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.

Preparatory Planning

- Redefine objectives, goals, missions, and critical tasks
- Practice execution of your plan to identify early conflict points
- Ensure contracts have infectious disease control clauses
- Institute grief counseling for employees
- Cross-train employees to perform critical operations tasks beyond current responsibilities
- Institute grief counseling for employees

Proactive Planning

- Develop a new internal strategy for trouble areas discovered
- Mandate retraining for cross-organizational trust
- 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
- Determine pandemic plan effectiveness during the first wave by identifying unexpected consequences
- Reassess and redefine operational capabilities under pandemic stress

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

- Maintain access 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

Management Oversight

- Consider multiple contingency plans under various scenarios
- Carry out tabletop exercises to test updated plan(s)

Intermittent Communication

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

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

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