

ANIMAL CARE & CONTROL PLANNING GUIDE

Guide Information	<p>With over 74% of households in the United States owning pets, the care of domesticated animals is a significant concern when planning for a pandemic event. As most people consider their pets as family members, owners will most likely be concerned with their health and wellbeing during a pandemic event. With this in mind, animal hospitals, veterinarians, and shelters need to ensure they are adequately prepared for an outbreak of pandemic influenza.</p> <p>This guide attempts to identify significant issues which should be considered when planning for, responding to, and recovering from a pandemic event. It is highly recommended that each discipline collaborate on the development of their individual plans to assure that all potential actions are identified.</p>
MITIGATION/PREPAREDNESS ACTIONS	
	✓
✓ Designate a pandemic coordinator and establish a working group of employees, supplychain businesses, key supporting businesses and if appropriate, the public.	
✓ Develop continuity of operations plans with pandemic specific procedures to maintain delivery of essential goods and services despite significant and sustained worker absenteeism. <ul style="list-style-type: none"> • Plans should also include surveillance, detection, and reporting mechanisms of pandemic influenza in the animal population served. 	
✓ Develop contingency plans to address the lack of essential services or goods required to sustain operations.	
✓ Establish partnerships with other members of the animal care & control sector to provide mutual support and maintenance of essential services during a pandemic.	
✓ Collaborate with human resource personnel regarding functioning with 40% of the workforce absent. <ul style="list-style-type: none"> • Identify the types and numbers of workers critical to sustain essential functions. • Are all employees cross-trained so that employees may fill in those positions which are determined to be critical? • Consider planning for those employees who are single parents or those who care for an elderly family member, to be included in the 40% absenteeism rate. • Consider retraining and updating recently retired essential and non-essential workers. 	
✓ Develop formal protocols for implementing delegations of authority and orders of succession.	
✓ Identify the essential services, functions, and processes required to sustain essential services and operations. <ul style="list-style-type: none"> • Resources necessary for emergency treatment of animals should be planned for. • How might normal services be adapted to support the community, region, or nation during a pandemic influenza? • Designate separate blocks of time for non-influenza and influenza-related patient care. 	
✓ Identify potential non-essential services, functions, and processes that can be suspended or adapted to other more essential uses. <ul style="list-style-type: none"> • Suspension of non-essential veterinary visits (e.g., annual physicals) is encouraged. 	
✓ Prioritize the identified essential services, functions and processes given their value to customers and the community.	

<p>✓ Identify and assess critical customers given their value to sustaining the organization and the community.</p> <ul style="list-style-type: none"> • Critical customers would include police departments with canines, search & rescue organizations, and other public safety organizations who use animals in their normal operations. 	
<p>✓ Identify critical supporting agencies to plan for ways to continue essential business operations.</p>	
<p>✓ Identify assets and equipment that must be operated continuously and/or at key periods to sustain essential functions. Ensure that potential single-point failures and cascading effects of these failures are also identified.</p>	
<p>✓ Identify materials and supplies to sustain essential functions and equipment for up to three months and determine the most effective ways to ensure an adequate supply of these essential materials.</p> <ul style="list-style-type: none"> • Essential materials include vaccines and other pharmaceuticals and infection control supplies. • Can these materials be stockpiled or do they have a minimal shelf life which would prohibit this action? • Collaborate with the vendors to ensure that plans are in place to provide these essential resources to their customers. 	
<p>✓ Identify policies and procedures to ensure a safe workplace and minimize the transmission of disease among workers.</p> <ul style="list-style-type: none"> • Emphasize basic personal hygiene and workplace infection control. • Consider developing a process to screen employees and visitors at the entrances to critical facilities. • Consider closing non-critical common areas such as break and lunchrooms, and ensuring workers do not commingle during shift changes. • Develop strategies to assist staff that have childcare or elder-care responsibilities or other special needs that might affect their ability to work during a pandemic. 	
<p>✓ Plan for potential interruptions of essential government functions, like sanitation, water, and power, and disruptions of the food supply.</p>	
<p>✓ Identify policies and procedures to protect and sustain workers during an influenza pandemic.</p> <ul style="list-style-type: none"> • Reduce demands on essential workers. • Consider implementing telecommuting procedures to allow employees to work from home. • Review current human resource policies to ensure compliance with the necessary actions which may be necessary during a pandemic (e.g., do policies address telecommuting procedures?). 	
<p>✓ Coordinate with like sector businesses to consolidate essential functions and workers.</p> <ul style="list-style-type: none"> • Building external relationships with competitors and distributors during the preparedness phase will enhance collaboration and networking during the response phase. 	
<p>✓ Procure and store a sufficient amount of infection prevention supplies (e.g., soap, alcohol-based hand sanitizers, disinfectants, etc.).</p>	
<p>✓ Identify the interdependent relationships and take actions to sustain this essential support.</p> <ul style="list-style-type: none"> • What other industries does your organization rely on most for support and vice versa? • Ensure that plans for these agencies are in consonance with you agency. 	
<p>✓ Establish internal surveillance protocols to monitor the health of workers and business stakeholders.</p>	
<p>✓ Ensure availability of medical consultation and advice for potentially ill workers and their families and for emergency response.</p>	

✓ Ensure all employees are properly trained in the types and use of personal protective equipment, the proper methods of personal hygiene, and the recognition of signs and symptoms of influenza.	
✓ Develop training programs for all personnel on personal, workplace and family protection protocols, and actions to take for each phase of a pandemic. Exercises of the pandemic plan and COOP plan should also be conducted.	
✓ Review plans and procedures periodically (at least annually) to ensure that information is up-to-date.	

RESPONSE ACTIONS	✓
✓ Implement the agency's all hazard emergency operations plan and continuity of operations plan.	
✓ Monitor regional/national/international pandemic threat levels for changes that will affect the business.	
✓ Implement specific strategies to protect employees from getting or spreading influenza on the job. <ul style="list-style-type: none"> • Require employees to stay home if they think they might be sick and require them to stay home until flu symptoms are gone. • Provide supplies of hand sanitizers and disinfectants at numerous locations. • Provide personal protective equipment to employees. 	
✓ Identify and assess implications for those at-risk workers and family members. <ul style="list-style-type: none"> • Individuals include pregnant women, individuals with compromised immune systems and individuals with underlying chronic conditions. 	
✓ Identify the non-essential services of the agency, immediately cease those operations, and reassign available employees to assist with the essential functions identified.	
✓ Implement social distancing practices including relocation of workspaces, closing breakrooms and lunchrooms. Employ worksite protection strategies such as providing sufficient and accessible infection control supplies to include personal protective equipment.	
✓ Implement human resource policies which allow employees to work from home or another location.	
✓ Restrict or minimize workforce travel. Conduct business using teleconferencing, conference calls, or other means.	
✓ Increase frequency of cleaning facilities and equipment, ensuring that surfaces which are touched are cleaned daily with soap and water or a detergent/disinfectant. <ul style="list-style-type: none"> • Examination rooms should be designated and isolated for those individuals presenting with influenza signs and symptoms. 	
✓ Monitor employee and employee's family social and psychological concerns. <ul style="list-style-type: none"> • Mental health and faith-based resources should be available to provide counseling to personnel during and after a pandemic. 	
✓ Preposition essential material and equipment on site.	
✓ Confirm that essential suppliers have their material and personnel on-hand and are able to respond and support as planned.	
✓ As the pandemic mounts, closely monitor all essential functions to ensure sustained operations.	
✓ Monitor and forecast potential public and media relations issues. Keep all internal and external stakeholders informed in a timely manner.	
✓ Adjust business actions based on any unfolding economic and social disruptions.	
✓ Throughout the response phase, maintain a situational awareness of how the incident is impacting your agency, and share pertinent information with employees and other agencies dependent on your operations.	

RECOVERY ACTIONS	✓
✓ Assess the impact of the pandemic on the agency and begin to implement procedures to return to pre-pandemic conditions.	
✓ Monitor international and national health information sources for any updates on additional pandemic waves.	
✓ Assess and mitigate impacts from industries which terminated operations during the incident.	
✓ Hold staff meetings to ensure accurate information is provided to employees, including support services available, and the signs and symptoms of emotional problems.	
✓ Encourage the use of Employee Assistance Programs for assistance with coping with loss and stress.	
✓ Assess the impact on employees and their families. <ul style="list-style-type: none"> • Mental health and faith-based resources should be available to provide counseling to personnel during and after a pandemic. 	
✓ Assess shortage impact on the business (both material & human resources).	
✓ Perform an After Action Review, documenting strengths and weaknesses of the incident and ensure that these are addressed in the future revisions of the appropriate plans and procedures.	