

# The City of Prince Albert



## Pandemic Emergency Plan

2009



# SECTION I-PANDEMIC PLAN

## 1.0 INTRODUCTION

The anticipation of the Pandemic H1N1 it is expected to occur in a second wave in the near future. According to the World Health Organization the H1N1 (Swine Flu) virus has the potential to become a pandemic. The World Health Organization (WHO) defines the pandemic influenza as “a global epidemic of influenza and it occurs when a new influenza (i.e. an influenza virus subtype that is not circulating widely in human beings) emerges and starts spreading in a similar way to normal influenza - through coughing and sneezing. Because the virus is new, the human immune system will have little or no pre-existing immunity. People who contract pandemic influenza are thus likely to experience more serious disease than that caused by normal influenza.”

The City Manager will implement Phase 3 of the City’s pandemic plan when the Ministry of Health along with the Province’s Chief Medical Health Officer notifies the people of Saskatchewan that the Province’s pandemic plan is being activated as a result of the Federal Minister of Health declaring the onset of the pandemic in Canada.

Upon activating Phase 3 of the City of Prince Albert Pandemic Plan the City Manager will notify the Mayor and City Council of the plan activation. If necessary the Emergency Operations Center (EOC) may be activated and the Emergency Response Plan implemented.

## 1.2 PURPOSE

The purpose of the Pandemic Emergency Plan is to:

- i. Ensure that The City of Prince Albert can maintain critical and high priority service levels with a reduction of staff during a Pandemic;
- ii. Educate employees regarding precautionary measures to take during a pandemic to reduce the transmission of the pandemic virus among employees;
- iii. Minimize illness among employees,
- iv. Define the parameters of services levels during a pandemic,
- v. Identify protocols for the City of Prince Albert to follow when staffing levels are reduced as a result of the pandemic, and
- vi. Cooperate with the Prince Albert Parkland Health Region to promote public health efforts.

### 1.3 PLANNING ASSUMPTIONS

The following assumptions can be used to develop the Pandemic Plan for the City of Prince Albert.

- ⇒ Time Period: The pandemic outbreak is expected to last several weeks. It is anticipated that at least two pandemic disease waves are possible.
- ⇒ Impact: In a worst case scenario, health professionals estimate that about 30% of the population will become ill with the pandemic virus. Among working adults it is estimated that an average of 20% will become ill during the outbreak.
- ⇒ Transmission: The influenza virus spreads easily from person-to-person as infected people cough or sneeze. The virus can be left on objects that are touched or coughed on. Infected people can spread the virus for one-half to one full day before showing signs of being sick.
- ⇒ Prevention: Infection control procedures and prevention measures will help reduce illness.
- ⇒ Absenteeism: employees may be ill with the influenza virus, may stay at home to care for children or family members, or may refuse to report for work duties. There is a potential that employees may miss as little as a few days or several weeks of work.
- ⇒ Vendor Services: Goods and service disruptions are to be expected.

### 1.4 PANDEMIC ALERT

The WHO uses a six phased approach to group and describe pandemic phases. As per the WHO alert phases, phases 1-3 correlate with preparedness, while phases 4-6 identify the need for response and mitigation efforts.

PANDEMIC INFLUENZA PHASE	DESCRIPTION
<b>INTERPANDEMIC PERIOD</b>	
<b>PHASE 1</b>	No new influenza subtypes have been detected in humans. The risk is considered low.
<b>PHASE 2</b>	No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus poses a substantial risk of human disease.

<b>PANDEMIC ALERT PERIOD</b>		
<b>PHASE 3</b>	Human infection(s) with a new subtype, but no, or at most rare, Human to human spread with close contact.	Distinction between phase 3,4,5 is based on a medical and/or scientific assessment
<b>PHASE 4</b>	Small cluster(s) with a new subtype, but no human-to-human transmission, but spread is highly localized, suggesting the virus is not well adapted to humans.	
<b>PHASE 5</b>	Large cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet pose a substantial pandemic risk.	
<b>PANDEMIC PERIOD</b>		
<b>PHASE 6</b>	Increased and sustained transmission in general population.	

The grouping of the pandemic phases provides an indicator where we need to be in our planning process.

### 1.5 City Alert Phases

The City of Prince Albert will follow a three phased approach to implement its pandemic plan.

<b>CITY PANDEMIC PLAN IMPLEMENTATION PHASE</b>	<b>DESCRIPTION</b>
<b>PANDEMIC MITIGATION PERIOD</b>	
<b>PHASE 1</b>	<ul style="list-style-type: none"> <li>Activities directed toward the control of information on the pandemic influenza.</li> </ul>
<b>PANDEMIC ALERT PERIOD</b>	
<b>PHASE 2</b>	<ul style="list-style-type: none"> <li>Activities directed toward educating the unions and staff about cross training functions and sick time protocols.</li> </ul>

PANDEMIC RESPONSE PERIOD	
<b>PHASE 3</b>	<ul style="list-style-type: none"> <li>The Federal Minister of Health declares the onset of the pandemic in Canada.</li> <li>The Provincial Chief Medical Officer declares the onset of the pandemic in Saskatchewan.</li> <li>The City of Prince Albert prioritizes service levels for each department.</li> <li>Refusal of banked time, EDO and vacation requests are denied when employee sick levels significantly impact service levels.</li> </ul>

**1.6 Phase 1-City Pandemic Mitigation Phase**

These activities are directed towards the control of information of the pandemic influenza to educate employees and include:

- The implementation of the City of Prince Albert Pandemic Plan.
- The World Health Organization (WHO) is at a Phase 3 pandemic influenza phase.
- Department heads will follow the Pandemic Plan Prevention Measures guidelines and Business Continuity plan.
- Departments identify alternate suppliers of key services and goods.
- Assessment of each civic department as the service levels to be provided during the pandemic outbreak.
- Development of strategies to educate and increase awareness for employees.
- Encouragement of employees to voluntarily participate in the annual flu immunization programs.

**1.7 Phase 2-City Pandemic Alert Period**

Department heads will monitor sick time and the number of employees away from work. Some cross training will be made available for employees that may be required to transfer between departments.

- The World Health Organization (WHO) is at a Phase 5 pandemic influenza phase.

**1.8 Phase 3-City Pandemic Response Period**

The City Manager authorizes city service levels to be changed according to their priority as identified in the Business Continuity risk assessment process. The change in service levels will be a result of decreased staffing levels which creates an inability to provide normal levels of service to the citizens of Prince Albert. If staffing levels dictate a significant reduction in service levels, the City Manager may activate the Emergency Operations Center (EOC) to coordinate department activities.

Pandemic procedures for sick time, employee attendance, and cleaning and disinfecting procedures are activated when service levels are significantly impacted due to employee absences. Key points to consider in Phase 3 of the City of Prince Albert Pandemic Plan include:

- Suppliers and customers should be notified of alternate procedures for pickup / deliveries
- Alternate delivery arrangements with suppliers and customers must be anticipated and planned for.
- Department heads refuse vacation, banked time and vacation requests to maintain priority service levels.
- The Emergency Operation Center may be activated so department heads can meet daily at a regularly scheduled time to plan strategies.
- Social distancing and workplace cleaning procedures are discussed at every department level.
- The Pandemic Plan reporting sick procedures are implemented for each department.
- Essential services levels are planned for and maintained.
- Cleaning and disinfecting procedures are implemented.
- Use teleconferencing and the internet to conduct business and communications when necessary.

## **1.9 COMMUNICATION STRATEGY**

The communication strategy will focus on the following:

- Face-to-face communications during the ***pandemic mitigation*** and ***alert periods***.
- Electronic communications is an option during the ***pandemic response period***.
- Dispelling fear, rumors and anxiety with regular dissemination of information will be the priority during the pandemic period.
- Inform customers, suppliers and stakeholders which services may not be available during a pandemic.

## **1.10 SERVICE LEVEL PRIORITIES**

Each civic department will conduct an internal assessment to identify the core service levels that need to be provided during a pandemic. An action plan to deal with high, medium and low priority services will be implemented in each department.

### ***i. High Priority-Essential Services***

- High impact on the health, life and safety of the public and City employees.
- Devastating financial costs associated with the loss of a service or function.

### ***ii. Medium Priority-Necessary Services***

- Potential impact to the health, life and safety of the public and City employees.

- High cost associated with loss of service or function.
- Highly visible services that may diminish public confidence if not provided.
- Services necessary for the support of services that may impact the health, life and safety of the public and City employees.

**iii. Low Priority-Desired Services**

- Services that provide a quality of life and are expected by the public.
- Services that may be delayed due or discontinued without significant hardship to the public.

**1.11 BUSINESS CONTINUITY**

Each civic department will have a clear “delegation of authority” that is at least a two-deep back-up system. Where possible it is highly recommended that a three-deep system be implemented.

It is estimated there that 30 percent of employees will be absent from work during a pandemic. The Pandemic Plan identifies the service levels The City of Prince Albert can provide with the decrease in staffing levels.

The high, medium and low priority service levels to be provided during the pandemic phase had been determined by each department. The business continuity assessment included an evaluation process which determined:

- Service level that can be provided with minimal face-to-face contact between employees, customers and suppliers.
- Services and job functions that can operate effectively if employees are absent from work.
- Daily operations that can operate if supply chains are disrupted.

**1.12 Post Pandemic Period**

It will be necessary to assess the impact the pandemic had on each department and adjust the Pandemic Plan for any additional pandemic waves. Four key areas will be required for review:

- i. Assess the impact on the physical and economic impacts to the City of Prince Albert.
- ii. Adjust recovery actions based upon the impacts.
- iii. Assess the costs to prepare for anticipated future pandemic waves.
- iv. Implement recovery actions to restore department functions to full and normal operational levels.

**1.13 LEGISLATIVE AUTHORITY**

In the Province of Saskatchewan *The Emergency Planning Act*, enables municipalities to make an emergency declaration relating to all or any part of the municipality. The Act empowers the City of Prince Albert to activate emergency plans and declarations in

response to any threat to the life, health, safety, and well being of the residents of the municipality.



## SECTION II-ATTENDANCE GUIDELINES

### 2.0 REPORTING SICK

Supervisors need to be able to assess employees to make educated decisions whether or not an employee should be sent home on sick leave. Employees at work or calling in sick should be prepared to answer the questions in the Influenza Assessment flow chart.

The Centers for Disease Control and Prevention recognizes that the H1N1 virus is contagious and spreads from human to human and is thought to spread the same way as the flu spreads. The virus is spread from person to person through coughing, sneezing, and contact with an object with the flu virus on it. Signs and Symptoms of the H1N1 virus are similar to other forms of influenza, and also include:

- Fever
- Coughing
- Headaches
- Muscle or joint pain
- Sore throat
- Chills
- Fatigue
- Runny nose
- Diarrhea and vomiting (in some cases)

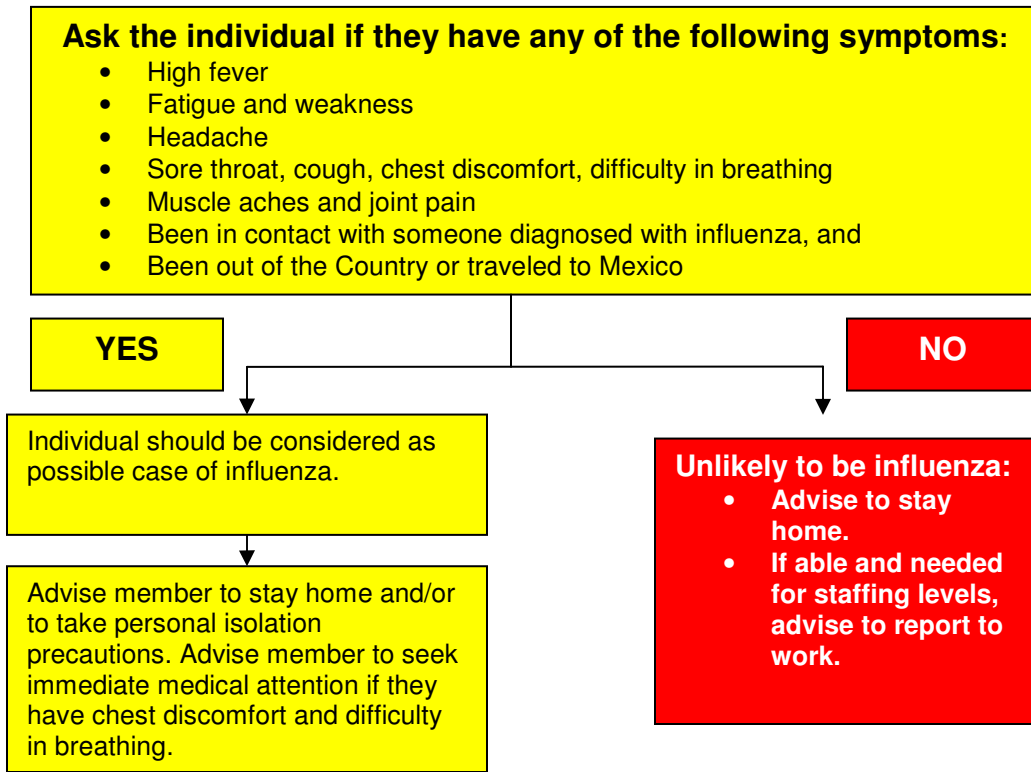
There are four categories of people that are at a higher risk of serious complications from H1N1, and include:

- People age 65 years or older
- Children younger than 5 years old
- Pregnant women
- People of any age with medical conditions such as asthma, diabetes, obesity, heart disease, HIV/AIDS or other medical conditions that weaken the immune system.

Employees exhibiting the following symptoms will be advised to seek immediate medical attention.

- Shortness of breath
- Pain in the chest or abdomen
- Sudden dizziness or confusion
- Persistent vomiting
- The return of flu like symptoms that include a fever and cough

## INFLUENZA ASSESSMENT FLOW CHART



Supervisors and Department Heads must emphasize the importance to employees that they cooperate in answering the questions from the assessment flow chart, as it serves as a tool to minimize the occurrence of an employee having influenza like symptoms and being a potential carrier of the virus. **See Appendix A for the symptoms of the seasonal flu, influenza and common cold.**

### **i. Vacation, Banked Time and EDO Refusal (City Pandemic Phase 3)**

The ability of the City of Prince Albert to deliver and maintain high priority services is dependant upon employees being available for work duties. A significant increase in employee sick time and work absence is a trigger that the City Manager will use to inform department heads that EDO's, Banked Time and Vacation requests will be refused. As per the City of Prince Albert attendance tracking system, the EDO's, Banked and Vacation time will be recorded and tracked.

When absenteeism rates are not below 30% the Department Head can approve vacation and EDO requests. The responsibility of advising employees regarding this policy remains with each department head and managers.

### **ii. Reporting for Duty**

The anticipation of 30-50% of employees being away from work during the pandemic, it will be necessary for each department to shuffle employees and to reassign work duties as required to maintain essential services.

The decision to change working conditions will be made by the highest ranking supervisor available in the department. The decision will only be made to ensure that the department essential services can be maintained.

It is critical that each department completes the Pandemic Business Continuity questionnaire and plans for job reassignments with staff. Those employees that do not have influenza like symptoms are to be encouraged to report for work.

### **iii. Sick at Work**

Employees may choose to come to work as they feel “healthy” and yet may be contagious with the influenza virus. Any employee that exhibits symptoms of influenza or feels sick at work must report to their immediate supervisor. The supervisor shall:

- i. Have the employee apply a paper mask.
- ii. Select a suitable location away from other employees and minimize contact with high touch surfaces and other employees.
- iii. Assess the sick employee with the Influenza Assessment flow chart.
- iv. If the employee meets the Influenza criteria send employee home and have employee take personal isolation precautions.
- v. If employee is too sick to drive home, the supervisor will make transportation arrangements.
- vi. If the employee chooses to go to the hospital and is too sick to drive, the supervisor will contact the Ambulance for transport to the hospital.
- vii. The supervisor will advise department employees that they may have been exposed to an employee with influenza.
- viii. Immediate steps will be taken to clean and disinfect the high touch surfaces in the work area.
- ix. Employees will be encouraged to return to work when they are well, which is usually 1-day after the influenza symptoms have disappeared.
- x. Employees that have been exposed to the sick employee and are not showing symptoms of influenza are expected to report for duty. Social distancing practices will be encouraged.
- xi. If the employee does not meet the influenza criteria and if the employee is able and needed for staffing levels, encourage employee to stay at work.
- xii. The employee must follow appropriate hygiene practices while at work.

### **iv. Workplace Denial**

Employee's infected with flu like symptoms can shed the virus and are able to infect others from 1 day before getting sick to 5 to 7 days after. When the Influenza Assessment chart has been used and the employee is advised to stay home and reports for duty, the most senior supervisor has the authority to send the employee home on sick leave.

#### **v. Employee Transfers**

Some departments may be impacted by the number of sick employees and it may be necessary for departments to transfer employees from department to department to ensure that the high priority service levels can be met.

#### **2.1 VACCINE AND ANTI VIRAL PROTOCOLS**

Depending upon the geographical rate of spread of the virus, it is not anticipated that a vaccine will be available during the first wave of the pandemic. Limited quantities of vaccine may be available during the second and third wave.

The Prince Albert Parkland Health Region has a mass immunization plan where a plan is in place to immunize 100% of the Prince Albert Health Region over a 4 week period.

The health authorities have identified priority groups for vaccination. Health Care Workers will be the first group to receive a vaccine when available. People at high risk of severe or fatal outcomes, pregnant women, children six months to five years, people living in remote & isolated communities, and people whose living conditions expose them to greater risks. Police and Fire department personnel are in the second group.

Antivirals (anti-influenza drugs) are new medications that have shown to be effective in preventing or mitigating the effects of viral infections in humans. The Health Region, Provincial and Federal Health Authorities have stockpiled the drug Tamiflu. Tamiflu has been shown to mitigate the seriousness of flu symptoms and complications.

## SECTION III-PREVENTION

### 3.0 PERSONAL PROTECTIVE EQUIPMENT

Where there is a potential for human to human contact during the peak phases of the pandemic and significant employee absences are noted, the City will use the appropriate control measures to minimize the transmission of the virus. Three control measures for risk management include; engineering, administrative, and personal protective equipment measures. ***Appendix D indentifies the three control measures and guidelines.***

To minimize the potential of virus transmission from human to human during the peak levels of the pandemic, no public meetings will be held in City Hall. Department head meetings and City Council meetings will only be held to conduct business that is urgent in nature. The City Manager will work with the Mayor and department heads to determine whether or not to cancel public and or City Council meetings.

### 3.1 TRANSMISSION OF INFLUENZA

There are three forms of transmission of the influenza virus:

- **Direct Contact:** involves direct skin to skin contact as may be required for first aid procedures (cardiopulmonary resuscitation).
- **Indirect Contact:** involves a workers contact with a contaminated object such as a keyboard, telephone, door knob, and then touching the eyes, nose and mouth to transfer the virus.
- **Droplet Transmission:** Infected droplets are transmitted when they are deposited on a susceptible individual's mucus membrane which leads to an infection. Droplets travel a short distance through the air and can be deposited on inanimate surfaces, or in the eyes, nose or mouth.
- **Airborne Transmission:** smaller infected particles called aerosols are generated from an infected person's respiratory tract. These small infected particles may be transmitted through inhalation.

### 3.2 PREVENTION MEASURES

It appears that the pandemic flu will behave like other existing flu's and can be transmitted in the same manner. The best protection is to practice good infection control procedures by washing hands, covering coughs and sneezes, avoiding close contact with people who are sick, keeping common surfaces and items clean and disinfected, and staying home when sick.

An adequate supply of tissue, hand cleaner, disinfectant and cleaning supplies should be in stock prior to the pandemic outbreak. During the pandemic outbreak it may be difficult to purchase these supplies.

One of the best ways to reduce the spread of influenza is to keep sick people away from well people. Staff with flu like symptoms are advised to stay home and not come to work until 24 hours after their fever has resolved.

**i. Cough Etiquette**

- Use disposable tissues for wiping nose.
- Cover nose and mouth with a tissue when sneezing and coughing.
- If tissue is unavailable, use your elbow or sleeve.
- Avoid touching your eyes, nose or mouth as germs can spread that way.
- Avoid sharing personal items.
- Stay home if ill.
- **See Appendix B for respiratory hygiene.**

**ii. Hand Hygiene**

- Wash hands frequently using soap and running water, or
- Use an alcohol based hand cleaner.
- **NOTE:** After using the alcohol based cleaner five times, you must wash your hands thoroughly with soap and running water. Failure to do this may facilitate microscopic bacteria growth on the hands.
- **See appendix B for hand hygiene.**

**3.3 SOCIAL DISTANCING**

Social distancing is an effort taken to reduce close contact with others during the pandemic period. In an effort to minimize anxiety among employees, social distancing practices will not be conducted until absenteeism levels are high. Three social distances practices will be followed when required. **See Appendix C for Workplace Risk Assessment procedures.**

**i. Work Procedures**

- i. Employees are to maintain a 1-2 meter distance when interacting with other employees.
- ii. Face to face meetings will be avoided where a 1-2 meter distance cannot be maintained.
- iii. Meetings should be held in large rooms with good air exchange.
- iv. During the peak level of the pandemic employees may choose to wear a surgical mask when dealing in close contact with customers. A surgical mask does provide sufficient coverage for the employee.

**ii. Social Activities and Kitchen facilities**

- i. Employees will not use plates, cuts or cutlery until they have been washed in hot soapy water. Preference is given to disposable utensils.
- ii. Use paper towels for hand drying.

**iii. Shift Change Procedures**

- i. Social distancing will remain at 1-2 meters during staff change.

### 3.4 WORKPLACE CLEANING

There is scientific and medical evidence that influenza can spread through inadequately ventilated internal spaces. These spaces should be well ventilated. HVAC should be maintained regularly according to appropriate standards and building codes.

Thorough hygiene practices will minimize the potential to spread the influenza virus. In Phase 3 of the City Pandemic Plan, the following cleaning procedures will be followed as a critical measure to prevent spreading and receiving the influenza virus.

### 3.5 Cleaning Procedures

- i. High touch surfaces shall be cleaned with an approved cleaning agent at the beginning of **each work day**. Cleaning is to be conducted from top to bottom and from a clean to dirty surface. This includes:
  - Door knobs,
  - Hand rails
  - Telephones
  - Table and chairs
  - Commonly touched hard surfaces
  - Computer mice and key boards
  - Vehicle steering wheels
  - Radios and cell phones
- ii. All kitchen surfaces shall be cleaned prior to lunch.
- iii. Do not use cutlery or cups and dishes until they have been effectively cleaned using hot water and dish soap. The use of the dishwasher eliminates rewashing utensils and dishes.
- iv. Clean all work surface areas that may have been touched by an employee that has become ill at work.

### 3.6 MEETING PROTOCOL

Face to face meetings shall be minimized when the City Pandemic Plan is in the Phase 3 activation. When appropriate meetings should be conducted through teleconferencing rather than face to face. However, this may not always be feasible and when face to face meetings are required the following procedures shall be followed:

- High touch surfaces have been cleaned with an approved disinfectant.
- The meeting room has disinfectant readily available for post meeting cleaning.
- Hand washing solutions and boxes of tissue are supplied.
- If possible the meeting room shall be aired out for 2 hours before and after the meeting.
- Seating arrangements should have a 1 meter separation.
- Handouts or other material should not be shared.
- An individual has been assigned to disinfect the room after the meeting.

### **3.7 ADDITIONAL CONTROLS**

It may be necessary to implement additional control measures to minimize exposure to the H1N1 virus.

- Have barriers in place to limit close contact with customers.
- Postpone customer interactions.
- Consider a buffer zone of at least two meters between an employee and a customer.
- Keep customer interactions as short as possible.
- Assign immuno-compromised or pregnant workers to lower pandemic influenza exposure job tasks.
- Limit non essential tasks to minimize situations with a high risk of exposure to the influenza.

### **3.8 BEST PRACTICES**

Education of civic employees may include:

- An awareness of how the virus can be transmitted.
- An awareness of social distancing practices.
- Proper hand and respiratory hygiene practices.
- Use of personal protective equipment when required.
- Understanding of routine cleaning practices.



## SECTION IV-DEPARTMENT SERVICE PRIORITIES

### Pandemic Service Levels-Fire Department

Function	Description	High-Essential	Medium-Necessary	Low-Desired
<b>Protection of life &amp; property</b>	Respond to fire calls in the City of Prince Albert.	X		
	Secondary response to the RM of Prince Albert.	X		
	Respond to motor vehicle collisions in the department's response area.	X		
	Perform surface and ice rescue, rope rescue, trench and airport suppression services.	X		
	Structural collapse support operations.	X		
<b>Equipment maintenance</b>	Apparatus maintenance	X		
	SCBA, gas detectors, and rescue equipment checks.	X		
	SCBA service repairs	X		
<b>Fire Investigations</b>	Perform fire investigations to determine origin and cause of fire	X		
<b>Emergency Measure functions</b>	Assist in the functions of the City EOC, and other EMO functions	X		
<b>Inspection Services</b>	Inspection of high risk occupancies	X		
<b>Administrative duties</b>	Payroll	X		
<b>Secretary Duties</b>	Administrative functions		X	
<b>Fire Prevention</b>	Life Safety Division fire prevention duties		X	
<b>Public Education</b>	Tours, educational and prevention programs			X
<b>Fire Inspections</b>	Re-inspections			X
<b>Equipment Repair</b>	Fire hose and turnout maintenance repairs			X
<b>Training</b>	Fire department training evolutions, theory, and practical components			X

## Pandemic Service Levels-Economic Development and Planning

Function	Description	High-Essential	Medium-Necessary	Low-Desired
<b>Customer Service</b>	Receiving & Processing applications			x
	Building inspections	x		
	Property inspections			x
	Path Finding for Business			x
	Requests for file information			x
	Sale of Property			X
<b>Regulatory &amp; Legal</b>	Reports to Committee and Council		x	
	Building Inspections	x		
	Processing Legal Agreements		x	
	Inspection of temporary structures that may be erected for emergency use or uses of existing structures i.e. a field hospital	x		
<b>Administration</b>	Responding to callers& requests from the public		x	
	Attending Committee & Council Meetings	x		
	Processing staff forms		x	
	Speaking engagements			x
	Trade shows			x
	Conferences			x
<b>Protection of life &amp; property</b>	Removal of structures constituting a hazard	x		
	Sites constituting a hazard ie open excavation	x		
	Providing building plans to Emergency Services	x		

## Pandemic Service Levels – Financial Services

Function	Description	High-Essential	Medium-Necessary	Low-Desired
<b>Accounts Receivable</b>	Monitors payment on outstanding invoices & generates invoices for all depts.			X
<b>Parking Tickets</b>	Tracks paid & unpaid tickets, warrants, court orders.			X
<b>Tax Desk</b>	Answer tax inquiries, set up new properties.			X
<b>Accounts Payable</b>	Issues payment on all invoices.		X	
<b>Payroll</b>	Payroll for all employees.	X		
<b>Water Connections</b>	Water hook up and disconnections.	X		
<b>Cashier</b>	Process payments, daily deposit, pet licenses.	X		
<b>Water Billings</b>	Issue water bills.		X	
<b>Purchasing</b>	Tenders, supplies, equipment & services required by all depts.		X	
<b>Storekeeping</b>	Maintaining inventory levels, disposing of surplus materials & equipment.		X	
<b>Assessment</b>	Place values on property & levying taxes			X
<b>Secretary</b>	Mail, courier, phone, supplies.		X	
<b>Administration</b>	Committee & Council Meetings	X		
	Financial Reports			X
	Budgeting			X

## Pandemic Service Levels – Corporate Services

Function	Description	High-Essential	Medium-Necessary	Low-Desired
<b>City Clerk</b>	Vital Statistics - Issuing birth and death permits	X		
<b>Corporate Communication</b>	Generating news releases, posting information on the web, dealing with the media, 'crisis communication	X		
<b>Information Technology</b>	Ensure server's are running so information in the network can be retrieved.	X		
	Functions such as Email, Payroll, Accounting require that our systems be up and running properly	X		
	Ensure that phones and PDA's are functioning properly.	X		
	Ensure that staff working remotely from home are able to gain access	X		
<b>OH&amp;S</b>	Investigation of workplace accidents and incidents		X	
	Investigate 'refusal of work' situations			
<b>Human Resources</b>	Dealing with questions on benefits and sick leave,			X
	Hiring of personnel			X
	Administrative duties			X

## Pandemic Service Levels-Public Works

Function	Description	High-Essential	Medium-Necessary	Low-Desired
Water Treatment Plan	Production of Potable Water	X		
Wastewater Treatment Plan	Treatment of sewage	X		
Airport	Maintenance of airfield	X		
Collection / Distribution	Repair of watermain breaks	X		
Fleet	Maintenance of all city vehicles	X		
Streets	Snow removal / pothole repair	X		
Sign Shop	Traffic lights / Traffic signs		X	
Sanitation	Landfill / Garbage collection		X	
Survey	Field support for City crews		X	
Drafting	Maps & Digital data			X
Administration	Telephone, reception, front counter			X
Capital	Oversight and admin of contracts			X
Transit	Bus service oversight			X

## Pandemic Service Levels-Community Services Department

Function	Description	High-Essential	Medium-Necessary	Low-Desired
Recreation Division	Recreation Programs Drop fitness classes etc.			x
	Arena operations AHC – used as a vaccination centre	x		
	Kinsmen and Steuart arena program			x
	Arts Centre Classes			x
	Concession Services			x
	Facility Bookings		x	
	Pool Operations			x
	General Administration			x
Parks Division	Parks Program - Cemetery Interments, snow removal	x		
	Tree removal/trimming Storm damage – road clearing		x	
	Snow Removal Facilities – AHC, City Hall & CMY	x		
	Snow Removal Recreational facilities			x
	Grass Cutting/ general maintenance			x
	Community Events/ decorations			x
	General Administration/ contract admin			x
	Refuse removal		x	
Social Dev. Division	Administrative duties			x
Facilities Division	Monitor systems eg. heating systems, water, sewer.	x		
	Regular building maintenance Janitorial	x		
	Capital works			X
	General Administration			x
	Preventive maintenance		x	
Community Services Admin	Reports to Council		x	
	Contract management		x	
	Committee Meetings			x
	General Administration		x	
	Facility Coordination	x		

## APPENDIX-A

### SEASONAL FLU & PANDEMIC FLU

<b>KEY DIFFERENCES BETWEEN SEASONAL FLU &amp; PANDEMIC FLU</b>	
<b>SEASONAL FLU</b>	<b>PANDEMIC FLU</b>
Occurs every year during the winter months.	Occurs three to four times a century and can take place in any season
Affects 10-25 percent of the Canadian population.	Experts predict an infection rate of 25 - 35 percent of the population, depending on the severity of the virus strain
Globally, kills 500,000-1 million people each year, 4000 – 8000 in Canada.	The worst pandemic of the last century -- the “Spanish Flu” of 1918 -- killed 20 to 50 million people worldwide.
Most people recover within a week or two.	Usually associated with a higher severity of illness and, consequently, a higher risk of death.
Deaths generally confined to “at risk groups, such as the elderly (over 65 years of age); the young (children aged 6-23 months); those with existing medical conditions; and people with compromised immune systems.	All age groups may be at risk for infection, not just “at risk” groups. Otherwise fit adults could be at relatively greater risk, based on patterns of previous epidemics. For example, adults under age 40 were disproportionately affected during the 1918 pandemic
Vaccination is effective because the virus strain in circulation each winter can be fairly reliably predicted	A vaccine against pandemic flu may not be available at the start of a pandemic. New strains of viruses must be accurately identified, and producing an effective vaccine could take six months
Annual vaccination, when the correct virus strain is used, is fairly reliable and antiviral drugs are available for those most at risk of becoming seriously ill	Antiviral drugs may be in limited supply, and their effectiveness will only be known definitively once the pandemic is underway

Appendix A-continued  
**Influenza, Cold, Stomach Flu Symptoms**

Symptoms	Influenza	Common Cold	Stomach Flu
<b>Fever</b>	<b>Usually High</b>	Sometimes	Rare
<b>Chills, aches, pain</b>	<b>Frequent</b>	Slight	Common
<b>Loss of Appetite</b>	<b>Sometimes</b>	Sometimes	Sometimes
<b>Cough</b>	<b>Usual</b>	Sometimes	Rare
<b>Sore Throat</b>	<b>Sometimes</b>	Sometimes	Rare
<b>Vomiting, Diarrhea</b>	<b>Sometimes (children)</b>	Not Typically	Common
<b>Involves Whole Body</b>	<b>Often</b>	Never	Stomach/Bowel Only
<b>Symptoms Appear Quickly</b>	<b>Always</b>	More gradual	Fairly quickly
<b>Extreme Tiredness</b>	<b>Common</b>	Rare	Sometimes
<b>Complications</b>	<b>Pneumonia, can be life threatening</b>	Sinus infection, Ear infection	Dehydration



## APPENDIX B HAND & RESPIRATORY HYGIENE

<b>Hand Hygiene and Respiratory Hygiene Key work practices to reduce the spread of pandemic influenza</b>	
<b>Training in hand hygiene and respiratory hygiene is critical for effective use of these work practices</b>	
<b>Hand hygiene: “How to Wash your hands”</b>	<b>Break the Link Respiratory hygiene: “Cover your cough”</b>
<ul style="list-style-type: none"> <li>• Remove jewellery</li> </ul>	<ul style="list-style-type: none"> <li>• Throw away tissues after wiping nose</li> </ul>
<ul style="list-style-type: none"> <li>• Rinse hands under warm running water</li> </ul>	<ul style="list-style-type: none"> <li>• Cover mouth and nose when coughing or sneezing</li> </ul>
<ul style="list-style-type: none"> <li>• Lather with soap and, using friction for 10-15 seconds, cover all surfaces of the hands and fingers</li> </ul>	<ul style="list-style-type: none"> <li>• Wash hands after coughing, sneezing, or using tissues</li> </ul>
<ul style="list-style-type: none"> <li>• Dry hands thoroughly with a single-use towel</li> </ul>	<ul style="list-style-type: none"> <li>• Keep fingers away from eyes, nose, and mouth</li> </ul>
<ul style="list-style-type: none"> <li>• Turn off faucet without re-contaminating hands</li> </ul>	<ul style="list-style-type: none"> <li>• Sneeze or cough into the crook of the elbow if you do not have a tissue</li> </ul>
<ul style="list-style-type: none"> <li>• The use of an alcohol is also acceptable. Wash hands thoroughly with soap and water after using the alcohol based cleaner 5 consecutive times.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn head away from others when covering cough</li> </ul>
(Canadian Pandemic Influenza Plan, 2006)	<ul style="list-style-type: none"> <li>• Keep a distance of two meters or more from others when coughing or sneezing.</li> </ul>

## APPENDIX C WORKPLACE RISK ASSESSMENT

Workspace: Where will workers be exposed to pandemic influenza infected persons?	Job Task: Decide on the job tasks and the workers potential ability to limit exposure to pandemic influenza infected people.
<b>Minimal Exposure Job Tasks</b>	
Workers who may be exposed to infected persons from time to time in relatively large, well-ventilated workspaces.	Workplace contact to another individual in job tasks that allow social distancing. Social distancing is keeping a distance of greater than approximately two meters from another individual.
(Choose one from Column 2.)	Job tasks that require close contact with clients or co-workers (within a distance of two meters). The individuals are not demonstrating symptoms of pandemic influenza, i.e. coughing, fever, etc. at the time of contact.
	Job tasks in potentially contaminated environment. Potential exposure can occur in work areas open to public, etc.
	Contact with symptomatic pandemic influenza clients in job tasks that allow social distancing or where the workers has the ability to keep a distance of greater than about two meters from client symptomatic with pandemic influenza (case).
<b>High Exposure Job Tasks</b>	
Workers who may have contact with symptomatic infected persons in small, poorly ventilated workspaces.	Job tasks require close contact (two meters) with a client symptomatic with pandemic influenza (case).
(Choose one from Column 2.)	Job tasks in the same room as aerosol generating medical procedure being performed on person symptomatic with pandemic influenza (case).

## APPENDIX D CONTROL MEASURES

<b>FIRST CHOICE</b>	<b>Engineering controls</b>	<ul style="list-style-type: none"> <li>• isolate the hazard</li> <li>• ventilate</li> <li>• use physical barriers such as Plexiglas between you and your clients</li> </ul>
<b>SECOND CHOICE</b>	<b>Administrative controls</b>	<ul style="list-style-type: none"> <li>• manage policies and procedures</li> <li>• administer safe work procedures, such as respiratory hygiene</li> <li>• reinforce hand washing</li> <li>• train and supervise workers</li> <li>• vaccinate</li> </ul>
<b>THIRD CHOICE</b>	<b>Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>• provide gloves, masks, gowns, eye protection, protective clothing, respirators, and others as appropriate</li> <li>• ensure that: <ul style="list-style-type: none"> <li>○ the right type of PPE is selected for the job and hazard</li> <li>○ PPE fits properly and is comfortable under working conditions</li> <li>○ Workers are trained in the need for PPE, its use and maintenance</li> <li>○ PPE is stored clean and fully operational</li> </ul> </li> </ul>

## PANDEMIC MATRIX

DESCRIPTION	COMPLETED	IN PROGRESS	NOT STARTED
(1) Complete Business Continuity questionnaire.			
(2) Identify essential employees and other critical inputs required to maintain business functions during a pandemic.			
(3) Train and prepare your staff to take on auxiliary duties.			
(4) Develop and plan for scenarios likely to increase or decrease the demand for your services. (i.e. restriction on mass gatherings, hygiene supplies, and travel restrictions)			
(5) Implement a drill to test your plan.			
(6) Set up protocol and procedures for activating and terminating the City of Prince Albert Pandemic Plan.			
(7) Plan for 30-50% reduction in your work force. This may be due to family member illness, personal illness, closure of schools, etc.			
(8) Establish policies for sick leave absences unique to a pandemic, including policy when a previously ill employee is no longer infectious and can return to work after illness.			
(9) Establish procedures for flexible work hours and work sites. Employees may be able to perform work from home computers via the internet.			
(10) Establish procedures for employees that are suspected of being ill or become ill at the work site. (infection control procedures and immediate mandatory sick leave)			
(11) Implement guidelines to modify the face to face contact among employees and the public. (i.e. hand shaking, seating arrangements in meetings, shared workstations, etc)			
(12) Encourage employees to get annual influenza vaccination.			
(13) Identify employees with special needs and incorporate into the City Pandemic Plan.			
(14) Establish health & safety protocols for job sites to prevent influenza spread (hygiene principles and cough etiquette)			
(15) Provide sufficient information to employees on the pandemic. (posters, email, OHS bulletin board, City Manager memo)			
(16) Provide sufficient infection control supplies at job sites.			
(17) Anticipate employee fear and anxiety, rumors and misinformation. Plan communications accordingly.			
(18) Provide information for home care of ill employees.			
(19) Establish a communications plan for department heads and managers.			
(20) Disseminate information to employees about the City pandemic plan and preparedness.			
(21) Collaborate with federal, provincial and local health authorities.			
(22) Share best practices with other businesses in the community.			