

Adapting Your Business Continuity Plan: Preparing for a Pandemic

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Web Seminar

Melanie L. Herman
Executive Director
Nonprofit Risk Management Center



Generous funding for this program was provided by the Public Entity Risk Institute (www.riskinstitute.org)

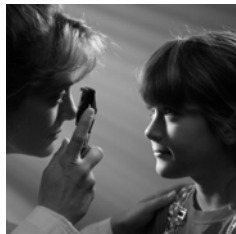
Conventional Influenza (Flu)

- Each winter “seasonal” flu
- Types vary; new strains develop
- Person-to-person transmission
- Vaccine
- Average deaths: 36,000 in USA

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Avian Influenza or Bird Flu

- Detected in 1997
- Hard for humans to get
- Direct contact from infected poultry or contaminated surfaces.
- No vaccine.
- 200 cases detected worldwide.



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Avian Influenza or Bird Flu

- Begins like conventional flu.
- Can develop life-threatening complications.
- Virus could mutate (change) to easily infect humans.
- Flu outbreak could occur.
- Worst case scenario = global epidemic.



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Influenza Pandemic

- Large scale epidemic of influenza virus
- 3 to 4 times a century
 - Every 25 to 33 years
- Average deaths: millions worldwide
- Last pandemic: Spanish flu in 1918.
 - 88 years ago
- Statistically, we're overdue.

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Bird Flu Overview

- Wild birds don't get sick.
- Wild birds can easily pass the virus to domestic birds raised for food.
- People have been infected when they came into contact with infected, uncooked ducks, chicken or geese or with surfaces on which infected raw fowl has been.



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Understanding the Risk

- Risk increases, if virus changes so it no longer needs a domestic bird to transmit flu from wild birds to a person.
- Risk increases tremendously, if virus changes so a person with bird flu can give it directly to another person.
- CDC, WHO and others agree that the world is overdue for an influenza pandemic.
- It may be caused by avian flu virus H5N1 or another strain.
- Waves last from 4 to 12 weeks.
- Expect medical shortages, prolonged disruptions of government services, a run on essential goods and services, power outages and brownouts.

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Influenza Pandemic

- One of strongest candidates is the highly pathogenic (deadly) variation of the H5N1 subtype of Influenza A virus. This is a specific bird flu.
 - Minor—can be contained quickly.
 - Severe—some communities cut themselves off totally; populations in others are halved by death; others are affected by high degree of illness and bereavement.

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Influenza Pandemic—Nature

- Not enough doctors, hospital rooms or medical supplies for the living.
- Great social disruption and fear.
- Selfishness, lack of trust, illegal behavior and ignorance impede efforts.



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Influenza Pandemic— Phases

Interpandemic period:

1. Low risk
2. New virus

Pandemic alert period:

3. Self limiting
4. Person to person
5. Epidemic

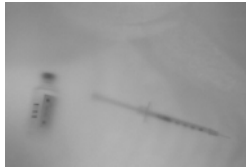


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Influenza Pandemic— Phases

Pandemic period:

6. Pandemic



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Symptoms of Bird Flu

- Fever > 100.4°F (38°C)
- Cough (dry or productive)
- Sore throat
- Muscle aches
- Eye infection (conjunctivitis/pink eye)

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Reduce Exposure— Public Health Authorities

- Monitor outbreaks of human illness associated with bird flu
- Issue advisories
- Support vaccine research/production



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Reduce Exposure— Food Handler Precautions

- Wash hands before and after handling raw poultry.
- Prevent cross-contamination of surfaces.
- Thoroughly cook poultry to 180°F.
- Use care in handling egg shells and raw egg products.

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Reduce Exposure— Medical Worker Precautions

- Wash hands before and after all patient contact.
- Wear gloves and gown for all patient contact.
- Wear eye protection within 3 feet of patient.

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Reduce Exposure— Traveler Precautions

- Avoid poultry farms.
- Avoid animals in open-air markets.
- Avoid surfaces contaminated with feces from any animal, especially poultry.

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Strategies—Work

- Telecommute
- Union and sick leave policies
- Business continuity plans
- Reduction or loss of income

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Strategies— Organizing

- Crisis packets for employees
- Inventory employees equipment (could they work at home)
- List potential volunteers

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Strategies—Food Storage

- Store water and food
- Nonperishable
- Don't require refrigeration
- Easy to prepare without fuel
- Require little or no water

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Strategies—Personal Health

- Get flu shot to protect from seasonal flu.
- Get pneumonia shot to prevent secondary infection if 65+ or have chronic illness (diabetes or asthma)

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Strategies—Personal Hygiene

- Wash hands frequently.
- Cover mouth and nose with tissue when cough or sneeze.
- Deposit used tissues in waste basket.
- Do not use cloth handkerchiefs.
 - > Reusables spread germs.
- Wash hands after coughing or sneezing with soap and warm water; alcohol-based hand sanitizers/gels kill bacteria and viruses.
- Stay at home if you are sick.
- Eat a balanced diet with a variety of foods.
- Do not eat raw eggs or raw-egg products.
- Drink lots of water.
- Go easy on salt, sugar, alcohol and saturated fat.

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Your Policies and Procedures

- Minimize confusion
- Narrow activities assigned to management in an emergency.
- Communicable Disease Policy:
 - Avian flu is an infectious or communicable disease.
 - One infected employee could infect a percentage or all of your workforce.
 - Managing workplace health includes anticipating, recognizing, evaluating and controlling conditions in the workplace that may cause a worker to become ill.

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Communicable Diseases Policy

- Other infectious diseases are:
 - Common cold
 - Seasonal flu
 - Pink eye
 - Mumps
 - Chicken pox
 - Tuberculosis

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Communicable Diseases Policy

- What existing policies do you have that deal with infectious diseases?
- Cough/sneeze etiquette?
- Stay home until no longer infectious?
- Go home if discover sick after arriving at work?
- Instruct supervisor to send people home under specific conditions?
- Recommend employees get vaccinations for seasonal flu or Avian flu, if safe and available.

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Communicable Diseases Policy

- Require a doctor's note when a person is absent a specific number of days or due to a contagious disease?
- Allow scheduling employees in shifts to reduce chance of infecting everyone?
- Permit vacation leave flexibility for staff to care for children if schools close or family members who fall ill?

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Communicable Diseases Policy

Sample:

Leave for Exposure

<http://hr.unc.edu/DATA/SPA/leave/exposure>

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Your BCP

- In a disaster there is no "business as usual."
- The goal for a nonprofit is to continue to provide mission-critical programs and services.
- Long-term, helps promote restoration of day-to-day functions.

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Flu Reality Check

- Your dedicated staff (paid and volunteer) may not show up for work:
 - Sick themselves
 - Fear becoming ill
 - Tending children if school closed down
 - Caring for ill family members

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Flu Reality Check

- Reduced workforce requires rethinking and re-staffing critical jobs.
- Focus only on the:
 - Mission-critical tasks
 - Steps required to fulfill them
 - Who can do the jobs

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Flu Reality Check

Example

- Only the bookkeeper shows up out of a staff of 10. What does the bookkeeper need to do to deliver mission-critical services for your nonprofit?

- No matter what the crisis, the plan is put into effect.
- The plan helps keep the doors open and get the nonprofit up to full working order after the crisis has passed.

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BCP Variables

- How do you cross train your staff?
- What do you do if your current location is not usable?
- What do you do if entire community or county is affected?

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Writing a Staffing Plan

- Start at the end and work backwards.
- Re-assign workers to areas of greatest need.
- Identify a central point to receive requests for staffing help and where staff can report to work.
- Establish and update database with names, job titles and home phone numbers of all employees.



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Writing a Staffing Plan

- Review current labor contracts and policies.
- Set up a system to accept temporary help from people with needed skills.
- Identify communication and training needs.
- Cross train your staff to handle more than one type of job.
- People may have to multi-task until additional staff arrive.

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Emergency Plan

- Writing an emergency staffing plan helps you keep your cool in disaster.
- Look at the big picture: what and who is needed to provide basic services?
- Don't get bogged down in trying to plan to deal with each type of disaster scenario.

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Communications Plan

- People's fear of the disease or their being exposed to it is greater than the statistical odds that they will be exposed.
- Staff is reading and listening to same news stories as you.
- Concerned for their health and health of their families.
- Remember the police in New Orleans.

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Communications Plan

- Talking up policies to staff now will help them focus on their jobs when the crisis hits.
- Educate employees what to expect.
- Inform employees how to proceed.
- Use the database with names, job titles and home phone numbers of all employees to provide new information.

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Communications Plan

- Invite questions from the staff.
- Encourage suggestions from all staff for providing a healthier workplace.
- Promote community sites, dates and times where free flu shots will be given.
- List nearby clinics that offer healthcare.
- Educate staff about personal hygiene

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Summary

- Make sure you have up-to-date communicable disease policy and procedures.
- Know what your mission-critical tasks are, the steps involved and who can do them.
- Cross train your staff.
- Educate your paid and volunteer staff (and possibly clients).
- Provide updates to staff and clients.

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Communications Plan

- Provide up-to-date bulletins.
- Listen to rumor rumbblings.
- Provide factual rebuttals.



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Current Information

- US Centers for Disease Control and Prevention
www.cdc.gov/flu/avian
- World Health Organization
www.who.int/csr/disease/avian_influenza/en/

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Resources

- www.webmd.com
- www.nlm.nih.gov/medlineplus
- www.osha.gov
- www.mayoclinic.com

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