

COVID
CORONAVIRUS
DISEASE **19**

PART 2:
**Is Your Business Ready for a
Pandemic from the Novel
Coronavirus (COVID-19)?**

DRI2020
The Business Continuity Conference

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Key Domains for Pandemic Planning



SUMMARY: 4 Key Planning Action Steps



Create emergency
HR policies that will
allow non-punitive
sick leave

Build alternative
ways of serving
customers

Develop strategies
for excessive
absenteeism

Reach out to
Public Health &
Emergency Mgt.



Using These Concepts: “Table-Top” Exercise

Inject 1a: March , 2020

- Your table represents the Business Continuity Planning Team in a major national corporation
- Name your business
- What kind of business?
- You have 2 minutes to discuss

Inject 1b: March 2, 2020

- CDC just announced that multiple new cases of COVID-19 were detected in four cities
- Few of the cases had links to travel or known exposure to a sick person

Inject 1c: March 2, 2020

- Your headquarters offices are located 50 miles from one of the cities that just identified the new cases, but no cases have been detected in your city, yet
- Local public health officials have warned that cases could be identified in the days to come

Inject 1d: March 2, 2020

- Your CEO has instructed that your team to begin immediate planning
- Your Division Director has asked for a list of key priorities for planning by COB

Inject 1e: March 2, 2020

- Formulate 3 top priorities for immediate planning
- Write them on index card
- You have 5 minutes to discuss



Inject 2a: March 6, 2020

- Cases have just been identified in your community
- Over 1,500 cases have been detected nationwide
- People are starting to worry and are buying extra food and water at local stores
- Public Health recommends that organizations and individuals prepare now in order to reduce the number of illnesses and negative effects that could occur in your community.

FICTIONAL SCENARIO: Exercise Use Only

Inject 2b: March 6, 2020

- Employees are worried and asking their supervisors for direction
- Given that there are now cases in your community, what actions do you take?
- Your company has its annual national senior leaders meeting next week, with over 300 attendees
- What policies or plans do you implement?
- You have 5 minutes to discuss

FICTIONAL SCENARIO: Exercise Use Only

Inject 3a: March 10, 2020

- Currently, there are hundreds of COVID-19 cases in your community.
- Public health is only testing severe cases, so there are likely many more cases
- Absenteeism in your business has increased by 3%
- Schools will be closed starting in 2 days and remain closed for at least 3 weeks.

Inject 3b: March 10, 2020

- Based on this announcement, what will your business do to maintain continuity?
- What strategies are needed now?
- Discuss your approach
- You have 5 minutes to discuss

Inject 4a: April 1, 2020

- Hospitals are full, and cases continue to grow
- While many have mild illness, older people and those with underlying medical conditions seem to get more sick
- Schools remain closed and many businesses have scaled back their hours of operations
- Absenteeism at many of your worksites has increased to more than 20%

FICTIONAL SCENARIO: Exercise Use Only

Inject 4b: April 1, 2020

- Discuss your approach and be prepared to brief senior leadership
- You have 5 minutes to discuss

Inject 5a: April 15, 2020

- Cases seem to be subsiding in your community
- As cases subside, what actions do you need to take?
- You have 5 minutes to discuss

Forward Planning

- Looking forward to this outbreak and its potential to cause major disruption for businesses and communities, what immediate steps will you take when you return back to your business?
- Please list 3-5 items on the index card
- You have 5 minutes to discuss

Does Your Continuity Plan Include?

- Strategies to function for up to 30-40% absenteeism?
- Paid leave policies to allow sick employees to stay home?
- Continuity plans if schools close for four weeks or more?
- Plans for severe and sustained supply chain interruptions?
- Adequate equipment and policies to support a large increase in teleworking?
- Work-arounds for public transportation disruptions so well employees can get to work?
- Strategies to protect workforce and customers?
- Security procedures in the event of community civil unrest?
- Sources of credible information from local public health agencies and emergency management services?

SUMMARY: 4 Key Planning Action Steps





GET READY!



THANK YOU!

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