



**J.D. Collins Fire Protection Company**

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## **Pandemic Response Planning Guide**

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APPROVED BY	Dave Bested, Vice President
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## STATEMENT

The purpose of this guide is to set forth procedures for Management and staff to use in establishing and maintaining policies and procedures in order to prepare and respond to the onset of a potential pandemic.

## CONTEXT

Viruses periodically cause worldwide epidemics, or pandemics, with high rates of illness and death. A pandemic can occur at any time, with the potential to cause serious illness, death and colossal social and economic disruption throughout the world.

## ROLES AND RESPONSIBILITIES

<b>Executive</b>	Planning, Supply, Communications, Transportation, Finance and Administration
<b>Management</b>	Client liaison, Security, Scheduling, Logistics, Staff Safety
<b>Supervisory</b>	Staff coordination, Task Schedules, On call service

## PLANNING FOR IMPACT TO JD COLLINS FIRE PROTECTION COMPANY OPERATIONS

JD Collins Fire Protection Company will take actions to ensure that we are prepared for the impact to our operations in the event of a pandemic.

- A. **Pandemic Coordinator** JD Collins Fire Protection Company will identify a Pandemic Coordinator and/or team with defined roles and responsibilities for preparedness and response planning.
- B. **Essential Employees and Supplies** JD Collins Fire Protection Company will identify essential employees and other critical supplies that are required to maintain business operations by locations and function during a pandemic. To ensure resiliency, we will cross-train employees to perform the essential functions.
- C. **Essential Business Activities** JD Collins Fire Protection Company will assess and prioritize essential business functions and processes that may be affected by a pandemic.
- D. **Core Business Activities** JD Collins Fire Protection Company will determine whether its core business activities can be sustained over several weeks with, potentially, only a minimal workforce available.

- E. **Demand Preparedness** JD Collins Fire Protection Company will develop and plan scenarios likely to result in an increase or decrease in demand for its products and services during a pandemic (i.e., need for hygiene supplies, restricting mass gatherings, etc.)
- F. **Financial Impact Projections** JD Collins Fire Protection Company will determine the potential impact of a pandemic on our financials, using multiple possible scenarios that effect different product delivery.
- G. **UP-To-Date information** In the event of a pandemic, government health officials will issue information and warnings on how to avoid becoming ill. As active members of the Canadian Healthcare Infection Control Association, we monitor pandemic diseases on a routine basis and have assigned a manager to manage the task of communicating company wide disease or infection related risks that could impact our company.
- H. **Emergency/Contingency Communications Plan.** JD Collins Fire Protection Company will establish (and revise when necessary) an emergency communications plan which will include identification of key contacts (with back-ups), chain of communications (including vendors and clientele), and processes for tracking and communicating business and employee status.

## **PLANNING FOR INPACT TO EMPLOYEES AND CLIENTELE**





JD Collins Fire Protection Company will take actions to ensure that we are prepared for the impact to our employees and clientele in the event of a pandemic.

- A. **Employee Absences.** JD Collins Fire Protection Company will forecast and allow for employees absences during a pandemic, due to factors such as personal illness, family member illness, community containment measures and quarantines, school and / or business closures, and public transportation closures.
- B. **Personnel Policy Modifications.** JD Collins Fire Protection Company will modify its personnel policies to cover employee compensation; non-punitive sick leave absences; what to do for employees who have been exposed, or are suspected to be ill with, pandemic; determining when a previously ill person is no longer infectious and can return to work; and flexible work hours in event of a pandemic.
- C. **Contact Modifications.** JD Collins Fire Protection Company will implement guidelines to modify the frequency and type of face-to-face contact among employees and between employees and clientele (i.e., hand-shaking, staff rooms, workstations, etc.).

- D. **Health Care Services.** JD Collins Fire Protection Company will monitor employee access to and availability of healthcare services in stage 4 and during a pandemic in order to improve those services as needed.

## PANDEMIC RESPONSE

JD Collins Fire Protection Company response activities are aligned with pandemic phases.

Phase of a Pandemic*		Focus of Response
<b>Phase 3-Pandemic Alert</b> -Pandemic is possible and preparedness plans should be reviewed and updated where necessary.		Establish a plan; Educate the organization; Understand next steps; Gain management commitment; personal hygiene.
<b>Phase 4-Pre-Pandemic</b> – Localized outbreaks of the disease occur with human to human transmission		Prepare for imminent activities; Execute preventative actions; Confirm resources for near term activities.
<b>Phase 5-Pandemic Outbreak</b> – General outbreaks with human to human transmission will occur causing a reduced level of service.		Implement restrictive practices; implement medical care activities; prepare for high absenteeism.
<b>Phase 6- Maximum Disruption Period</b> -Maximum disruption to business will occur causing a greater reduction service levels.		Crisis Management; Support most critical services; Support affected employee base; Restore impacted services.

\*World Health Organization Phase Definitions

### PHASE 3 – Pandemic Alert Activities

- Disseminate information to employees our pandemic preparedness and response plan.
- Develop strategies for prevention in client contact areas.
- Determine what near term HR policy changes may be required (To be at the end of each phase for the subsequent phase).
- Identify community resources for obtaining counter-measures (e.g. Vaccines and antivirals).
- Identify sources for general health education and contacts. Local contacts aligned to the larger population areas and key critical areas.
- Obtain Pandemic Preparedness statement from all vendors providing critical services.
- Identify critical suppliers and validate their preparedness plans.
- Establish policies for restricting travel to affected geographic areas.
- Determine preventive care procedures.
- Develop policies for social distancing (no meetings, personal spacing, etc...).

## **PHASE 4- PRE-PANDEMIC ACTIVITIES**

- Stockpile Fire Protection.
- Prepare document to be shared with vendors and clientele who need to know our plans.
- Determine proactive preventative care that can be offered to employees.
- Establish policies for employees who have been exposed to the pandemic, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).
- Establish policies for flexible work hours (e.g. staggered shifts).
- Establish policies for preventing pandemic spread at the worksite (e.g. promoting respiratory hygiene/cough etiquette, and prompt exclusion of people with pandemic symptoms).
- Implement guidelines to modify the frequency and type of face-to-face contact among employees and with clientele.
- Identify critical suppliers and validate their preparedness plans.
- Identify essential critical functions required to maintain business operations by location and function during a pandemic.
- Identify essential employees and other critical inputs (e.g. raw materials, suppliers, sub-contractor services/products, and logistics) required to maintain business operations.
- Identify roles that could be executed from alternate locations, identify technology related additional needs.
- Identify workloads that could be moved to off-shifts.
- Develop visitor and delivery restriction policy.
- Establish policies for evacuating employees working in or near an affected area, and guidance for employees returning.
- Develop plans for adequate critical infrastructure to support increased levels of remote access.
- Implement strategies for delivery of mail, packages and equipment.
- Implement strategies for prevention in clientele contact areas.
- Implement revised policy for required versus optional attendance at work.
- Implement what near term HR policy changes may be required.

## **PHASE 5 – PANDEMIC OUTBREAK ACTIVITIES**

- Implement policies changes and emergency/contingency communications plan.
- Implement work force contingency plan
- Implement prevention policies for work locations. Include the use of hand sanitizers and personal protective equipment.
- Execute plans for work locations, sequestering and activation of backup facilities.
- Identify alternate workforce options.
- Implement adjusted policies for impacted area.

## **PHASE6 – MAXIMUM DISRUPTION ACTIVITIES**

- Implement screening stations and post signage.
- Implement plans to restrict access and close corporate facilities.
- Re-assign staff to contingency plan.

## CURRENT FORECAST

We know that in a stage 6 pandemic, everything from active workforce to food supplies will be restricted to essential service providers. Therefore, not only will our employees want to avoid public contact but there will be restrictions placed on public circulation in order to support a society wide infection control plan. This means that during a pandemic, the most critical aspect of our response will be to clearly identify, in advance of stage 5 and with the assistance of our clientele, the essential areas requiring cleaning and the required supplies for the support of these critical areas. JD Collins Fire Protection will ensure that public contact is minimized and that our workforce, which will be essentially volunteer in stage 6 and earlier, are fully equipped with personal protective equipment and general cleaning supplies as they transition to an “on demand” service mode. We foresee essential infrastructure and public health remaining fully functional and that our employee’s role will be minimized through pandemic stages 5 and 6, placing the greatest importance on internal and external communications.

<b>BOMA Canada</b> Pandemic Planning Site for Canadian Commercial Real Estate.	Online Resource
<a href="http://www.bomacanada-pandemic.ca">http://www.bomacanada-pandemic.ca</a>	

<b>Government of Canada</b> One-stop access to information from Government of Canada Departments and agencies on pandemic, avian and seasonal influenza.	Online Resource
<a href="http://www.pandemic.influenza.gc.ca">http://www.pandemic.influenza.gc.ca</a>	