



# Business Preparedness A to Z

Experts believe a worldwide outbreak, or pandemic, of influenza will happen someday. The exact timing is not known, but it is certain our everyday lives will drastically change during a pandemic. These changes may include temporary closing of schools or cancellation of events, disruption of normal services such as utilities and some shortages. Up to 40 percent of your workforce could be absent. There are things you can do now to prepare. Take time to understand the needs of your business; and take action to help lessen the impact of an influenza pandemic.

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- A** Forecast and allow for employee **ABSENCES** and develop policies specific to a pandemic, such as sick-leave compensation and when a previously sick employee can return to work.

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  - B** Share **BEST PRACTICES** with other businesses in your community, chambers of commerce and associations to improve community response efforts. Train and prepare **BACK-UP** workforce.

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  - C** Identify **CRITICAL** inputs (raw materials, suppliers). Implement guidelines for face-to-face **CONTACT** (hand shaking, room layout) to prevent spread of influenza in the workplace.

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  - D** Implement an exercise or **DRILL** to test your plan periodically.

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  - E** Identify **ESSENTIAL EMPLOYEES** and functions.

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  - F** Determine potential impact on company **FINANCIALS**. Establish policies for **FLEXIBLE** workplace (telecommuting) and **FLEXIBLE** hours.

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  - G** Ensure availability of **GUIDANCE** and advice during pandemic and emergency response.

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  - H** Evaluate employee access to and availability of **HEALTH CARE** during a pandemic. Improve services as needed.

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  - I** **IDENTIFY** pandemic coordinator and team.

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  - J** **JOIN** local pandemic planning efforts.

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  - K** Provide infection control **KITS** (hand hygiene, tissues, waste receptacles).

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  - L** Ensure communications are culturally and **LINGUISTICALLY** appropriate for your workforce.

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  - M** Evaluate employee access to and availability of **MENTAL HEALTH** and social services, such as community and faith-based resources during a pandemic and improve services as needed.
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<b>N</b>	Identify and address employees and customers with <b>SPECIAL NEEDS</b> during a pandemic.
<b>O</b>	<b>OFFER</b> links to reliable, up-to-date pandemic information from public health and emergency management sources.
<b>P</b>	Complete emergency communication <b>PLANS</b> that include key contacts (and backups), communication channels and processes.
<b>Q</b>	Disseminate a <b>QUICK GUIDE to PANDEMIC</b> fundamentals such as signs of influenza, modes of transmission, personal and family protection and response strategies. Follow the links provided to download documents for your use.
<b>R</b>	Set up authorities, triggers and procedures for activating and terminating the company's pandemic influenza <b>RESPONSE PLAN</b> (altering business operations, shutting down, transferring knowledge to key employees) and share the finished plan with employees.
<b>S</b>	Develop and plan for <b>SCENARIOS</b> likely to increase or decrease the demand for your product or service during a pandemic.
<b>T</b>	Determine potential impact on company-related domestic and international <b>TRAVEL</b> (quarantines, border closures) and develop appropriate policies to address.
<b>U</b>	<b>UNDERSTAND</b> the capabilities and plans of insurers, health plans and major health care facilities.
<b>V</b>	Encourage influenza and pneumococcal <b>VACCINATIONS</b> for employees as appropriate and following public health recommendations.
<b>W</b>	Develop platforms, such as hotlines and dedicated <b>WEB SITES</b> , for communicating pandemic status and actions to employees, vendors, suppliers and customers in a consistent and timely manner.
<b>X</b>	Anticipate employee an <i>X</i> xiety and plan communications accordingly.
<b>Y</b>	Communicate with local and/or state public health agencies and/or emergency responders about the assets/services <b>YOUR</b> business can contribute to the community.
<b>Z</b>	<b>ZIP UP</b> your company's communication and technology infrastructure to support telecommuting and remote access needs.

## GET INFORMED

To see what the State of Ohio is doing to prepare for a pandemic visit <http://www.ohiopandemicflu.gov>. This inter-agency Web site includes many resources for Ohioans:

- Planning resources for Ohio's families, schools, businesses, communities, health care providers and local governments •
- Fact sheets, questions and answers, multi-media files, brochures and more •
- Quarterly planning newsletters – subscribe here •

For more information on national pandemic flu planning, visit the U.S. Health and Human Services Web site <http://www.pandemicflu.gov>. This Web site includes some of the following resources:

- Planning checklists • Family emergency health information sheet • Emergency contacts form •
- Strategies to mitigate pandemics •

The World Health Organization Web site <http://www.who.int/en/> provides updates on avian influenza around the world in several languages. Other resources include:

- Advice for travelers • Frequently asked questions • Industry guidelines •