Pandemic Planning Toolkit

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Why is disaster preparedness important?

- **Communities** depend on our organizations – especially during disasters.

- During disasters, like pandemics, a lot will change quickly – and you'll have to be ready to **navigate the confusion**.

- It's a lot easier to **address issues beforehand** than to try and do it once the pandemic is happening.

Pre-Test Poll

Intro to the Pandemic Planning Toolkit

- Created by DOHMH

- Covers the main concepts that are common in emergency planning work. Helpful pandemic-oriented examples

- A work in progress – a 1.0 version

- Funding and resources are an issue

- We want your feedback!

The Three C's of Pandemic Planning

Community

Communication

Collaboration

Defining Your Community – Internal Community

Leadership/Management ········· Staff

Volunteers

Internal Community – Questions to Consider

❏ Do you have **contact information** for all people (key contacts) who are involved in your organization?

❏ How many **points of contact** do you have for each person or group (home phone, cell phone, work email, personal email)? Consider having at least three.

❏ How **current** is the contact information, and when is the last time you checked it?

Plan Your Communications: Internal Community

Determine which **types of communication** are most appropriate for each group

- Volunteers
- Leadership / Management
- Staff

For example: your management/leadership may require information about delegation of authority, while your general staff may not.

Types of Info You May Need to Distribute:

- **Continuity of operations information** (who covers which positions if people are unavailable?)

- **Delegation of authority** (who is most qualified in an emergency if key leadership staff are not available?)

- **Human resource policies** around sick leave and working from home information

- Information regarding **vaccinations** when available

- **Training information** (where, when, what)

- **General hygiene information** (wash your hands, cover your cough)

How do you distribute the information?

Once you decide *what* information you need to distribute, you need to decide *how* to best distribute it...

- Social media (which channel?)

- Email

- Robocalling

- Memos

- Direct conversations

- Presentations or lectures

- In-house posters and signs

- External website

- Internal website (Intranet)

Plan Your Communications – External Community

Identify what to communicate and how to communicate most effectively with your **external community**.

Remember, the needs of your external community may differ greatly from those of your internal community.

Plan Your Communications – External Community

Trust

Culture

Comprehension

Controlling Rumors

What types of communications would you share with your external community?

- Information about vaccinations when available

- Personal and household preparedness information

- Service locations (Points of Dispensing, etc.)

- Partner organization information

- Government assistance information

- Special hours of operation or special methods of delivering services, for example, use of personal protective equipment (PPE)

- General hygiene information (wash your hands, cover your cough)

How do you distribute the information?
Once you decide what information you need to distribute, you need to decide how to best distribute it...

- Social media
- Websites
- Mass emails
- Mass mailings
- Flyers and handouts
- Door to door canvassing (may not be advisable during a pandemic!)
- Presentations, lectures, or meetings
- Posters, signs, or billboards
- Conference calls

Barriers to Communication

*What sort of **challenges** might you face in communicating emergency information?*

- Cultural barriers
- Language barriers
- Structural barriers
- Sensory barriers
- Access barriers
- Comprehension barriers
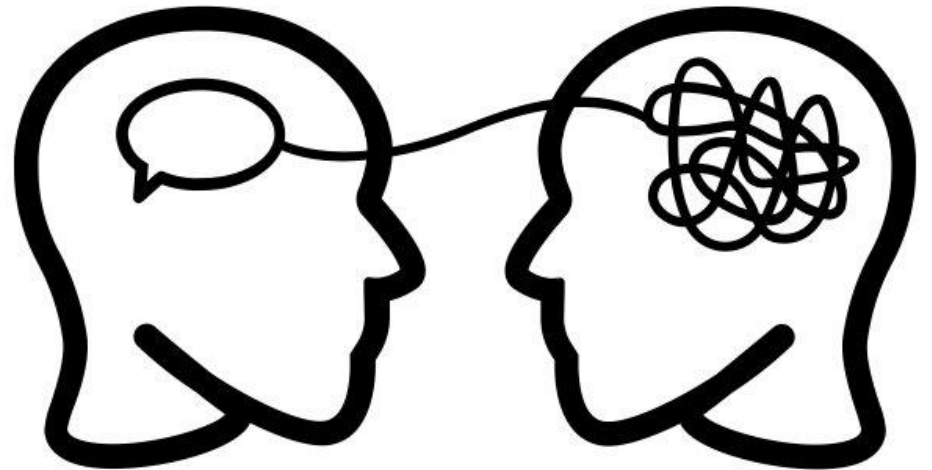
Plan for Continuity

- Identify the **potential impacts** a pandemic may have on your organization and the populations you serve such as:
  - Staff shortages
  - Transportation problems
  - Shortages and gaps in your supply chain

- Look for additional information from organizations like the New York City Department of Health and Mental Hygiene (NYC Health Department) and the Center for Disease Control (CDC) who will issue **additional guidance** during an actual pandemic.

Building Resilience

Preparing for continuity during an emergency like a pandemic can be broken down into several components:

- **Planning**

- **Training**

- **Exercising**

Building Resilience – Internal Community

What plans do you need in place should some, most, or even all of your leadership, management, and staff be unavailable?

- **Orders of Succession** (who takes over when one manager or leader is unavailable)

- **Delegations of Authority** (define who has the power to put someone in charge of something they aren't usually in charge of)

Function	Position	Name	Contact Information	Notes
What do they do?	What is the name or title of their position?	First and last at a minimum.	Include any phone numbers, emails or other points of contact. More points of contact are better.	Any additional important information like where they work or who they work for.
	Feeding Manager	Dr. Jane Doe, Ph.D.	Office: 000-555-1234 Cell: 000-555-5678 Work Email: jane.doe@ fakeorganization.org Skype Account: jdoefeedingnyc	Manages the Brooklyn and Queens Community Kitchens. Works from the Manhattan office.
*EXAMPLE: Manages the preparation of food and feeding of community members.	Alternate Feeding Manager 1	John Q. Public	Office: 000-555-9876 Cell: 000-555-4321 Work Email: john.public @fakeorganization.org Skype Account: jqpubfeedingnyc	Currently coordinator at Queens feeding site.
	Alternate Feeding Manager 2	James Sample	Office: 000-555-6543 Cell: 000-555-3456 Work Email: james.sample@ fakeorganization.org Personal Email: sample@fakemail.com	

Staff needs

Staffing and Pay
- Replacement staff
- Temporary staff
- Overtime pay

Working Environment & Leave
- Additional workspace
- Additional leave
- Permission to work from home

Support Services & Supplies
- Additional administrative supplies
- Day care (for adults and children)
- Mental health support
- PPE (masks, gloves, etc.)
- Transportation support

Building Resilience – External Community

You may need to provide **additional services** (or provide existing services in a new way) in order to help those you serve maintain continuity in their lives during a pandemic. In order to do this, you will need to determine what you can provide and how you can provide it.

Accounting for Additional Costs

❑ Identify any **additional supplies or services** that might be needed outside of your normal operations.
  - Medicine
  - Medical supplies
  - Mental health support
  - Hygiene items (tissues, hand sanitizer, cleaning supplies, etc.)
  - Additional tech support and equipment that may enable employees to work remotely

❑ Identify **costs for training** staff and clients
  - Print materials
  - Additional training staff
  - Outreach to your communities

Accounting for Additional Costs – Working with Your Contract Manager

If you hold a contract, **ensure that you speak with your contract manager** in advance, or early on, about what contract deliverables and budget can be adjusted to sustain critical services.

Ideally, your organization has completed a **Continuity of Operations Plan (COOP)** to sustain your services, but if not, you may need to run through those with your contract manager and request modifications.

Discussion

Continuity of Operations is a continuous process that never stops.

Questions?

Post-Test Poll

Resources

- www.humanservicescouncil.org/disaster

- www.humanservicescouncil.org/covid-19

Contact Us for More Information

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