

BATTLE THE BUG

Leading your organization through a public health emergency



INFECTIOUS DISEASE INFORMATION

- Infectious diseases threaten international stability
- Infectious diseases last months & come in waves
- Non-pharmaceutical interventions can save lives
- Preparation is different than for natural disasters
- Outbreaks reduce manpower and disrupt operations
- Infectious disease 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 plan.
- Tabletop Exercises:** Organization-wide drill testing and evaluation of the effectiveness of the 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.
- Infectious Disease Team:** An organization's team with roles and responsibilities for epidemic planning



BEFORE AN OUTBREAK

Pre-Infectious Disease Strategy

- Develop a clear plan
- Carry out tabletop exercises to test the plan
- Identify critical priorities and capabilities during an outbreak
- 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 ready
- Institute grief counseling for employees

Preemptive Management

- Identify critical tasks to be performed during an outbreak
- 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 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 plan effectiveness during the first wave by identifying unexpected consequences
- Reassess and redefine operational capabilities under 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 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 outbreak
- Address specific communication problems so that mistakes can be rectified during the next wave