PANDEMIC PREPAREDNESS & RESPONSE PLANNING

FOR BUSINESS

Public Health Preparedness
Tarrant County Public Health
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Safeguarding our community's health

Unlike natural disasters or terrorist events, an influenza pandemic will be widespread, affecting multiple areas of the United States and other countries at the same time. A pandemic will also be an extended event, with multiple waves of outbreaks in the same geographic area; each outbreak could last from 6 to 8 weeks. Waves of outbreaks may occur over a year or more. For instance, the 1918 flu pandemic lasted 18 months. Your workplace will likely experience:

- **Absenteeism** - A pandemic could affect as many as 40 percent of the workforce during periods of peak influenza illness. Employees could be absent because they are sick, must care for sick family members or for children if schools or day care centers are closed, are afraid to come to work, or the employer might not be notified that the employee has died.
- **Change in patterns of commerce** - During a pandemic, consumer demand for items related to infection control is likely to increase dramatically, while consumer interest in other goods may decline. Consumers may also change the ways in which they shop as a result of the pandemic. Consumers may try to shop at off-peak hours to reduce contact with other people, show increased interest in home delivery services, or prefer other options, such as drive-through service, to reduce person-to-person contact.
- **Interrupted supply/delivery** - Shipments of items from those geographic areas severely affected by the pandemic may be delayed or cancelled.

To reduce the impact of a pandemic on your operations, employees, customers and the general public, it is important for all businesses and organizations to begin planning for a pandemic now. Lack of preparedness and planning can result in a cascade of failures as employers attempt to address challenges of a pandemic with insufficient resources and employees who might not be adequately trained in the jobs they will be asked to perform. Proper planning will allow employers to better protect their employees and prepare for changing patterns of commerce and potential disruptions in supplies or services.

Now is the time to begin constructing a plan in the instance that a pandemic may occur in your area. The purpose of this workbook is to encourage thoughts that will aid in developing a plan and ensuring that you, your employees, and possibly your customers are prepared, and that your response is in harmony with those of your community.

This workbook contains materials that may be used for the planning process, including a discussion guide, checklists, and an outline for the actual plan itself. The strategies and guidelines from this Workbook can be adapted for broader contingency plans encompassing disasters caused by bio-terrorism and emerging diseases.

Should you have any questions about the content, please do not hesitate to contact Tarrant County Public Health at 817-321-4700 or visit our website at http://health.tarrantcounty.com.

Tarrant County Public Health

PANDEMIC PREPAREDNESS & RESPONSE PLAN "PPR"

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PANDEMIC PLANNING CHECKLIST FOR BUSINESSES

IMPACT ON YOUR BUSINESS

Planning Steps	Notes
Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response training.	*This individual may be in charge of Safety or possibly Human Resources. It is always helpful to have input from all departments, so a committee or task force may be designated and tasked with developing a workable PPR*
Identify essential employees and other critical job elements that are required to maintain business operations and functions.	*Consider the functions of each job in your organization to determine whether or not performing that job would negatively impact your business.*
Train and prepare secondary workforce. ▪ Contractors ▪ Employees in other job titles/ descriptions ▪ Retirees	*In many instances some parts of your workforce may be temporarily replaced or augmented by using contract labor, re-assigning existing employees, or even hiring retired workers.*
Identify the financial impact that a pandemic could have in various sectors throughout your business.	*Reduced productivity, less Accounts Receivable, and possibly limited shipping capability over an extended period of time – up to 8 weeks or more – will take a toll on industry.*
Develop and plan for incidences that can result in an increase or decrease in demand for your products during a pandemic.	*Such as* ▪ *Need for hygiene products* ▪ *Need for healthcare provider essentials, supplies, etc.* ▪ *Decline in social gatherings, including eating out, shopping, etc.* ▪ *Decrease in mass gatherings at sports & entertainment venues*
Establish an emergency communications plan and revise periodically. Your plan should include: ▪ Key contact person with back up ▪ Chain of communication -- include your suppliers as well as customers	*The communications plans might include written protocols for staff to use when answering questions from employees and customers.* *Regularly review, test, and update all aspects of your communication plans to meet communication needs of employees, customers, and perhaps your community.*
After establishing a pandemic plan, involve all of the company employees, staff, etc. in	*Objectives should be established based upon several factors, including*

an exercise of the PPR that will enable the planning committee to revise the plan as needed for efficiency.	• *What part(s) of the PPR Plan need to be evaluated initially?* • *What process (es) do we want to test?* • *How will we communicate most effectively?* • *What will be the process for closing our premises?* *Or participate in a drill organized by TCPH*

IMPACT ON EMPLOYEES & CUSTOMERS

Planning Steps	Notes
Forecast and allow for employee absences during a pandemic. This may include the following factors: ▪ Personal illness ▪ Family member illness ▪ Community containment ▪ School/business closures	*Since containment or limiting the spread of the disease may be our only defense, TCPH will recommend that people who feel ill or who have been exposed should not report to work, so employers need to plan for absences among all age groups.*
Develop and implement guidelines that limit interpersonal contact among employees and customers. For example, explain that this process limits exposure to the influenza virus. Contact modes can include: ▪ Face-to face ▪ Hand shaking ▪ Shared workstations ▪ Office layout	*Consider alternatives to meetings and sales presentations, such as conference calls, internet-based meetings and presentations, flex work times, and telecommuting.*
Encourage employees to visit their health care providers to obtain annual influenza vaccinations.	*If your organization would like to learn about the seasonal flu vaccine clinics by Tarrant County Public Health, please contact us at 817-321-4700*
Evaluate the accessibility and availability of services to employees in your community in the event of a severe pandemic, such as: ▪ Health care services ▪ Mental health services ▪ Social services Advocate for improvement in areas or services as needed.	*Sources for these services may include:* ▪ *Corporate programs or foundations* ▪ *Community agencies* ▪ *Consider collaborating with local faith-based groups who may offer assistance with grief counseling or family care.*
Identify employees and key customers with	*Remember to consider employees who*

| special needs, and incorporate their need requirements into your preparedness plan. | *may be caregivers for relatives at home, such as an elderly parent or a child with special needs.* |

ESTABLISHING PANDEMIC POLICIES

Planning Steps	Notes
Establish personnel and management policies unique to a pandemic. • Employee compensation • Sick leave absences • Non-punitive leave • Liberal leave Also, develop a policy that allows a previously ill person to return to work after they are no longer infectious or ill.	*These policies may already be addressed elsewhere in your existing emergency response plan, but remember that a Pandemic Event may last for an extended period of time (up to 8 weeks or longer).* *TCPH may issue guidelines for return-to-work for recovered or exposed personnel.*
In response to absenteeism or movement restrictions, develop operational policies that allow flexibility within the organization. • Telecommuting • Flexible work hours	*Coordinate a cross-training program to cover absent employees, and also offer options for continuing work when employees may need to stay home as care-givers.*
Develop and implement policies that will help prevent the person-to person spread of the disease in the organization by promoting healthy habits.	• *Promoting respiratory hygiene* • *Cough & sneeze etiquette* • *Proper hand-washing techniques* • *Plan for the prompt exclusion of people with symptoms*
Establish policies for prompt attention to employees who have been exposed or who are suspected to be ill at the worksite. For example, influenza.	*Personnel policies should address:* • *Infection control response* • *Immediate mandatory sick leave*
If your business has a national or international presence, or conducts business internationally, it may be appropriate for your business to develop policies regarding specific locations (domestic and international sites).	• *Implementation of a strategy that allows for immediate evacuation of employees working in or near affected areas where an outbreak has began or is suspected.* • *Develop guidelines for employees returning from an infected area. Refer to CDC travel recommendations.*

PLANNING WORKBOOK
Business

Develop procedures for activating and terminating the organization's PPR Plan	*The plan needs to clearly indicate the authorities and triggers to allow business operations to be altered in an orderly manner, and business elements can be transferred to key employees efficiently.*

PROTECTION & RESOURCES

Planning Steps	Notes
Provide effective and accessible infection control supplies in sufficient quantities for all business locations.	▪ *Hand hygiene products (soap and/or alcohol-based sanitizers)* ▪ *Tissues* ▪ *Other disposable items, along with receptacles for proper discarding*
To limit the spread of the disease, as well as to alleviate the adverse affects of high absenteeism, revise and enhance communication and information technology infrastructures.	*Considerations might include:* ▪ *Employee telecommuting* ▪ *Remote customer access* ▪ *Online ordering and accounts receivable processing* ▪ *Video conferencing*
Assure the availability of medical consultation and advice for emergency response.	*It is strongly suggested that you include local first responders (law enforcement & fire) and TCPH in the planning process, and also collaborate with them, including them in the exercise and testing of your company's PPR Plan.*

EDUCATION & COMMUNICATION

Planning Steps	Notes
Develop educational programs and materials that explain the dynamics of the pandemic.	*Some printed materials are available from TCPH, and informative presentations are also ready for groups or meetings. Please call 817-321-4700.* *Information you distribute should address:* ▪ *Signs and symptoms* ▪ *Modes of transmission* ▪ *Personal & family protection strategies.*
Avoid or relieve employee fear and anxiety by providing reliable information to	*Provide accurate and timely information and guidance to employees and*

discourage misinformation and rumors.	*customers.*
Include community organizations regularly during your PPR planning process to allow for questions and discussions about your organization's role during a pandemic.	*Engage your community (through health & safety fairs, speaker forums, faith-based and civic organizations) to provide information and quell rumors and misinformation.*
Provide information for the care and well-being of employees who are ill, or who may have ill family members.	*Consult reliable sources, such as TCPH for suggestions and guidelines, and for printed materials to distribute.*

Your communications planning should have two components:
  ▪ INTERNAL – for personnel & families
  ▪ EXTERNAL – for vendors & suppliers, customers, etc.
	Various means and platforms could be utilized, such as
	  ▪ Website
	  ▪ Hotline
	  ▪ Public Service Announcements

Identify public/community health resources for up-to-date and accurate pandemic status.	*Create a list of reliable sources of health and pandemic information.* *Develop a relationship with Tarrant County Public Health in order to enhance your planning and communication efforts.*
Locate local health clinics that can provide vaccines and/or anti-virals.	*If such medications are available, these locations may be overwhelmed.* *If your company meets certain criteria, it may qualify as a Point of Dispensing (POD site). TCPH is currently leading this effort and your organization may be contacted to consider participating.*

COMMUNITY PARTNERSHIPS

Planning Steps	Notes
Share your preparedness plan with surrounding businesses and within your industry.	*A coordinated response is most successful, so getting together with local businesses and with similar businesses will result in valuable input and feedback for improvement.*

Communicate within your community items and assets that you could contribute in the event of a pandemic.	*If your company makes or deals with equipment, supplies, or services necessary during a pandemic, you may wish to investigate how your company could assist during such an event.*

Adapted from the US Department of State Health Services Pandemic Influenza Preparedness Checklists, expanded versions available online at www.pandemicflu.gov by the Pandemic Influenza Planning team, Tarrant County Public Health.

BUSINESS PANDEMIC INFLUENZA PLANNING CHECKLIST

In the event of pandemic influenza, businesses will play a key role in protecting employees' health and safety as well as limiting the negative impact to the economy and society. Planning for pandemic influenza is critical. To assist you in your efforts, the Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC) have developed the following checklist for large businesses. It identifies important, specific activities large businesses can do now to prepare, many of which will also help you in other emergencies. Further information can be found at **www.pandemicflu.gov** and **www.cdc.gov/business**.

1.1 Plan for the impact of a pandemic on your business:

Completed	In Progress	Not Started	
☐	☐	☐	Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. The planning process should include input from labor representatives.
☐	☐	☐	Identify essential employees and other critical inputs (e.g. raw materials, suppliers, sub-contractor services/products, and logistics) required to maintain business operations by location and function during a pandemic.
☐	☐	☐	Train and prepare ancillary workforce (e.g. contractors, employees in other job titles/descriptions, retirees).
☐	☐	☐	Develop and plan for scenarios likely to result in an increase or decrease in demand for your products and/or services during a pandemic (e.g. effect of restriction on mass gatherings, need for hygiene supplies).
☐	☐	☐	Determine potential impact of a pandemic on company business financials using multiple possible scenarios that affect different product lines and/or production sites.
☐	☐	☐	Determine potential impact of a pandemic on business-related domestic and international travel (e.g. quarantines, border closures).
☐	☐	☐	Find up-to-date, reliable pandemic information from community public health, emergency management, and other sources and make sustainable links.
☐	☐	☐	Establish an emergency communications plan and revise periodically. This plan includes identification of key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating business and employee status.
☐	☐	☐	Implement an exercise/drill to test your plan, and revise periodically.

1.2 Plan for the impact of a pandemic on your employees and customers:

Completed	In Progress	Not Started	
☐	☐	☐	Forecast and allow for employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or business closures, and public transportation closures.
☐	☐	☐	Implement guidelines to modify the frequency and type of face-to-face contact (e.g. hand-shaking, seating in meetings, office layout, shared workstations) among employees and between employees and customers (refer to CDC recommendations).
☐	☐	☐	Encourage and track annual influenza vaccination for employees.
☐	☐	☐	Evaluate employee access to and availability of healthcare services during a pandemic, and improve services as needed.
☐	☐	☐	Evaluate employee access to and availability of mental health and social services during a pandemic, including corporate, community, and faith-based resources, and improve services as needed.
☐	☐	☐	Identify employees and key customers with special needs, and incorporate the requirements of such persons into your preparedness plan.

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1.3 Establish policies to be implemented during a pandemic:

Completed	In Progress	Not Started	
☐	☐	☐	Establish policies for employee compensation and sick-leave absences unique to a pandemic (e.g. non-punitive, liberal leave), including policies on when a previously ill person is no longer infectious and can return to work after illness.
☐	☐	☐	Establish policies for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).
☐	☐	☐	Establish policies for preventing influenza spread at the worksite (e.g. promoting respiratory hygiene/ cough etiquette, and prompt exclusion of people with influenza symptoms).
☐	☐	☐	Establish policies for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).
☐	☐	☐	Establish policies for restricting travel to affected geographic areas (consider both domestic and international sites), evacuating employees working in or near an affected area when an outbreak begins, and guidance for employees returning from affected areas (refer to CDC travel recommendations).
☐	☐	☐	Set up authorities, triggers, and procedures for activating and terminating the company's response plan, altering business operations (e.g. shutting down operations in affected areas), and transferring business knowledge to key employees.

1.4 Allocate resources to protect your employees and customers during a pandemic:

Completed	In Progress	Not Started	
☐	☐	☐	Provide sufficient and accessible infection control supplies (e.g.hand-hygiene products, tissues and receptacles for their disposal) in all business locations.
☐	☐	☐	Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.
☐	☐	☐	Ensure availability of medical consultation and advice for emergency response.

1.5 Communicate to and educate your employees:

Completed	In Progress	Not Started	
☐	☐	☐	Develop and disseminate programs and materials covering pandemic fundamentals (e.g. signs and symptoms of influenza, modes of transmission), personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans).
☐	☐	☐	Anticipate employee fear and anxiety, rumors and misinformation and plan communications accordingly.
☐	☐	☐	Ensure that communications are culturally and linguistically appropriate.
☐	☐	☐	Disseminate information to employees about your pandemic preparedness and response plan.
☐	☐	☐	Provide information for the at-home care of ill employees and family members.
☐	☐	☐	Develop platforms (e.g. hotlines, dedicated websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers inside and outside the worksite in a consistent and timely way, including redundancies in the emergency contact system.
☐	☐	☐	Identify community sources for timely and accurate pandemic information (domestic and international) and resources for obtaining counter-measures (e.g. vaccines and antivirals).

1.6 Coordinate with external organizations and help your community:

Completed	In Progress	Not Started	
☐	☐	☐	Collaborate with insurers, health plans, and major local healthcare facilities to share your pandemic plans and understand their capabilities and plans.
☐	☐	☐	Collaborate with federal, state, and local public health agencies and/or emergency responders to participate in their planning processes, share your pandemic plans, and understand their capabilities and plans.
☐	☐	☐	Communicate with local and/or state public health agencies and/or emergency responders about the assets and/or services your business could contribute to the community.
☐	☐	☐	Share best practices with other businesses in your communities, chambers of commerce, and associations to improve community response efforts.

CONTINUITY OF OPERATIONS
Outline with explanations

I. Executive Summary

Briefly describes the purpose of the plan, who it affects. And situations under which it should be initiated

Introduction

Explain the importance of COOP planning to the organization, and provide background leading to the development of the COOP plan.

Purpose

The one or very few things that offer direction and explain the desires outcome.

Mission

A clear statement of the approach to creating, disseminating, training and testing the COOP Plan.

Applicability & Scope

Answers the questions: To what and whom does the COOP Plan apply?

Is this a new plan or an update to an existing COOP plan?

Authorities and References

References an annex or appendix that fully defines the guidance and authority for the content of the COOP plan.

II. Planning Assumptions

Detail the "givens" of the COOP plan

III. Core Functions

List the organization's prioritized functions and activities that must be continued under any circumstances.

Essential Operations

List of core processes and services that must be continued under any circumstances.

Delegations of Authority & Succession Planning

Establishes the rules and processes defining the conditions and order of succession, notification, and limitations.

IV. Concept of Operations

Explains how the COOP plan will be implemented, consists of three phases: 1) activation and relocation; 2) alternate facility operations; 3) reconstitution.

COOP outline with explanations continued

V. Implementation
Process for dealing with known (with warning) and unknown (without warning) threats and emergencies.

Vital Records, Databases, and Systems
Procedures protections, duplication, movement of records (hard copy and electronic) vital to the organization's core functions including emergency operating records (e.g.. plans, staff assignment, succession plans, etc.) and legal and financial records (e.g., payroll records, contracts, etc.)

Alternate facilities
Identify, pre-position, and maintain equipment and other resources required at alternate site: e.g., computer equipment and software, file cabinets, desks, chairs, office supplies, etc.

VI. Interoperable Communications
Identify and make available at alternate facility the data and communications systems to support core functions – secure, and non-secure communications – voice, fax, data, internet, and email.

Media Communications
Process for appointing a Public Information Officer (PIO) and integrating into the Joint Information Center (JIC)

VII. Training
The process and methods for training the workforce in all aspects of the COOP plan.

VIII. Testing, Exercises, and After Action Reports
Methods and means for testing all systems, schedules for drills and exercises, and the format and content prescription for after action reports.

IX. COOP Plan Maintenance
Review COOP plan annually focusing on these essential issues:
> Maintaining overall plan currency and readiness
> Procedures
> Equipment
> Systems
> Personnel and rosters
> Resolving COOP Plan policy issues
> Advising the State Health Officer on COOP-related matters;
> Coordinating with related plans
> Conducting training, testing, and exercises
> Incorporate lessons learned from testing and exercises as well as any actual events that have occurred during the year.

INSERT
COMPANY
LOGO

Pandemic
Preparedness & Response Plan
for
insert business name

**This Pandemic Preparedness & Response Plan
has been approved by:**

President / CEO   Date

Pandemic   Coordinator   Date

Note: *The signature(s) will be based upon corporate practices. Typically, the individual having primary responsibility for the emergency response/safety function signs the annex and the other signature is by corporate owner/executive. Alternatively, each person assigned tasks within the annex may sign the annex.*

Tarrant County Public Health

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Tarrant County Public Health

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Safeguarding our community's health

PANDEMIC   PREPAREDNESS & RESPONSE PLAN

PURPOSE

Management/ownership of *(insert Business name)* is aware of the effect a widespread pandemic event will have on customers, employees, and regular operations. This Pandemic   Preparedness & Response Plan (" PPR") outlines the strategic steps our company will take in response to a such an event, especially to minimize the negative effects such a disaster may have on our industry as a whole, and on our business and physical assets.   This plan outlines the continuity of operations, responsibilities (including the protection of employees and customers), communications, and procedures that will provide for and coordinate effective corporate response, as well as the roles our business may fulfill within our community during an outbreak of pandemic or other communicable disease.

OPERATIONS

1. We will indentify the authority responsible for declaring a public health emergency at the state and local level.

2.   After notification, the Pandemic Coordinator will begin alerting critical call list members that this plan has been activated. Based on the event size and geographic location the plan may be fully or partially activated. **The PPR Plan is part of our overall Emergency Response Plan.** Notice of activation will indicate the level (phase) of response.

3. We will discontinue operations when the following criteria are met.
    - Staff absenteeism reaches _____ %
    - Transportation interruption
    - Supply interruption
    - Other

4. Business interruptions due to staff shortage will be handled as follows:
    - Cross training
    - Meeting / Service discontinuation
    - Modified hours of operation – i.e. half day only
    - Other

5. If quarantines or border closures interrupt regular supply chain functions, the following activities will be implemented to maintain regular functions:
    - Web-based meetings
    - Alternate suppliers and labor pools
    - Monitoring of routes and (possible) alternative delivery sources/locations
    - Other

6. The following strategies will be implemented in anticipation of the increase in demand for our products and services during this event:
    - Increase business hours
    - Supply chain- receiving, seek out additional suppliers for raw materials
    - Man-power- use labor pools or modify work schedules to meet demand

- Other

7. We will identify essential supplies needed to support surge demand and take steps to include amounts in the budget in order to have those supplies and resources on hand.

8. We will engage and collaborate with our health and business insurers about the affects of this event on our business:

   Health Insurance Carrier-   ___*policy number and contact information*___

   Business Insurance Carrier-   ___*policy number and contact information*___

   Business Interruption Carrier- ___*policy number and contact information*___

9. Financial impact of a pandemic may only be estimated but costs generated by the tangible and intangible impact have been considered:

   - Tangible Impacts include reduced customers, government closing of public gatherings, supplier interruptions, lack of transportation, other

   - Intangible Impacts include lost discounts, temporary help, benefits, inventory effects, other

Tangible Impacts		**Intangible Impacts**	
0-24 hours	$_____	0-24 hours	$_____
8-14 days	$_____	8-14 days	$_____
2-7 days	$_____	2-7 days	$_____
15+ days	$_____	15+ days	$_____
Other	$_____	Other	$_____

10. The following personnel expenses will be addressed for high absenteeism:

    - Overtime cost
    - Vacation/sick leave
    - Temporary agency costs
    - Excessive medical benefits cost
    - Potential workers compensation claims
    - Other

11. PPR Plan will be terminated by the Pandemic Coordinator. Based on functioning capabilities (including staffing, production, and product/service demand) the business may reopen as usual or operations may be modified based on internal staffing and supply issues.

12. We will evaluate employee access to behavioral health services. The following services may be considered:
    - Social services
    - Corporate support – such as Employee Assistance Programs
    - Community support

- Faith based resources
- Other

Communications

1. Medical information will be obtained from Tarrant County Public Health. Other sources may include local hospitals, the Department of State Health Services, or national emergency reports. *See Appendix C*

2. Status of Government operations (or closure information) in our geographic area will be obtained by contacting the Tarrant County EOC.

3. During a Pandemic Event, employees, customers, and vendors can find our business status by checking the company's website _____ *or by listening to a trusted news source… See Appendix C*

4. In order to achieve a high level of continuity in response to a local pandemic event, we will communicate with the following Federal, State, and Local agencies to understand their capabilities and plans as they would affect our needs. *See Appendix B*
    - Local Government
    - Tarrant County Office of Emergency Management
    - Local offices of the Texas Department of Transportation
    - Other

5. We will communicate with the following Local and State public health agencies about the services we can contribute to the community. *See Appendix C*
    - Tarrant County Public Health
    - Local Public Health department
    - Other
    - *If your organization has been designated as a POD site, please follow the operational guidelines that have been provided by Tarrant County Public Health.*

6. To improve our response efforts, the following businesses and civic organizations will be contacted to share essential practices. *See Appendix B*
    - Chamber of Commerce
    - Business and Trade Groups
    - Industry-related businesses
    - Suppliers
    - Other

7. The contents of the PPR Plan will be communicated to employees via:
    - E-mail
    - Employee information boards – time-clock postings
    - Training/in-services
    - Telephone
    - Mail-outs
    - Other

8. We will ensure that language, culture, and reading level appropriateness are considered when disseminating business health related messages.

EMPLOYEES

1. Our employees will be informed of our PPR Plan at orientations, during annual meetings, and again at the onset of an event. It is important that our company anticipates employee fear, anxiety, and rumors and provides accurate information. Employees will be offered time off to seek medical consultation and advice, and/or to see a family physician, when needed. Local Public Health contact information will be made available for questions.   *See Appendix C*

2. Annual flu vaccinations will be encouraged for all employees.

3. Programs and materials covering event fundamentals, personal and family protection, and response strategies will be provided to employees.
    - Symptoms of the illness
    - Modes of transmission and infection
    - Hand hygiene
    - Coughing/sneezing etiquette
    - Pandemic preparedness and response plan
    - Other

4. If essential employees are absent, the following steps will be taken to maintain the work load of absent employees. *See Appendix E*

    Step 1 – Report absent employee to PANDEMIC Coordinator or designee

    Step 2 – Access your cross training list for capable replacement employees

    Step 3 – Department Manager will notify cross trained staff employees of new duties

5. Based on essential employee needs, certain employees will be cross trained in different job duties. As training is completed a list will be developed to indicate the jobs that individuals are capable of performing. *See Appendix E*

6. Employees may be allowed to work from other locations or from home. These decisions will be based on availability of home computers or other technology assets.   *See Appendix F*

7. Compensation and exceptions for absenteeism will be pre-determined and addressed in our Human Resources / Compensation Structure, including the following issues:

    - Personal illness in excess of established time periods
    - Family illness for extended period of time
    - Community containment measures that limit personal activity

- Government quarantines which affect transportation and/or limit personal activity
- School or Child Care closure
- Business closure
- Public transportation limitations, service interruptions, or closure
- Other

8. All employees will provide updated **Emergency Contact Information** to Human Resources on a regular basis, such as at the time of their annual review or whenever this information changes.

9. Special needs for employees will be addressed and reasonable solutions will be incorporated into our PPR Plan.

10. A definite period of time will be established for employees to wait before returning to work after contracting an infectious illness. Local Public Health or government agency mandate will supersede company policy.

INFECTION CONTROL MEASURES

1. In the event of family illness or school closure, those who are caregivers for family members should remain at home instead of reporting for work. Applicable policies and procedures will be established and made a part of our PPR Plan. It is our company philosophy that employees should not feel at risk when reporting for work nor if needed at home.

2. Employees will be required to notify our facility of all flu related illnesses.
   - Immediate family residing in the same household
   - Extended family with whom they have had physical contact
   - Close friends and business associates
   - Other

3. Guidelines will be developed to lower the face-to-face contact during a Pandemic Event by implementing the following procedures:
   - Web-based conference
   - Teleconferencing
   - Email
   - Posting Boards
   - Other

4. Policies will be developed for preventing   spread, and minimizing potential exposure to other employees and customers.
   - Respiratory hygiene
   - Office layout – shared workstations
   - Infection control measures – hygiene products, disposal bins, hand shaking
   - Immediate mandatory sick leave

- Return to work policies
- Working sick- non-infectious illness only
- Other

5. The following infection control measures will be taken at all business locations:
   - Gloves
   - Hand-washing supplies
     - ➢ Soap
     - ➢ Alcohol-based hand sanitizer
     - ➢ Clean paper towels at all sinks
   - Facial tissue
   - Surgical Masks for clients/customers
   - Anti-bacterial wipes
   - N95 particulate respirators
     - ➢ Fit testing equipment
   - Wall posters
   - Other

6. Policy will be established for restricting affected work sites.
   - Buildings on-site
   - Domestic work sites
   - Separate sites within a geographical area
   - Dedicated rooms for PANDEMIC patients
   - Other

CUSTOMERS

1. In the event of a local pandemic outbreak it is our company policy to continue to meet customer needs and also provide information to the best of our ability. Our business will communicate with customers via:
   - Email and Website
   - Postings at each location
   - Radio/Television/Newspaper advertisements
   - Phone
   - Other

2. When possible protective masks will be made available for customers entering our business as well as receptacles for discarding them after use.

3. Waterless hand cleaner will be placed strategically throughout our premises.

4. Whenever possible, payment transactions should be made by debit or credit cards, online, or via regular Accounts Receivable practices to minimize the spread of infection through money handling.

5. Customers with special needs will be accommodated when reasonably possible.

EXERCISE

1. Once the initial PPR Plan has been completed, the PANDEMIC Coordinator will organize and lead an exercise or drill.

2. The purpose of the exercise or drill is to evaluate each aspect of the PPR plan:
   - Activation signals
   - Critical employee call list
   - Emergency contact numbers
   - Infection control measures
   - Company and business operational continuity "COOP"
   - Vendor status
   - Staff/Customer/Visitor status
   - Supplier status
   - Recovery signals
   - Other

   For efficient monitoring of each drill or exercise, it is strongly recommended that you develop a written checklist or a printed evaluation form for each of the categories above, so that participants and/or observers may record responses and activities or their impressions in real time, during the drill.

3. The PANDEMIC Committee will review the exercise's effectiveness, and a written report of results will be distributed among the PANDEMIC Committee. Any improvements or changes will be made to the plan, according to those results. These modifications and updates will be distributed to employees, and also to vendors and customers, whenever applicable.

4. Periodically the pandemic exercise or drill will be repeated, and the written results will be maintained in the PPR plan notebook.

5. In order to sustain and improve the PPR Plan, testing of the plan should occur on a regular basis.

APPENDIX A

<u>Pandemic Team</u>

Name	Phone	Address	Email

Tarrant County Public Health

APPENDIX B

Emergency Contact Numbers

Neighbors:

This section may include churches, stores, and other businesses that are adjacent to your property. If an isolation order is issued during a pandemic, it may become necessary to control traffic flow. Be sure to include the local police and sheriff's department phone numbers!

Suppliers:

These are the people with whom you deal with regularly, including office supply, food supply, delivery, etc. It would be wise to include the local information as well as the national number, if applicable.

Contractors:

These are the people whom you may have coming into your facility as workers, such as an outside maintenance or grounds-keeping service, food catering services, laundry service, water delivery, etc. Again, use the local numbers but if there are national numbers, be sure to include them, as well, in case their local employees are not available or able to receive your messages.

Transportation:

This section should include all bus and taxi service numbers that are normally used by staff and clientele. In a pandemic, these vehicles may be re-assigned to perform other duties, so it may be necessary to verify that their services are still available to assist your staff and clientele on an on-going basis. Also, if an isolation order should come, then these services may be terminated without much advance notice.

APPENDIX C

<u>Trusted Resource List</u>

This list should (at the minimum) include the following information:

817- 321-4700   **Tarrant County Public Health**
                           1101 S. Main Street
                           Fort Worth, TX 76104

211   Local 211 Community Information telephone hotline

Phone & Email of a practicing physician who may office nearby

Phone contact at Local 24-hour news Radio Station

Phone contact at Local TV News Channel

Phone contact at Local newspaper

APPENDIX D

<u>Critical Call List</u>

This is the list of everyone in authority at your location and in your corporate organization, if applicable. You may also wish to include anyone who may regularly arrive on the premises without notice (daily visitors such as grandparents, relatives, "helping hands", etc.)

Information should include name and phone numbers, but also may extend to family members' contact information in the event there is no cell phone number provided.

APPENDIX E

Cross Training Chart

Position	Duties	Training Completed by
		Names of staff who have been trained to fulfill this role

Tarrant County Public Health

APPENDIX F

Remote Work Location

This list includes the POSITION and PLACE where those duties will be performed, along with all communications means (telephone, cell phone, email, fax, etc.)