

Preparedness Checklist for Your Business (Government and/or Health Care)

It is critical that businesses have a Business Continuity Plan in place in the event of a catastrophic event, whether related to terrorism, power supply, natural disaster or a pandemic influenza outbreak. This toolkit has been designed to assist businesses with their planning efforts.

Roles and Responsibilities	Check if addressed	Individual responsible for each action/decision
<i>Business Continuity Plan</i>		
Who has responsibility for activating the Business Continuity Plan for your organization, and who is that person's backup?		
Has your organization identified a process through which the decision will be made to activate and terminate the plan?		
Do you have a communication strategy for reaching employees, business partners and supply chain partners as a result of having to implement any section of the Business Continuity Plan?		
<i>Planning</i>		
Who do you need input from both internally and externally to prepare and review a Business Continuity Plan for your business? <ul style="list-style-type: none"> ▪ Elected officials ▪ Legal counsel ▪ Community partners ▪ Labour unions and bargaining agents ▪ Other 		
Who is in charge in the event of a pandemic episode, and are the roles of various stakeholders clearly defined? Who makes which decisions? Who notifies various stakeholders?		
Is the Pandemic Influenza Business Continuity Plan integrated with your emergency preparedness plan(s)?		
Who needs to approve the Business Continuity Plan?		
<i>Testing the Plan</i>		
How will you test and/or evaluate your Business Continuity Response Plan?		
Do you have a mechanism to review and update your plan periodically?		
<i>Decision-making and Reporting</i>		
Who will be in charge and make decisions within your business concerning services during a pandemic and/or emergency?		
What will be the mechanism for regular reporting to your management staff/boards/government/councils (whichever are appropriate for your organization) during a pandemic episode?		
Is there a contact list of all internal and external clients, partner agencies, supply chain partners and stakeholders?		
Is there a contact list of all senior staff within your business?		
If public transportation became a problem, can employees arrange alternate forms of transportation to work?		
If necessary, could staff live at the work location or an alternative work location for some period of time?		
Have you prepared site-specific notification for office		

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closures and contacts for the public/clients?		
<i>Surveillance/Attendance</i>		
Who in your organization has responsibility for collecting/managing information about staff absenteeism? Who is that person's backup?		
Do you have data on the average number of staff absences due to illness and vacations at different times of the year (monthly rates?)		
Is there a mechanism within your business to monitor and report increasing staff absenteeism due to illness to health authorities (e.g., health and safety co-ordinator, health unit)? (An increase in staff absenteeism due to illness might be attributed to the spread of infection among co-workers, suggesting an outbreak of disease.)		
<i>Delivery of Essential Services to the Community</i>		
Does your business have a responsibility for the provision of services to the community during an emergency? <ul style="list-style-type: none"> ▪ Provision of food or other supplies ▪ Mass housing ▪ Care for special needs people ▪ Home care and child care 		
Have these services been planned for should there be a staff reduction due to absence?		
Who has signing authority for expenditures during an emergency, and who is that person's backup?		
Are there clearly stated policies and procedures that cover signing authority and acquisitions?		
What is the staff capacity of your business, and are there provisions to bring in additional staff and/or volunteers?		
Have alternative service providers been identified to assist with maintaining your essential services? What duties will they have, and what additional training will they require? Have insurance coverage and union issues been addressed?		
What is the surge capacity of services delivered by your business?		
Has an inventory been prepared for specialized equipment/facilities that may be needed during a pandemic episode?		
Is there a mechanism that will ensure that additional equipment (e.g. pagers, cell phones, refrigerators, etc.) can be obtained with minimum delay?		
Who has authority for ordering repair/replacement equipment, and who is that person's backup?		
<i>Materials and Supplies</i>		
Are you currently stocked with all necessary supplies for regular day-to-day functions?		
Does your business have contact lists for all your suppliers and alternate suppliers?		
Does your business have access to inventory (including serial numbers) of all computer equipment, printers, fax machines and photocopy machines in case repairs are needed?		
Does your business have contact lists for all equipment repair persons?		
Who authorizes repairs and supply/equipment orders? Are there other employees who can take over this responsibility in the event of an emergency?		

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<i>Training/Orientation</i>		
What are the training needs pertaining to emergency and pandemic flu contingency plans for internal and external business partners/agencies? What additional training will be required?		
What orientation/education should be arranged for your employees to raise awareness about a pandemic flu emergency?		
Have staff been made aware of basic infection control guidelines to prevent the transmission of influenza (e.g., hand-washing procedures, etc.)?		
<i>Delivery of Services</i>		
Have services in your business been prioritized to take into account minor to major staff absences due to illness?		
What is the role of your business with respect to assisting with service demands in health-care facilities (e.g. hospitals, long-term care facilities, homes for the aged, homes for special care), and has this plan been communicated to these facilities?		
Who will make decisions about reducing levels of service and/or cancelling services temporarily?		
Is there a pre-approval process in place for purchasing additional supplies?		
If not, how long does it take for approval to be granted?		
How will reduction/temporary cancellation of regular services be communicated to local clients, stakeholders, supply chain partners, the public and business partners?		
Does your plan identify the need to consult with the Medical Officer of Health prior to any major communication strategy about reducing service delivery due to staff absences relating to influenza?		
Could any of the business's services be provided from another work location?		
<p>Have sites providing vulnerable services (such as nursing homes, homes for the aged and homes for special care) been identified, and has the inventory of such services been shared with appropriate service providers?</p> <ul style="list-style-type: none"> ▪ Patient transportation ▪ Patient assessment services ▪ Food services ▪ Equipment supply services (e.g., oxygen equipment) 		
Has your business developed a list of skills and professional competencies of staff that are transferable to other business units, agency functions or for support to health-care institutions in the community?		
Have support services been planned for workers, such as transportation, day care, meals and grief counselling?		
Do you have a plan to replenish depleted supplies?		
<i>Human Resources</i>		
Do you have policies or procedures to address your employees' psychological health resulting from an outbreak?		
Do you have policies or procedures to accommodate your employees' family obligations during an outbreak?		
Has your business prepared an inventory of skills in the event that people from your business are required to perform duties/functions in other business units/agencies		

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to maintain essential services?		
Have liability issues been addressed for volunteers and reassigned staff members?		
Do you have a current list of staff complete with telephone numbers? Has someone been assigned responsibility to ensure that it remains current?		
Do you have a current list of recently retired staff (complete with telephone numbers) who may be contacted in the event of extreme staff shortages?		
Do relevant employees have access to a list of all employees and relevant stakeholders?		
Is there a copy of the health and safety manual on site in your business?		
Who will be in charge of communicating to the employees in your business? Do you have a backup person(s) to take on this responsibility?		
Who will represent your business on community emergency response team(s), if requested to participate, and are there backups for those persons?		
Who will be responsible for payment issues related to overtime and/or additional salary issues? Are there staff designated as backups for these positions?		
In the event of a staff shortage, what roles/responsibilities could external contract workers and volunteers fill? What roles/responsibilities could co-workers fill?		
Who has the authority to hire contract/temporary workers and take on volunteers? Is there a backup person for this job?		
Does your business have a system staff uses to report absences due to illness and other reasons? Is this information accessible on a daily basis?		
<i>Records and Record Keeping</i>		
Has your business developed appropriate record keeping procedures for items such as: <ul style="list-style-type: none"> ▪ Staff absences ▪ Vacations ▪ Complaints and issues 		
Do you have a plan to record significant decisions that are made during a pandemic flu or emergency?		
Is regular reporting to boards/government required?		