

APPENDIX Q: PANDEMIC FLU STRATEGY

1. Introduction

This pandemic flu strategy provides an action plan for responding to a pandemic flu event in the United States. This appendix should be considered a permanent component of the overall ABC Company Business Continuity Plan and be updated and tested with the same frequency.

Objectives

- Promote employee health and safety by working in cooperation with local law enforcement and health departments in a pandemic flu event.
- Present a structured response plan to address the unique business challenges of a high absenteeism pandemic flu event affecting Company employees and operations.
- Mitigate the business impact of a pandemic flu event by analyzing the challenges of various possible scenarios ahead of time and creating strategies to effectively address those challenges.
- Promote the short-term continuation of critical business functions and ensure the long-term viability of the Company in a protracted pandemic flu event.

2. Pandemic Flu Event Management

As with other threats to normal business processing, the Company's response to a pandemic flu event is coordinated and lead by the Crisis Management Team (CMT). The CMT will receive specific guidance from both county and state agencies including Oakland County Department of Public Health, Oakland County Emergency Response and Preparedness, and the Michigan Department of Community Health. Those agencies will receive guidance from federal agencies including, but not limited to the Centers for Disease Control and the Department of Homeland Security. The CMT will be responsible for advising executives within ABC COMPANY relative to the execution of specific protocols in order to minimize potential exposure of employees and workforce shortages while maximizing productivity during the pandemic timeframe.

The CMT consists of three specialized sub-teams (i.e., recovery teams):

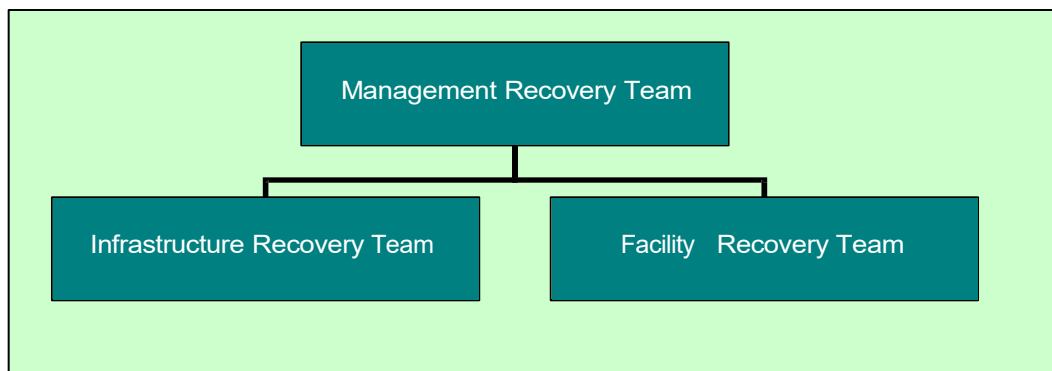
- **The Management Recovery Team** – Responsible for coordinating information and decision making.
- **The Infrastructure Recovery Team** – Responsible for restoring systems connectivity and computing services at the primary and alternate work sites.
- **The Facility Recovery Team** – Responsible for work site administration, including environmental aspects (e.g., heating/cooling, water, rest rooms, etc.).

The coordinated actions of the CMT recovery teams expedite the rapid and orderly restoration of key (i.e., core) business processing. Therefore, members of the CMT have appropriate authority level and skills to accomplish their assigned tasks.

The leader of the overall Crisis Management Team is also the leader of the Management Recovery Team and is responsible for:

- Quickly assembling information relevant to implementing mitigation actions and recovery options.
- Effective communications.
- Leading the process of decision making when implementing response actions.

Crisis Management Team Makeup



Crisis Management Team membership and roles and responsibilities apply to pandemic flu response and are outlined in Chapters 3 and 4 of the ABC Company Business Continuity Plan.

Assumptions

This pandemic flu strategy makes the following assumptions:

- Pandemic periods will cycle in waves, totaling between 6-8 weeks each.
- Employee absenteeism rate may be as high as 30% during the peak pandemic period(s).
- There will be a possible decrease in demand for Company products and services.
- ABC COMPANY will experience a possible reduction in overall production capacity as well as a reduction in headquarters staff productivity/services/functions due to reduced employee staffing levels.
- If maintained, company facilities, information systems, hardware and other operating equipment will function normally during a pandemic.
- Normal maintenance of and adherence to current safety and other regulatory requirements will be required.

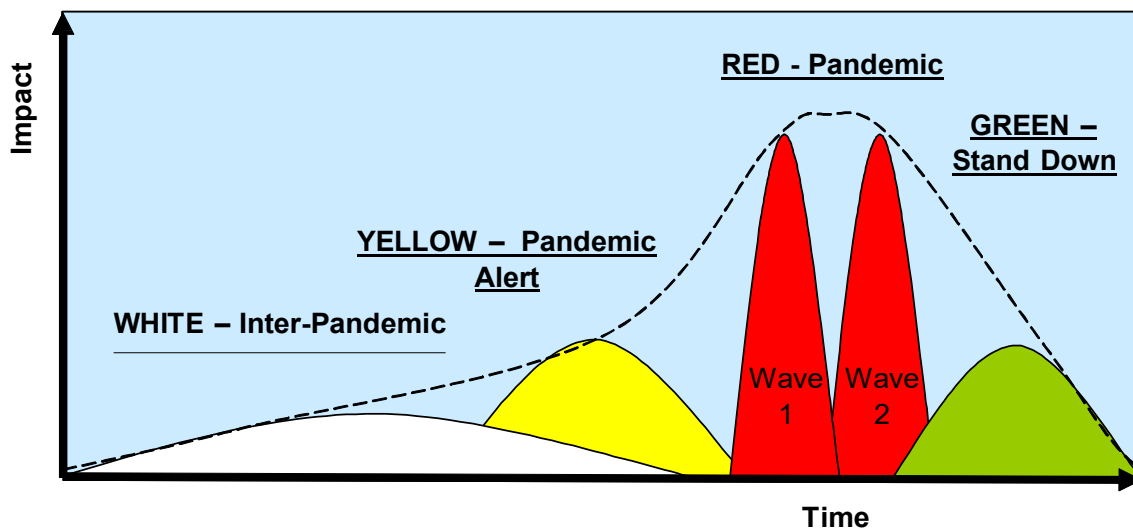
3. Pandemic Management Strategy Overview

There are five main objectives to the strategy to manage the impact of pandemic flu on employees and operations. They are:

- Ensuring all employees are properly informed and well prepared for a pandemic.
- Avoidance of the disease by reducing the spread among employees within business premises and locations (community containment protocols)
- Implementation of effective mitigation steps (example-hand washing, masks, etc) to reduce the risk of contaminating staff as well as the primary and alternate work site facilities.
- Maintenance of critical business functions, processes and systems.
- Recovery of the business following pandemic period stand down.

This pandemic flu strategy is based around four time periods or phases, as illustrated and described in the following:

Pandemic Flu Management Phases



4. Pandemic Phases

The World Health Organization (WHO) has identified six phases of Pandemic Flu. The Company pandemic flu strategy phased approach is in alignment with the WHO pandemic stages methodology. This four phase strategy forms the basis of the Pandemic Flu Business Continuity Plan for ABC Company, as set out in the remainder of this document.

Phase	Strategies
WHITE Inter-Pandemic	Preparation Phase. Activities performed before a pandemic to plan, raise awareness, and communicate responsibilities to key employees and develop preparedness across the Company.
YELLOW Pandemic Alert Stand-by and Containment	Maintenance Phase. Activities to ensure preparedness and monitoring of information sources providing an ongoing awareness of global pandemic flu status to ensure an early warning. Actions to minimize the impact of an outbreak and protect the health of employees. White and Yellow Phase activities may overlap.
RED Pandemic	Response Phase. Actions to ensure the continuity of critical Company functions, making use of existing Crisis Management processes, business continuity strategies and IS Disaster Recovery plans. Critical business functions may be required to operate at a minimum level during the active (Red) phase of an event to ensure long-term Company viability.
GREEN Stand Down	Return to Normal. Actions to ensure a planned and progressive return-to-normal status as the impact of the pandemic flu event subsides and business is normalized.

5. Pandemic Flu Management Action Plan

The table below outlines phase-linked actions to be taken during a pandemic flu event. The Management Recovery Team Leader (or designee) should use the checklist as a reminder of the actions and issues to consider when addressing a pandemic flu response. The Phase designation refers to the Company and WHO Pandemic stages described in Sections 3 and 4.

Phase		Action Plan Checklist	✓
WHITE PHASE			
1.	White	Perform updates and testing of appendix to Company Business Continuity Plan - Pandemic Flu Strategy	
2.	White	Prepare content for pandemic flu awareness and training workshops for employees as well as secure stockpiles of supplies: personal protective equipment (PPE) such as surgical masks or N-95 masks, antibacterial hand sanitizer, etc.	
3.	White	Determine the requirements to support a home office environment for key employees.	
4.	White	Identify vendors supporting critical / key functions.	
5.	White	Confirm each key vendor has a Pandemic Management Plan in place. Initiate the following: <ul style="list-style-type: none"> • Review plan to ensure consistency with ABC Company's objectives and plans. • Establish / agree on the approach to resolve issues (i.e. remotely, from own site, etc.). • Establish / agree on the communication and escalation protocol between ABC Company and vendor (this will include revised or reduced service levels). • Liaise with vendors to ensure sufficient support staff will be available (from each vendor) to assist during a pandemic. 	
6.	White	Develop suitable administrative telephone strategies to provide alternate voice capabilities. Initiate the following: <ul style="list-style-type: none"> • Identify suitable PBX fallback sites and the redirection of services to the site, including call forwarding to a home office. • Document all redirection procedures and configuration changes (i.e. emergency IVR / PBX setup). 	

Pandemic Flu Management Action Plan (Yellow Phase)

Phase		Action Plan Checklist	✓
YELLOW PHASE - Standby			
7.	Yellow	Identify which employees are available to work from home. Establish communication strategy between all employees, if operating from multiple work site locations.	
8.	Yellow	Prepare emergency IVR scripting, to be activated at alert phase Red, to reduce and / or redirect inbound calls to appropriate alternates.	
9.	Yellow	Coordinate an HVAC / air quality protocol with facility management to minimize the chance of spreading an infection. Review HVAC system filter utilization and consider upgrading filter type.	
YELLOW PHASE - Containment			
10.	Yellow	Implement community containment plans in accordance with Oakland County Health Division guidance. Consider implementing social distance protocols.	
11.	Yellow	Remind employees of personal hygiene tips (e.g. posters, emails, etc.) and pandemic preparedness. Provide pandemic awareness and training workshops (e.g. hand washing, proper sneeze recommendations, etc.). Address employee questions and concerns.	
12.	Yellow	Ensure Company strategies remain in alignment with County and State programs and initiatives at all times through effective communication.	
13.	Yellow	Issue specific guidance documents to employees and customers to inform them of ABC COMPANY actions and ensure that everyone understands the following: <ul style="list-style-type: none"> • Response times may be affected due to limited resources. • Priority will be given to issues and orders based on potential impact to ABC COMPANY • Non-critical issues will be logged and attended to as time, resources and conditions permit. • ABC COMPANY staff may need to use an alternate PC or work from home for 	

Pandemic Flu Management Action Plan (Red Phase)

Phase	Action Plan Checklist		✓
RED PHASE			
14.	Red	<p>Management Crisis Team will review current information from:</p> <p>Oakland County Health Division http://www.michigan.gov/documents/mdch/MI_CASPER_Report_FINAL_02112013_413612_7.pdf</p> <p>State of Michigan Department of Community Health http://www.michigan.gov/mdch/0,1607,7-132-2940_2955_22779_40567-138344--,00.html</p>	
15.	Red	Enact personal hygiene and hand sanitizing recommendations made by State of Michigan and Oakland County for all employees at all worksites.	
16.	Red	Record all incidents and track problem escalation and resolution.	
17.	Red	Update the roster of employees, relevant to availability to report for work and ability to work from home. Instruct employees to immediately advise if they become unavailable.	
18.	Red	Ensure all IS support is maintained to allow ABC COMPANY staff to work from home when necessary. Attend to all responses based on the predefined priority schedule (key employees).	
19.	Red	Maintain documentation and escalation procedures for each key function. Redeploy employees from other areas to assist with issues, as required (technical /non-technical).	
20.	Red	Report daily status of employee welfare and work availability to the Crisis Management Team.	
21.	Red	Decide whether to instruct non-critical employees to remain at home until further notice. Advise same.	
22.	Red	Ensure infection control protocols are being applied (hand washing, coughing, masks, phone disinfectant, etc).	
23.	Red	Maintain current daily operations schedules – regular processing, reports, etc.	
24.	Red	Ensure employees are provided with appropriate work spaces to ensure social distancing protocols are adhered to.	
25.	Red	Limit building entrances to ensure all employees pass by an attended checkpoint before entering the building. Security will perform health inspection/interview of employees and observe hand sanitizing before employees are allowed to enter the general work site.	

Pandemic Flu Management Action Plan (Green Phase)

Phase		Action Plan Checklist	✓
GREEN PHASE			
26.	Green	Manage an organized return of Company operations to normal business status.	
27.	Green	Reassign employees temporarily working on pandemic tasks to normal duties.	
28.	Green	Continue to provide welfare support and assistance to all employees during return to normal business.	
29.	Green	Update employees, customers and stakeholders to confirm stand down for pandemic flu event.	

6. Communication Strategy

Communications to Key Internal and External Audiences

Pandemic Management Communications	Timing
<u>All employees</u> : Notify of Alert Phase and advisement on personal preparedness. Outline methods of communication. Seek feedback on any personal requirements to ensure preparations are in place should Alert Phase escalate to Red and BCP be activated.	Alert Phase Yellow
<u>All Company clients</u> : Services will be operating on limited basis. Urgent orders/issues will be dealt with as soon as possible, with non-urgent issues logged for future resolution.	Alert Phase Red
<u>All employees</u> : Services will be operating on limited basis. Urgent issues will be dealt with as soon as possible, with non-urgent issues logged for future resolution. Advise non-critical employees they are not required to attend the office.	Alert Phase Red

7. Testing the Pandemic Flu Strategy

This Pandemic Flu Strategy, as part of the ABC Company's Business Continuity Plan will be reviewed as needed. Initial pandemic flu testing can be conducted as "Table-Top" reviews. In a table-top review, key personnel meet to discuss scenarios of varying severity, duration, and other factors. The plan is reviewed to assess its readiness for meeting each of the challenges (also known as a walk-through test).

The table-top exercise gives participants an understanding of their individual roles and responsibilities and the overall objectives of the plan.

8. Pandemic Alert Phases and Actions

Phases of a pandemic flu event and response actions are summarized below.

World Health Organization Pandemic Phases

Phases	Phase Description	Level
Inter-Pandemic Phase	Low Risk of Human Cases	1
New Virus in Animals, No Human Cases	Higher Risk of Human Cases	2
Pandemic Alert	No or Very Limited Human-to-Human Transmission	3
New Virus Causes Human Cases	Evidence of Increased Human-to-Human Transmission	4
	Evidence of Significant Human-to-Human Transmission	5
Pandemic	Efficient and Sustained Human-to-Human Transmission	6

Pandemic Phases and Actions Required

Alert Code		Company Actions
ABC COMPANY	Link to WHO Level	
WHITE <i>Inter-Pandemic</i>	Levels 1 & 2	REVIEW ACTIONS TO DATE <ul style="list-style-type: none"> Review and confirm essential functions, processes. Assess core employees and skill requirements. Identify vulnerabilities (i.e., Where is additional cross-training required?). Prepare business continuity plans to response to high absenteeism at the height of the pandemic. Prepare communication strategies for customers, employees and stakeholders. Monitor State and County Health Department resources for pandemic status.
YELLOW Pandemic Alert	Levels 3 & 4	STANDBY/FINAL PREPARATION <ul style="list-style-type: none"> Maintain preparedness focus. Monitor State and County Health Department resources for pandemic status.

		<p>CONTAINMENT</p> <ul style="list-style-type: none"> • Communicate with employees about personal preparedness. • Review all business continuity plans and ensure relevant areas can quickly move to next stage. • Monitor State and County Health Department resources for pandemic status.
--	--	--

Pandemic Phases and Actions Required

RED Pandemic	Level 5 & 6	<p>MANAGE – pandemic flu emergency declared</p> <ul style="list-style-type: none"> • Activate business continuity plans. • Communicate with employees, customers and stakeholders. • Delegate authority as required. • Monitor State and County Health Department resources for pandemic status.
GREEN Stand Down	NA	<p>RECOVER – Crisis over</p> <ul style="list-style-type: none"> • Manage return to business as normal. • Communicate with employees, customers and stakeholders. • Conduct full debriefs processes.

9. Pandemic Influenza Planning Guide for Business

Purpose

This guide is intended to assist in pre-pandemic planning. Individuals and families, employers, schools, and other organizations will be asked to take certain steps (described below) to help limit the spread of a pandemic, mitigate disease and death, lessen the impact on the economy, and maintain societal functioning.

Businesses and other employers (including local, State, and Federal agencies and other organizations) are essential partners in protecting the public's health and safety when a pandemic occurs. This document provides guidance to these groups by describing how they might prepare for, respond to, and recover from an influenza pandemic.

When an influenza pandemic starts, public health officials will determine the severity of the pandemic and recommend actions to protect the community's health. People who become severely ill may need to be cared for in a hospital. However, most people with influenza will be safely cared for at home. Community mitigation recommendations will be based on the severity of the pandemic and may include the following:

1. Asking ill people to voluntarily remain at home and not go to work or out in the community for about 7-10 days or until they are well and can no longer spread the infection to others (ill individuals may be treated with influenza antiviral medications, as appropriate, if these medications are effective and available).
2. Asking members of households with a person who is ill to voluntarily remain at home for about 7 days (household members may be provided with antiviral medications, if these medications are effective and sufficient in quantity and feasible mechanisms for their distribution have been developed).
3. Dismissing students from schools (including public and private schools as well as colleges and universities) and school-based activities and closure of childcare programs for up to 12 weeks, coupled with protecting children and teenagers through social distancing in the community, to include reductions of out-of-school social contacts and community mixing.
4. Recommending social distancing of adults in the community, which may include cancellation of large public gatherings; changing workplace environments and schedules to decrease social density and preserve a healthy workplace to the greatest extent possible without disrupting essential services; ensuring work-leave policies to align incentives and facilitate adherence with the measures outlined above.

Planning now for a severe pandemic (and adjusting your continuity plan accordingly) will help assure that your business is prepared to implement these community recommendations.

Businesses and other employers should be prepared to continue the provision of essential products and services during a pandemic even in the face of significant and sustained absenteeism.

Pandemic preparation should include coordinated planning with employees and critical suppliers. Businesses should also integrate their planning into their communities' planning. These preparedness efforts will be beneficial to your organization, staff, and the community, regardless of the severity of the pandemic.

The following resources provide information to guide business planning for a pandemic:

- Business Pandemic Influenza Planning Checklist
(<http://www.flu.gov/planning-preparedness/business/businesschecklist.pdf>)
- Pandemic Preparedness Planning for U.S. Businesses with Overseas Operations Checklist
(<http://www.flu.gov/planning-preparedness/business/businessesoverseas.pdf>)
- Pandemic Influenza Preparedness, Response and Recovery Guide for Critical Infrastructure and Key Resources
(<http://www.flu.gov/planning-preparedness/business/cikrpandemicinfluenzaguide.pdf>)

Also, recommendations for implementing pandemic mitigation strategies and reliable and timely information on the status and severity of a pandemic will be posted at <http://www.flu.gov/pandemic/index.html>. Additional information is available from the Centers for Disease Control and Prevention (CDC) Hotline: 1-800-CDC-INFO (1-800-232-4636). This line is available in English and Spanish, 24 hours a day, 7 days a week. TTY: 1-888-232-6348. Questions can be e-mailed to <http://wwwn.cdc.gov/dcs/RequestForm.aspx>.

Recommendations for Planning

1. Plan for ill individuals to remain at home.

- Plan for staff absences during a pandemic due to personal illness:
 - Encourage ill persons to stay home during a pandemic and establish return-to-work policies after illness.
 - Identify critical job functions and plan for their continuity and how to temporarily suspend non-critical activities, cross-train employees to cover critical functions, and cover the most critical functions with fewer staff.
 - Identify employees who might need extra assistance to stay home when they are ill because, for example, they live alone or are disabled.
 - Review Federal and State employment laws that identify your employer obligations and options for employees.
- Establish and clearly communicate policies on sick (and other) leave and employee compensation.
- Develop a workplace culture that recognizes and encourages behaviors such as voluntarily staying home when ill in order to get well and to avoid spreading infection to others.
- Develop policies on what to do when a person becomes ill at the workplace.
- Provide employees with information on taking care of ill people at home. Such information will be posted on <http://www.flu.gov/pandemic/index.html>.

2. Plan for all household members of a person who is ill to voluntarily remain at home.

- Plan for staff absences related to family member illness.
 - Identify critical job functions and plan for their continuity and how to temporarily suspend non-critical activities, cross-train employees to cover critical functions, and cover the most critical functions with fewer staff.
 - Establish policies for an alternate or flexible worksite (e.g., work via the Internet, e-mailed or mailed work assignments) and flexible work hours, where feasible.
 - Develop guidelines to address business continuity requirements created by jobs that will not allow tele-commuting (e.g., production or assembly line workers).
- Establish and clearly communicate policies on family leave and employee compensation, especially Federal laws and laws in your State regarding leave of workers who need to care for an ill family member or voluntarily remain home.
- Provide employees with information on taking care of ill people at home. Such information will be posted on <http://www.flu.gov/pandemic/index.html>.

3. Plan for dismissal of students and childcare closure

- Identify employees who may need to stay home if schools dismiss students and childcare programs close during a severe pandemic.
- Advise employees not to bring their children to the workplace if childcare cannot be arranged.
- Plan for alternative staffing or staffing schedules on the basis of your identification of employees who may need to stay home.

- Identify critical job functions and plan now for cross-training employees to cover those functions in case of prolonged absenteeism during a pandemic.
- Establish policies for employees with children to work from home, if possible, and consider flexible work hours and schedules (e.g., staggered shifts).
- Encourage employees who have children in their household to make plans to care for their children if officials recommend dismissal of students from schools, colleges, universities, and childcare programs. Advise employees to plan for an extended period (up to 12 weeks) in case the pandemic is severe.
- In a severe pandemic, parents would be advised to protect their children by reducing out-of-school social contacts and mixing with other children.

4. Plan for workplace and community social distancing measures

- Become familiar with social distancing methods that may be used during a pandemic to modify the frequency and type of person-to-person contact (e.g., reducing hand-shaking, limiting face-to-face meetings and shared workstations, promoting telecommuting, offering liberal/unscheduled leave policies, staggered shifts).
- Plan to operate businesses and other workplaces using social distancing and other measures to minimize close contact between and among employees and customers. Determine how the work environment may be reconfigured to allow for more distance between employees and between employees and customers during a pandemic. If social distancing is not feasible in some work settings, employ other protective measures (guidance available at <http://www.flu.gov/pandemic/index.html>).
- Review and implement guidance from the Occupational Safety and Health Administration (OSHA) to adopt appropriate work practices and precautions to protect employees from occupational exposure to influenza virus during a pandemic. Risk of occupational exposure to influenza virus depends in part on whether or not jobs require close proximity to people potentially infected with the pandemic influenza virus or whether employees are required to have either repeated or extended contact with the public. OSHA will post and periodically update such guidance at <http://www.flu.gov/pandemic/index.html>.
- Encourage good hygiene at the workplace.
- Provide employees and staff with information about the importance of hand hygiene (information can be found at <http://www.cdc.gov/handwashing/>) as well as convenient access to soap and water and/or alcohol-based hand sanitizing gel in your facility. Educate employees about effectively covering their cough to prevent the spread of germs by accessing information at <http://www.cdc.gov/flu/protect/covercough.htm>.

5. Communicate with your employees and staff

- Disseminate your company's pandemic plan to all employees and stakeholders in advance of a pandemic; include roles/actions expected of employees and other stakeholders during implementation of the plan.
- Provide information to encourage employees (and their families) to prepare for a pandemic by providing preparedness information. Resources are available at <http://www.flu.gov/planning-preparedness/community/plannow.pdf>.

6. Help your community

- Coordinate your business' pandemic plans and actions with local health and community planning.
- Find volunteers in your business who want to help people in need, such as elderly neighbors, single parents of small children, or people without the resources to get the medical or other help they will need.
- Think of ways your business can reach out to other businesses and others in your community to help them plan for a pandemic.
- Participate in community-wide exercises to enhance pandemic preparedness.

7. Recovery

- Assess criteria that need to be met to resume normal operations and provide notification to employees of activation of the business resumption plan.
- Assess the availability of medical, mental health, and social services for employees after the pandemic.

Source:

Department of Health and Human Services, Center for Disease Control and Prevention. Interim Pre-pandemic Planning Guidance: Community Strategy for Pandemic Influenza Mitigation in the United States— Early, Targeted, Layered Use of Nonpharmaceutical Interventions, Appendix 4. February 2007.

10. Business Pandemic Influenza Planning Checklist

Planning for pandemic influenza is critical

- Protect employees' health & safety. When a pandemic influenza is declared in the U.S., it would be a wise precaution to send home, at the earliest opportunity, any employees who have flu signs/symptoms. Retaining sick employees in the confines of a workplace will increase the likelihood of further spread of the disease to the workforce.

Plan for the impact of a pandemic on your business

- Establish relationships with community public health and other key stakeholders for up-to-date, reliable pandemic information.
- Establish an Emergency Communications Plan and revise periodically.
- Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. Tell your workforce about the threat of pandemic flu and the steps the company is taking to prepare for it. In emergencies, employees demonstrate an increased tendency to listen to their employer, so clear and frequent communication is essential.
- Identify essential employees and essential functions required to maintain business operations. Who would you miss in keeping the company going? Then work out how you would cope if those people weren't there. Explore the possibility of these employees working from home to reduce the spread of the virus. Remote electronic working, where feasible, will reduce face-to-face meetings (i.e., social distancing).
- Train and prepare a back-up work force (e.g. contractors, employees in other job titles, retirees) in the event of an absentee rate of 25-30%. Throughout the duration of a pandemic, it is likely that your workforce will be depleted. In preparation, you can ensure your workers are cross-trained so that remaining workers will not be required to carry out unfamiliar tasks.
- Develop and plan for scenarios likely to result in an increase or decrease in demand for your products and/or services during a pandemic (e.g. effect of restriction on mass gatherings, need for certain supplies). Also, do you operate on "just in time" inventory methodology or do you need a stockpile of (spare) parts?
- Expand online and self-service options for customers and business partners.

Plan for the impact of a pandemic on your employees and customers

- Think about employee absences due to personal illness, family member illness, community containment measures (quarantines) or school closures (child care).
- Ensure employees are educated about signs and symptoms and have access to healthcare services.
- Maintain a healthy work environment by providing infection control procedures such as alcohol-based hand sanitizer and tissues to help prevent the spread of the virus. Ensure adequate air circulation. Post tips to stop the spread of germs.

Establish policies to be implemented during a pandemic

- Consider sick-leave absences unique to a pandemic (e.g., non-punitive, liberal leave). Communicate with employees about the importance of staying away from the workplace if they become ill. Concern about lost wages is the largest deterrent to self-quarantine.
- Formulate a flexible work site policy (e.g., tele-commuting) and flexible work hours.

- Prevent influenza spread at worksite (hand washing, immediate mandatory sick leave for those employees with influenza symptoms).
- Restrict travel to affected geographical areas.

Source:

U. S. Department of Health and Human Services, Centers for Disease Control and Prevention. Business Pandemic Influenza Planning Checklist - PDF | PandemicFlu.gov. December 2007.

11. Glossary of Pandemic Planning Terms

Antiviral	A medication that may be used to treat people who have been infected by a virus to help limit the impact of some symptoms and reduce the potential for serious complications. People who are in high risk groups are often given antiviral drugs because of their increased potential to develop additional health issues.
Avian Influenza (a.k.a. bird flu)	This strain of influenza virus is naturally occurring in birds. Wild birds can carry the virus and may not get sick from it; however, domestic birds may become infected by the virus and often die from it. The WHO has documented cases whereby Avian Influenza was contracted by humans resulting in fatalities.
Business Continuity Plan	A comprehensive written plan to maintain or resume business in the event of a disruption. The term encompasses both disaster recovery planning and business resumption planning. The plan identifies procedures for sustaining critical business operations while recovering from a significant business interruption such as a pandemic flu event.
Epidemic	The rapid spread of a disease that infects some or many people in a community or region at the same time.
CDC	U. S. Department of Health and Human Services, Centers for Disease Control and Prevention
Flu	The shortened, common name for "influenza"
H5N1	The scientific name for a subtype of the avian influenza (bird flu) virus that has spread from birds to humans; A strain of influenza type A virus that moved in 1997 from poultry to humans. While the outbreak of this virus was quickly contained, it produced significant morbidity and mortality in humans, probably from direct contact with infected poultry
Influenza	A contagious respiratory illness caused by particular strains of viruses.
Interpandemic Period	<u>Reference:</u> WHO Phases 1 & 2; The interval between the last pandemic and the onset of the Pandemic Alert Period. During this period no new virus subtypes have been detected in humans although an influenza virus subtype that has caused human infection may be present in animals.
Isolation	The physical separation of a person suffering from an infectious or contagious disease from others in a community.
Pandemic	A global epidemic of any disease, crossing international borders and usually affecting a large number of people.
Pandemic Alert Period	<u>Reference:</u> WHO Phases 3, 4, and 5; The interval following the Interpandemic Period. Characterized by the occurrence of human infection(s) with a new subtype of influenza virus in the absence of efficient human to human transmission of this new virus.
Pandemicflu.gov	One-stop access to US Government avian and pandemic flu information

Pandemic Influenza (a.k.a., Influenza Pandemic)	A virulent influenza (flu) caused by a new viral strain to which humans have not been exposed. It is more serious than typical seasonal flu because there is no natural resistance or immunity to it; A global epidemic. Influenza can be pandemic, since it has the ability to rapidly spread globally, infecting large numbers of people of different ages and causing serious illness and death.
Pandemic Period	<u>Reference:</u> WHO Phase 6; The interval characterized by increased and sustained transmission in the general population of a new influenza virus subtype which is spreading efficiently between humans.
Quarantine	The physical separation of healthy persons who have been exposed to an infectious disease—for a period of time—from those who have not been exposed; Isolation.
Sanitize / sanitizer -	To make sanitary or healthy (as by cleaning or sterilizing). Treat in such a way as to decrease the numbers of pathogens (organisms capable of causing disease) to levels at which they pose no danger of causing disease.
Seasonal Flu	A contagious respiratory illness caused by (common) influenza viruses occurring every year. It affects an average of 5 to 20 percent of the U.S. population by causing mild to severe illness, and in some instances can lead to death. Most people have some immunity, and a vaccine is available.
Social Distancing	Restricting person-to-person exposure to, or increasing the distance between, people as a means of reducing the spread of contagious disease. Restrictions could include, school and work site closures, cancellation of public gatherings and closure of (or limiting) mass transportation. (e.g., closing schools, shopping malls and places of employment with employees working from home where possible.).
Tamiflu	Brand name for oseltamivir phosphate that fights viruses, in particular, influenza ("flu") viruses. When flu is contracted, Tamiflu can lessen the severity of symptoms and duration of the episode. Tamiflu is not a vaccine, antibiotic or cure for the flu; it is an inhibitor. There is no cure for the flu.
Tele-commuting	Using telecommunications technology to work from a remote location, other than the regular work site. The remote location can be an employee's home, a field office, or hotel room. The employee accesses computer networks and other resources remotely over telephone or internet connections. Also, the employee communicates with co-workers, customers, and other business contacts through telephone, email, fax, teleconferencing, and Web conferencing. Telecommuting in pandemic planning is the social distancing strategy. Also known as tele-working.
Vaccine	An injection, usually of an innocuous (weak or killed) form of the virus, which stimulates the production of antibodies by the immune system to help prevent or create resistance to an infection. Vaccines are usually given as a preventive measure.
WHO	World Health Organization , the United Nations' specialized agency for health, monitors the status of pandemic influenza continuously and reports results through their website.