Business continuity planning for pandemic influenza

AmCham Denmark & OSAC seminar
3M in Glostrup, 2 November 2007

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Danish Emergency Management Agency (DEMA)
1. A few facts about DEMA and our role
2. What to expect during a pandemic?
3. What will the government do?
4. How can companies plan ahead?

- DEMA’s new BCM planning guide for pandemic influenza
An agency within the Ministry of Defense structure.

In charge of the ‘national rescue preparedness’ (response force with conscripts/OFF/NCO at 5 centers, ready to respond 24/7).

Supports, advises and carries out inspections of the ‘municipal rescue preparedness’ (i.e., the local fire & rescue services).

Responsible for nuclear and chemical preparedness.

Co-ordinates the preparedness planning within the civil sector in general and advises the authorities in that regard.
DEMA & our role

The Civil Preparedness Division

- Coordinate planning efforts at national level, e.g. cross-government crisis management exercises and courses, revising the National Response Plan.
- Provide understanding of planning needs and suggest ‘best practices’.
- Reports, basic tools and methods as guidance to relevant stakeholders.
Our most recent product is a preparedness (BCM) planning guide for pandemic flu (to be published late November 2007).

It is only available in Danish, but there are several similar guides in English. For AmCham Denmark members we also recommend:

www.pandemicflu.gov

One-stop access to the US Government avian & pandemic flu information, incl. planning assumptions, workplace planning tools, checklists, etc.
What to expect from a pandemic?

DEMA’s planning assumptions (direct and indirect consequences)
- based partly on a scenario used by the National Board of Health

- Spread to all parts of Denmark in 3 weeks
- Lasts 12 weeks (perhaps only first wave)
- Some 25% of the population become ill
- Daily absence rates average at least 15%
- Absence can reach up to 50% in the worst 2 weeks
- Medical treatment will not reduce absence rates significantly
- The high levels of absence has cascading effect across society...
What to expect from a pandemic?

- Stress throughout the health sector
- Widespread public anxiety - media effect
- Schools, kindergartens, nurseries
- Public transport
- Cargo transport and stock maintenance
- It & telecommunications
- Electricity supply
- Public services
- Industrial production
- Consumer behavior patterns
- Panic buying
- Tourism and business travel
- Macro-economic effects
- Etc., etc.
What will the government do?

Sector responsibility is the fundamental principle!

“The authority, company or institution with the day-to-day responsibility for a given sector is also responsible for that sector in the event of a major accident or disaster.”

The Preparedness Act § 24 (1):

“Within their respective fields of administration, individual ministers shall plan for the maintenance and continuation of society’s functions in the event of accidents and disasters, including acts of war, and in order to provide support to the defence forces.”

Danish Emergency Management Agency

www.brs.dk
What will the government do?

- The National Board of Health supplies the foundation for the pandemic flu planning efforts in the health sector, but practical planning tasks are de-centralized and carried out by the regions and municipalities.

- Similarly, the National Board of Health will be in charge of the overall response to a pandemic, but entities in the regions and municipalities will carry out most of the practical measures in accordance with:
  - Laws and regulations (primarily the Health Law, Epidemics Law, and the Departmental Order regarding the planning of the health preparedness).
  - The generally accepted principles of ‘equality’ and ‘subsidiary’.
  - The available planning material from the National Board of Health.
What will the government do?

National Board of Health planning material:

A. Preparedness for Pandemic Influenza - National strategy and framework for planning in the health preparedness (April 2006).

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New chapter 6 about the handling of a pandemic - includes tables with regional and national estimates of the number of influenza cases, patients at hospitals, intensive care and respirator cases

Separate appendixes with specific guidelines, flow-charts and actions cards for:

1. Hospital staff
2. Acute Medical Coordination centers (AMK)
3. Regional Medical Officers
4. General practitioners and emergency doctors
5. Health personnel in the municipalities
6. Pharmacies
7. Ambulance services
What will the government do?

The National Board of Health will be aided by other relevant authorities, and, if necessary, by the government crisis management structure.

An appendix reg. cross-government coordination in case of pandemic flu was recently added to the plan for the National Operational Staff (NOST).
The National Board of Health’s strategy and handbook focuses on limiting illness and fatalities; treatment and caring for the ill; and continuity of the health sector.

But planning also needs to take account of the impact in other sectors. All places of work will experience high absence rates during a pandemic.

Hence, DEMA has written a planning guide for voluntary use among authorities and companies outside the health sector.

We believe it to be user-friendly, easy to read, and succinct (7 chapters, 28 pages).

Please allow me to present its contents…
Chapter 1. Introduction

Chapter 2. Purpose & target group

- An operational planning tool to be used when writing overall preparedness plans, separate plans, instructions, etc. reg. pandemic flu.

- The target audience are public and private entities outside the health sector that are in charge of critical functions in society and have preparedness responsibility, e.g. electricity, public transport, IT & telecommunications, fire & rescue services, etc.

- But we believe any authority, company or organisation may potentially benefit from using our guide in full or partly.
Chapter 3. What is influenza and what is pandemic influenza?

- How is virus spread and how long are people infectious?
- What are the symptoms and what complications can arise?
- What do we know and what do we assume about pandemics?
- The connection between bird flu and pandemic influenza
- Vaccine against pandemic flu?
Chapter 4. Planning assumptions - Scenario for a pandemic

- Spread nationwide in 3 weeks
- Last 12 weeks (perhaps only first wave)
- Some 25% of the population become ill
- Daily absence rates average at least 15%
- Absence can reach up to 50% in the worst 2 weeks
- Medical treatment will not reduce absence rates significantly
- The high levels of absence has cascading effect across society
Chapter 5. How do you plan for the consequences of a pandemic?

- The planning process
- Identification of critical functions, personnel, and resources
- Risk and vulnerability analysis
- Preparedness plans and instructions
- Crisis management capacity
Chapter 6. How can you reduce the spread of virus?

- Personal hygiene, cleaning and ventilation
- Social distancing measures
- Personal protection equipment
- Anti-viral medicine
Several practical illustrations and textboxes in the guide can be used for posters, action cards, e-mails with instructions for employees, etc.

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**VASK HÅNDER**

1. Handvask med særlig med venstre hænder
2. Handvask med særlig med højre hænder
3. Handvask med særlig med begge hænder
4. Handvask med særlig med begge hænder

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**Kan nedsætte egen og andres risiko for smitte ved:**

- Ikke at tage på arbejde hvis du er syg eller har mistænk
- Undgå al kontakt med folk som er blevet syge på arbej
- Arbejde hjemmefra selvom du er rask, så fremt de nødvendige tekniske hjælpemidler på en hjemmearbej
- Undgå større menneskenheder og tæt kontakt med restauranter, idrætsarrangementer, biografer osv.
- Undgå uønsvendig berøring, herunder håndtryk. Infli
- Undgå så vidt muligt at stå eller sidde tæt på andre m mennesker indendørs og inden for ca. 1 meter via luftb
- Anbringe arbejdsplasser med over én meters af kontorlandskaber m.v.
- Sørge for hyppig udluftning ved at åbne vinduer eller v
- Undgå ophold med andre i små lukkede rum og elevate
- Begrænse fysisk interaktion internet i virksomheden t telefonopkald, sms, beskeder via intranet m.v. Afle
- Genstande til kolleger i dræbog eller uden for deres dør
- Begrænse fælles møder med kolleger, kunder, samar
- Undgå at møde i stedet telefonkonferencer eller videokonferenci
- Undgå, vælg da et stort lokale, anbring stole med n vinduerne. Overvej eventuelt at holde møder udendørs
- Medbringe egen madpakke og spise for dig selv eller i
- Undgå/begrænse din brug af offentlige transportmidler

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Chapter 7. What are your communications needs during a pandemic?

- Communication from the health authorities
- Communication between employer and employees
- Communication with external partners
- Communication with the media
DEMA’s planning guide – Process

- Initiative by DEMA approved by the National Advisory Board on Pandemic Preparedness.
- Written exclusively by DEMA but focus group established with the National Board of Health and the National Police Commissioners Office.
- Inspiration from various foreign publications (UK, US, NZ, S, N).
- Workshop with the Danish Energy Authority, the national power & gas TSO Energinet.dk, and two oil sector representatives.
- Quality assessed by all of the above + The Serums Institute. Separately reviewed by Roche a/s.
- Pilot projects in Energinet.dk and public transport company Movia.
- Public hearing ended last week among all members of the National Advisory Board on Pandemic Preparedness, the ECDC and others.
- All responses positive, but there are a few outstanding issues to clear before the final version will be published in late November 2007.
- To be distributed widely among authorities and trade associations.
An adapted version of DEMA’s RVA Model used by TSO and the majority of power and natural gas companies as input for mandatory preparedness plans along with 6 standard scenarios:

- Hurricane
- Conventional terror
- IT-systems failure
- Power failure
- Biological terror
- Pandemic influenza

The recently decided that it will also require use of DEMA’s planning guide for pandemic influenza.

Promoted earlier this week at 3 regional seminars in the electricity sector.

A recommendation is also expected from the Ministry of Transport & Energy for transport infrastructure operators.
Questions?

Comments?

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