

2009

# City of Hillsboro Pandemic Influenza Plan



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# City of Hillsboro Pandemic Influenza Plan

## Overview

The City of Hillsboro provides services to its residents and businesses that ensure their health and safety, well-being, quality of life, and economic stability. The potential impact of a pandemic influenza outbreak could disrupt the continuity of government and provision of services, plus disrupt our business community’s ability to function. Should this occur, the City of Hillsboro may declare an emergency and implement this plan.

The impact of a future pandemic is not know. However, the federal *HHS Pandemic Influenza Plan* (2005) makes estimates for the entire United States using two sets of planning assumptions: one moderate and one severe. Their estimates have been modified to be Oregon-specific by assuming that 1.3% of the United States population resides in Oregon, and 13.49% of the Oregon population resides in Washington County. *The two scenarios have the same number of total cases of illness, but they differ in severity of disease and are compared below.*

### Health Impacts of Moderate and Severe Influenza Pandemics on Washington County

Characteristic	Moderate Pandemic (Washington County)	Severe Pandemic (Washington County)
Illness	157,833	157,833
Outpatient	78,917	78,917
Hospitalized	1,517	17,362
Intensive Care	226	2,604
Ventilator Use	114	1,301
Death	367	3,332

### Extrapolation Using Hillsboro’s Percentage of Washington County’s Population

Characteristic	Moderate Pandemic (Hillsboro)	Severe Pandemic (Hillsboro)
Illness	26,832	26,832
Outpatient	13,416	13,416
Hospitalized	258	2,952
Intensive Care	38	443
Ventilator Use	19	221
Death	62	566

***NOTE: This plan is meant to compliment department operational plans. This plan does not limit department authority to make operational decisions as to provision of services.***



# City of Hillsboro Pandemic Influenza Plan

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## **I. Purpose**

- a. This Plan describes the unique challenges posed by a pandemic that may necessitate specific leadership decisions, response actions, and communications mechanisms.
- b. This plan will be used, in coordination with Washington County Department of Health and Human Services (WCDHHS), to achieve the following goals:
  - i. Limit the number of illnesses and deaths
  - ii. Preserve continuity of critical and vital functions (government and business)
  - iii. Minimize social disruption
  - iv. Minimize economic losses
- c. Specifically, the purpose of the Plan is to:
  - i. Define planning and preparedness activities that should be undertaken before a pandemic occurs that will enhance the effectiveness of response measures.
  - ii. Define organizational roles and responsibilities during all phases of a pandemic.
  - iii. Describe the response, coordination and decision-making structure during a pandemic.
  - iv. Define a continuum of response actions that can be taken during a pandemic.
  - v. Provide technical support and information on which preparedness and response actions are based.

## **II. Situation and Assumptions**

- a. Washington County Department of Health and Human Services (WCDHHS) has the lead for implementation of public health measures in preparing for, or responding to, a pandemic. They coordinate with the cities, healthcare providers, schools, residential care providers, and others, to implement the necessary measures. During a pandemic event, we expect them to be overwhelmed by the scale of the tasks to be accomplished.
- b. The City of Hillsboro does not provide public health services to its residents. However, during a pandemic event, it may be necessary for the City of Hillsboro to take certain actions, in coordination with WCDHHS, to protect our community.
- c. There are several characteristics of a pandemic that differentiate it from other public health emergencies.
  - i. It has the potential to suddenly cause illness in a very large number of people who could easily overwhelm the health care system throughout the nation.
  - ii. It could also jeopardize essential community services by causing high levels of absenteeism in critical positions in every workforce.
  - iii. It is likely that vaccines against the new virus will not be available for six to eight months following the emergence of the virus.



- iv. Basic services, such as health care, law enforcement, fire, emergency response, communications, transportation, public schools and utilities, could be disrupted during a pandemic.
- d. A pandemic could cause a significant reduction in the City of Hillsboro's workforce due to employee illness, employees absent while caring for ill family members, or employees unwilling to come to work and risk exposure.
- e. During the planning and response phases, Washington County Department of Health and Human Services and the Oregon Public Health Division will coordinate an assessment of need and distribution of medical resources, integrating city, county, regional and state plans.
- f. This plan will be coordinated with other City of Hillsboro preparedness and response plans and activities.
- g. Implementation of this plan will be coordinated with community, county, regional, state and federal partners.
- h. We will not be able to rely on mutual aid resources, State or Federal assistance to support our local response efforts.

### **III. Definitions**

- a. *Pandemic Influenza*: Pandemic influenza refers to a worldwide epidemic due to a new, dramatically different strain of influenza virus. A pandemic virus strain can spread rapidly from person to person and, if severe, can cause high levels of illness and death around the world. The creation of a novel virus means that most, if not all, people in the world will have never been exposed to the new strain and have no immunity to the disease. It also means that new vaccines must be developed and therefore are not likely to be available for months, during which time many people could become infected and seriously ill. Although the term "pandemic" can refer to any disease outbreak that becomes a worldwide epidemic, in this plan, the terms "pandemic influenza" and "pandemic" are interchangeable.
- b. *Seasonal Influenza*: Seasonal influenza epidemics recur yearly due to subtypes of influenza that circulate worldwide. These epidemics are responsible for an average of 36,000 deaths annually in the United States. Seasonal influenza primarily impacts those in the community with weaker immune responses (the very young, old and chronically ill) since most people develop some degree of immunity to the viruses through annual illness or vaccine.

### **IV. Concept of Operations**

- a. This plan will be implemented by the Policy Group or City Manager in response to a threat or outbreak of pandemic influenza. (See Emergency Management Plan Section 1-B, Emergency Management Authority, for a description of the Policy Group.)



- b. Implementation will be accomplished by a limited activation of the Emergency Operations Center (EOC):
  - i. Support the departments. (The EOC will not limit department authority to make operational decisions as to provision of services.)
  - ii. Coordinate the redeployment of employees between departments to support higher priority functions, if needed.
  - iii. Coordinate with the Washington County EOC and Public Health to implement recommended employee protection measures.
  - iv. Provide situation and resource status information to employees.
- c. Implementation of some portions of this plan may require a declaration of emergency. Examples include:
  - i. The implementation of emergency measures, such as imposing a curfew.
  - ii. A request to the Washington County EOC for additional resources.
- d. City employees, with the exception of the EOC staff or as otherwise directed under this plan, will remain under the direction of their department managers.***

## **V. Planning and Preparedness**

- a. All Department Managers
  - i. Succession Planning
    - 1. Establish an employee management line-of-succession plan which lists predetermined alternates for key leadership positions in each division or work unit.
      - a. Provide for access to necessary information (e.g., computer passwords, office keys, file cabinet keys).
      - b. Communicate the plan to all department employees.
    - 2. Predetermine the individuals who will have the delegated authority to make decisions.
      - a. Provide for access to necessary information (e.g., computer passwords, office keys, file cabinet keys).
      - b. Communicate the plan to all department employees.
    - 3. Ensure at least three employees are trained to do the timesheet/payroll function.
  - ii. Critical/Vital Functions and Employees
    - 1. Prioritize services using the Service Category Definitions and Survey form at Attachment 2.
    - 2. Plan to curtail lower priority services, if necessary.
    - 3. Investigate options to continue highest priority services, such as altering work schedules, allowing/providing remote work sites, increasing telecommuting options, cross-training employees from lower-priority functions, or using volunteers to augment workforce.



4. Survey work skills needed for highest priority services, and plan for how those services can be provided with reduced or alternate staffing.
  5. Survey affiliated volunteers for those that would be willing to assist with activities we are unable to staff using employees.
- iii. Works Schedules and Mode of Service Delivery
    1. Review business hours and work schedules to determine whether they can be modified in a manner that best promotes social distancing, business continuity, or other pandemic response goals during an emergency.
    2. Identify critical/vital functions that may be accomplished via telecommuting and determine which systems and applications are needed to support them (e.g., software applications, network files, e-mail, voice communication).
    3. Identify possible telecommuters and make the necessary technological arrangements at their alternate work site (e.g., preparing an instruction sheet for web access to e-mail and public folders, or authorizing employees to use VPN from home).
  - b. All City Employees
    - i. Verify that emergency contact information is current and complete.
    - ii. Prepare to sustain your household through a pandemic.
      1. A family preparedness checklist is at Attachment 6.
      2. Information is provided the intranet at <http://coh/eoc/PanFluInfo.aspx>.
      3. Learn and practice measures that prevent the spread of contagious diseases. See Attachment 5 for more information.
      4. Stay home if you are ill or caring for someone who is ill. See Attachment 5 for guidelines on when to return to work.
    - iii. Participate in your department's reduced workforce planning, as needed.
  - c. Information Services Department
    - i. Work with departments to assess the capability to perform critical and vital services remotely using web, internet, or phone-based, etc., technical solutions.
    - ii. Identify resource gaps, and cost out solutions.
    - iii. Recommend a prioritized list of actions for funding consideration, if needed.
  - d. Human Resources Department
    - i. Determine whether current personnel policies/practices are adequate to implement this plan. (E.g., telecommuting, cancelling vacations, use of volunteers, mandatory overtime, and FAQs at Attachment 4.) If not, research best practices and recommend changes.
    - ii. Consider whether temporary suspension of certain collective bargaining agreement provisions may be necessary. (E.g., alternate work assignments,



alternate staffing models, use of non-represented employees to perform work, alternate work schedules, cancelling vacation.) If so, research best practices and recommend changes.

- iii. Coordinate the provision of vaccinations to City employees, when requested by Public Health. *Whether we provide vaccinations to City employees will be determined by:*
  - 1. *CDC and Public Health recommendations,*
  - 2. *Target demographics for the specific influenza strain,*
  - 3. *Priority groups within the target demographics, and*
  - 4. *Vaccine's availability.*
- iv. Plan for an increased need for Employee Assistance Programs to deal with the increased work stress on employees, and with the emotional impact of the death and potential death of family, friends, coworkers and colleagues.
- e. Risk Management and Fire Department
  - i. Recommend employee protective measures, while ensuring compliance with WCDHHS recommendations and OSHA requirements.
  - ii. Brief department managers on findings.
  - iii. Provide implementation guidelines to department supervisors.
  - iv. Provide information to employees on potential protective measures and how we expect to implement them.
- f. Emergency Management
  - i. Coordinate the activation and staffing of the Emergency Operations Center, if needed.
  - ii. Coordinate the planning to activate a Point of Dispensing (POD), if requested by WCDHHS.
  - iii. Receive and distribute pandemic influenza status information from WCDHHS and other sources.
  - iv. Coordinate preparedness and response activities with WCDHHS, in the absence of an EOC activation.
- g. Washington County Department of Health and Human Services (WCDHHS)  
As the lead for the Public Health function, and according to the Washington County Pandemic Influenza Plan, will:
  - i. Collaborate with Oregon State Public Health to carry out local surveillance and community intervention strategies.
  - ii. Coordinate the dispensing of drugs and vaccines to the public in Washington County.
  - iii. Implement community control measures within Washington County.
  - iv. Facilitate cooperation among all local involved parties (e.g., government officials, emergency responders, health experts, business, industry and the public).



- v. Facilitate pandemic related messages to the local media and public.

## **VI. Response**

- a. Mayor, City Council and City Manager
  - i. Ensure continuity of government.
  - ii. Consider implementing emergency measures, such as curfew and cancellation of social gatherings.
    - 1. Implementation of emergency measures may require a declaration of emergency.
    - 2. Requesting additional resources from Washington County may require a declaration of emergency.
  - iii. Participate in regional policy decision-making, as appropriate.
- b. Emergency Operations Center
  - i. Activate with limited staff to coordinate implementation of this plan.
  - ii. Coordinate response with Washington County and other jurisdictions.
  - iii. Activate the EOC Public Information function.
    - 1. Act as the single source for pandemic-related information collection, verification and dissemination.
    - 2. Provide internal messaging.
    - 3. Handle media inquiries.
    - 4. Coordinate messaging with other jurisdictions.
    - 5. Send a PIO to the Washington County JIC, if available and requested.
    - 6. Facilitate information briefings to City Council, staff, and media.
  - iv. Activate the EOC Operations Section.
    - 1. Coordinate implementation of protective measures for employees.
    - 2. Coordinate with all departments during a significant reduction in workforce, to discontinue lower priority services and shift remaining resources to higher priority services.
  - v. Activate the EOC Planning Section.
    - 1. Maintain a list of available resources, including employees, equipment and volunteers.
    - 2. Document the city's response to a pandemic for historical record, potential cost recovery, potential insurance claims, and future mitigation strategies.
    - 3. Prepare an after action report to document response strengths and weaknesses, recommend changes to existing plans and procedures, and identify resource shortfalls.
  - vi. Activate the EOC Logistics Section.
    - 1. Procure and distribute supplies for employee protective measures.



2. Coordinate the shifting of resources between departments, to staff the highest priority services.
  3. Coordinate the provision of resources for alternate work sites or telecommuting, if necessary.
  4. Coordinate with Washington County EOC to staff an information call center, if necessary.
  5. Coordinate the activation of a Volunteer Center to provide additional staffing resources, if necessary.
- vii. Activate the EOC Finance Section.
1. Research funding and cost recovery strategies.
  2. Inform EOC Planning Section and department managers of documentation requirements for cost recovery.
  3. Coordinate the cost recovery process.
  4. Provide funding and cost recovery information to businesses, as appropriate.

## **VII. Communications**

- a. Communications related to this plan will be clearly marked as such, and they will come through normal communications channels, such as e-mail distribution lists, department managers' meetings, or the intranet (<http://coh/eoc/panfluinfo.aspx>).
- b. Quickly unfolding information may be communicated to all department managers using the City's "Communication Prior to EOC/DOC Activation" plan.
- c. Information Officer function will be conducted in the Emergency Operations Center, if it has been activated. Otherwise, routine messaging and other communications will be conducted through the Public Affairs Manager, in coordination with the Emergency Manager.
- d. Pandemic-related messaging may include:
  - i. Threat/status of pandemic.
  - ii. Potential changes to personnel policies in response to a pandemic.
  - iii. Changes in business culture, such as social distancing, increase in telecommuting, or curtailment/suspension of services.
  - iv. The importance of staying home if employees are ill, have influenza symptoms, or are caring for someone that is ill.
  - v. How to maintain a healthy working environment.
  - vi. Decision to implement the pandemic influenza plan.
  - vii. Recorded messages for the public and for employees on the respective city closures/curtailed operations phone lines.
  - viii. Signs posted in various areas with flu-related messaging. (Vary paper color and messages periodically, so they don't fade into wallpaper!)



1. In break areas reminding employees to sanitize food-prep surfaces before and after use.
2. In common areas reminding employees of flu symptoms, to stay home if they are ill, preventive measures against spread of contagious diseases, and websites for more information.
3. In restroom, inside bathroom stall doors, repeating various flu-related messages.
4. At public entrances of high-traffic buildings, repeating various flu-related messages.
5. At customer service counters reminding customers of ways to conduct business over the telephone or e-mail, and of information found on our website.

### **VIII. Plan Development and Maintenance**

- a. The Emergency Program Manager is responsible for development and maintenance of this plan and the related intranet website.
- b. Substantial changes will be coordinated through the Department Managers and City Council.

### **IX. Authorities and References**

- a. Authorities
  - i. ORS Chapter 401
  - ii. ORS Chapter 433
  - iii. City of Hillsboro Municipal Code Chapter 2.46, Emergency Management
  - iv. City of Hillsboro Emergency Management Plan
- b. Reference Policies
  - i. City of Hillsboro Personnel Policy Section 5, Work Schedules and Pay
  - ii. City of Hillsboro Personnel Policy Section 6, Employee Benefits
  - iii. City of Hillsboro Personnel Policy 8.4, Inclement Weather/Disasters
  - iv. Note: For a quick reference, see the pandemic flu-related personnel policies/practices frequently asked questions (FAQs) for employees at Attachment 6 and for supervisors at Attachment 7 to this plan.
- c. Reference Documents
  - i. City of Hillsboro Municipal Code Chapter 2.46, Emergency Management
  - ii. City of Hillsboro Emergency Management Plan
  - iii. City of Hillsboro Volunteer Center Activation Plan
  - iv. Pandemic Influenza Appendix to the Washington County Emergency Operations Plan
  - v. Washington County Call Center Activation Plan





## Attachment 1

### Reduced Workforce Response Plan

#### Situation and Assumptions:

- A pandemic outbreak may last 6-8 weeks, and it may recur every few months over the course of a couple of years. These outbreaks could cause a 10 - 40% reduction in our workforce.
  - Employees who are ill or are caring for an ill family member may remain out for 7 – 9 days.
  - If the illness spreads successively through an employee's family, he/she may remain out significantly longer.
  - If schools are closed, employees may remain out for the duration of the closure.
- The Emergency Operations Center will be activated to support the Departments and the City's response during a pandemic outbreak.
- This response plan will be implemented at the direction of the City Manager.

#### Roles and Responsibilities

##### All Departments

- Communicate timely and accurate situation and resource status information to employees.
- Develop trigger points for curtailing department's services, based upon related measures, such as reduced workforce, demand for higher-priority services, facility closures, etc.
- Work with Information Services to support alternate worksite or telecommuting options for employees.
- Implement minimum staffing pattern, as required.
  - Respond to Executive Management direction.
  - Consider creative ways to staff services, or to alter the standard of service.
  - Consider how departments can work cooperatively to maintain critical services.
- Support limited staffing of the Emergency Operations Center.
- Report workforce status to the Emergency Operations Center each morning:
  - Report which services are being curtailed.
  - Request additional resources to staff critical and vital services, if needed.
  - Advise which resources are available for redeployment, if any.
- Coordinate with Emergency Operations Center to implement employee protection and response measures, as needed. (See Attachment 3)
- Request support from the Emergency Operations Center, as needed.

##### Parks & Recreation

- Prepare to activate, if requested:
  - Employee shelter
  - Employee day care facility
  - Volunteer Center
- Request support from the Emergency Operations Center, as needed.



## Human Resources

- Assist supervisors and employees with questions regarding use of paid and unpaid leave.
- Monitor situation and resource status for potential personnel policy issues.
- Prepare for increased demand on Employee Assistance Programs.

## Emergency Operations Center

- Activate to coordinate and support implementation of this plan.
- Operate from ½ hour before to ½ hour after the City's business hours, unless directed otherwise.
- Communicate timely and accurate situation and resource status information to departments.
- Provide single point-of-contact for media.
- Draft declaration of emergency, including emergency protection measures, as appropriate.
- Activate Policy Group, as appropriate.
- Support activation and operation of employee shelter, day care facility, and volunteer center, if needed.
- Coordinate with Washington County Emergency Operations Center.
  - Assist in staffing the Joint Information Center.
  - Assist in staffing the county-wide information phone bank.
  - Coordinate with Washington County Department of Health and Human Services (includes Public Health) to
    - Implement employee and public protection and response measures.
    - Activate and operate Points of Dispensing (PODs), if requested by Public Health.
- Provide status briefings, as requested.



## Attachment 2

### Service Category Definitions

There may be situations when the City of Hillsboro is not able to provide all of their usual services, due to lack of resources. During those times, these definitions will be used to determine:

- Priority for restoration of services
- Priority for curtailment of services
- Potential for shifting resources to support higher priority services

**Note:** These are only guidelines. They do not consider the nature, extent, or impact of the immediate situation.

#### Critical

**Definition:** Lack of service has a debilitating impact on community health and safety.

**Restoration Goal:** Immediate

**Examples - External:** Continuity of government, exercising civil authority, Fire and Police emergency response, water distribution, sewer collection, community alert and warning, sanding or snow removal

**Examples – Internal:** Continuity of government, Emergency Operations Center activation, Department Operations Center activation, employee welfare checks, family welfare checks

#### Vital

**Definition:** Lack of service negatively impacts community health and safety, but is not absolutely necessary; also negatively impacts community well-being and economic stability.

**Restoration Goal:** Within 72 hours

**Examples - External:** Building and Fire Prevention inspection services, City switchboard operations, media relations, volunteer center activation, debris removal, major street repair

**Examples – Internal:** computer network connectivity, internet connectivity, preservation of vital records, payroll, fleet maintenance, building maintenance

#### Necessary

**Definition:** Lack of service negatively impacts community well-being or disrupts business.

**Restoration Goal:** Within two weeks

**Examples - External:** Building permits, planning permits, business licenses, public education and outreach, Parks & Recreation after school programs

**Examples – Internal:** employee counseling, employee training classes, board and commission meetings

#### Desired

**Definition:** Lack of service negatively impacts community quality of life.

**Restoration Goal:** Longer than two weeks

**Examples - External:** Parks and Recreation sports leagues and classes, Library services, street minor repair or maintenance

**Examples – Internal:** Employee wellness programs, employee recognition activities, performance evaluations



## Service Category Survey

Department:

Division:

Point of Contact: Phone:

Alt. Point of Contact: Phone:

	Title of Service	Service Customer		Service Category (see definitions)			
		External	Internal	Critical	Vital	Necessary	Desired
1.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

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### Attachment 3

<b>Potential Pandemic Protection and Response Measures</b>			
#	Response Measures	Triggers	Impacts
1.	Allow employees to telecommute or work from alternate site	Threat or outbreak of pandemic influenza, employee caring for someone that is ill	Employee's alternate work site must be equipped with internet access and comply Personnel Policy 9.4, Information Services Policies and Procedures. Personnel Policy 5.5, Work at Home, and departmental policies and procedures may also apply.
2.	Cancellation of public gatherings in City facilities (meeting rooms, recreation facilities, etc.)	Judgment call - # of cases in our county? Declaration of public health emergency? (Discuss with Public Health)	Unintended impact - May shift gatherings (and therefore potential exposure) to other venues
3.	Provision of hand and hard-surface sanitizers	On-going, with periodic reminders of effective uses	Minimal employee time spent sanitizing
4.	Curtailment of lower-priority services	Reduced workforce or conflict with other protection measures	Inconvenient to those that use the services; makes workers available for reassignment
5.	Reassignment of workforce to higher priority services	Reduced workforce or conflict with other protection measures	Potential training requirement, potential conflict with bargaining contracts, potential for overtime costs
6.	Employees self-regulate and stay home if they display flu symptoms (or any other contagious disease)	Symptoms may include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, fatigue, diarrhea and vomiting. <a href="http://www.cdc.gov/h1n1flu/">http://www.cdc.gov/h1n1flu/</a>	Employee stays home for 24 hours after becoming fever-free without the benefit of medication.
7.	Increased overtime for healthy employees to cover shifts	Drop below pre-determined minimum staffing, by department	Budget impact, potential training requirement
8.	Implement social distancing of 6' from other employees and the public	Judgment call - # of cases in our county? Declaration of public health emergency? (As recommended by Public Health)	Implement barriers for those that provide customer service to customers (face-to-face), and from employees displaying flu-like symptoms
9.	Fire –Implement “Response to Sick Person” procedures	On-going – implemented by 9-1-1 call type	Reduces potential for employee exposure. May increase time per call.



**Potential Pandemic Protection and Response Measures**

#	Response Measures	Triggers	Impacts
10.	Fire – Implement “Altered Standard of Care” procedures: 9-1-1 screens calls for suspected flu symptoms	When mandated by Public Health, County EMS Director, Fire Defense Board or Fire Chief	Don’t send resources unless patient meets urgent medical attention guidelines
11.	Fire – Implement “Altered Standard of Care” procedures: Modify to single unit response, call for transport only after patient assessment	When mandated by Public Health, County EMS Director, Fire Defense Board or Fire Chief	Maximize response resources, limit patient transports to minimize impact on healthcare facilities
12.	Police – Implement “Management of Clients with Influenza-like Illness” protocol	On-going – implemented when indoors and in close contact with a client exhibiting flu-like symptoms	Wear gloves, eye protection and N95 respirators for duration of potential exposure; wash hands immediately afterward.
13.	Record message for employees on the “City Closures – Curtailed Operations” telephone hotline; remind employees of phone number and uses.	When EOC is activated, reduced workforce measures are implemented, or employee protection measures are implemented	When away from work, employees can listen to recorded message for latest information.
14.	Update pan flu intranet website	As needed	Provide accurate and timely information to employees.



## Attachment 4

### Pandemic Influenza Prevention and Treatment

#### Frequently Asked Questions (FAQs)

##### What steps can I take to prevent receiving or spreading the virus?

- *Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after use.*
- *Wash your hands often, especially after you cough or sneeze.*
  - *Wash for 15 – 20 seconds with soap and water*
  - *Use alcohol-based hand cleaners, if soap and water are not available. Rub hands together until they are dry.*
- *Avoid touching your eyes, nose or mouth. Viruses spread this way!*
- *Avoid close contact with sick people. Maintaining a 6' barrier of personal space is ideal.*
- *If you are sick*
  - *Limit your contact with other people as much as possible.*
  - *Stay home until you have been symptom-free (without benefit of medication) for 24 hours.*
- *Call your health care provider for advice if you have an underlying medical condition or are pregnant, because you might need to receive preventive treatment.*



##### What other important actions should I take?

- *Follow public health advice regarding school closures, avoiding crowds and other social distancing measures.*
- *Be prepared, in case you get sick and need to stay home for a week or more:*
  - *Stock some over-the-counter medicines, alcohol-based hand sanitizers, hard-surface sanitizing wipes, tissues and other related items that might be useful*
  - *Stock sufficient food and water for your family for a minimum of two weeks. (See Family Preparedness Measures for Pandemic Influenza at Attachment 6.)*

##### If I have a family member at home who is sick with influenza, should I go to work?

- *Go to work as usual, but monitor your health every day.*
- *Take everyday precautions including washing your hands often with soap and water, especially after they cough or sneeze. Alcohol-based hand cleaners are also effective.*
- *Stay home if you become ill.*
- *See the [H1N1 Flu \(Swine Flu\): Resources for Parents and Caregivers](#) for more information.*

##### What are the symptoms of influenza?

- *Common symptoms include: fever, body aches, runny or stuffy nose, sore throat, nausea, or vomiting or diarrhea*
- *If you display symptoms, you should stay home and avoid contact with other people.*
  - *Do not leave your home except to seek medical care.*
  - *Avoid normal activities, including work, school, travel, shopping, social events, and public gatherings*
- *If you become ill and experience any of the following emergency warning signs, seek immediate medical care.*



- *Difficulty breathing or shortness of breath*
- *Pain or pressure in the chest or abdomen*
- *Sudden dizziness*
- *Confusion*
- *Severe or persistent vomiting*
- *Flu-like symptoms improve, but then return with fever and worse cough*

**How long can influenza virus remain viable on objects (such as books and doorknobs)?**

*Studies have shown that influenza virus can survive on environmental surfaces and can infect a person for up to 2-8 hours after being deposited on the surface.*

**What kills influenza virus?**

*Influenza virus is destroyed by heat (167-212°F [75-100°C]). In addition, several chemical germicides, including chlorine, hydrogen peroxide, detergents (soap), iodophors (iodine-based antiseptics), and alcohols are effective against human influenza viruses if used in proper concentration for a sufficient length of time. For example, wipes or gels with alcohol in them can be used to clean hands. The gels should be rubbed into hands until they are dry.*

**What surfaces are most likely to be sources of contamination?**

*Germ can be spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth. Droplets from a cough or sneeze of an infected person move through the air. Germs can be spread when a person touches respiratory droplets from another person on a surface like a desk, for example, and then touches their own eyes, mouth or nose before washing their hands.*



**How should waste disposal be handled to prevent the spread of influenza virus?**

*To prevent the spread of influenza virus, it is recommended that tissues and other disposable items used by an infected person be thrown in the trash. Additionally, persons should wash their hands with soap and water after touching used tissues and similar waste.*

**What household cleaning should be done to prevent the spread of influenza virus?**

*To prevent the spread of influenza virus it is important to keep surfaces (especially bedside tables, surfaces in the bathroom, kitchen counters and toys for children) clean by wiping them down with a household disinfectant according to directions on the product label.*

**How should linens, eating utensils and dishes of persons infected with influenza virus be handled?**

*Linens, eating utensils, and dishes belonging to those who are sick do not need to be cleaned separately, but importantly these items should not be shared without washing thoroughly first. Linens (such as bed sheets and towels) should be washed by using household laundry soap and tumbled dry on a hot setting. Individuals should avoid “hugging” laundry prior to washing it to prevent contaminating themselves. Individuals should wash their hands with soap and water or alcohol-based hand rub immediately after handling dirty laundry.*

*Eating utensils should be washed either in a dishwasher or by hand with water and soap.*



## Attachment 5

# Family Preparedness Measures for Pandemic Influenza

*These same preparedness measures also serve you well during a seasonal influenza outbreak or a severe winter storm.*



You can prepare for an influenza pandemic now. You should know both the magnitude of what can happen during a pandemic outbreak and what actions you can take to help lessen the impact of an influenza pandemic on you and your family. This checklist will help you gather the information and resources you may need in case of a flu pandemic.

### To prepare for a pandemic:

- Store at least a two-week supply of water and food. During a pandemic, if you cannot get to a store, or if stores are out of supplies, it will be important for you to have extra supplies on hand. This can also be useful in other types of emergencies, such as power outages and disasters.
- Periodically check your regular prescription drugs to ensure a continuous supply in your home.
- Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, and vitamins.
- Talk with family members and loved ones about how they would be cared for if they got sick, or what will be needed to care for them in your home.
- Volunteer with local groups to prepare and assist with emergency response.
- Get involved in your community as it works to prepare for an influenza pandemic.

### To limit the spread of germs and prevent infection:

- Teach your children to wash hands frequently with soap and water, and model the correct behavior.
- Teach your children to cover coughs and sneezes with tissues or their sleeve, and model that behavior.
- Teach your children to stay away from others if they are sick.
- Stay home from work and school if you are sick or are caring for someone that is sick.

Items to have on hand for an extended stay at home: **See chart on reverse side.**



**ITEMS TO HAVE ON HAND FOR AN EXTENDED STAY AT HOME**

<u>EXAMPLES OF FOOD AND NON- PERISHABLES</u>	<u>EXAMPLES OF MEDICAL, HEALTH, AND EMERGENCY SUPPLIES</u>
<input type="checkbox"/> Ready-to-eat canned meats, fish, fruits, vegetables, beans, and soups	<input type="checkbox"/> Prescribed medical supplies such as glucose and blood-pressure monitoring equipment
<input type="checkbox"/> Protein or fruit bars	<input type="checkbox"/> Soap and water, or alcohol-based (60-95%) waterless hand sanitizer
<input type="checkbox"/> Dry cereal or granola	<input type="checkbox"/> Medicines for fever, such as acetaminophen or ibuprofen
<input type="checkbox"/> Peanut butter or nuts	<input type="checkbox"/> Thermometer
<input type="checkbox"/> Dried fruit	<input type="checkbox"/> Anti-diarrheal medication
<input type="checkbox"/> Crackers	<input type="checkbox"/> Vitamins
<input type="checkbox"/> Canned juices	<input type="checkbox"/> Fluids with electrolytes (e.g., sports drinks)
<input type="checkbox"/> Bottled water	<input type="checkbox"/> Cleansing agent/soap
<input type="checkbox"/> Canned or jarred baby food and formula	<input type="checkbox"/> Flashlight
<input type="checkbox"/> Pet food	<input type="checkbox"/> Batteries
<input type="checkbox"/> Other non-perishable items	<input type="checkbox"/> Portable radio
<input type="checkbox"/>	<input type="checkbox"/> Manual can opener
<input type="checkbox"/>	<input type="checkbox"/> Garbage bags
<input type="checkbox"/>	<input type="checkbox"/> Tissues, toilet paper, disposable diapers
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

For more information: <http://www.pandemicflu.gov/individualfamily/>  
<http://www.ci.hillsboro.or.us/EmergencyInfo/Default.aspx>  
<http://www.ocem.org/preparepage.cfm>



## Attachment 6

### Pandemic Influenza-related Personnel Policies/Practices Frequently Asked Questions (FAQs) For All Employees

#### 1. How much sick time might I have to use this flu season?

*Since the appearance of the H1N1 virus this spring, the typical duration of illness in an otherwise healthy adult has been about three to five days. If you and a member of your family become sick this season, you could need 80 hours of sick or other leave—or more—to recover from the virus and care for a loved one. Employees are encouraged to review their sick leave balances and usage with this in mind. Taking steps to prevent the spread of flu—such as getting a flu shot, covering your cough, washing your hands and staying home when sick—will help keep sick-time usage to a minimum. More information about the nature of the H1N1 virus can be found at the Department of Health and Human Services' Web site at: [www.co.washington.or.us/flu](http://www.co.washington.or.us/flu).*

*If you are absent for your own illness or that of a relative, be sure to call your supervisor or designated department contact daily to keep him or her apprised of your status.*

#### 2. What happens if I'm out of sick leave hours and I have a flu-like illness?

*Sick employees are asked to stay home until they have been free of a fever for at least 24 hours without the use of medication. This guidance from the U.S. Centers for Disease Control and Prevention (CDC) also applies to employees without accrued sick leave.*

*Under City policy, employees who have exhausted their available sick leave must use other available leave resources before going on leave without pay. Sick leave without pay may then be authorized.*

*Employees should follow their department and City policies for requesting time off without pay.*

#### 3. If my child is being sent home with flu-like symptoms, can I use my sick time?

*Yes, under City policy sick leave may be used to care for your sick dependent child. The City's collective bargaining agreements also allow for the use of sick leave to care for a sick child.*

#### 4. If my child is being sent home with flu-like symptoms, is it covered by Family Medical Leave (FMLA) or Oregon Family Leave (OFLA)?

*This would be protected leave under OFLA because OFLA provides for sick-child leave. FMLA covers serious health conditions. Flu-like symptoms would only qualify for FMLA with a physician's certification that your child's illness met the criteria for a serious health condition.*

#### 5. If my child's school/day care is being closed due to a flu outbreak but my child is not sick, can I use my sick time?

*Yes. The City's personnel policy **6.3 Sickness and Disability** allows the use of sick leave because the child is at home due to exposure to contagious illness. The union contracts provide represented employees the same benefit as that granted to non-represented employees. The City encourages you and your family to prevent the spread of flu by getting flu shots, covering coughs, washing hands and staying home when sick.*



**6. If I take leave to care for my elderly parent, can I use my sick time?**

*Yes. Sick leave can be used, and if no sick leave were available, other accrued leave can be used as well.*

**7. If I take leave to care for my elderly parent, is this covered by protected FMLA and/or OFLA?**

*Perhaps, if the illness is serious as defined by FMLA and OFLA, leave to care for the parent would be protected. Please contact the Human Resources Department if you have additional questions about FMLA and OFLA.*

**8. If I miss a lot of work due to the virus, will it put my benefits in jeopardy, or will the City continue payment of the insurance premiums?**

*The City provides for continued insurance coverage when employees are in paid status for at least 50% of the pay period (via hours worked or use of accrued paid leave). For serious illness covered by family/medical leave laws (FMLA/OFLA), continued insurance coverage is provided during the 12-week leave entitlement period. For employees with at least three (3) years of service, City policy also provides continued insurance coverage for up to three (3) months of unpaid leave. After those benefits are exhausted, or if not applicable, and the employee is still not able to work, a COBRA notice is served.*

**9. If an employee has stayed home because of H1N1, will the City require a doctor's note before allowing the employee to return to work?**

*Based on recommendations from the U.S. Centers for Disease Control and Prevention (CDC), employees will not be required to provide a doctor's note to return to work (unless specifically requested because of other health or attendance issues). The CDC is concerned about overburdening the health care system with recovering patients, limiting time and access to those most in need. As long as the employee has been without a fever for 24 hours (without the use of medication), s/he is cleared to return to work.*

**10. If someone from the public appears to be ill, can we ask that person to leave or refuse to provide service?**

*The City can post signs asking individuals who are exhibiting certain symptoms to return when they are a-symptomatic, or use on-line services if available. We cannot refuse entry unless State or Federal Government has issued a ban from public buildings.*

**11. My co-worker is coughing and sneezing. I'm afraid that she has the flu. What can I do?**

*Share your concern with your supervisor, who may follow-up with the employee to see how they are feeling and discuss whether or not they are well enough to work.*

**12. If I am sick, can I stay at home and work?**

*If you are sick, please contact your supervisor and stay home. Generally, we do not want you to work if you are sick. Staying at home means you should not leave your residence except to seek medical care. Avoid normal activities including work, school, travel, shopping and social and public gatherings. Stay home for at least 24 hours after your fever subsides without the aid of medication. While at home, get plenty of rest, drink clear liquids, cover your coughs and sneezes and wash your hands. Instead of working at home, we would rather have you focus on taking care of yourself and getting well as soon as possible.*

**13. I am not sick, but I am afraid to come to work and get exposed to the flu. Can I work from home?**



*Unless you are ill, please come to work. Your contribution is critical for the operation of your work unit and to the services provided to the community. We simply need you.*

*Your supervisor may approve a remote working arrangement based on business need, but the City will not approve such arrangements based solely on an employee's desire to avoid exposure to flu in the workplace. Remote arrangements are not practicable or reasonable for all jobs. We strongly encourage all healthy employees to report to work at their appointed time and location. We will all work hard to minimize exposure by following the prevention recommendations and maintaining a healthy work environment, including getting a flu shot, covering coughs, washing hands and staying home when sick.*

**14. If I am not sick but my department closes to the public, will I be able to work?**

*Your department may still have work you can do, depending on your job and qualifications. In the event of a closure, please contact your department to determine if there is work available. In the event that no work is available, you may use accrued leave, or in this particular circumstance, you may elect to use unpaid leave first, without exhausting your accrued leave banks.*

**15. How will I know if my department is closed to the public and/or to employees?**

*You should be contacted by someone from your department. You can also call the City Closures/Curtailed Operations Recorded Message number (503) 681-5255. You should follow your department procedure for reporting absences and making inquiries about closures. Please make sure you have the necessary contact information available at home.*

**16. Are altered work schedules or duties a possibility?**

*Yes, they are possible. Employees and supervisors may agree to alternative shifts as long as the agreement does not violate a City policy or collective bargaining agreement and meets the operational needs of the department, division or work unit. No one knows how this year's flu season will unfold, so your flexibility is appreciated.*

**17. How might my schedule be affected?**

*Although we don't anticipate significant changes in schedules, supervisors may need to alter your regular work hours and/or day off, and you might be required to change to an alternative work schedule or new shift to meet the business needs of your work unit. These changes will be temporary and typically for a short duration. You also might be required to work from a different location and perform work outside your job description (out-of-class pay may apply). We are unsure how the flu season will play out, but appreciate your flexibility and commitment to the team during these uncertain times.*

**18. Can my supervisor change my schedule without notice?**

*Yes, but every effort will be made to give employees as much notice as possible. If you have additional questions, please contact Human Resources or your union representative. Again, your flexibility is appreciated as we all do our best to get through the flu season this year.*



**19. Can my supervisor require me to work overtime?**

*Yes, during a severe flu outbreak, you may be required to work extra hours to provide coverage and continuity of services to the public.*

*Overtime pay is determined by Fair Labor Standards Act (FLSA) status, City personnel policy [5.2 Overtime](#), and collective bargaining agreements. The City will pay employees for all overtime that is due.*

**20. Are there rules about the number of overtime hours a supervisor may require an employee to work?**

*There are no statutory or regulatory limits on the number of overtime hours an employee may work, but practically speaking, working long hours may become a safety and morale issue. Please speak with your supervisor and/or manager with any concerns regarding the amount of overtime hours being worked. Supervisors in areas that do not typically require overtime are encouraged to contact their department director and Human Resources to discuss options for work coverage and guidance on overtime use.*

**21. During a severe outbreak of flu-like illness, can my supervisor cancel my already approved leave?**

*Yes. The City may rescind or adjust vacation or leave schedules to continue City operations and provide services to the community. Ideally, this will not be required, but it is a possibility if the worst case scenarios come to pass.*

*Employees are asked to communicate regularly with supervisors regarding status of leave time or vacation schedules. Your flexibility is appreciated as we work together to navigate this year's flu season.*

**22. What if I come to work and then become sick and too ill to drive or take a bus home?**

*Sick employees who have a difficult time arranging a ride home should talk with their supervisor or Human Resources for assistance.*

*It is important that all employees have emergency contacts listed with Human Resources in case they need assistance. Update your emergency contact info via e-mail to the Human Resources Department. List your name, current address, and a message phone and e-mail for you and your emergency contact(s).*

**23. I have other questions that are not addressed here, whom do I call?**

*Your supervisor or department manager is your first contact. Human Resources can answer policy and benefits questions; Risk Management can address safety concerns; and the Emergency Program Manager can answer questions about the City's pandemic plan.*



## Attachment 7

### Pandemic Influenza-related Personnel Policies/Practices Frequently Asked Questions (FAQs) For Supervisors

#### 1. Can I send an employee who is exhibiting flu-like symptoms home?

*Yes, but first contact your department manager and Human Resources for guidance.*

#### 2. I think my employee is sick. What can I ask the employee about their health?

*You are allowed to ask some health-related questions of employees. Some examples include:*

- *You don't look like you feel very well. Do you feel all right?*
- *Are you sick?*
- *Do you need to go home?*
- *Can I call someone for you?*

#### 3. What if an employee who appears ill does not want to leave work?

*When employees seem to be ill, talk to them independently and privately, letting them know that they appear ill and you are concerned for their health, and suggest they go home to take care of themselves. You can also explain that the City is obligated to provide a safe and healthy workplace and you have a concern that the employee may pose a risk to others. Usually, after an employee hears your concern, s/he will feel comfortable going home. If s/he continues to refuse, contact your department manager and HR for guidance. If sent home, the employee's time is to be covered by sick leave or other accrued leave. If accrued leave is exhausted, then unpaid leave may be granted.*

#### 4. Can I require a doctor's note to return to work?

*Based on recommendations from the U.S. Centers for Disease Control and Prevention (CDC), employees will not be required to provide a doctor's note to return to work (unless specifically requested because of other health or attendance issues). The CDC is concerned about overburdening the health care system with recovering patients, limiting time and access to those most in need. As long as employees have been without a fever for 24 hours (without the use of medication), they are cleared to return to work.*

#### 5. Can a supervisor complete and submit an absent employee's time card?

*Yes, supervisors may complete time cards for their absent employees.*

#### 6. I have other questions that are not addressed here, who do I call?

*Your manager is your first point of contact. Human Resources can answer policy and benefits questions, Risk Management can address safety concerns, and the Emergency Program Manager can answer questions about the City's pandemic plan.*

