

# Pandemic Flu: Issues to Consider

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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.**
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