral Medication

ABC Company encourages the use of Antiviral drugs if available. Because of public hoarding, manufacturing locations and distributing methods of the antiviral drugs are expected to be in very limited supply.

All national recognized Antiviral drugs are equally efficacious against susceptible viruses. They will decrease the duration and symptoms of uncomplicated influenza by 1-2 days. The drugs will also decrease viral shedding. Early treatment with neuraminidase inhibitors may reduce complications. These drugs may reduce hospitalizations by 50% in pooled trials data.

Social Distancing

Social distancing is taking measures to keep employees away from other people, including other employees, customers, and the public, in order to prevent exposure. Each Company President will be responsible for determining when one or more of the social distancing measures will take place.

Isolation

Strict isolation of sick and official quarantine will be determined by the Local Health Officials (History shows influenza moves too quickly to contain).

Stay home when sick

During the time of an expected pandemic permissive sick leave policies should be implemented to encourage workers not to attempt to come to work if ill or have symptoms of illness. Those workers observed with possible symptoms should be isolated and removed from the workplace as soon as possible. Policy

implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local containment measures.

Home Office

During the time of an expected pandemic those employees not required to be in attendance at the workplace should be allowed to office from home or other shelters that allow them to conduct business from a remote site. Policy implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local containment measures.

Air and mass transit use

During the time of an expected pandemic all forms of mass transportation should be curtailed to emergency only situations. Policy implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local area containment measures.

Medical Surveillance

ABC Company will relay information found in community news releases on the ABC Company web line / portal. Information will be gathered and displayed for medical advise and reporting information for all infective areas.

During work situations those workers who are observed with possible symptoms should be isolated and removed from the workplace as soon as possible. Policy implementation and the degree of enforcement depend upon the severity of the pandemic and effectiveness of the local containment measures.

A working list of area hospitals, treatment centers/clinics, local, state and federal health agencies, and/or emergency responders should be posted in the office.

Sick Leave and Time Off

During a "declared" pandemic containment period, employees are eligible for:

- Sick time
- Sick time to care for an immediate family member.
- Sick Pay Eligibility:
- Sick time accrual begins at the start of employment but cannot be used until employee completes their 90-day introductory period.

Sick Pay Accrual

Sick leave is accrued at a rate of .05833 sick days per each full month of service. Accrued sick leave carries over from year to year up to a maximum of thirty days. Sick time is accumulated each month and may be carried over from year to year up to a maximum of thirty (30) days

Family and Medical Leave Act

Under the Family and Medical Leave Act (FMLA), employers who have more than 50 employees are required to provide up to 12 weeks of unpaid leave to a qualified employee who has a "serious health condition". An employee is also

eligible under the FMLA in the event of a "serious health condition" affecting his/her spouse, child, or parent(s). Employees may be entitled to additional leave under state law, collective bargaining agreements, handbooks or existing policies.

Stress Management

Fear, stress, frustration, anxiety, and loss are to be expected during an influenza pandemic outbreak. Rumors and misinformation may abound. This may cause increased absenteeism, distress, and lowered productivity. For these reasons, ABC Company will ensure the following measures are taken in hopes that stress will be reduced and/or eliminated: