**Management Plan**

**Infectious Illness and Aerosol Transmittal Disease**

The purpose of the following plan is to reduce the potential business impact associated with community spread illness resulting from exposure to seasonal viruses and aerosol transmissible disease (ATD) in a non-healthcare application. This plan should be included as part of the organization’s emergency response and disaster recovery plan.

**How to Use the Document**

Public health related illness and ATD can have a dramatic effect on an employer’s ability to maintain normal production and services, potentially resulting in income loss to the organization. This thought-provoking guide may be used to help management teams mitigate the spread of seasonal illness and ATD in a non-healthcare occupational setting and reduce related financial impact to your business. Thoughtful consideration should be directed at each area by your carefully selected management team to optimize results for your organization.

Definitions that will be useful in understanding how to implement plan are as follows:

**Definitions**

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| **Aerosol Transmissible Disease (ATD)** | A disease or pathogen that spreads through the air (such as chickenpox, measles, and TB) or through droplets (such as influenza, meningitis, and whooping cough). These are the types of diseases this guide is meant to protect against. |
| **Disaster Recovery Plan** | A documented process or set of procedures to execute an organization's disaster recovery processes and recover and protect a business in the event of a disaster. It is a comprehensive statement of consistent actions to be taken before, during and after a disaster. |
| **Engineering Controls** | Designs or modifications to equipment, industrial plants, processes, or systems that reduce the risk of worker exposure to a hazard. |
| **Exposure Incident** | When an employee(s) is exposed to a public health related illness or ATD through airborne exposure or physical contact with an infected surface. Exposure can take place in an occupational or non-occupational setting and may or may not result in illness. However, individuals that are asymptomatic may spread illness to more vulnerable persons. |
| **Health Care Provider** | Any medical professional, such as a doctor (MD), nurse practitioner (NP), physician’s assistant (PA), or nurse (RN). |
| **Personal Protection Equipment (PPE)** | PPE refers to devices worn or used by a worker to protect against hazardous contacts in their environment. PPE prevents the worker from having direct contact with a hazardous agent or equipment by creating a barrier between the potential hazard and the worker. |
| **Referral** | Directing or transporting a suspected ATD case to another facility or service for transport, diagnosis, treatment, isolation, housing, or care. |
| **Screening** | The identification of potential illness or ATD cases through easy-to-spot symptoms, simple questionnaires, and the self-report of symptoms by employees. |
| **Social Distancing and Isolation** | Used to minimize the potential spread of seasonal illness and ATD related to aerosolized particles produced as a result of a virus or disease. Appropriate social distances will be obtained by local department of health or Center for Disease Control (CDC). |
| **Surge** | A rapid spread of a public health related illness or ATD that overwhelms normal services that impacts an organization’s or community to operate normally. |

**Infectious Disease Control Committee Responsibilities:**

General Manager The general manager is ultimately responsible for the continuity of operations with the business he or she runs. Responsibilities include but are not limited to:

* Acts as the Chair of infectious disease control (IDC) committee
* Communicates IDC plans to management and general employee population
* Establishes corporate goals and objectives relative to Corporate wellness
* Approves budgets and allocates resources necessary to mitigate business impact related occurrences
* Delegates responsibilities as necessary
* Makes critical Plan decisions with the assistance of the Infectious Disease Control Committee as the ultimate stakeholder

Human Resources HR will be an invaluable source of information as they serve on the committee. Their responsibilities include:

* Maintain communication or contact with local, state and federal health officials and organizations to project potential business impact with known seasonal illness
* Communicates health benefits packages, PTO and illness policies and available resources to general employee population
* Responds to health benefit inquires requested by the employee population
* Arranges organizational vaccination and inoculation resources
* Leads health fairs and related illness and disease related mitigation strategies
* Develop employment strategy to minimize absenteeism impact on the organizations ability to sustain business
* Prepares employment reports for the IDC committee and management
* Works with operations and other managers to understand labor needs and demands

Finance

* Projects financial impact that projected illness may have on business to the General Manager
* Works closely with the General Manager in making critical business decisions
* Develops health related budgets and financial projections impacted by illness and/or ATD
* Establishes budgets for purchase of surplus supplies
* Participates in IDC committee and meetings as requested
* Collaborate with IDC to ensure and/or revise mitigation strategies are within established budgets

Risk Management

* Evaluates insurance policies with insurance broker representatives to ensure optimum risk financing and transfer
* Directs safety and claims management professionals
* Works with safety management to generate and approve risk reduction and planning activities
* Work with claims professionals to ensure proper claim generation, remuneration, and management of claims filed
* Prepares management reports for the IDC committee~~s~~ as appropriate
* Participates in program development and active participant in the organization’s wellness objectives
* Coordinate Business Impact Analysis with operations, finance and senior management
* Leads IDC mitigation plan response and recovery efforts

Safety Management

* Reviews, develops and/or enhance risk mitigation documents
* Provides direction to management stakeholders relative to gaps in federal, state and local regulatory compliance
* Interacts with regulatory agencies and representatives as necessary
* Directs training and communication efforts to general staff and management
* Assists risk management in the preparation of reports and documents
* Investigates incidents and accidents in conjunction with operations managers
* Active participant in all related committees and sub-committees unless otherwise excused by management

Claims Management

* Reports and oversees the management of all related claims to closure
* Communicates financial impact and cost of claims in conjunction with risk manager
* Collaborates with safety and risk management on post-incident mitigation and claims closure strategies
* Provides opinion of claims management process and efforts to act on behalf of ABC
* Interacts with brokerage claims professionals to arrange reviews and for advocacy on difficult claims

Security

* Actively participates in wellness committee
* Assists with controlling crowds, gathering, etc.
* Conducts informal and/or formal inspections during daily observations
* First responder to incidents directly/indirectly occur as a result of the illness threat
* Involved in triaging efforts with staff, service providers and vendors

Operations Managers

* Leads by example and enforces all [Organization]’s policies as appropriate with staff that they supervise
* Actively participates in wellness and other committees upon request
* Enforces and coaches wellness policies with staff
* Monitors public, community and client compliance with ABC policies relative to controlling exposures
* Ensures adequate supplies of essential equipment and materials as well as back stock
* Develops and communicates staff and management contingency plans to cover potential mass absenteeism

**Prevention & Planning**

[Organization Name] has established an infectious disease control committee to help minimize employee, client and public exposure to potential infectious illness and disease. The IDC is a sub-committee of the (Emergency Operations/Safety Committee) and will form approximately 60-90 days before the anticipated “flu season” of each year. IDC members will review and activate the workplace infectious illness prevention plan.

Infectious disease control committee functions include:

1. Report on the Center for Disease Control projections for seasonal influenza and other illnesses <https://www.cdc.gov/flu/about/burden/preliminary-in-season-estimates.htm>
2. Solidify the organization’s communication strategy to introduce an on-going corporate wellness protocol reinforcement. This will include at minimum:

* Arrangement for “wellness day” flu shots or providers
* Reinforce organizational policy relative to:
  + PTO and Sick Time
  + Illness prevention policy to deter employees from working when they are sick
  + Employee hand and washing and disinfecting
  + Cleaning protocol for frequently touched surfaces
  + Committee and staff gathering, meetings and conferences
  + Casual and/or third party exposure to infectious illness and/or disease
  + Work from home policy
  + National and international travel policies

1. Conduct or re-visit business impact analysis (BIA)

* Identify primary revenue sources and critical operations
* Revisit supply chain - eliminate single source suppliers/providers where possible
* Review and approve contracts with critical vendors, service providers, staffing organizations and strategic partners
* Strategy for difficult to find materials or unavailable equipment replacement
* Identify highly critical staff positions and contingency plans
* Downstream effect of industry or customer events

1. Take inventory of essential items necessary (paper goods, food supply, cleaners and disinfectants, potable water, fuel for generators, etc.) and determine appropriate back stock or necessary supply
2. Identify surge requirements for PPE (such as gloves and N-95 masks)
3. Work with procurement resources to ensure adequate supplies of essential materials
4. Inspect facilities and equipment to ensure adequate placement and functionality (e.g. hand washing and disinfecting stations, PPE distribution and replacement)
5. Conduct table top training with key personnel and management.
6. Provide employee communication and training
7. Create and/or update an “event” communication strategy addressing staff, family member and public information needs
8. Develop and maintain documentation and metrics for year over year comparison and to improve upon system gaps
9. Evaluating signage for proper location and appropriate communication/language(s)
10. Establish furlough or termination policies and financial expectation
11. Work with internal and/or third party recruiters as appropriate to establish staff replacement needs
12. Coordinate with local health officials on ABC company plan and communication protocols

**Response**

1. [Organization Name] will adhere to local, state and federal government guidelines and directives as appropriate in our response to reducing the spread of illness to our employees, patrons and third parties. There may be broad range of responses based upon the potential severity of the illness, geographic concentration and exposure represented to the organization. Possible mitigation strategies may include:

* Ceasing all or selected operations
* Revising operating hours and labor assignments
* Self-triaging employees before each shift
* Eliminating or controlling public access
* Controlling high risk exposure groups
* Reinforcing hygiene and hand washing policies
* Optimizing telework opportunities
* Flexing shifts to reduce employee exposure
* Eliminating or controlling all travel to “hot” zones, regions or countries
* Engaging temporary services to address staffing deficiencies
* Identifying and/or isolating high exposure groups
* Offering social services and assistance with food, pharmaceutical distribution and transportation to employees, employee families and/or the general public

1. Send out frequent communications to update staff and clients. Doing so, will help ease tensions and set staff expectations.
2. Follow local, regional and national news sources. Maintain understanding of state and federal assistance programs such as Federal Emergency Management Association (FEMA) or federal relief packages.
3. Coordinate with local health officials on [Organization Name]’s plan and ongoing efforts as needed.
4. Work with your insurance broker to file claims and ensure proper documentation and records are maintained to obtain appropriate remuneration for covered losses.
5. In the event that buildings and/or facilities are void of occupants, initiate weekly inspection practices to walk the grounds, initiate daily non-routine security checks with an agency or local law enforcement and implement protocol to reduce environmental loss exposures related to extreme weather patterns. Facility staff and/or security will:
   * Monitor unoccupied buildings for lighting, graffiti, homeless encroachment, vandalism, water intrusion, flood potential and fire prevention.
   * Maintain all systems in an active state to include fire protection, life safety, back-up generators and power, plumbing, heating, ventilation, air conditioning and mechanical systems.

**Recovery**

There are a multitude of recovery plans that may apply in part or entirety as [Organization Name] recovers from a high incidence of seasonal illness, disease or a global pandemic. While recovery will vary based upon the impact the incident had on the business, actual recovery may be days, weeks and in more extreme cases months before operations get back to normal status. Phased-in recovery may be appropriate and should involve the following:

1. Prioritize business start-up. Minimum variables that may be included in the phased-in startup include business revenue contribution, critical support operations and staff, potential for staff to contribute to a resurgence of the illness, and staff exposure protection from general public (as needed).
2. Identify and assess risk groups. These groups may be placed in a low, moderate and high degree of risk from the incident. Obtain support information from the Center for Disease Control and/or World Health Organization to help identify at risk group potential. The county Department of Health Services may also offer information to better understand at risk groups in the local area.
3. Phase in groups over 2 to 6 weeks or as directed by public health officials.
4. Conduct facility pre-inspection to ensure all fire and life safety systems are functional and emergency back-up equipment is operational
5. Self-triage staff as they return to work. At minimum, self-triage activities include:
   * Daily before shift interaction by security or the individual’s supervisor
   * Safe distances, personal protective equipment and isolation may be required during the self-triage process and will be determined by management prior to operational re-start.
   * Staff conducting triage should communicate and/or confirm:

* Work at home policy for those exposed to or recovering from illness
* Paid Time Off (PTO) and absenteeism policy
* Encourage workers to take their temperature prior to coming to work.  If above 98.7 or elevated call out of work.
* Ask pointed and scripted questions such as:
  + How are you feeling today?
  + Was your temperature within the normal range?
  + Have you or any of your family knowingly been in the presence of anyone known to test positive for the Corona Virus since you last came to work?
* Document all efforts

1. Employees returning from travel band areas or areas that have been quarantined will not be allowed back to work until available tests have produced negative result or they have met minimum quarantine duration as outlined by health officials.
2. Identify opportunities to create engineering controls such as installing a physical barrier between employees and/or employees and customers. An example would be the installation of a Plexiglas barrier between a cashier and customers.
3. Prevention measures listed by the CDC and/or WHO relative to gathering, social distancing, hand washing, etc. will be followed.
4. [Organization Name] will reduce occupancy levels and limit the number of chairs in conference rooms, break areas and the like and enforce distancing policies as appropriate.
5. Post distancing policies in conspicuous locations such as break areas, conference rooms, etc.

**Post Season Evaluation**

[Organization Name] will conduct a post-incident analysis to identify gaps and make enhancements with the seasonal illness mitigation plan and strategy. The review should take place no less than annually and 60 days prior to anticipated season for illness. Program enhancements and gaps will be addressed by appropriate stakeholders and revised prior to the annual infectious disease control planning committee meeting.