

# Sample Plan for Pandemic Response

[Name of Business] adopts this plan to prepare for and respond to a threat of influenza or other pandemic that causes serious widespread illness. The Board of Directors appoints [Name] as Coordinator for the pandemic response plan.

The purpose of this plan is to address the following issues related to pandemics:

- Creating a culture of infection control in the workplace that is reinforced during the annual influenza season, to include, if possible, options for working offsite while ill, systems to reduce infection transmission, and worker education.
- Establishing contingency plans to maintain delivery of services during times of significant and sustained worker absenteeism.
- Where possible, establishing mechanisms to allow workers to provide services from home if public health officials advise against non-essential travel outside the home.
- Establishing partnerships with other members of the financial community to provide mutual support and maintenance of essential services during a pandemic.

The board also appoints a team of management level and other appropriate staff to assist the Coordinator known as the Pandemic Response Team. The members of this team must include at least one person from each department of our agency, including at least one person from each branch. The Coordinator and each Pandemic Response Team member will select a back-up employee to assume their duties in case of their own illness. This person will be kept current on all emergency procedures and this list will be kept with this plan and updated as needed

Members of this team are:

[Insert the names or titles of each team member]

It is the duty of the Coordinator to:

- Monitor issues and information related to pandemics to keep our plan up to date.
- Recommend any changes to the plan as circumstances warrant.
- Conduct employee training.
- Communicate with public health agencies, emergency responders and others regarding our plan, and understand their capabilities should an outbreak occur.
- Attend external training/seminars about pandemic influenza outbreaks in order to remain current about the pandemic threat in our community.
- Implement this plan should it become necessary.

Pandemic Response Team members will have the following responsibilities:

- Identify and communicate to the Coordinator which employees, vendors, suppliers and systems are essential to maintaining operations at their locations.

- Identify and communicate to the Coordinator the names of possible ancillary employees who could perform certain job duties in the case of a pandemic (e.g. consultants, temporary work services, retired employees).
- Develop and communicate to the Coordinator an emergency communications plan for their departments/locations, including identification of key personnel, vendors, and customers.
- Develop and submit a plan to continue operations at their locations with the least possible number of staff.
- Ensure that all employees in their departments are adequately trained on emergency procedures in the case of a pandemic and in the prevention of illness.
- Encourage all employees to be vaccinated annually for influenza.
- Assist the Coordinator in the implementation of this plan, if necessary, at their locations.

### **Preparation**

The Coordinator will maintain a list of contacts in the health profession to provide consultation and advice regarding this plan and its implementation.

The Coordinator will, at least annually prior to the influenza season, provide information to all employees regarding those practices that are recommended by public health officials that will reduce the spread of the infection. The Coordinator will also develop a list of recommended infection control supplies (hand soaps, tissues, and so on) and ensure that each location has a sufficient supply of them.

The Coordinator will maintain a list of duties and positions for which individual employees are cross-trained within the bank. Should staffing levels drop due to an outbreak, supervisors can use this list to fill in positions where needed.

The Coordinator will maintain a list of duties that employees can perform from home, as well as any equipment (such as computers) that may be necessary to perform those duties. Supervisors can then draw on this list to have those duties performed by employees from home should it become necessary.

The Coordinator shall recommend to the Board an emergency sick leave policy to be adopted in the event of a pandemic. The policy is to be non-punitive and require employees who have been exposed or who exhibit symptoms of the illness to remain at home.

The Coordinator and the Information Technology Director will ensure that the agency has sufficient IT infrastructures to support employee telecommuting and remote access to agency services..

The Coordinator and the Human Resource Director will establish the following policies and procedures:

- Flexible work hours, including staggered work hours and telecommuting
- Restricting employee travel to affected areas

- Guidance for employees returning to the United States from affected areas
- Counseling services for all employees and their families, particularly those affected by illness
- Special procedures/accommodations for employees and customers with special needs or disabilities

The Coordinator shall develop a plan to keep employees informed of developments as they occur, including those employees who remain at home. This could include plans to obtain home e-mail addresses, telephone numbers for employees to call to receive recorded messages, pages on the website for employees, and so on. The plan must also include procedures for responding promptly to employees' questions about such issues as whether to report for work and special hours of operations during a flu outbreak.

The Coordinator and Pandemic Response Team will conduct random drills at all locations to test the effectiveness of our plan.

### **Should a Pandemic Occur**

Should a pandemic occur, the Coordinator will, after consultation with knowledgeable health officials, implement the following steps, as deemed necessary:

- Encourage customers and potential customers to use remote facilities. The staffing of these services is to be increased as necessary to ensure that individuals using them receive prompt service and response so they will continue to use them.
- Employees with job duties that can be accomplished by telecommuting will be encouraged to work from home unless they have been cross-trained to work in place of an employee who is ill.
- The emergency sick leave policy shall be implemented. Supervisors will be instructed to send and keep employees home if they exhibit symptoms of the illness, working from home if practical.
- Team members will contact their key vendors to determine the impact of the outbreak on their operations and its effects on our ability to perform our daily functions, and they will communicate the results to the Coordinator. The Coordinator will see to it that we obtain extra quantities of any necessary supplies that may be threatened due to the outbreak.
- The Coordinator, with the assistance of team members, will monitor staffing levels at all locations and assist supervisors in finding ways to maintain critical operations in light of any staffing shortage. Should the closing of any locations be a consideration due to inadequate staffing availability, the Coordinator will first contact the [Health Officer] to obtain their advice and consent prior to any closing. Should an office be closed, notices shall be posted prominently at the location informing customers of the situation and telling them where and how they can transact business. Telephone and other lines of communication must be routed to a location where they will be staffed by employees so customers' attempts to reach us do not go unanswered.

- The Coordinator is to ensure that the public is kept informed of any changes that affect their transaction of business with us. This information is to be included on the home page of our website, in the lobbies of our locations, and in other media as appropriate.
- The Coordinator is to implement the employee contact plan to ensure that all employees are kept informed of developments as they occur, including employees who remain at home.

### **Testing Our Plan**

The board directs the Emergency Preparedness Coordinator to conduct an annual assessment of our Pandemic Response Plan and submit its findings to the board with the Pandemic Coordinator's and individual managers' responses to exceptions.

The plan is approved by the Board of Directors on \_\_\_\_\_.