

Weathering the Storm

Leading your organization through a pandemic flu event



PANDEMIC FLU INFORMATION

- Pandemic influenza threatens international stability
- Pandemics last months, coming in 4-6 week waves
- Non-pharmaceutical interventions can save lives
- Preparation is different than for natural disasters
- Pandemics reduce manpower and disrupt operations
- Pandemic plans maximize workplace productivity

GOAL = Maintain operations + Minimize risk

PROTECTING THE WORKFORCE



Cover Coughs & Sneezes

Use tissues or sleeves when coughing or sneezing, and put your waste in the trash.



Keep Work Areas Clean

Regularly clean surfaces with household detergents, and sanitize with bleach or alcohol.



Wash Your Hands

Wash or sanitize hands after contact with personal waste, bathrooms, or sick persons.



Keep Your Distance

Create distance by avoiding crowds, limiting travel, and working from home.

CORE CONCEPTS

Infectious Disease Control Clause: Contract section that guarantees business partners have a pandemic plan.
Tabletop Exercises: Organization-wide drill testing and evaluation of the effectiveness of a pandemic plan.
Cross Training: Training employees to perform critical operations tasks beyond current responsibilities.
Business Continuity: The ability of an organization to continue essential operations during a crisis.
24-hour Work Cycle: Employees are split into three daily eight-hour shifts to spread out work attendance.
Pandemic Team: An organization's team with roles and responsibilities for pandemic planning.



BEFORE A PANDEMIC

Pre-Pandemic Strategy

- Develop a clear pandemic plan
- Carry out tabletop exercises to test the plan
- Identify critical priorities and capabilities during a pandemic
- Identify existing technology networks and their capabilities to withstand plan's execution

Preparatory Planning

- Redefine objectives, goals, missions, and critical tasks
- Practice execution of your plan to clarify early conflict points
- Ensure contracts have **infectious disease control clauses**, making sure that business partners are also pandemic ready
- Institute grief counseling for employees

Preemptive Management

- Identify critical tasks to be performed during a pandemic
- Assign particular responsibilities to personnel
- **Cross-train** employees to reduce the effects of absenteeism
- Retain external medical experts, crisis leaders, and educational spokespeople

Initial Communications

- Identify informal leaders to ensure lines of communication
- Build organizational trust through workshops, exercises, and other activities
- Distribute information updates via diverse forms of communication
- All employees should receive high speed Internet access in order to quickly get reliable information and to work remotely

DURING A WAVE

Crisis Control

- Maintain **business continuity**
- Take into account evolving priorities, critical tasks, and personnel as well as equipment limitations
- Ensure that Human Resources allows for flexible work schedules

Real-time Assessment

- Conduct real-time assessments of your plan
- Analyze potential large-scale consequences
- Constantly monitor changes in vital operations
- Widely communicate amendments to the pandemic plan

Evolving Management

- Monitor media and medical resources from an established command and control center to assist employees in maintaining continuity of essential tasks
- Implement an official, detailed absentee policy that allows for flexible hours, including a possible **24-hour work cycle**

Mass Communication

- Develop a communication network to inform personnel of current risk levels and new organizational changes
- Set up a help line to enable access to information
- Train employees to avoid decision making and communication errors
- Continue to build cross-organizational trust

BETWEEN WAVES

Learn from Mistakes

- Determine pandemic plan effectiveness during the first wave by identifying unexpected consequences
- Reassess and redefine operational capabilities under pandemic stress
- Mandate **infectious disease control clauses** in contracts with companies to provide economic incentives for business partners to have sound public health plans

Proactive Planning

- Evaluate pandemic plans against responses from first wave
- Account for personnel needs and limitations as well as those of the directly supportive equipment
- Consider multiple contingency plans under various scenarios
- Carry out **tabletop exercises** to test updated plan(s)

Management Oversight

- Replenish spent emergency resources as appropriate
- Provide grief counseling to console employees and families
- Continue team building, which will help with coping
- Develop a new internal strategy for trouble areas discovered during the initial pandemic wave

Intermittent Communication

- Communicate the newfound risks of an ongoing pandemic
- Address specific communication problems so that mistakes can be rectified during the next wave

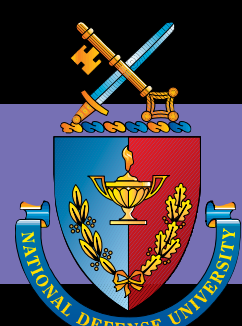
U.S. Government
Pandemic Flu Website
www.PandemicFlu.gov

U.S. Department of Defense
Pandemic Influenza Watchboard
fhp.osd.mil/aiWatchboard/

U.S. Centers for Disease
Control & Prevention (CDC)
www.cdc.gov/flu

Security and Prosperity Partnership
(SPP) for North America
www.spp.gov/pdf/nap_flu07.pdf

World Health Organization (WHO)
Pandemic Alert and Response
www.who.int/csr/disease/influenza



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