

Pandemic Flu: Issues to Consider

1. Identify critical functions and processes:

- ◆ Life / health / safety - Essential to accomplishing the mission of the agency
- ◆ Critical “Daily” functions that need to be provided EVEN during an event although at a reduced level
- ◆ Identify Standard Operating Procedures of critical functions/processes and clearly document so resources pulled from non-essential functions can perform in an emergency and/or “surge”

2. Identify positions needed to carry out critical functions.
3. Identify staff that can be cross trained to backfill critical functions.
4. Identify critical functions that can be performed via telecommuting and/or manual processes if IT systems are overloaded or is re-assigned staff is not familiar with applications.
5. Identify functions that can be suspended while staff is reassigned to more critical roles.
6. Identify the department’s technology needs related to large-scale telecommuting and conference calling.
 - ◆ Pre-establish conference bridge lines and status call schedules by division
 - ◆ Laptops
7. Review human resource policies to determine whether staff can be prevented from remaining at work is symptomatic for influenza.
8. Determine whether critical functions could be performed through flex shifting.
 - ◆ Establish shifts, longer hours of operations, alternate work days, etc.
9. Review human resource and labor policies regarding the implementation of flex schedules.
10. Promote public education campaigns with posters in all facilities and via staff newsletters, emails, etc.
11. Make alcohol hand gel and disinfectant wipes available and accessible to all staff.
12. Plan internal communications and updates on a regular basis.
13. Ensure alcohol hand gel and educational materials are located at the public entrances to facility.
14. Develop mechanism to track absenteeism.
15. Provide employees educational assistance in home patient care management.