

Pandemic Planning Symposium
Breakout Session Notes
Internal Continuity Planning for Pandemics

How many vaccines have been invented to prevent influenza?

- Guess of 60, 100, 120, 1500
 - Actual number, only 4 different vaccines have been invented

How many infections (mild to severe) could be anticipated in a pandemic?

- Guesses of 60 million? 75 million? 90 million? 25% of population
 - Projection of 50% of population infected at least mildly
 - How will hospitals cope? In small communities with 10,000 people there may only be a dozen or so hospital beds. What happens if the doctors and nurses get sick as well?

What type of services would be impacted?

- Police / Fire
- Sanitation
- Power (ERCOT and Generators / Transmission)
- Supply Chain – Vendors
- Contractors
- Public Transportation
- Food Vendors

Employees may be unwilling to come to work. What are potential solutions?

- Some employees work at home?
- Assisted Health providers – “nurses-on-wheels” (likely overwhelmed in a crisis)
- “Hazard” pay / increased compensation
- Ensure information is shared with all and listen with communication in both directions
- Establish communications mechanisms – phone trees, websites, local TV and radio
- Improvised Childcare
- Food and medicine in the workplace
- Locate potential contractors in areas outside of pandemic (other nations?)

What are some of the critical supply chain products which may be disrupted?

- Water – Gasoline – Phone – Fuel (Coal / Gas / Other)
- Medical – Sanitation – Power

- Mail - Fedex – Internet
- Transmission Poles – Wires – other ‘low inventory’ items
- Cell phone service – 911 response
- Food – Payroll – Financial Services / Banking

What are some of the contingencies which can be managed **before** a Pandemic?

- Maintain higher than normal inventories – safety stock
- Have multiple suppliers of key materials
- Ask suppliers for their continuity plans and ensure they are current
- Use service level agreements from suppliers
 - Develop joint plans for cases of emergency
- Pre-qualify local suppliers
 - References
 - Financials sufficient to survive emergency situations
 - Existence of Business Continuity Plans
- Have insurance policies to cover potential financial losses – business disruption insurance
- Develop ability to impose travel restrictions to impacted areas on short notice
- Provide key employees with laptops and methods for remote access
 - Potentially keep key documents on encrypted memory sticks or other remote storage
 - Ensure that all critical applications can be accessed through remote access

What are some of the activities which can be done with Crisis Management Planning?

- Plan for the worst (and at least be prepared, even if the worst does not occur)
- Test the plan and then refine and review it before testing again
- Monitor external situations such as potential travel risks
- Establish communications methods to employees
 - Phone trees / Auto-dialers / Blackberries
 - Inter or Intranet
 - Local Radio / Television
- Establish mechanisms for management to identify threats and make decisions
 - Consider implementing an Incident Command System structure
- Create check-lists and follow pre-planning suggestions
 - NERC Pandemic planning and CDC checklists of particular relevance
- Establish training programs for key ‘first responder’ staff such as security, health and safety
- Involve internal and external stakeholders
- Develop policies for employees to be able to work at home
 - Family issues – sick family members and childcare
 - Provide technology – cell phone / laptops
 - Ensure access to all systems employees require to complete their jobs
 - Ensure sufficient internet bandwidth is available for all employees for simultaneous use
 - Test plan before an emergency
 - Keep updated contact lists – especially for key employees