

Pandemic Response Planning Checklist for Physicians' Offices

In an influenza pandemic, primary care physicians and their office staff will be in the front lines of response. This checklist has been developed to help you plan your response to an influenza pandemic, as it might affect your practice. The checklist is divided into sections that address steps you can take now to prepare and steps you can take during a pandemic to protect yourself, your family, your staff and your patients.

For the **Vancouver Coastal Health Pandemic Response Plan** and other pandemic planning resources refer to: www.vch.ca/pandemic.

Specific chapters of the plan that you may find useful are:

Chapter 4: Infection Control: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf

Chapter 7: Medical Management and Health Care Settings:
http://www.vch.ca/pandemic/docs/ch07_medical_management.pdf

The Vancouver Coastal Health pandemic self-care guide, "Look after yourself" is available at:
http://www.vch.ca/pandemic/docs/Look_after_yourself.pdf.

1. Pre-pandemic/Interpandemic Period

Critical to your response will be your ability to continue to provide services. It is unlikely that a vaccine will be available during a first wave of illness and staff absenteeism may affect your practice. You will need to be prepared professionally and personally to help mitigate the impact of a pandemic. In the pre-pandemic period:

- Confirm that you have adequate, current personal disability insurance.
- Acquaint yourself with current clinical information about the recognition, treatment and prevention of transmission of influenza.
- Educate all staff about pandemic influenza.
- Make plans to ensure your family will be looked after in a pandemic so that you can continue to work.
- Provide annual influenza vaccination to all office staff each fall.
- Provide annual influenza vaccination to all eligible patients each fall.
- Provide one dose of polysaccharide pneumococcal vaccine to all eligible patients (those over 65 and those with chronic health problems).
- Provide conjugate pneumococcal vaccine series to infants.

2. Pre-pandemic and Pandemic Periods

Developing routines now that reinforce good hygiene practices among staff and patients will help prevent the spread of seasonal and pandemic influenzas. In the pre-pandemic and pandemic periods:

- Post signage advising patients to check in with reception upon arrival.
- Separate reception staff from patients with Plexiglas or minimum one metre separation.

Pre-pandemic and Pandemic Periods (cont'd.)

- ❑ Post cough/sneeze etiquette signage in the waiting area.
- ❑ Provide liquid soap and paper towels in patient washrooms and at staff sinks.
- ❑ Provide staff with small bottles of alcohol-based hand sanitizer.
- ❑ Wall mount alcohol-based hand sanitizer dispenser at office entrance for patient use upon arrival.
- ❑ Provide disposable tissues and no-touch waste receptacles in waiting area.
- ❑ Provide surgical masks to be worn by patients with influenza-like illness who are coughing or sneezing.
- ❑ Wash or sanitize your hands before and after every patient encounter.
- ❑ Wear a surgical mask when face-to-face with patients with influenza-like illness with cough.
- ❑ Wear a fit-tested N95 respirator when face-to-face with suspected TB patients and patients with emerging pathogens suspected to be transmitted by the airborne route.
- ❑ Wear gowns, gloves and eye protection only as needed to avoid contact with blood or other infectious body fluids.
- ❑ Provide paper sheeting for examination tables and change between patients.
- ❑ Clean and disinfect medical devices, such as stethoscopes, between patients.
- ❑ Clean and disinfect exam rooms and waiting areas daily.
- ❑ Monitor staff illness and make sure that staff with influenza-like illness remain off work.
- ❑ Develop a contingency plan to address staff shortages; consider the use of volunteers.

3. Pandemic Period

Enhanced hygiene practices and social distancing will be important in preventing the spread of pandemic influenza. During a pandemic:

- ❑ Assign a staff member to co-ordinate pandemic planning and to monitor public health advisories.
- ❑ Maintain copies of pandemic educational materials and "Self-Care Guides" for patients (provided by public health).
- ❑ Telephone triage all patient requests for visits.
- ❑ Postpone all inessential visits, such as routine check-ups.
- ❑ If possible, schedule all patients with influenza-like illness during designated time slots.
- ❑ If possible provide a separate entrance and waiting area for patients with influenza-like illness or separate patients with influenza-like illness by one metre from others in the waiting room.

Pandemic Period (cont'd.)

- ❑ Remove all magazines, books and toys from the waiting area.
- ❑ Eliminate or decrease the use of shared items by patients, such as pens, clipboards, phones.
- ❑ Minimize the amount of time spent in the waiting room by patients with influenza-like illness.
- ❑ If possible, designate one exam room for all patients with influenza-like illness.
- ❑ In group practices, consider having one physician see all patients with influenza-like illness.
- ❑ Assign staff who have recovered from pandemic influenza to care for patients with influenza-like illness.
- ❑ Plan for the disposition of all patients with influenza-like illness:
 - Home with "Self-Care Guide"
 - Home with home care
 - Referral to alternate care site
 - Admission to acute care facility
- ❑ When referring patients with influenza-like illness, notify the receiving facility in advance.
- ❑ Clean waiting areas, exam rooms for patients with influenza-like illness and frequently touched surfaces, such as doorknobs, at least twice daily and when visibly soiled.
- ❑ Ensure cleaners avoid vacuuming and dry dusting; "damp" dust only.
- ❑ Maintain at least one week's supply of soap, paper towels, hand sanitizer, cleaning supplies and surgical masks.



Adapted from: "Pandemic Influenza and Physician Offices", Patricia Daly, MD FRCPC, *BCMJ*, in press.

Pandemic Response Planning Checklist for Long-term Care Facilities

This checklist has been developed to help you plan your response to an influenza pandemic, as it might affect your facility. The checklist is divided into three sections:

- Critical to your response is your ability to continue to do business. The first section of the checklist deals with **Business Continuity Planning**. A business continuity plan, developed to respond to a pandemic, will help you prepare for other disease outbreaks or emergencies.
- The second section of the checklist addresses **influenza protocols**, including infection control. During a pandemic you will need to be prepared to provide enhanced infection control and cleaning services.
- The third and last section of the checklist deals with issues that are specific to an **influenza pandemic** or other widespread, serious disease outbreak.

Refer to the Vancouver Coastal Health Pandemic Response Plan. Important information for planners in long-term care facilities can be found at: www.vch.ca/pandemic

Specific chapters of the plan that you may find useful are:

Chapter 4: Infection Control: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf

Chapter 7: Medical Management and Health Care Settings:

http://www.vch.ca/pandemic/docs/ch07_medical_management.pdf

Chapter 12: Handling the Deceased: http://www.vch.ca/pandemic/docs/ch12_handling_deceased.pdf

The VCH self-care guide for pandemic influenza, "Look after yourself: how to care for yourself and those you care about" is available at: http://www.vch.ca/pandemic/docs/Look_after_yourself.pdf

1. Business Continuity Planning

An influenza pandemic will cause disruption throughout society for several months. It is expected that large numbers of people will become ill and may be away from work. A business continuity plan will help you maintain your facility's essential services in the face of staff absenteeism.

- Have you identified your essential services? Include payroll, systems maintenance, communications systems, support services, client services.
- What services can you discontinue/postpone? Identify services that may be postponed or discontinued for the duration of the pandemic wave in order to free up resources.
- Consider how you will maintain your essential services when you don't have enough staff? 15 – 35% of your workforce may become ill and even more of your workforce may be absent at any one time. Staff may stay home from work because they are ill or to take care of ill family members.
- Have you identified recently retired health care workers or casual staff who may be available to assist with resident care during a pandemic?
- Identify supplies and equipment that are essential to the provision of your services. How will you deal with disruptions to the supply chain? Are there supplies that you can stockpile for use in a pandemic, such as gloves, masks, cleaning supplies, etc.?

- Have you developed policies to address liberal, non-punitive sick leave? Be aware of current recommendations for when staff may return to work after illness during a pandemic. Refer to national and provincial guidelines.
- Have you established procedures to cover employees or volunteers who become ill at work? See: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf
- Have you developed policies to cover the kinds of work volunteers may undertake during a pandemic?
- Have you designated someone to co-ordinate pandemic planning and to produce a written Business Continuity/Pandemic Plan?
- Have you designated someone to co-ordinate staff training and education about pandemic influenza?

2. Influenza Protocols

(Refer to the **VCH Flu Binder 2006 - 07: Influenza Immunization Program and Influenza Outbreak Management Protocol** for guidance.) www.vch.ca/flu

Protocols in place for responding to seasonal outbreaks of influenza will provide the basis for the response to a pandemic influenza.

The goals of an institutional influenza plan are:

- a) To prevent influenza illness and complications in residents and staff
 - b) Timely diagnosis and appropriate management of influenza infection in patients
 - c) Timely diagnosis and management of an influenza outbreak within the facility
 - d) To provide care for ill residents within the facility, without transfer to another facility.
- Have you developed protocols for annual influenza vaccination of residents (and their family members or key contacts), staff, physicians and volunteers?
 - Have you developed protocols to ensure that residents have received pneumococcal vaccine?
 - Have you developed protocols for identifying, preventing and controlling influenza outbreaks, including designation of an individual responsible for surveillance for influenza-like illness?

3. Planning for Pandemic Response

During an influenza pandemic, demand for health services will exceed the capacity of the system to respond as usual and it will be necessary to manage patients within the facility rather than transfer them to an acute care facility. A physical area for acute care may need to be designated within the long-term care facility, where closer monitoring and more intensive nursing care can be provided and where parenteral therapy and oxygen therapy may be given.

- What level of care will you be able to provide to residents who are acutely ill? Consider your capacity to provide:
 - Diagnostic services
 - Oxygenation
 - Chest X-ray
 - Medications, such as antipyretics, analgesics, antibiotics, IV therapy/hypodermoclysis
- What plans have you made to provide enhanced care to residents who may not be able to be accommodated in an acute care facility?
- Where will you provide more intensive care? Designate an area for the care of acutely ill residents.

- Have you developed plans for the discharge of stable patients from the “acute care area” to free up resources for those needing more intensive care?
- Have you planned for the need for increased infection control/enhanced cleaning during an influenza pandemic?
- Have you developed plans for limiting visitor or family access during a pandemic?
- Have you developed and discussed with family members plans to discharge residents to the care of family members during a pandemic?
- During a pandemic, there may be a significant increase in the number of deaths, sufficient to overwhelm the capacity of local morgues and funeral homes. Have you considered end-of-life issues such as:
 - Ethical issues
 - Pronouncing death
 - Provision of post-mortem care
 - Disposition of bodies
 - Grieving families
 - Psychosocial supports for staff
- Have you shared your pandemic planning preparations with sister facilities and associations?



Pandemic Response Planning Checklist for Child Care Facilities

In the event of an influenza pandemic, child care facilities will play an important role in the protection of the health and safety of staff and children and their families.

To help you to prepare, Vancouver Coastal Health has developed the following checklist for child care facilities. It identifies important, specific things you can do now to get ready. Further information can be found in the VCH Pandemic Response Plan at: www.vch.ca/pandemic

Specific chapters that may be of interest are:

Chapter 4: Infection Control: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf

Chapter 5: Self Care: http://www.vch.ca/pandemic/docs/ch05_self_care.pdf

You can also refer to **Sneezes & Diseases** for information about the flu or about proper hand hygiene at: http://www.vch.ca/public/communicable/docs/sneezes_diseases.pdf

Planning for the impact of a pandemic on your facility

- Is there a person or group responsible for pandemic planning for your facility?
- Have you talked to parents about the need to plan for a pandemic?
- Have you made plans to provide services during a pandemic? Staff may be home ill or looking after a sick family member.
- Have you made communications plans to deal with fear, anxiety, rumours and misinformation among staff and families?
- Have you talked to parents about finding alternate care for their children if your facility were to close during a pandemic?
- Have you considered liberal, non-punitive sick leave policies to be implemented during a pandemic? Staff who are ill with influenza should stay home from work until their symptoms are gone.
- Have you taught staff how to check children each day, as they arrive, to see if they are sick?
- Do you have plans to keep children, who become ill at your facility, away from other children until someone arrives to take them home?
- Do you have plans to exclude children who are sick with influenza from your facility until they are better? Have you talked to parents about this?
- Have you made plans to provide more frequent cleaning and disinfecting of surfaces and toys during a pandemic.
- Have you identified resources to help staff and children deal with grief and loss in a pandemic?

Take action now to support pandemic response

- ❑ Encourage parents to notify you, if their children are absent because of illness.
- ❑ Work with the Licensing Officer assigned to your facility to ensure timely reporting of absenteeism.
- ❑ Encourage staff to get their annual flu shot.
- ❑ Encourage parents to have their children vaccinated against influenza and pneumococcal disease. Healthy children aged 6-23 months are eligible for free influenza vaccination, as are their parents and others who care for them. Pneumococcal vaccine is also free for children under 18 months.
- ❑ Work with the public health nurse to learn about the signs and symptoms of influenza, how it spreads and about personal and family protection.
- ❑ Work with the public health nurse assigned to your facility to learn about and encourage good infection control and hygiene practices now. Learn about proper hand washing and cough & sneeze etiquette. Make good infection control a habit now.
- ❑ Provide adequate supplies to control the spread of infection - soap, paper towels, alcohol-based hand sanitizers, tissues and receptacles for their disposal.



Pandemic Response Planning Checklist for Colleges & Universities

In the event of an influenza pandemic, colleges and universities will play an important role in protecting the health and safety of students, faculty, staff and their families. Vancouver Coastal Health has compiled this checklist to assist colleges & universities in developing pandemic response plans. The checklist is divided into four sections:

- Planning & Co-ordination
- Business Continuity & Continuity of Student Learning
- Infection Control Policies & Procedures
- Communications Planning

For further information, refer to the Vancouver Coastal Health Authority Regional Pandemic Response Plan, available at www.vch.ca/pandemic

Specific chapters of the plan which may be of interest are:

Chapter 4: Infection Control: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf

Chapter 5: Self Care: http://www.vch.ca/pandemic/docs/ch05_self_care.pdf

The VCH self-care guide, "Look after yourself" is available at:
http://www.vch.ca/pandemic/docs/Look_after_yourself.pdf

Planning & Co-ordination

- Identify a pandemic response co-ordinator and response team with defined roles and responsibilities for preparedness, response and recovery planning. Include staff from health & mental health services, occupational health, student housing, security, communications, physical plant, food services, faculty, administration and student representation.
- Define accountability, responsibility and resources for planners. Ensure that the plan includes timelines, deliverables and performance measures.
- Plan for variability in levels of illness among students and employees. Plan for different types of community containment interventions. Plan for variability in the severity of illness and rates of infection in the community.
- Work with Regional Health Authority and local authorities to identify legal authority, decision makers and triggers to institute community containment measures.
- Identify and review the institution's legal responsibilities and authorities for executing infection control measures, including case identification, reporting information about ill students or employees, movement restriction and provision of health care on campus.
- Ensure that pandemic response planning is consistent with existing college or university emergency planning and is co-ordinated with the pandemic response planning of the regional health authority.
- Establish an emergency communications plan and revise as necessary. Identify key contacts with the regional health authority, the chain of communications and alternate mechanisms.
- Exercise and update the pandemic plan at least annually.
- Develop a recovery plan to deal with the consequences of an influenza pandemic; e.g., loss of students, loss of staff, financial and operational disruption.

Business Continuity and Continuity of Student Learning

- ❑ Develop a business continuity plan for the university or college to support maintenance of essential services. Include payroll, systems maintenance, communications, security, plant maintenance, housekeeping, food services and student housing.
- ❑ Develop and disseminate alternative procedures to ensure continuity of instruction in the event of class disruption. Consider web-based, distance instruction, telephone trees, correspondence courses, radio and television-based instruction.
- ❑ Develop contingency plans to maintain research laboratories, especially those involving live animals.

Infection Control Policies & Procedures

- ❑ Institute infection control policies and procedures that help limit the spread of influenza. Promote hand hygiene and cough/sneeze etiquette. See: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf
- ❑ Encourage and support the annual influenza vaccination of students, faculty and staff.
- ❑ Plan to procure, store and provide infection control supplies, such as soap, alcohol-based hand cleaners, paper towels and tissues and receptacles for their disposal.
- ❑ Establish liberal, non-punitive policies for employee and student sick leave specific to pandemic influenza. Include policies about when it is safe to return to work or school after being ill with influenza. Refer to national and provincial guidelines.
- ❑ Establish procedures for students or employees who become sick while at school. Employees or students with known or suspected influenza should not remain at school and should return only after their symptoms have resolved and they are no longer contagious. See: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf
- ❑ Establish a pandemic plan for campus-based health care facilities that addresses infection control in the health care setting during an influenza pandemic.
- ❑ Ensure health facilities identify critical supplies needed to support a surge in demand and take steps to provide those supplies.

Communications Planning

- ❑ Develop a plan for communicating with students, employees and families. Identify lead spokespersons. Ensure appropriateness of language and reading level.
- ❑ Develop and test platforms such as hotlines, telephone trees, dedicated websites, local radio or television, for communicating college/university response and actions to employees, students and families. Build redundancy into communications.
- ❑ Advise employees and students where to find reliable and current pandemic information from provincial and local public health sources. Refer to: www.vch.ca/pandemic
- ❑ Make publicly available information about the university's or college's pandemic response preparation and plan. Include information about potential closures and contingency plans for students who depend on student housing and campus food service. Include information on how student safety will be maintained for those remaining in student housing.

- ❑ Distribute information from public health sources about routine infection control practices. Include hand hygiene, cough/sneeze etiquette, pandemic influenza fundamentals, personal and family protection and at-home care of ill students, employees or family members. Refer to VCH's self-care guide, "Look after yourself", available at: http://www.vch.ca/pandemic/docs/Look_after_yourself.pdf.
- ❑ Anticipate and plan communications to address the potential fear and anxiety of employees, students and families that may result from rumour and misinformation.

Pandemic Response Planning Checklist for Schools

In the event of an influenza pandemic, schools will play an important role in the protection of the health and safety of staff and students and their families. Planning for an influenza pandemic is critical to limiting the negative impact on your school. To assist you in your efforts, Vancouver Coastal Health has developed the following checklist for schools. It identifies important, specific things you can do now to prepare. It will also help you prepare for other emergencies. Further information can be found at: www.vch.ca/pandemic

Specific chapters that may be of interest are:

Chapter 4: Infection Control: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf

Chapter 5: Self Care: http://www.vch.ca/pandemic/docs/ch05_self_care.pdf

Planning for the impact of a pandemic on your school

- Have you identified a pandemic co-ordinator or team with defined roles and responsibilities for preparedness and response planning? Work with school board representatives to ensure an understanding of roles and responsibilities at the board and school levels.
- Have you developed plans for providing services with reduced numbers of staff?
- Have you developed communications plans to address fear, anxiety, rumours and misinformation among staff, students and families?

Establish procedures now to be implemented during a pandemic

- Have you established procedures for preventing the spread of influenza at school; e.g., more frequent cleaning of common surfaces and prompt exclusion of people with influenza symptoms?

Allocate resources to protect your staff and students during a pandemic

- Have you made plans to provide sufficient and accessible infection control supplies; e.g., hand hygiene products, tissues and receptacles for their disposal, throughout the school and in washrooms?

Take action now to support pandemic response

- Encourage annual influenza vaccination among staff and students, who qualify for publicly funded vaccine.
- Work with the public health nurse assigned to your school to ensure timely submission of sentinel data related to student absenteeism.
- Institute good infection control practices in your school now. Provide infection control supplies, such as soap, alcohol-based hand cleaners, paper towels and tissues and receptacles for their disposal.
- Provide education and materials covering influenza and pandemic fundamentals. Materials should cover signs and symptoms of influenza, modes of transmission, personal and family protection and response strategies; e.g., hand hygiene, cough/sneeze etiquette.

Pandemic Response Planning Checklist for Businesses/Organizations

In the event of an influenza pandemic, businesses will play a key role in protecting employees' health and safety. Planning for an influenza pandemic is critical to limiting the negative impact on your business or organization. To assist you in your efforts, Vancouver Coastal Health has developed the following checklist for businesses. It identifies important, specific things you can do now to prepare. It will also help you prepare for other emergencies.

The checklist is divided into two sections:

The first section of the checklist deals with **business continuity planning**. A business continuity plan, developed to respond to a pandemic, will help you prepare for other emergencies.

The second section of the checklist deals with planning specific to **preparing for an influenza pandemic**.

Refer to the Vancouver Coastal Health Pandemic Response Plan which can be found at:
www.vch.ca/pandemic

Specific chapters of the plan that you may find useful are:

Chapter 4: Infection Control: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf

Other resources to help you plan:

The VCH pandemic self care guide, "Look after yourself" is available at:
http://www.vch.ca/pandemic/docs/Look_after_yourself.pdf

Managing Pandemic Influenza, A Guide for BC Industry and Commerce, February, 2006:
http://www.health.gov.bc.ca/cpa/publications/pandemic_guide.pdf

Influenza Pandemic: Continuity Planning Guide for Canadian Business, March, 2006:
http://www.cme-mec.ca/pdf/CME_Pandemic_Guide.pdf

Business Continuity Planning

An influenza pandemic will cause disruption throughout society. It is expected that large numbers of people will become ill and may be away from work. A business continuity plan will help you maintain your business' essential services in the face of staff absenteeism. Have you:

- identified a planning coordinator or team with defined roles and responsibilities for preparedness and response planning? Include input from employees and unions.
- identified your essential services? Include payroll, systems maintenance, communications services.
- considered how you will maintain your essential services when you don't have enough staff? 15 - 35% of your staff may become ill and even more of your workforce may be absent at any one time, as staff stay home to look after sick family members.
- identified contract staff, retirees and others who may be available to deliver your business' essential services, when employees are absent?
- determined the potential impact of a pandemic on your business' activities and essential services? Plan for situations likely to require delivering services with decreased staffing levels or increased demand for services.

Business Continuity Planning (cont'd.)

- identified essential resources, including employees and other critical "inputs" (e.g., materials, suppliers, contracted services, products and logistics) required to maintain delivery of services?
- determined the possible impact of a pandemic on company financials? Use multiple scenarios that address different product lines or business sites.
- considered the possible impact of a pandemic on business-related domestic and international travel?
- considered how you will strengthen communications and IT infrastructures to support increased employee telecommuting and remote customer access?
- established an emergency communications plan? Identify key contacts (with back-ups), chain of communications, including suppliers and customers, and processes for tracking and communicating employee status.
- set up authorities, triggers and procedures for activating and terminating the business' response plan, altering business operations and transferring business knowledge to key employees?
- made contact with your health region or local health area to align your pandemic planning with theirs, understanding their guidelines, capabilities and processes?
- shared your plans with other businesses and organizations in your community to improve community response efforts?

Preparing for an Influenza Pandemic

There are a number of steps that you can take now to mitigate the impact of a pandemic on your business and employees. You can also develop policies now to be implemented in the event of a pandemic. Have you:

- identified reliable sources of up-to-date pandemic information, such as your local health authority?
- established policies that encourage employees to get an annual influenza vaccination?
- established policies for employee compensation and sick-leave absences unique to a pandemic (e.g., non-punitive, liberal leave). Include policies on when a previously ill person is no longer infectious and can return to work after illness; refer to national or provincial guidelines.
- established procedures for preventing influenza spread at the worksite? Promote hand hygiene, cough and sneeze etiquette, increased cleaning of common surface areas and prompt exclusion of people with influenza symptoms. See: http://www.vch.ca/pandemic/docs/ch04_infection_control.pdf
- established procedures for employees who have been exposed to pandemic influenza, are suspected to be ill or become ill at work; e.g., infection control response, immediate sick leave?
- developed strategies to increase social distance during a pandemic? Develop guidelines to decrease the frequency and type of face-to-face contact, during a pandemic. Include guidelines to address hand-shaking, seating in meetings, etc.
- planned to implement infection control policies and procedures that help limit the spread of influenza? Provide sufficient and accessible infection control supplies; e.g., hand-hygiene products, tissues and receptacles for their disposal, in all workplace locations and washrooms.
- distributed educational materials covering pandemic fundamentals; e.g., signs and symptoms of influenza and modes of transmission, and personal and family protection and response strategies, such as hand hygiene, cough/sneezing etiquette and family contingency planning?

Preparing for an Influenza Pandemic (cont'd.)

- ❑ anticipated employee fear and anxiety, rumours and misinformation and planned your communications accordingly?
- ❑ disseminated information to employees about your pandemic preparedness and response plan?
- ❑ provided information for the at-home care of ill employees and family members?
Refer to the VCH pandemic influenza self-care guide, "Look after yourself" at:
http://www.vch.ca/pandemic/docs/Look_after_yourself.pdf

