### 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

**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 Control Clause**:
- Non-pharmaceutical interventions can save lives
- Infectious diseases last months & come in waves
- Infectious diseases threaten international stability

### 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