

Pandemic Planning

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Pandemic Planning

- ▶ The Basics
- ▶ Why Prepare?
- ▶ Business Continuity Plan
- ▶ Staying Healthy
- ▶ Where to Find Information
- ▶ Families and Communities



What is a pandemic?

By a pandemic, we usually refer to influenza (the “flu”) but it can be any widespread disease.

* * *

Seasonal (or common) flu is a respiratory illness that can be transmitted from person to person. Most people have some immunity to the virus, and a vaccine is available.



Three conditions

The three conditions necessary for a pandemic:

- ▶ A new virus has emerged
- ▶ The virus has to make humans sick
- ▶ The virus is able to spread easily from person to person



A year ago, we might have asked: Is a flu pandemic likely?

In the case of a flu pandemic, the “normal” influenza type A virus changes drastically and essentially a new virus appears.

This shift is normal and occurs 3 or 4 times a century.
The last pandemics were in 1918, 1957 and 1968 ...

... most experts agreed that we were “over due”.



Avian flu is not really in the news anymore...

The World Health Organization (WHO) still monitors avian flu closely.
For example:

11 August 2009 – 2 new human cases of avian A (H5N1) virus infection in Egypt

Confirmed Laboratory Cases by year:

- ▶ 2009 – 43, so far
- ▶ 2008 – 44
- ▶ 2007 – 88
- ▶ 2006 – 115
- ▶ 2005 – 98



"The New Flu"

Novel H1N1 (Human Swine) flu was first noted in Mexico in the spring of 2009. It quickly spread from human to human.



The image is a screenshot of a CTV News article. At the top, there is a navigation bar with links for 'CTV News', 'Programs', 'CTV News Channel', 'CTV News Team', and 'Services'. Below this is a secondary navigation bar with links for 'Top Stories', 'Canada', 'World', 'Entertainment', 'Health', 'Sports', 'Business', and 'Sci-Tech'. The main content area features a photograph of a police officer in a dark uniform and cap, wearing a blue surgical mask. The officer is standing in front of a large mural or wall with intricate patterns. Below the photo, the article title is 'What is this H1N1 swine flu virus?' followed by the update date 'Updated Wed. May. 6 2009 7:19 AM ET' and the author 'Angela Mulholland, CTV.ca News'. The article then defines H1N1, explains its genetic composition, and discusses why the name was changed from 'swine flu'.

What is this H1N1 swine flu virus?
Updated Wed. May. 6 2009 7:19 AM ET
Angela Mulholland, CTV.ca News

What is H1N1?
This virus is a brand new strain of influenza A H1N1. While other forms of H1N1 cause the common "seasonal" flu, this strain has never been detected before in swine or humans.

It appears to contain the DNA of: North American swine influenza; a swine influenza virus typically found in Asia and Europe; human influenza A; and a North American avian influenza.

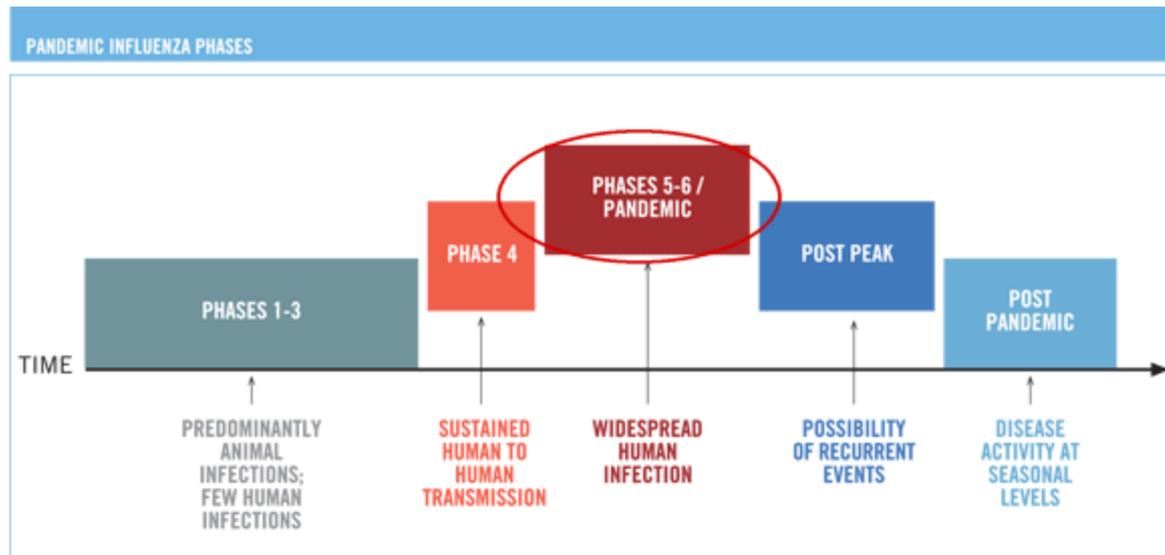
The U.S. Centers for Disease Control's Dr. Anne Schuchat calls it "an unusually mongrelized mix of genetic sequences."

Why have we stopped calling it 'swine flu'?
The name was changed to dispel the misconception that the virus derived from pig products.

WHO Declares a Phase 6 Pandemic

Phase 6 - global pandemic declared June 11, 2009

- ▶ Rapid spread of the new H1N1 virus, not the severity of illness



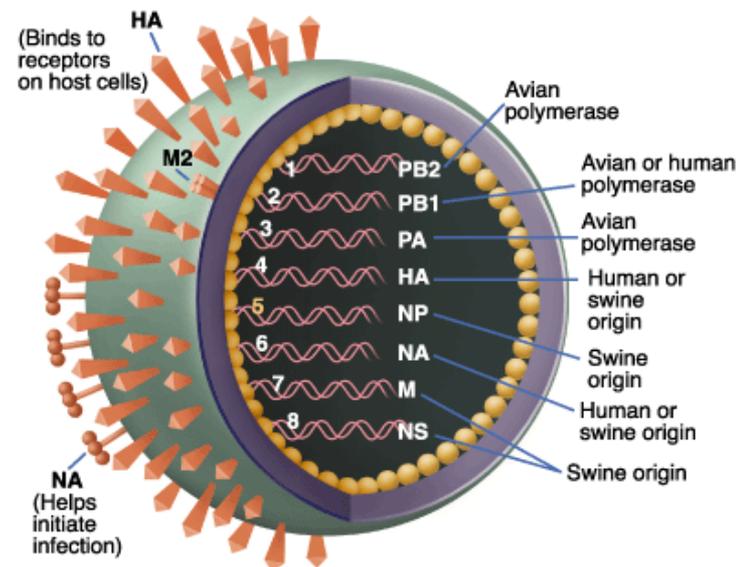
H1N1 vs. Swine

Originally called “swine” flu.

Further examination

- ▶ Two genes from pigs found in Europe and Asia
- ▶ Bird (avian) genes
- ▶ Human genes

Called a “quadruple reassortant” virus



It's just the flu, right?



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Seasonal Flu - Symptoms

- ▶ Fever
- ▶ Sore throat
- ▶ Cough (with no mucus at the beginning)
- ▶ Chills
- ▶ Muscle aches

Incubation period for about 1 to 4 days, with symptoms showing after 2 days.

Symptoms last 2 to 5 days

People can be asymptomatic.



H1N1 Flu – Symptoms

- ▶ Fever
- ▶ Sore throat
- ▶ Cough
- ▶ Runny or stuffy nose
- ▶ Chills
- ▶ Body aches
- ▶ Headaches
- ▶ Fatigue

Also reports of diarrhea and vomiting.

Symptoms last about the same (3-5-7 days).

While some people have experienced severe illness, most have recovered without needing medical treatment.



If you are sick...

- ▶ You may be ill for a week or longer
- ▶ Stay home
 - Keep away from gatherings (e.g., work, school) for at least 24 hours after your fever is gone



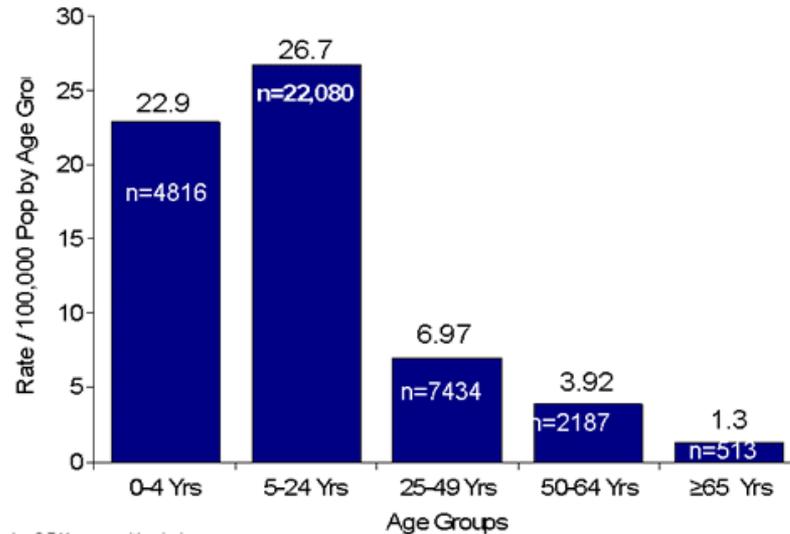
Warning Signs of Serious Illness

Get medical help if you experience any of these warning signs:

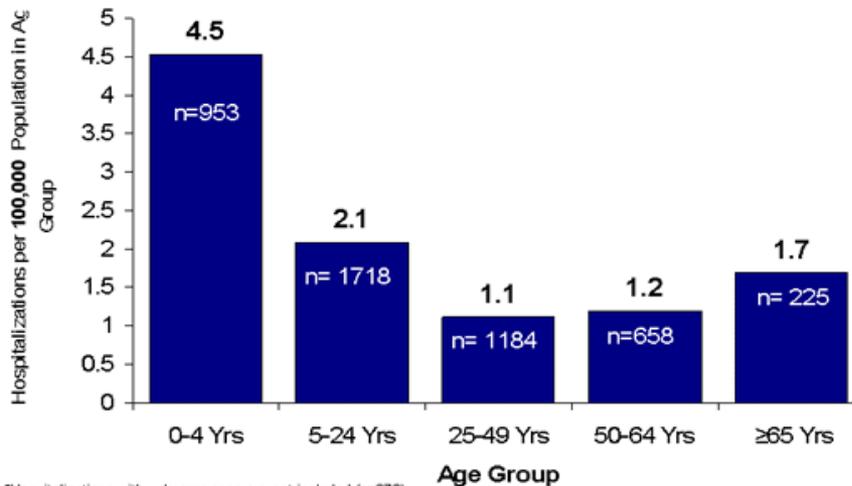
- ▶ Difficulty breathing or shortness of breath
- ▶ Pain or pressure in chest or abdomen
- ▶ Sudden dizziness
- ▶ Confusion
- ▶ Severe or persistent vomiting
- ▶ Flu-like symptoms improve but then return with fever and worse cough.



Age Groups & Infection Rates



*Excludes 6,741 cases with missing ages.
Rate / 100,000 by Single Year Age Groups: Denominator source: 2008 Census Estimates, U.S. Census Bureau at:
<http://www.census.gov/popest/national/asrh/files/NC-EST2007-ALLDATA-R-File24.csv>



*Hospitalizations with unknown ages are not included (n=273)
*Rate / 100,000 by Single Year Age Groups: Denominator source: 2008 Census Estimates, U.S. Census Bureau at:
<http://www.census.gov/popest/national/asrh/files/NC-EST2007-ALLDATA-R-File24.csv>

Top Graph:
Cases by age group

Bottom Graph:
Hospitalization by age group

From CDC, based on data in USA, April 15 to June 24, 2009

Why prepare?



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Why prepare?

A pandemic may

- ▶ last up to two years and
- ▶ may occur in waves.
 - Each wave could last six to eight weeks and be separated by three to nine months.

High rates of illness (and death) are expected.



Why prepare?

Estimates are that **35%** (range: 15 to 50%) or more will be too ill to go to work, and of those, more than 1% of could die.

More people will be absent as they will need to stay home and care for family members.



Impacts

It is still difficult to say how much of an impact a flu pandemic will actually be.

- ▶ Service disruptions due to lack of staff – may include banking, groceries & supplies, municipal & government services, etc.
- ▶ Possible cancellation of school & social gatherings
- ▶ Employees may be trained for and assigned different or additional duties.



Think for a moment...

How well would your organization could function if even one quarter (25%) of the workforce was away for 1 week?
Or away for 2 weeks?



What do you need to be prepared?

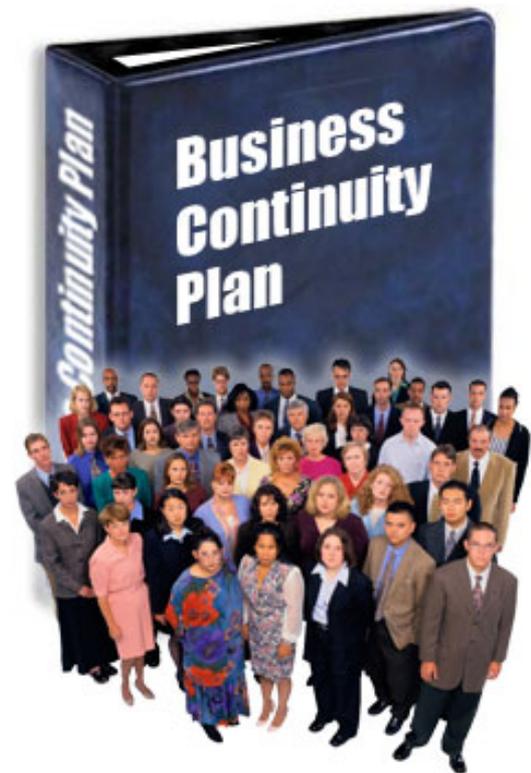
- A plan
- Quality information
- Tools



Business Continuity Plan

A Business Continuity Plan describes how the organization will function during emergencies. This plan includes:

- ▶ what steps to take
- ▶ how employees will be prepared or trained
- ▶ up-to-date sick leave policies
- ▶ Etc.

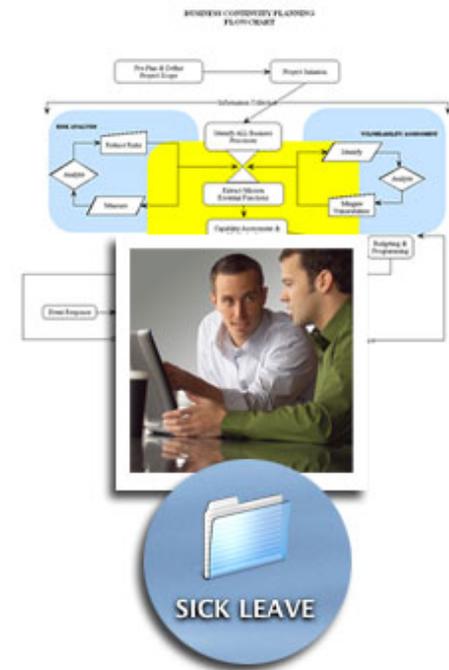


Starting your plan

How detailed your plan will be depends on the type of organization, and its complexity and size.

- ▶ List steps or tasks that are critical to maintaining your business
- ▶ Determine how an emergency or event will impact these tasks

Don't forget to look at all the needs your business may have – the site, systems, transportation, utilities, and personnel requirements.



Options

- ▶ **Personnel** – Identify and train “back ups” for essential functions including “Chain of command” (management)
- ▶ **Equipment**
- ▶ **Availability of Assets** – Ensure that facilities, utilities, computers, machinery, or tools also meet your needs
- ▶ **Business commitments** – Research legal implications (e.g., for non-performance or late delivery)
- ▶ **Accounting** –Continued payroll, finances, etc.
- ▶ **Emergency Contact List** – Up-to-date list



Some examples

Alternative Ways to Conduct Business – Use the telephone, or internet more than you do now. Deliver information electronically (fax, scan, e-mail).

Flexible Work Options – Allow flexibility for people use public transit at off-peak hours, or to minimize the number of contacts while at work.

Extra Cleaning – Have a shift leave before the next arrives to allow time for a cleaning of commonly touched surfaces.



Working at Home

When considering a work at home (telework) arrangement:

- ▶ an appropriate workstation (location, design/ergonomics)
- ▶ work scheduling
- ▶ communication with the main office
- ▶ working alone



Human Resource /Management Issues

- ▶ Communicate your sick leave policy
- ▶ Document guidelines for management and business decisions – remember, anyone can get sick
- ▶ Make decisions about when to stay open, when to close to visitors, or when to close completely
- ▶ Be sure that core activities can be sustained over several months

Tip! In general, people should be encouraged to stay home if they are ill, or if they **think** they are ill. Allow time for complete recovery and a healthy return to work.



Sick Leave Policy

Sick leave policy – what is your organization's position on items such as:

- ▶ When to stay home
- ▶ Requirement for doctor's note

Note: Try to be consistent with public health guidance. This guidance may change as the pandemic evolves. Be flexible.



“Influenza Manager”

Preparation

- ▶ Provide information, advice
- ▶ Communication of sick-leave policy
- ▶ Ensuring supply of hand washing facilities, tissues and cleaning products

During

- ▶ Provide information, advice, stay current
- ▶ Help identify who is sick
- ▶ Maintain contact with employees during illness
- ▶ Manage staffing to ensure core functions are operational



Staying healthy

What can workplaces do to help employees stay healthy?



Slow the Spread

Virus spreads when we cough or sneeze.

- ▶ Cover mouth and nose
- ▶ Handwashing
- ▶ Clean surfaces

Influenza viruses can live on hard surfaces for up to 2 days.



Protect yourself & others from Influenza

You can help stop the spread of viruses



Another tip:

- ✓ Avoid touching surfaces like door knobs, ATM machines and light switches and then touching your eyes, nose or mouth.



Cover your mouth and nose with a tissue when you cough or sneeze.



Throw tissues away immediately.



No tissue? Cough or sneeze into your upper sleeve, not your hands.



Clean your hands often with soap and warm water, or gel or alcohol-based hand cleanser.



Stay home if you are sick or think you might be.

HANDWASHING

How to properly wash your hands

remove any rings or other jewelry; use warm water and wet your hands thoroughly.



lather soap and scrub hands well, palm to palm.



scrub fingertips of each hand and under your nails in opposite palm.



rinse thoroughly under running water.



dry your hands with a single use towel or air dryer.



use a sufficient amount of soap (1-3 ml) and lather very well.



scrub in between and around fingers and back of each hand.



scrub each wrist clasped in opposite hand



with a paper towel turn off the tap or faucets



protect your hands from touching dirty surfaces while in the washroom and as you leave.

Other tips

- ✓ Cover cuts with bandages and wear gloves for added protection (cuts are very vulnerable to infections).
- ✓ Artificial nails and chipped nail polish have been associated with an increase in the number of bacteria on the fingernails. Be sure to clean the nails properly.
- ✓ Keep your hands away from your eyes, nose or mouth.
- ✓ Assume that contact with any human body fluids is infectious.
- ✓ Liquid soap in disposable containers is best. If using reusable containers, they should be washed and dried before refilling. If using a bar of soap, be sure to set it on a rack that allows water to drain or use small bars that can be changed frequently.

Hand Sanitizers

Effective, and handy when soap and water are not available.

Work best when your hands are clean (no visible dirt).

In most cases, soap and water are just as effective.



Good Hygiene is Essential

Table 1: Summary of Possible Influenza Protection Measures

Protection measure	Where applicable
Hand hygiene, cough etiquette, ventilation	Everyone, all the time
Organizational policies	Every organization, all the time
Social distancing	Everyone, whenever practical
Protective barriers	In situations where regular work practice requires unavoidable, relatively close contact with the public
Disposable surgical mask (or respirator)	Workers in any community or health care setting who are caring for the sick (this includes first responders) once the pandemic is in the community (WHO phases 4 and 5). Also as a possible adjunct to protective barriers
Disposable surgical masks (or respirator), eye protection, gloves, gowns / aprons	Health care workers participating directly in close contact patient care when there is a high risk of contact with respiratory secretions, particularly via aerosols (mostly inpatient settings). Generally, in-patient care within one meter or less.

Adapted from: [Calgary Health Region. Pandemic Influenza Planning Guide for Businesses](#) (page 24)



Cleaning Surfaces

Virus also spreads by hard surfaces (sinks, door and cupboard handles, railings, objects, counters, etc).

In most workplaces and homes, cleaning floors, walls, doorknobs, etc with soap and water is very adequate.

- ▶ If using bleach, 1 part bleach, 99 parts water



Immunization

Pandemic vaccine may be available late October/early November

- ▶ Vaccine is undergoing human testing (Aug. 2009)
- ▶ Canada placed order for 50.4 million vaccines

The seasonal flu vaccine is also recommended.



5 Ways A Business Can Help Their Employees

1. Help slow the spread of the virus.
 - ▶ Provide hand washing facilities and extra sanitizing gels in key places at the workplace (lunchrooms, washrooms, entrances, exits).
 - ▶ Ensure cleanliness of work surfaces
 - ▶ Increase the distance between workstations
 - ▶ Provide good ventilation



5 ways, continued.

2. Have corporate policies that let employees know what to expect from their workplace in a pandemic
 - ▶ Sick leave and leave to care for families
3. Have a business continuity plan. Know your business.
 - ▶ Ensure all employees understand the plan, and their roles
4. Provide adequate training.
5. Help people stay informed.



Staying Informed

Numerous websites on pandemic flu

- ▶ The Government of Canada - Pandemic Influenza - <http://www.influenza.gc.ca>
- ▶ US Government - Pandemic flu <http://www.flu.gov/>
- ▶ World Health Organization (WHO) <http://www.who.int/csr/disease/swineflu/en/>



Canadian Information

Provincial Governments

- ▶ Medical Officer of Health

Municipal Governments

- ▶ **Local Public Health departments/authorities**

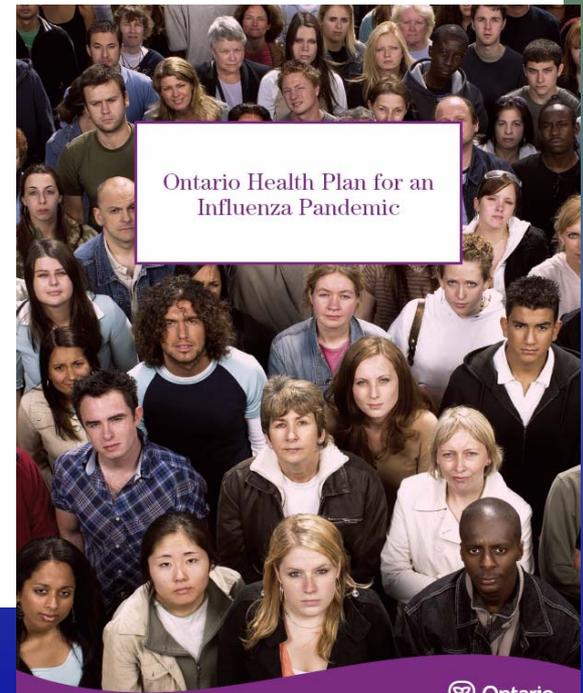
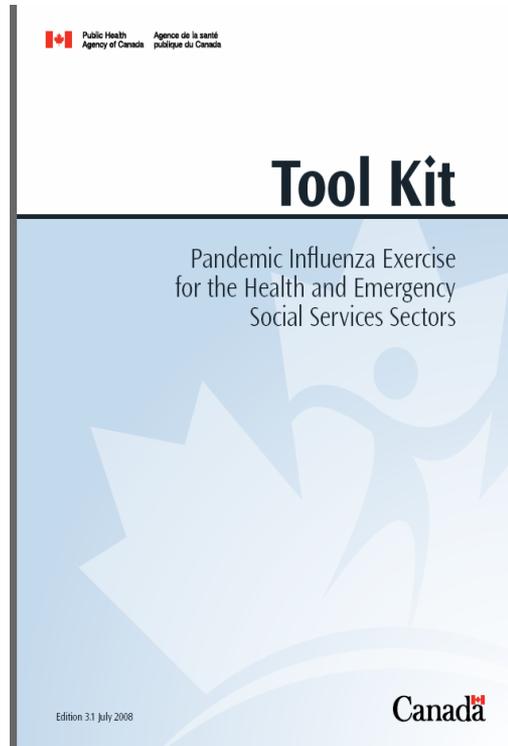
Local Media



Government Plans

Federal, Provincial,
Territorial plans

- ▶ Health Care
- ▶ General Workplaces



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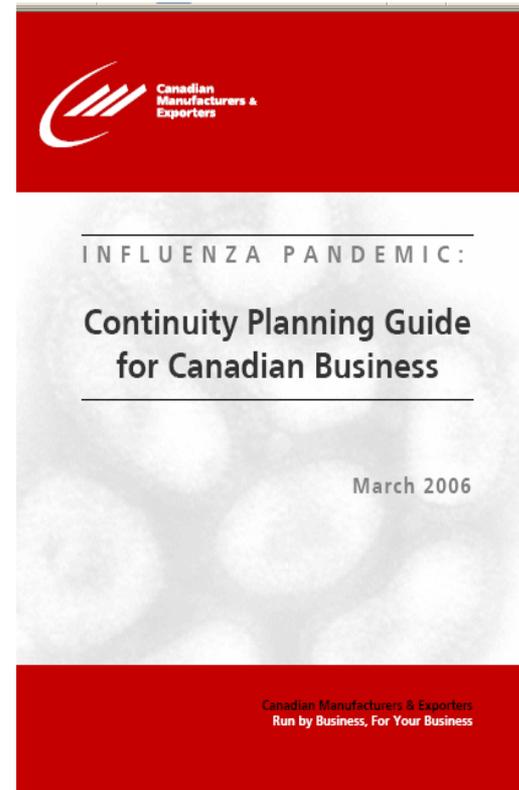
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Business Continuity Plans

Canadian Manufacturers and Exporters

- ▶ Influenza Pandemic: Continuity Planning Guide for Canadian Businesses



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Pandemic Influenza

Important information about Pandemic Flu



Public Health Home

[Pandemic Flu Home](#)

[General Information](#)

[How will a Pandemic Flu affect Hamilton](#)

[Preparing for a Pandemic Flu](#)

[Preventing the Spread of Pandemic Flu](#)

The Pandemic Flu and You

All levels of government (federal, provincial and local) are currently preparing for a threat of a Pandemic Flu. The City of Hamilton, Public Health Services have prepared this website to provide you with general information about a pandemic flu, what you could expect and how you could prepare and prevent the spread of a Pandemic Flu.

General Information

- [What is Influenza?](#)
- [What is Pandemic Influenza \(Flu\)?](#)
- [What is the difference between Pandemic Flu and Seasonal flu?](#)
- [How likely am I to catch the Pandemic Flu?](#)
- [How is the Pandemic Flu spread?](#)
- [What are the symptoms of the Pandemic Flu?](#)
- [How long will a Pandemic Flu last?](#)

How will a Pandemic Flu affect Hamilton?

- [How likely is it that Pandemic Flu will spread to the City of Hamilton?](#)
- [What will it mean if the Pandemic Flu reaches the City of Hamilton?](#)
- [How will I know if a Pandemic Flu has started?](#)
- [What local planning is being done to prepare for Pandemic Flu?](#)
- [Who will be in charge during a Pandemic?](#)
- [What will Public Health Services do during a Pandemic Flu?](#)
- [How will important information and decisions be communicated to the public?](#)

Preparing for a Pandemic Flu

- [What can I do to prepare for a Pandemic Flu?](#)
- [Is there anything else I need to do to get prepared?](#)
- [Do I need to buy any special protection equipment?](#)
- [How can I prepare my organization for a Pandemic Flu?](#)

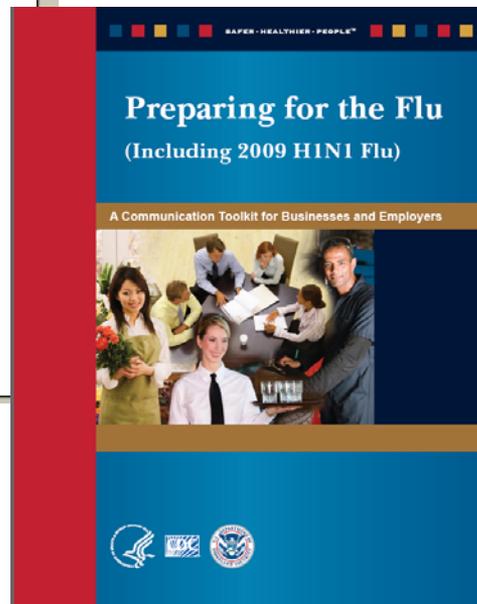
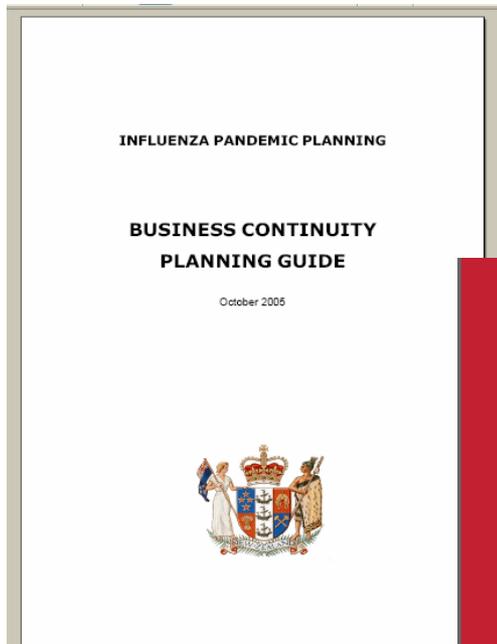
Preventing the Spread of Pandemic Flu

- [What can I do to keep from getting sick?](#)
- [How can I care for myself during a Pandemic Flu?](#)
- [When should I see a doctor?](#)
- [What should I do if someone I know has the flu or symptoms of the flu?](#)
- [Will there be a flu vaccine available?](#)
- [Will there be anti-viral medication such as Tamiflu available?](#)

Links and Other Websites



International



▶ Ministry of Economic Development, New Zealand

▶ Centre for Disease Control and Prevention (CDC), USA

Pandemic PLANNING

This graphic illustrates a range of controls that could help prevent the spread of infection during a pandemic. Workplaces may want to adopt these controls for different areas as appropriate.

DEVELOP A BUSINESS CONTINUITY PLAN
A business continuity plan (BCP) can help minimise the impact of a pandemic on your business. Good communication between employers, employees, unions, suppliers and clients is vital to creating a good plan.

WORK REMOTELY
Many staff can work just as productively from home or other places remote from the workplace – reducing the risk of infection by people working closely together.

SHOP ON THE INTERNET
Workplaces can greatly reduce their chances of coming into contact with an infection by removing the need for customers to enter their premises. Online trading supported by a goods delivery service may be appropriate.

USE SCREENS
Screens can enable businesses to provide face to face customer service where necessary – without the risk of exposure to an infection. A good example of this arrangement is night windows in service stations.

MANAGE YOUR STAFF
An influenza manager can manage rosters, ensure that staff with symptoms are sent home and monitored, facilitate remote working and manage sick leave issues – reducing the risk of infection spreading in your workplace.

INCREASE SOCIAL DISTANCING
When people are further apart they have less chance of transferring an infection. The wearing of masks and the practising of good personal hygiene will also help.

VENTILATE
Fresh air ventilation (open windows) or mechanical ventilation (well maintained air-conditioning systems) reduce the likelihood of someone becoming infected by a person somewhere else in the vicinity.

TRAIN YOUR STAFF
Effective training in personal hygiene, social distancing and correct fitting, use and disposal of Personal Protective Equipment will determine how confident your staff and customers are about your control measures.

PRACTISE GOOD HYGIENE
People may be capable of passing on an infection by coughs, sneezes or touch, even those who don't have obvious symptoms. Good hygiene practice such as washing and drying hands, putting your hand over your mouth when you cough and covering food can reduce the chances of this happening.

PROTECT YOUR STAFF
Personal Protective Equipment (PPE), if properly used, can be an effective barrier against infection. Choosing the right PPE and training in its use are essential.

Other illustrated controls include: Air conditioning, Fibres, Open windows, Coughing, Hygiene, Coughs, Wash hands, Cover food, Goggles, Masks, Gloves.

Infographic by Verado 2006

From: New Zealand Department of Labour

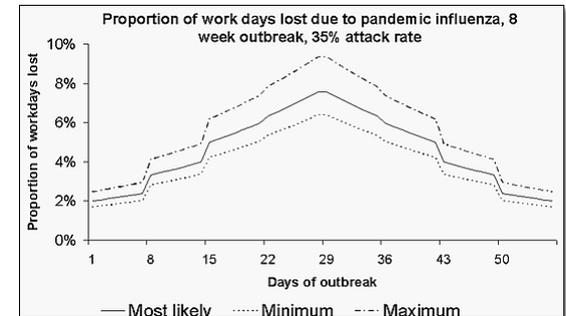


Workplace tools

- ▶ Plans
- ▶ Checklists
- ▶ Posters
- ▶ Images for websites

- ▶ Absentee estimation tool

Pandemic Preparedness Checklist	COMPLETED	IN PROGRESS	NOT STARTED
Identification of Core People and Core Skills Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. The planning process should include input from labour representatives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify essential employees and other critical assets (e.g. raw materials, supplies, sub-contractor services, products, and logistics) required to maintain business operations by location and function during a pandemic. Plan for impact on financials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train and prepare ancillary workers (e.g. contractors, employees in other job sites, description, roles).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 restrictions on mass gatherings, need for hygiene supplies, travel restrictions).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implement an exercise (DR) to test your plan, and revise periodically.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Set up authorities, triggers, and procedures for activating and formalizing the company's response plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plan for Large Absence (10% to 50%) Forecast and allow for employee absences during a pandemic. Consider factors such as personal illness, family member illness, community containment measures and quarantine, school and/or business closures, and public transportation closures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



www.cdc.gov/flu/tools/fluworkloss



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Pandemic Planning

Families and Communities

Pandemic flu will affect more than workplaces.

Many places of worship, sports facilities, restaurants, theatres, and the many types of community or social groups (whether volunteer or paid) are, or operate similar to, a business.



The Community

Communities and community groups can be ready too!

- ▶ Be Prepared – How will it effect your programs? Membership?
- ▶ How will you communicate with your patrons?

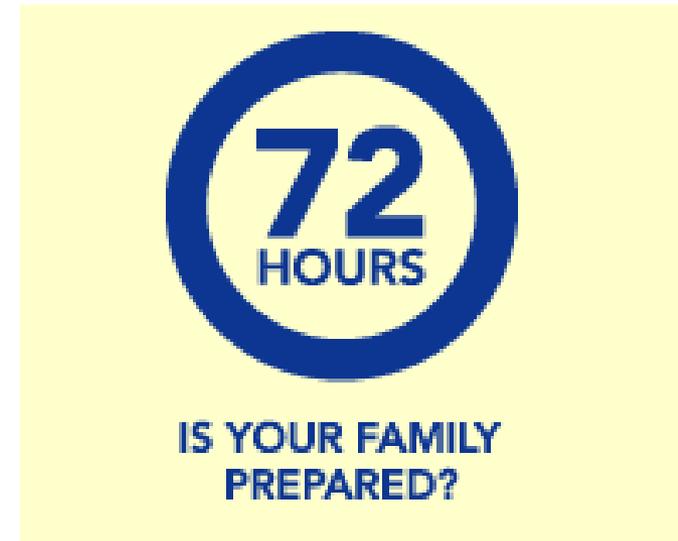
Use the Business Continuity Plan and other information



Being Prepared at Home

- ▶ Have an emergency kit
 - Add to your general emergency kit
 - Don't forget your pets!
- ▶ Track your emergency contacts
- ▶ Know your health needs

www.getprepared.ca



Add to your emergency kit

- ▶ Hand soap (and water), or hand sanitizers
- ▶ Tissues
- ▶ Cleaning supplies such as liquid soap and extra water.
- ▶ Disinfectant wipes or spray



Helping others

Find out if there are any neighbours, friends, family, or members of your social club that may need special help.

For example, you may create a telephone contact schedule to check on people who live alone.



In Summary

Prevention

- ▶ Wash or clean hands, especially after you cough or sneeze.
- ▶ Cover your mouth and nose with a tissue when you cough or sneeze.
- ▶ Routine cleaning of commonly touched surfaces.
- ▶ Stay home if you are sick.



In Summary, con't.

Symptoms

- ▶ You may have the flu if you have fever or chills AND a cough or sore throat.

If You Are Sick

- ▶ Have a fever AND a cough or sore throat, don't come to work. Call work/supervisor.
- ▶ Stay home for at least 24 hrs after your fever has gone away.
- ▶ If you are at higher risk for complications from flu or illness gets worse, call your health care provider for advice.



Remember

A pandemic has been declared.

It won't be "the flu as usual".

A little planning - at home, work and play - can go a long way.



Thank You

For further information contact:



1-800-668-4284

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Hamilton, Ontario, Canada



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