

PANDEMIC

Canadian Mental Health Association Lambton County Branch	OPERATIONAL PROCEDURE	8.02
Program: Health & Safety	Pandemic Response	
Effective Date: June 7, 2007	Date Revised: October 2009	

PURPOSE

To provide a frame work with which the Management team and Staff can prepare for the likely hood of the occurrence of a Flu Pandemic.

A pandemic occurs 3-4 times each century when a completely new virus appears, unrelated to any previous circulating virus. When this happens, no one has any immunity and the virus spreads rapidly around the globe, infecting millions of people. It is expected that a pandemic could result in 30% or our employees being off sick and many more off to care for family members who are sick. This Business Continuity Plan will identify the agency response during the various periods of a pandemic.

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World Health Organization (WHO) Alert Phases

INTERPANDEMIC PERIOD

Phase 1.

No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals, the risk of human infection or disease is considered to be low.

Phase 2.

No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.

PANDEMIC ALERT PERIOD

Phase 3.

Human infection(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact.

Phase 4.

Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.

Phase 5.

Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).

PANDEMIC PERIOD

Phase 6.

Pandemic phase: increased and sustained transmission in general population.

POSTPANDEMIC PERIOD

Return to interpande mic period.

Interpandemic

Phase 1:

No new virus.

Response:

Annual review of plan in preparation for Phase 2.

Phase 2:

No new influenza virus subtypes in humans, however a circulating animal influenza virus subtype poses a substantial risk to humans.

Response:

Agency Function	Task	Responsibility
Education	All staff to be provided education on flu screening.	Management
Education	All staff and volunteers to be provided hygiene precautions. To also be made available to clients.	Nursing Staff
Safety	Immunization clinic to be held for staff, clients and families. Where not possible, staff to be provided with locations and times of community clinics.	Management
Safety	Utilize best practice for agency cleaning.	Building Maintenance Specialist and Janitorial Staff
Safety	Preventative Measures Kits issued to all front line staff.	Management
Safety	Purchase in advance any needed supplies as identified on the Supplies to Maintain List – Appendix 3.	Admin
Continuity	Develop and review procedures related to access to office and by the public in case of a pandemic.	Management
Continuity	Update of staff contact information to be done annually.	Admin

Pandemic Alert

Phase 3:

Human infection(s) with a new subtype but no human to human spread or at most rare instances of spread to a close contact.

Phase 4:

Small cluster(s) with limited human to human transmission but spread is highly localized suggesting the virus is not well adapted to humans.

Phase 5:

Larger clusters but human to human spread suggesting the virus is becoming increasingly better adapted but may not yet be fully transmissible.

Agency Function	Task	Responsibility
Emergency Response Team	Assemble as identified in the Business Continuity Plan 8.01 Appendix 2	CEO
Communication	Develop key messages to be disseminated to staff as required	Emergency Response Team/ Management
Communication	Key Functions to be addressed for coverage as per the plan if needed at this juncture. Appendix 3	Emergency Response Team/ Management
Planning	If required, assess staffing and make determination as to services to be delivered.	Emergency Response Team/ Management
Continuity	Update staff contact information.	Admin
Education	Provide repeat training for all staff on influenza screening and infection control measures. Appendix 4	Nursing Staff
Safety	Implement Screening process for all face to face contact.	Emergency Response Team/ Management

Pandemic Phase

Phase 6:

Increased and sustained transmission in the general public. Occurs when shown to cause several outbreaks in one country.

Response:

Agency Function	Task	Responsibility
Communication	Confirm via WHO organization website and through County of Lambton Community Health Services that Lambton has reached Pandemic Phase.	Emergency Response Team/ Management
Communication	The agency will seek to consult with the County of Lambton Community Health Services for direction regarding safety measures. Information is disseminated to staff. Appendix 5	Emergency Response Team/ Management
Communication	Key messages as to any changes will be disseminated to staff, clients and stakeholders in a timely manner.	Emergency Response Team/ Management
Continuity	Emergency response team convenes and makes decisions as to the services able to be delivered safely. Based on conditions, some programs may not operate. Face to face contact may be restricted through screening or ceased. Business Continuity Plan is utilized. Key functions are addressed.	Emergency Response Team/ Management
Education	Sessions to be held in regard to influenza screening and preventative measures for all staff.	Nursing Staff
Safety	Review and audit best practice for agency cleaning.	Building Maintenance Specialist and Janitorial Staff

Post Pandemic

Recovery Phase:

This typically is 2-3 years in where there is indication that immunity to the new sub-type is widespread.

Response:

Agency Function	Task	Responsibility
Planning	Confirm via WHO website and/or County of Lambton Community Health Services Department that the Pandemic is over.	Emergency Response Team/ Management
Continuity	Restore any remaining services to pre-pandemic levels where appropriate	Emergency Response Team/ Management
Communication	Provide ongoing key message updates to staff, clients and stakeholders.	Emergency Response Team/ Management
Safety	Ensure supplies are restored to adequate levels as per Supplies to Maintain List. Appendix 1	Admin
Evaluation	Evaluate Business Continuity Plan and response to pandemic. Make changes to the plan as indicated.	Quality Council

Appendix 1

Infection Control Supplies to Maintain

Liquid Hand Washing Soap

Paper Towel

Waterless Hand Sanitizer

Lysol Disinfectant Spray and Wipes

Masks

Latex Gloves

Appendix 2

<p>Canadian Mental Health Association Lambton County Branch</p>	<p>OPERATIONAL PROCEDURE</p>	<p>8.01</p>
<p>Program: Health & Safety</p>	<p>Business Continuity Plan</p>	
<p>Effective Date: June 7, 2007</p>	<p>Date Revised: November 2009</p>	

PURPOSE

CMHA Lambton Branch is committed to client and staff safety by establishing a proactive risk management approach through prevention and preparation for potential risk situations.

CMHA Lambton’s Business Continuity Plan is a continuous process that includes advance plans, arrangements and procedures to maintain business functions, and minimize interruptions when internal or external influences impact on the agencies capacity to operate.

By their nature Emergencies present themselves suddenly and with out notice. For the purpose of this Business Continuity Plan an emergency is understood to be a situation or threats of impending situations abnormally affecting the property and the safety, health and welfare of our clients and staff. Such an emergency will require a controlled and coordinated response. These are distinct from routine operations carried out by staff.

It has been assessed that the most probable emergencies to affect the agency would include a pandemic, or an event that resulted in the loss of use of the CMHA office (i.e. a fire or event that resulted in the need to evacuate).

**CANADIAN MENTAL HEALTH ASSOCIATION
LAMBTON COUNTY BRANCH**

BUSINESS CONTINUITY PLAN

(June 2007)

**210 Lochiel Street
Sarnia, Ontario N7T 4C7**

**Tel: (519) 337- 5411
Fax: (519) 337-2325**

www.cmhalambton.org

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Foreward:

CMHA Lambton Branch is committed to client and staff safety by establishing a proactive risk management approach through prevention and preparation for potential risk situations.

CMHA Lambton's Business Continuity Plan (BCP) is a continuous process that includes advance plans, arrangements and procedures to maintain business functions, and minimize interruptions when internal or external influences impact on the agencies capacity to operate.

By their nature Emergencies present themselves suddenly and with out notice. For the purpose of this BCP an emergency is understood to be a situation or threats of impending situations abnormally affecting the property and the safety, health and welfare of our clients and staff. Such an emergency will require a controlled and coordinated response. These are distinct from routine operations carried out by staff.

It has been assessed that the most probable emergencies to affect the agency would include a pandemic, or an event that resulted in the loss of use of the CMHA office (i.e. a fire or event that resulted in the need to evacuate).

CMHA Emergency Response Team:

Should an emergency arise the first step is to Contact the Manager on Call 333-1206. The Manager on Call will Contact the C.E.O. who will initiate the Emergency response team. The Emergency Response team will meet at the main office (or alternate location if the main office is not accessible).

Our Emergency Response team is comprised of:

<u>Position & Contact</u>	<u>Phone#</u>	<u>Cell#</u>
C.E.O		
Alan Stevenson.	519-869-4064	519-330-1785
Director of Client Services		
Penny Witcher	519-862-1356	519-330-5405
Director of Finance & Corporate Services		
Linda Swain	1-519-436-6100 ext. 273	
Managers		
Amy Davis	519-542-6349	519-330-1789
Rhonny Doxtator	519-869-1120	519-330-0405
Michelle Dupee	519-542-7426	519-381-9811

PANDEMIC

The Emergency Response team will be contacted by the CEO. The Emergency Group will meet at:

Primary Location: 210 Lochiel St. Sarnia

Off Site Location: As identified by the C.E.O.

Although the CEO is ultimately in charge, the Emergency Response team meets to provide a coordinated response with input from the various programs/ departments.

In the event of any emergency, notify the CEO or subsequent alternate as soon as safely possible.

Media:

Any media inquiry shall be directed to the CEO or designate. No media releases will be given without the approval of the CEO.

To gain emergency information access to local radio station is critical.

CHOK 1070

FOX 99.9

Public Information:

Public information for our clients must be timely, accurate, and clear. Remember that communications are of the utmost importance during an emergency. We must advise:

- i) Staff
- ii) Clients
- iii) Family of Clients where appropriate

Personal Family Plan:

Each staff member should have their own family plan. Our families will then be protected and we can carry out our functions in a less stressful environment. For help in developing a family plan, refer to the Emergency Preparedness check list provided on the following Ministry and Lambton County web sites.

<http://www.emergencymanagementontario.ca/english/prepare/athome/athome.html> ¹

Follow links to Emergency Management Ontario – public education then Emergency Kit information.

http://www.lambtononline.com/supplies_kit ²

Emergency Supplies:

Located in the closet in the reception area is an emergency kit. This kit contains the following supplies that will be replenished after an emergency and during the regular audits of the Business Continuity Plan.

- Florescent-taped vest to identify supervisor at the Branch Office who meets Fire, Ambulance, or Police personnel after a 911 call.
- Battery operated radio for emergency news broadcasts. Extra batteries. & head set.
- Cellular phones for back up communication. One for the Branch Office and one for the CEO. Crisis phones are in front office.
- Flash lights and batteries.
- Staff contact list. (Donor Perfect)
- Instructions for forwarding the phone.
- Instructions to change the voice message.
- Contact information for the security company.
- Waterless hand cleaner
- Masks
- Gloves
- Templates for manual documentation of client contacts.

Plan Update:

This plan is to be reviewed annually and updated as needed. The Coordinator of Quality Development is responsible for managing the updating process³.

¹ Last viewed November 9, 2009

² Last viewed November 9, 2009

³ Who will be responsible for maintaining the BCP on an ongoing basis?

EMERGENCY 'INTERNAL' NUMBERS

Management pager:..... 519-333-1206
Chief executive Officer:..... 519-330-1785
Network Solutions Computer support (Bruce): 519-381-6786
Data Base CRMS..... 1-800-617-2767
Lyndon security: 519-336-7413 or 519-383-7777
Crisis: 519-336-3445
Crisis pager:..... 519-333-0452
Crisis answering service 519-464-0336
Forest office: 519-786-2334
Petrolia office: 519-882-0013
Refer to staff list for other contact numbers.

EMERGENCY 'EXTERNAL' NUMBERS

Ambulance..... 911
Fire..... 911
Police 911
OPP Communications Centre 1-888-310-1122
Poison Control 1-800-268-9017
..... 1-877-750-2233 (TTY)
County of Lambton Health Department 519) 383-8331
Spills Action Centre..... 1-800-268-6060
or Contact Fire Service or Police..... 911
Hydro One 1-800-787-4295
Blue water Power..... 519-337-8201
Union Gas..... 1-877-969-0999
City of Sarnia Emergency Management
Cal Gardner 519-344-8861
County of Lambton Emergency Management
Mark Wetering..... 519-845-0801
BlueWater Health 519-464-4500
Crisis nurse..... 519-464-4500 #5579
TeleHealth Ontario..... 1-866-797-0000
Lyndon Security 336-7413 or 383-7777

Public Alerting & Media Sources:

Radio:

CHOK 1070

FOX 99.9

Television:

COGECO Cable Channel 6

Other Related Links & Documents:

City of Sarnia Emergency Plan

<http://www.city.sarnia.on.ca/visit.asp?articleid=47>⁴

Lambton County Emergency Planning

http://www.lambtononline.com/community_emergency_planning

Emergency supply list for families

http://www.lambtononline.com/supplies_kit⁵

Public Safety and Emergency Preparedness Canada

http://getprepared.ca/index_e.asp

Lambton County Health Department:

<http://www.lambtonhealth.on.ca/info.asp>

This site provides information about all health conditions found in the city and around the county. It covers such topics as air quality, disease prevention and control, water quality and West Nile, Pandemic planning updates, etc.

This site provides at glance at what Ontario is doing

http://www.mpss.jus.gov.on.ca/english/pub_security/EMO/about_emo.html⁶

Weather warnings

<http://www.theweathernetwork.com/>

Road Conditions

www.mto.gov.on.ca/english/traveller

⁴ Last viewed November 9, 2009

⁵ Last viewed November 9, 2009

⁶ Last Viewed November 9, 2009

Plan Distribution Check List:

- CEO
- Directors (CMHA)
- Managers (CMHA)
- Administrative Assistant
- Receptionist
- Board Chair (CMHA)
- P:\CMHADocuments\Operational Procedures\Safety "P" Drive

Appendix 3

Financial Addendum

**CMHA Finance Department
Pandemic Influenza Plan 2009**

Overview

This plan defines the roles and responsibilities of the CMHA Chatham-Kent Finance Department in a pandemic emergency. The Finance Department consists of the following individuals:

- Steve Brown
- Shelly Fu
- Mary Look-kan
- Lauraine Patterson
- Linda Swain
- Eugenia Wolanski

Key Services

Many of the Finance Department's activities directly impact the financial stability of CMHA employees, CMHA clients, and vendors that provide goods and services to the agency. To support the financial stability of these stakeholders, there are a number key finance services that must continue during an influenza pandemic -- they include:

1. Payroll processing for CMHA Chatham-Kent
2. Payroll processing for CMHA Lambton County
3. Payroll source deduction payments for CMHA Chatham-Kent
4. Payroll source deduction payments for CMHA Lambton County
5. Landlord rent supplement and utility payments for CMHA Chatham-Kent
6. Landlord rent supplement payments for CMHA Lambton County
7. Landlord building rent for CMHA Chatham-Kent
8. Landlord building rent for CMHA Lambton County
9. Employee expense reimbursements for CMHA Lambton County
10. Group home grocery funds for CMHA Chatham-Kent
11. Trusteeship cash disbursements for CMHA Chatham-Kent
12. Food voucher restocking for CMHA Lambton County
13. Pick-up and delivery of finance-related documents at CMHA Lambton County

This report addresses each of these key services, identifying the individuals responsible for the processing of these services during the influenza pandemic.

1. Payroll processing for CMHA Chatham-Kent

Lauraine Patterson is the primary person responsible for payroll processing. Mary Look-kan is the secondary person, assuming this responsibility in Lauraine's absence.

In the event that both individuals are absent, then Steve Brown will instruct the payroll provider to replicate the direct deposits of the previous payroll. Employees that do not receive a direct deposit, but worked hours during the pay period, will receive a manual cheque for the estimated net payroll from Eugenia Wolanski. Upon Lauraine's return to work, any over payments or underpayments will be corrected on the next payroll.

2. Payroll processing for CMHA Lambton County

Mary Look-kan is the primary person responsible for payroll processing. Lauraine Patterson is the secondary person, assuming this responsibility in Mary's absence.

In the event that both individuals are absent, then Steve Brown will generate a batch to pay all full-time employees for 70 hours. All casual employees that worked hours during the pay period, will receive a manual cheque for the estimated payroll from Eugenia Wolanski. Upon Mary's return to work, any over payments or underpayments will be corrected on the next payroll.

3. Payroll source deduction payments for CMHA Chatham-Kent

While on Ceridian payroll, source deductions are paid direction by Ceridian.

However, once payroll is migrated to HRIS, then Mary Look-kan is the primary person responsible for remitting source deductions. Lauraine Patterson is the secondary person, assuming this responsibility in Mary's absence.

In the event that both individuals are absent, then Steve Brown will assume this responsibility.

4. Payroll source deduction payments for CMHA Lambton County

Mary Look-kan is the primary person responsible for remitting source deductions. Lauraine Patterson is the secondary person, assuming this responsibility in Mary's absence.

In the event that both individuals are absent, then Steve Brown will assume this responsibility.

5. Landlord rent supplement and utility payments for CMHA Chatham-Kent

Eugenia Wolanski is the primary person that receives the Excel spreadsheet from Janet Mieras and generates the vendor payments. Lauraine Patterson is the secondary person, assuming this responsibility in Eugenia's absence.

In the event that both individuals are absent, then Shelly Fu will assume this responsibility.

6. Landlord rent supplement payments for CMHA Lambton County

Mary Look-kan is the primary person that receives the Excel spreadsheet and Change Sheet from Andy Menelaws, updates the reoccurring batch, and generates the vendor payments. Lauraine Patterson is the secondary person, assuming these responsibilities in Mary's absence.

In the event that both individuals are absent, then Eugenia Wolanski will assume this responsibility.

7. Landlord building rent for CMHA Chatham-Kent

Eugenia Wolanski is the primary person that generates the vendor payment. Lauraine Patterson is the secondary person, assuming this responsibility in Eugenia's absence.

In the event that both individuals are absent, then Shelly Fu will assume this responsibility.

8. Landlord building rent for CMHA Lambton County

Mary Look-kan is the primary person that receives the invoice from the vendor and generates the vendor payment. Lauraine Patterson is the secondary person, assuming these responsibilities in Mary's absence.

In the event that both individuals are absent, then Eugenia Wolanski will assume this responsibility.

Mary also hand-delivers this cheque to CMHA Lambton County for pick-up by the vendor. See item 12 below for the process that will be in place during Mary's absence.

9. Employee expense reimbursements for CMHA Lambton County

Mary Look-kan is the primary person that generates the employee expense reimbursements. Eugenia Wolanski is the secondary person, assuming this responsibility in Mary's absence.

In the event that both individuals are absent, then Shelly Fu will assume this responsibility.

Mary also picks-up the expense reports and delivers the cheques to CMHA Lambton County. See item 12 below for the process that will be in place during Mary's absence.

10. Group home grocery funds for CMHA Chatham-Kent

Eugenia Wolanski is the primary person that generates the cheques. Lauraine Patterson is the secondary person, assuming this responsibility in Eugenia's absence. These cheques are created a week in advance, so there should not be an emergency situation as it relates to the generation of the cheque.

Lauraine Patterson is the primary person that deposits the cheques into the grocery bank accounts. Eugenia Wolanski is the secondary person, assuming this responsibility in Lauraine's absence. Cheques are deposited weekly, so in the event that both individuals are absent and deposit needs to be done, then Mary Look-kan will assume this responsibility.

11. Trusteeship cash disbursements for CMHA Chatham-Kent

Eugenia Wolanski is the primary person that generates the client payments. Lauraine Patterson is the secondary person, assuming this responsibility in Eugenia's absence.

Normally, cheques are generated and distributed to the clients. In Eugenia's absence, Lauraine will generate and disburse these cheques. Alternatively, a petty cash cheque could be generated and cashed which equals the total sum to be distributed, so that clients will receive cash instead of cheques. Lauraine will determine the total petty cash amount by adding up the client master sheets.

If the alternative petty cash process is used, then in Eugenia's absence, the two clients that normally receive their cheques in the mail, will have their cheques delivered by their worker or by someone from the Finance Department.

Food vouchers will be distributed to clients based on the amounts identified on their envelopes. In Eugenia's absence, if there are not enough food vouchers, then cash will be substituted.

In the event that both individuals are absent, then Mary Look-kan will assume this responsibility.

12. Food voucher restocking for CMHA Lambton County

Mary Look-kan is the primary person that generates the cheque to restock food vouchers. Eugenia Wolanski is the secondary person, assuming this responsibility in Mary's absence.

In the event that both individuals are absent, then Shelly Fu will assume this responsibility.

Mary also delivers the cheque to CMHA Lambton County. See item 12 below for the process that will be in place during Mary's absence.

13. Pick-up and delivery of finance-related documents at CMHA Lambton County

Mary Look-kan is the primary person that picks-up and delivers finance-related documents every Monday. Lauraine Patterson is the secondary person, assuming this responsibility in Mary's absence.

In the event that both individuals are absent, then Steve Brown will assume this responsibility.

On the Mondays that payroll is being processed in Sarnia, then Lauraine or Steve will physically be on site to pick-up and delivery documents. On the Mondays that payroll processing is not occurring, then Lauraine or Steve will make arrangement for the documents to be couriered between Sarnia and Chatham.

Appendix 4

Cold Vs. Flu Screening

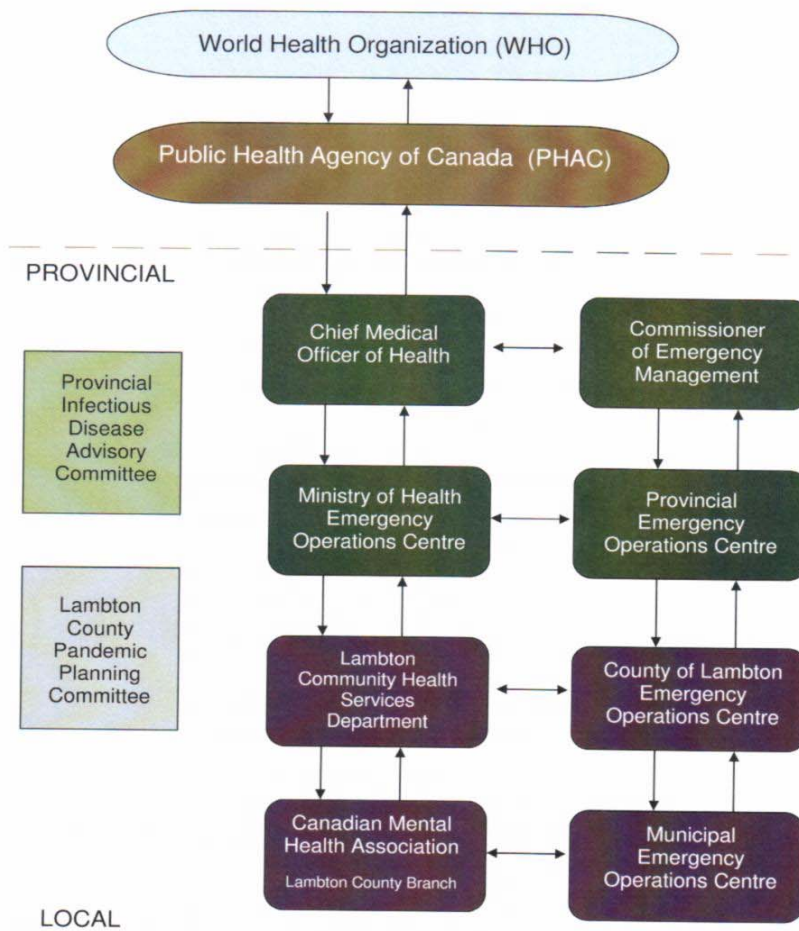
Many people confuse the flu with a bad cold. The following table highlights the differences between influenza and the common cold:

<u>Symptom</u>	<u>Flu</u>	<u>Cold</u>
Fever	Usually present, high (102-104°F or 38-41°C); lasts 3-4 days	Uncommon
Headache	Very common	Uncommon
Aches and pains	Common and often severe	Slight
Fatigue and weakness	Can last up to 14-21 days	Mild
Extreme exhaustion	Very common at the start	Never
Stuffy nose	Sometimes	Common
Sneezing	Sometimes	Common
Sore throat	Sometimes	Common
Chest discomfort, cough	Common	Mild to moderate, hacking cough

Source: HealthyOntario.com

Appendix 5

Emergency Management Structure for Lambton County's Pandemic Response



Reference: Lambton County Pandemic Influenza Plan- Revised October 2, 2009