

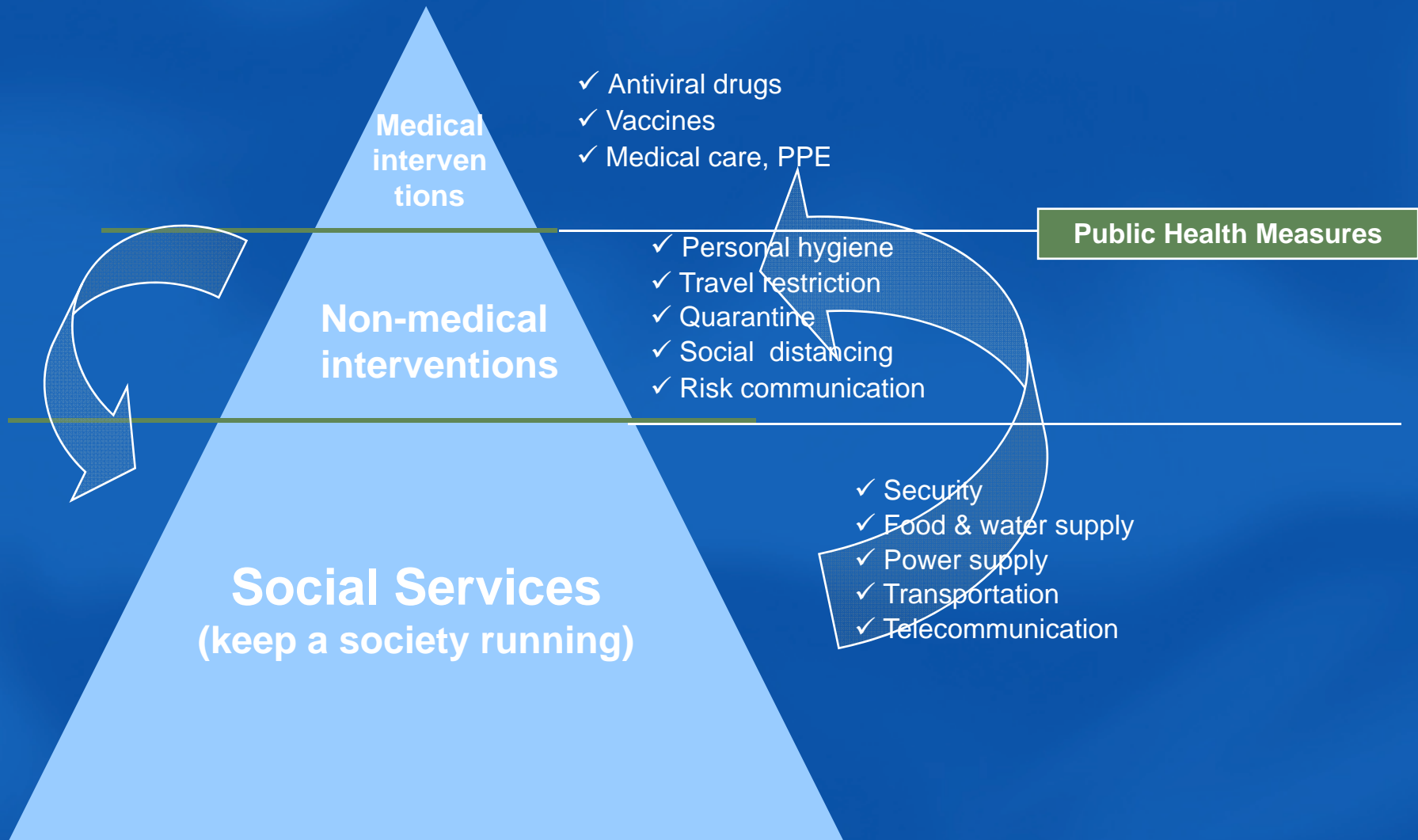
# **Whole of Society Pandemic Readiness**

**Maintaining Essential Services and  
Continuity of Business during a Pandemic**

# Why do pandemic planning beyond health?

- ❑ Reduce social and economic impact
- ❑ Improve continuity of services
- ❑ Strengthen resilience to other threats

# Pandemic Response

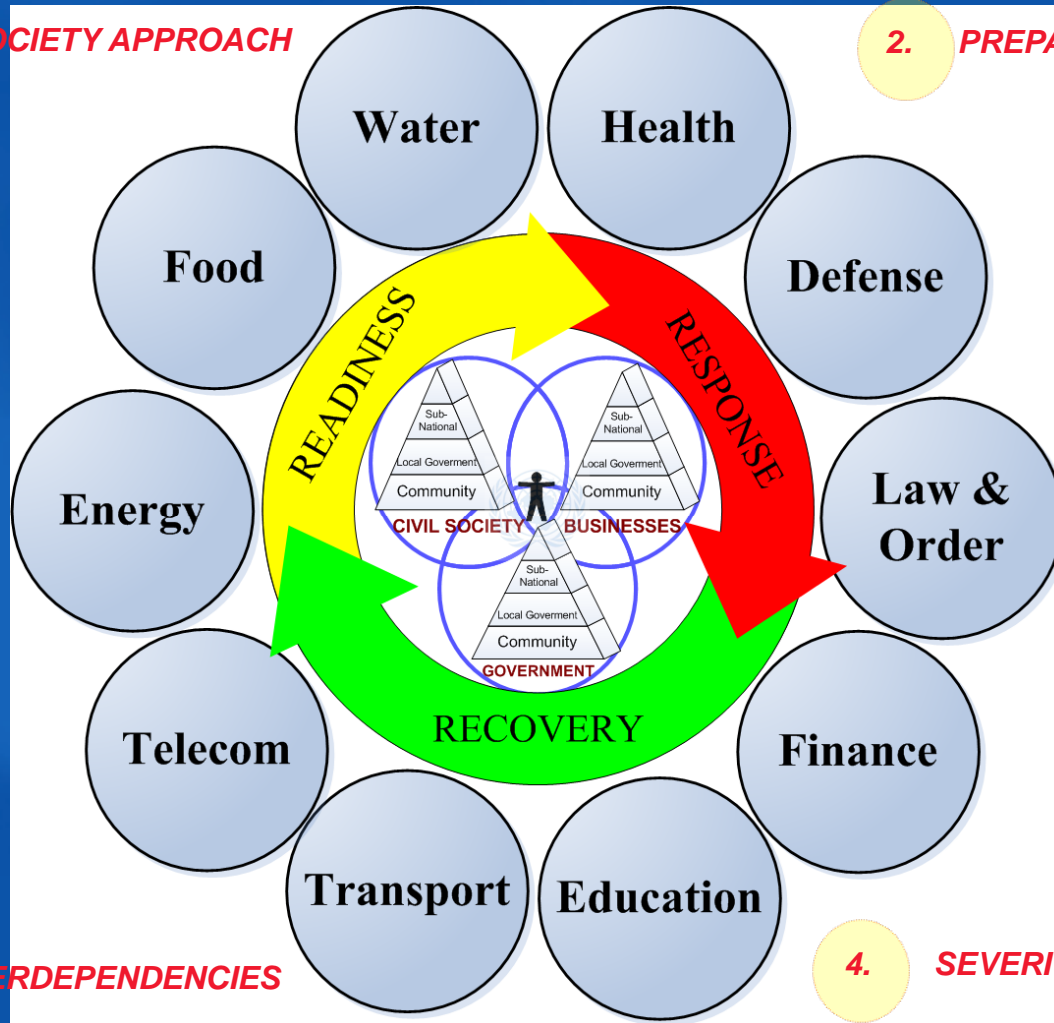


(Adapted from Dr. T. Kasai, WHO WPRO)

# The 5 Pandemic Readiness Principles

1. *WHOLE-OF-SOCIETY APPROACH*

2. *PREPAREDNESS AT ALL LEVELS*



3. *CRITICAL INTERDEPENDENCIES*

4. *SEVERITY-BASED RESPONSE*

5. *RESPECT FOR ETHICAL NORMS*

# Whole of Society Approach

- ❑ Governments, businesses and civil society
- ❑ Concerted and collaborative effort
- ❑ Essential infrastructure and services

# Preparedness at All Levels

- ❑ National and State level - Leadership
- ❑ Local level - Action
- ❑ Integration into national, regional & local disaster management structures, plans & processes
- ❑ Planning should be based around 3 crisis management stages:
  - Readiness
  - Response
  - Recovery

# Critical Interdependencies for Essential Services Providers

- Widespread illness is likely to result in sudden and significant shortages of personnel to provide essential services
  - Complex vulnerabilities
  - Identify essential outputs
  - Identify critical goods and services
  - Map suppliers
  - Plan how to mitigate failure

# Health Sector Interdependencies

- ❑ Transport
- ❑ Telecommunications
- ❑ Energy
- ❑ Water
- ❑ Pharmaceuticals
- ❑ Finance

# Scenario Based Response

- ❑ Severity of pandemic unknown
- ❑ Plan for different scenarios using clearly defined assumptions
- ❑ Specify actions to be taken in the event of different scenarios
- ❑ Clarity on actions to be taken in worst case scenario is important
- ❑ It is prudent to plan for the worst, while hoping for the best

# Ethical Considerations

- ❑ Needs and rights of vulnerable addressed
- ❑ Equitable access to health & vital services
- ❑ Access to information for all sections
- ❑ Communications tailored to overcome obstacles vulnerable groups face in accessing information
- ❑ Wide engagement in planning for response
- ❑ Evaluate and monitor impact
- ❑ Balance between safety of staff and delivery of services to vulnerable groups

# Business Continuity Management

- ❑ BCM during pandemic detailed in BCM plan
- ❑ Planning assumptions provided by health authorities to cover the following:
  - Attack and fatality rates
  - Population susceptibility
  - Worker absenteeism levels
  - Duration of the pandemic
  - Multiple waves of illness
- ❑ BCM Plan - Key steps:
  - Identify critical functions
  - Identify personnel, supplies & equipment
  - Assess need to stockpile
  - Who is going to do what, when & how
  - Assign and train alternates
  - Guidelines for priority of access to services
  - Train staff on health and safety
  - Test social distancing

# Roles

- ❑ Government
- ❑ Line ministries
- ❑ Private sector
- ❑ Civil society
- ❑ Humanitarians
- ❑ Local government
- ❑ Employers

# Legal aspects

- ❑ Health policy
- ❑ Public order
- ❑ Labour issues
- ❑ Identify modifications to existing measures
- ❑ Identify gaps in legal system
- ❑ Prepare legal texts + plan ratification and implementation
- ❑ Develop mechanisms to implement IHR

# Planning Assumptions

The following points should be considered as key planning assumptions for essential services:

1. Susceptibility to the pandemic influenza will be universal
2. Efficient and sustained person-to-person transmission will signal an imminent pandemic
3. The clinical attack rate will likely be 25 percent to 30 percent or higher in the overall population. Illness rates could be highest among school age children (40 percent)
4. Pandemic influenza will be widely dispersed geographically and potentially arrive in waves that could last several months at a time

# Planning Assumptions ....

5. 25 percent to 40 percent of the work force could be absent from work due to illness, caring for an ill family member or fear of being exposed to the illness. Actual rates of absenteeism will depend on the severity of the pandemic. Absenteeism may be higher for those employees who have children
6. High absenteeism rate could last three to four months at a time
7. Certain public health social distancing measures (e.g., closing schools) are likely to increase rates of absenteeism

# Planning Assumptions ....

8. Travel bans, closing of schools and businesses, and cancellation of events could have major impact on communities and citizens
9. Illness among supply chains and infrastructure service workers will affect business operations
10. Pandemic Period could last between 12 to 24 months
11. Pandemic influenza vaccines will likely not be available until six to nine months after the start of the pandemic

# Planning Assumptions ....

12. Businesses can play a key role in the health and safety of their employees and customers, especially those with special needs and whose needs others may not as readily know.
13. The routine healthcare system capacity will be overwhelmed because of the following:
  - A. Healthcare institutions will have a high rate of absenteeism
  - B. There will be a significant number of ill individuals seeking care

# Definition of Essential Services

- ❑ During an influenza pandemic, essential services must be maintained to address the overall goal of reducing morbidity, mortality and secondarily, to reduce societal disruption
- ❑ To ensure the best possible pandemic response, it will be imperative to provide as much protection as possible against pandemic influenza for healthcare workers and other essential service workers
- ❑ In a pandemic, essential services are those that generally meet one or more of the following criteria:
  - ❑ a. Have increased demand placed on them during a pandemic to fulfill basic necessities and social needs
  - ❑ b. Directly support reduction in deaths and hospitalizations
  - ❑ c. Provide healthcare or emergency services

# Essential Service Entities – Listed in Alphabetical not Priority Order

- 1. Death Care Services.** This category includes all cremation, mortuary (and embalming) services. These services are essential to protect environmental and public health associated risks with an increased number of deaths due to the pandemic
- 2. Disaster/Emergency Response Services.** This category includes all full-time professional and volunteer agencies such as fire services, rapid action forces (paramilitary and military). Can be used for maintaining civil order and social functioning
- 3. Emergency Medical Services.** This category includes all private and public ambulance providers and first response organisations. These organisations are critical to maintaining emergency medical systems and providing inter-facility transportation of patients. Includes Red Cross, St. Johns Ambulance

# Essential Service Entities ...

- 4. Food Suppliers (non-restaurant).** This category includes large wholesale and retail food suppliers and distributors – including PDS. These services are critical to meet basic human needs
- 5. Government Agencies.** This category includes local, state and national government agencies that provide key functions in regard to leadership, decision-making and general government oversight and tasks
- 6. Hospitals, Clinics and other Medical Facilities.** This category includes all acute care hospitals, community medical clinics, mental health and psychiatric facilities and skilled nursing facilities. These facilities are critical to maintaining the healthcare delivery system, at all levels

# Essential Service Entities

- 7. Law Enforcement Agencies.** This category includes all public police and other law enforcement agencies including correctional facilities. These services are critical to maintaining civil order and social functioning. They contribute to a pandemic response by providing security to hospitals and alternate care sites, as well as assisting with the implementation of Health Officer Orders and Directives
- 8. Media Organizations.** This category includes television, print, radio, and web-based media organisations that operate within the state. These organisations are essential for supporting communications to the public and providing critical public information during times of local emergency
- 9. Pharmacies.** This category includes all retail and hospital-based pharmacies. Pharmacies help maintain the healthcare delivery system by providing access to medications for patients affected by pandemic influenza

# Essential Service Entities

- 10. Public Health Services.** This category includes public health services assigned to various disease investigation and response activities, and other key functions associated with the protection of public health. This group includes services that are essential for surveillance of the disease, overall pandemic response and the coordination of countywide medical response
- 11. Public Transportation Agencies.** This category includes organisations responsible for providing public transportation services including bus, train, light rail and river transport services. These services are essential to assure that the basic social and community infrastructure is not disrupted. Transportation may also be needed for the transport of ill persons during the pandemic

# Essential Service Entities...

**12. Utility Services (e.g., water, sanitation, power/ electricity, telecommunications).** This category includes private and public sector utility service entities. These services are critical for the support of the healthcare system, as well as to meet basic human needs.

**Thank You**