

# Association of Contingency Planners First State Chapter Meeting It's a Pandemic November 17, 2015

Prepared by Robert Ricker  
Witt O'Brien's



## Welcome

- Emergency exits
- Rest rooms
- Cell phones on vibrate
- Smokers: location or no smoking on property



## Agenda

- 9:00 AM - 9:15 AM Welcome and Introductions
- 9:15 AM - 9:45 AM Exercise Overview
- 9:45 AM - 10:45 AM Scenario Module 1
- 10:45 AM - 11:00 AM Break
- 11:00 AM - 12:00 PM Scenario Module 2
- 12:00 PM - 12:30 PM Lunch & Chapter Announcements
- 12:30 PM - 1:30 PM Scenario Module 3
- 1:30 PM - 1:45 PM Break
- 1:45 PM - 1:55 PM Scenario Module 4
- 1:45 PM - 2:30 PM Debrief & drawing and giveaways



## Special Thanks

Paul Sweeney Public Safety Building  
New Castle Emergency Management Agency  
*Dave Scott*

Witt O'Brien's  
*Robert Ricker*



## Speaker Introduction

- ▶ Robert Ricker is a Program Manager/Administrative Lead with Witt O'Brien's.
- ▶ His core planning capabilities are in Continuity of Operations, Emergency Operations Planning, Response Oriented Activities (Active Shooter), and Exercise Development and Facilitation.
- ▶ Specializes in natural and human caused event preparedness and response, homeland security policy and Law Enforcement Policy and Procedures.
- ▶ Homeland Security Exercise and Evaluation Program (HSEEP) certified and has many years of experience in developing and facilitating a variety of exercises.



## Pandemic Flu Continuity Tabletop Exercise

First State ACP Chapter  
November 17, 2015



## What is a Tabletop Exercise?

### A time for:

- ▶ people come together to review and discuss a hypothetical emergency situation
- ▶ Identifying planning and preparation priorities
- ▶ participants to talk through plans and issues

\*Not designed to measure anyone's performance



## Introductions & Exercise Roles

- ▶ **Facilitator**
  - ▶ Provides instructions, tells the story, introduces the questions, guides the discussion, and keeps the exercise on topic and on time.
- ▶ **Participants**
  - ▶ Play themselves or an assigned role.
  - ▶ Immerse themselves in the scenario as if it were true
  - ▶ Participate in group discussions
- ▶ **Evaluators**
  - ▶ Observe the exercise and evaluate the process



## Guidelines

- ▶ Respect all ideas and comments
- ▶ Participate
- ▶ Try to stay on the topic
- ▶ Focus on solutions not issues
- ▶ Keep a list of planning gaps that need to be addressed and incorporated into your plan



## Exercise Objectives

- ▶ **To increase preparedness for a pandemic flu**
  - ▶ Discuss staff and external partner roles and responsibilities during a health emergency
  - ▶ Provide situation reports to all decision-makers in a timely manner regarding the nature of the event, and existing and potential hazards
  - ▶ Practice information flow and emergency notifications to all pertinent stakeholders by all means available
  - ▶ Discuss the coordination of public information, to include social media as the event unfolds
  - ▶ Determine needed revisions to existing plans and if additional plans should be developed through the Hotwash.



## Exercise Objectives

- ▶ **To increase preparedness for a pandemic flu - continued**
  - ▶ Practice timely communications in support of situational awareness and operations among and between Private Sector Partners affected by the health emergency
  - ▶ Discuss the management of vital resources and of maintaining all essential services during a health emergency by all means available.



## Critical Tasks

- ▶ Use the preparedness plan
- ▶ Analyze the situation
- ▶ Communicate with employees, partners, vendors, clients, and the community
- ▶ Control disease
- ▶ Manage personnel
- ▶ Maintain essential services



## Assumptions & Artificialities

- ▶ This scenario is hypothetical.
  - ▶ The emergence of a new pandemic flu strain may occur differently.
  - ▶ The effects of a pandemic flu on our community may be different.
  - ▶ Public health recommendations may be different. The Department of Health will make recommendations that are appropriate to the specific situation.

## Module 1

First Cases Overseas

## Module 1: First Cases Overseas

- ▶ Human-to-human transmission of H5N1 influenza virus
- ▶ Possible outbreaks in multiple countries
- ▶ No cases in the US



## WHO Pandemic Flu Phase & US Federal Government Response Stages

WHO Phases		Federal Government Response Stages	
<b>INTER-PANDEMIC PERIOD</b>			
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. If present in animals, the risk of human disease is considered to be low.	0	New domestic animal outbreak in at-risk country
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.		
<b>PANDEMIC ALERT PERIOD</b>			
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.	0	New domestic animal outbreak in at-risk country
4	Small cluster(s) with limited human-to-human transmission that appear to be geographically localized, suggesting that the virus is not yet adapted to humans.	1	Suspected human outbreak overseas
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).	2	Confirmed human outbreak overseas
<b>PANDEMIC PERIOD</b>			
6	Pandemic phase: increased and sustained transmission in general population.	3	Widespread human outbreaks in multiple locations overseas
		4	First human case in North America
		5	Spread throughout United States
		6	Recovery and preparation for subsequent waves

## Module 1: First Cases Overseas Discussion - Worried Workers

- ▶ Some of your employees have watched the news and are worried. They want to know what your organization will do if the disease spreads to Delaware.
  - ▶ What do you tell employees?
  - ▶ Who is responsible for communicating with staff?

## Module 1: First Cases Overseas Discussion - Worried Workers

- ▶ Experts believe that it is only a matter of time before this new flu virus spreads worldwide.
  - ▶ What does your business do to prepare?
    - ▶ How do you monitor the situation?
    - ▶ Do you update staff on the situation?
    - ▶ How do you prepare staff for possible reassignments?
    - ▶ Do you make changes to your standard cleaning protocols?
    - ▶ Do you make changes to your inventory stockpiles?
    - ▶ Do you activate your Continuity Plan? Pandemic Flu Plan?

## Module 2

First Cases in the US



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## Module 2: First Cases in US

- The news reports:
  - Multiple cases in European, Asian, and African countries
  - First cases reported in the US
    - Southern California reports the first case in the state
- The WHO and Federal Government raise the Pandemic Alert Phase and Stage




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### WHO Pandemic Flu Phase & US Federal Government Response Stages

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<b>PANDEMIC ALERT PERIOD</b>			
3	Human infections with a new subtype, but no human-to-human spread or at most rare instances of spread to a close contact.	2	Confirmed human outbreak overseas
4	Small clusters with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.	3	Multiple human outbreaks in multiple locations overseas
5	Larger clusters 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).	4	First human case in North America
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## Module 2: First Cases in US California Department of Health Services Actions

- ▶ Local, State, and Federal Health agencies have activated their response plans
- ▶ Reliable up-to-date information provided:
  - ▶ Press conferences held daily
  - ▶ Updates issued daily on pandemic status and guidance provided
  - ▶ Department of Health and Social Services issues Health Alert to clinicians
  - ▶ Live operators respond to public questions through 211 telephone information service




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## Module 2: First Cases in US California Department of Health Services Actions

- ▶ State issues order to dismiss students from school
- ▶ Heightened hygiene measures encouraged:
  - ▶ Wear a face mask when outside of your home
  - ▶ Cover your cough and sneeze
  - ▶ Stay home when sick
  - ▶ Wash your hands often
  - ▶ Stay 6 feet away from unmasked people if possible, and especially if not wearing a mask yourself
  - ▶ Clean and disinfect commonly used surfaces



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## Module 2: First Cases in US State of Business

- Employees are concerned about the spread of pandemic flu to Delaware.
- Absenteeism at your organization has increased by 10% above normal.
  - Some employees report that they must stay home with children who have been dismissed from school
- Some deliveries of supplies that you rely on have been delayed by a few days to weeks.




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## Module 2: First Cases in US

### Discussion: Activation

- ▶ Following the announcement of one case in Delaware do you activate your Continuity Plan? Pandemic Flu Plan?
- ▶ What criteria must be met to activate the plan?
- ▶ What process is used for activating the plan?
- ▶ If you activate...
  - ▶ What are your response objectives?
  - ▶ How are you organized?
  - ▶ Who is in charge? What if they are out?
  - ▶ How do you notify staff of the activation?
  - ▶ What do you tell them?
- ▶ If you do not activate, what threshold or criteria need to be met?



## Lunch

Please enjoy the delicious meal provided. First State ACP announcements will begin at 12:20. Thank you.



## Chapter Announcements

- ▶ 2015 MVP Announcement
- ▶ Board Elections: Nominations for 2016 board
  - ▶ 2016 nominations are listed on the next slide. Thank you to everyone that has stepped up to serve. Several current board members have served for an extended period of time and new blood was needed. Thanks to these individuals we will be able to continue the chapter for another year.
- ▶ Finance Committee
  - ▶ 3 Volunteers needed to serve on the Finance Committee and complete the chapter audit- must be a member in good standing.
- ▶ Chapter Renewals
  - ▶ All member renewals are due on Jan. 1, 2016. Reminders will be sent out shortly from National. You can renew online or by mailing in your renewal fees and application. Please be sure to indicate the First State Chapter when processing your renewals.
- ▶ 2016 Chapter Meetings: Cyber Security
  - ▶ February
  - ▶ May
  - ▶ August
  - ▶ November



## First State ACP Board

- President - Lori Gorman
- Secretary - Open
- Treasurer - Jason Lyons
- Programs - Open
- Information - Claudette Marin-Wus
- Membership - Kimberly Carty
- Public Relations - Open
- Education/Seminars- Open
- Nominations: Dave Carpenter Jr., Dolores Ackerman



## 2016 Chapter Meetings

- February: Webinar
- May: Tour
- August: TBD
- November: Exercise



## Events & Conferences

### December Webinar

<https://www.acp-international.com/learn/acp-webinars>

Not yet announced

### DRI International Conference

<http://www.driconference.org/>  
Hyatt Regency Atlanta  
Atlanta, GA March 6 - 9, 2016

Events published by email, e-news, and the ACP First State Website:  
<http://firststate.acp-international.com/> and the ACP National Website:  
<http://www.acp-international.com/>



## Participate

- Our success is your success
  - Provide feedback from meetings using survey
  - Become a member
  - Consider a position on the board
  - Attend future meetings
  - Bring a friend/co-worker

## Module 3

First Cases in Delaware

## Module 3: First Cases in Delaware

- The Delaware Department of Health reports:
  - 4 cases in insert city.
  - Multiple cases confirmed throughout the US.
- WHO Phase remains at 6 (Pandemic)
- Federal Government raises Stage to 5 (spread throughout the US)



## WHO Pandemic Flu Phase & US Federal Government Response Stages

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## Module 3: First Cases in Delaware Discussion - Situation Analysis

- ▶ Each day media sources (newspapers, TV news, radio, internet) report on situation. Some of the information is alarming and contradictory.
  - ▶ How does your organization stay apprised of the evolving situation?
  - ▶ Where does your organization get accurate up-to-date information?
  - ▶ Who is responsible for collecting, analyzing, and sharing information?
  - ▶ What information do they collect?
    - ▶ Pandemic flu status
    - ▶ Disease control safety recommendations
    - ▶ Business or industry-specific information
    - ▶ Other?



## Module 3: First Cases in Delaware Discussion - Situation Analysis (Part 2)

- ▶ Some businesses seem to be affected by the pandemic.
  - ▶ How do you monitor the affects of the pandemic on your organization?
  - ▶ Who is responsible for collecting, analyzing, and sharing information?
  - ▶ What information is collected?
  - ▶ Who is the information shared with and how?



### Module 3: First Cases in Delaware Discussion - Disease Control

The Department of Health recommends implementing a combination of disease control measures in the workplace, including:

- ▶ **Heightened hygiene practices**
  - ▶ What hygiene practices do you encourage?
  - ▶ How do you disseminate this information?
  - ▶ What supplies (e.g., soap, disinfecting solutions) do you make available to staff to enable them to practice these measures? Are they in stock?
  - ▶ What commonly touched surfaces (e.g., door knobs, railings, counters) need to be disinfected regularly? Who does this? Do you have instructions so that this can be done safely?



### Module 3: First Cases in Delaware Discussion - Disease Control

- ▶ **Social distancing**
  - ▶ What social distancing strategies do you implement?
    - ▶ Use of teleconferences instead of meetings
    - ▶ Separation of work stations by 6 feet or greater
    - ▶ Telecommuting
    - ▶ Staggered work shifts
    - ▶ Face-to-face barriers
- ▶ **Protective equipment**
  - ▶ Face masks to cover the nose & mouth are recommended while in public and work settings. Are you able to provide masks to your employees for use at work?
  - ▶ Gloves are recommended when cleaning and disinfecting. Do you have these in stock?



### Module 3: First Cases in Delaware Discussion - Essential Operations

- ▶ Your organization continues to operate with no significant difficulties. However you expect the situation to worsen and decide to prioritize operations.
  - ▶ What operations are essential for the viability of your business?
  - ▶ Can certain operations be postponed temporarily or indefinitely?
- ▶ Will you re-assign staff to perform essential operations?



### Module 4: First Cases in Delaware Discussion - Return to Work

- ▶ Your organization continues to operate with no significant difficulties. The situation has peaked and most employees are preparing returning to work.
  - ▶ How much time does your organization need to prepare to reopen or reengage business units that were either operating at less than desired, or not at all?
  - ▶ Are there any concerns about returning to a "normal" operation?
- ▶ Does your organization have agreements in place for decontamination or sanitizing the facilities?



### Hot Wash Debrief



### Hot Wash

- ▶ A Hot Wash, or debrief, is your chance to provide feedback on the exercise and on how well you think we as a business responded to the scenario.
- ▶ Everyone's input is important, so please share your thoughts.
- ▶ How do you think the exercise process went overall?



## Hot Wash

- ▶ Were all of the exercise learning objectives met?
- ▶ How well did your group understand and perform critical tasks such as:
  - ▶ Activation
  - ▶ Situation analysis
  - ▶ Communication with employees, partners, vendors, clients, and the community
  - ▶ Disease control
  - ▶ Personnel management
  - ▶ Essential operations



## Hot Wash

- ▶ What are three things that went well?
- ▶ What are three things that could have gone better?



## Hot Wash

- ▶ What major gaps exist in your plans?
- ▶ What is the priority for addressing these gaps?
- ▶ Who is responsible?
- ▶ What is the expected completion date for each step?



## Questions and Discussion

Gift card drawing  
Don't forget your goody bag  
Thank you for attending  
Please complete meeting survey

Be sure to join us for the next meeting

## Thank You!

See Scenario Module Hotwash Document  
for exercise Lessons Learned.

## General Exercise Findings, Good Practices, and Challenges

- Ensuring telework availability before and during an event.
  - Consider increasing telework capacity if it is anticipated to be needed
- Encourage virtual meetings using Skype
- Evaluate which critical functions might be able to slow down or enter a stagnant period.
- Review cleaning policies and procedures
- Identify one team to send out messages to ensure consistency
- Having a “trigger” that would acknowledge a surge of questions by employees
- Stocking up on supplies that could eventually be in short supply.
- Review back up strategies for a reduction in staffing and modify if needed
- Review emergency purchasing policies
- Encourage telecommuting and social distancing
- Increase outreach to employees to prevent disease spread.
- Encourage personal and family preparedness
- A major challenge noted is balancing message
- Consider the use of the social media to help spread messages
- Talk to utilities to ensure basic power
- Review or implement criteria for activation (percentages of absenteeism)
- Evaluate essential functions against current staffing and expected staffing
- Consider the use of temporary staffing agencies
- Consider the impact of HR, labor and other prohibiting factors (unions, pay grades, etc)
- Increase depth of Orders of Succession
- Review statutory requirements
- Prepare for rumor control and controlling the message. Pre-scripted messages can be useful.
- Plan to use a “Planning Section” to address the next operational period (what is to come)
- Consider that essential third party services may also be impacts (i.e. trash collection, utilities)
- Establish a system for tracking criteria (i.e. number of staff out, increase and decreasing). Identify someone that can be responsible to monitor.
- Consider the needs that your organization may have for counseling. Identify alternate sources (chaplains, clergy, counselors)
- Incorporate facilities management and cleaning management into planning and response activities.
- Identify additional steps that may be needed or needed more frequently (trash removal, air filter replacement)
- Identify how to sanitize the facility before a full return to work
- Determine how HR should be involved in response and return to work situation.
- Provide a process to capture after actions and lessons learned.

## Public Sector/Government Exercise Findings, Good Practices, and Challenges

- The County has a cache of prophylaxis and a Point of Distribution Plan that would be used to strategically distribute medication to employees and the public should it be needed.
- The Courts have distributed “pan kits” that contain some basic hygiene related items that would be expected to be used in a pandemic (i.e. mask, sanitizer)
- Department of Health would increase surveillance and begin holding regular conference calls
- DelHealthNetwork has the capability to push out messaging
- Team leads (ESF) would establish lines of communication
- County would send out a “Hot Now” alert. The Director of EMS would be involved/
- Contacting suppliers to verify stock
- Distributing PPE to first responders
- Begin to supply hand sanitizer in public spaces more prominently
- Utilize emergency notification systems to share messages (DEN, iPAWS)
- Reiterate the information from the Department of Health
- Some areas cannot work at home, such as courts
- Public Health would be holding daily (or more frequent) conference calls
- The state medical operations center would be activated
- Courts would designate an employee to handle media coordination
- The county is exploring the concept of a Business Operations Center that would connect the public and private sector in a disaster.

## Private Sector

- Some businesses have been able to agree to be a “closed” point of distribution for prophylaxis.
- Review the playbook and the escalation triggers
- Have established Crisis Management Team
- Take the opportunity to remind employees of the companies closed POD status.
- Initiate the plan and roll the plan down as the escalation triggers are met.
- Monitor the spread of illness through the local employees.
- Would utilize third party monitoring and intelligence system to monitor various locations as well as local news and on site reports.