

Pandemic Influenza Planning Guide
For State of Arizona Agencies
June 2013

TABLE OF CONTENTS

TABLE OF CONTENTS	1
INTRODUCTION	3
PURPOSE	3
SCOPE	3
OBJECTIVE	3
PANDEMIC OVERVIEW	3
PANDEMIC PHASES	4
PANDEMIC INFLUENZA TEAM	5
SECTION ONE: PLANNING CONSIDERATIONS	6
REQUIREMENTS FOR PLANNING	6
ADMINISTRATION AND LOGISTICS	8
SECTION TWO: PANDEMIC RESPONSE GUIDELINES	9
MANAGING THE AGENCY	9
ESSENTIAL PROCESSES	9
CRITICAL INPUTS	10
DEMAND FOR SERVICES	10
SUCCESSION PLANNING	10
TELEWORK	11
MANAGING EMPLOYEES	12
TRAVEL	12
WHEN EMPLOYEES SHOULD STAY HOME	13
SENDING ILL EMPLOYEES HOME	13
RETURN TO WORK AUTHORIZATION	13
MANAGING THE WORK ENVIRONMENT	13
HAND HYGIENE AND RESPIRATORY ETIQUETTE	13
SOCIAL DISTANCING	15
PERSONAL PROTECTIVE EQUIPMENT	15
OCCUPATIONAL EXPOSURE RISK ASSESSMENT CHART	18
WORKPLACE CLEANING	19
SECTION THREE: PANDEMIC RESPONSE POLICIES	20
EMPLOYEE LEAVE	20
RESCISSION OF LEAVE	20
INTERNAL AUTHORITY DELEGATION	21
PROCUREMENT	21
SECTION FOUR: EMPLOYEE COMMUNICATION	23
EDUCATION	23
INFORMATION DISSEMINATION	23
COMMUNICATION SYSTEMS	23

The **Introduction** provides an overview of influenza pandemics and the purpose and objective for providing agencies with this Pandemic Influenza Planning Guide. The responsibility of the Pandemic Influenza Team resides with the Arizona Department of Administration (ADOA), Human Resources Division located at 100 North 15th Avenue, Phoenix, Arizona 85007. This section identifies the relationship between ADOA and other State of Arizona agencies, boards, and commissions.

Section One provides planning consideration information agencies should utilize when developing pandemic preparedness and response plans. The planning consideration information includes areas to address within the agency, suggested strategies for addressing the pandemic impact on employees and customers, following statewide pandemic policies and recommended guidelines, and communicating and educating state employees.

Section Two provides pandemic response guideline information for addressing pandemic preparedness and response activities and streamlining particular processes throughout State agencies. This Section includes information specific to managing the agency, such as identifying essential processes, critical inputs, demand for services, succession planning, and telecommuting. This section also includes information specific to managing employees, such as travel, instructing employees when to stay home, sending ill employees home, and authorizing employees to return to work. Finally, this section includes information specific to managing the work environment, such as hand hygiene and respiratory etiquette, social distancing, personal protective equipment, and workplace cleaning.

Section Three provides pandemic response policies intended to provide agencies within the Arizona State Personnel System with specific procedures for developing pandemic preparedness and response actions. This Section includes statewide guidelines on employee leave, rescission of leave, alternate staffing options, internal authority delegation, and procurement.

Section Four provides information on communicating pandemic related information to employees both during the planning stages and widespread activity stages. This section includes educating employees, disseminating information, and suggested communication systems.

This guide is intended to provide information, guidance, and policies for state agencies, boards, and commissions to assist in implementing pandemic influenza plans that effectively and efficiently ensure continuation of essential business processes during a pandemic. This Guide is available on the ADOA Human Resources Division website (click [here](#)) and will be updated as needed.

INTRODUCTION

PURPOSE

The primary purpose of the Pandemic Influenza Planning Guide is to enable State of Arizona agencies to respond effectively and efficiently to ensure that agency services and essential processes are maintained during a pandemic.

SCOPE

The State of Arizona Pandemic Influenza Planning Guide is intended to provide guidance for all State of Arizona agencies, boards, and commissions (hereinafter referred to as “agency” or “agencies”), and to outline human resources policies and practices for agencies to follow when creating or enhancing their pandemic preparedness and response plans

OBJECTIVE

As an employer, the State of Arizona’s objectives during a pandemic influenza event include the following:

1. Reducing transmission of the pandemic virus strain among our employees, customers, and partners.
2. Minimizing illness among employees, customers, and the public.
3. Maintaining mission-critical operations and services.
4. Minimizing social disruptions and the economic impact of a pandemic.

The objective of this Planning Guide is to assist State agencies in developing and implementing their own pandemic influenza plans. The Pandemic Influenza Planning Guide focuses on educating and protecting employees. We recognize that employee protection and continued service delivery can be achieved through a combination of infection control methods and the use of personal protective measures; therefore, this guide focuses on communication, education, and employee engagement.

This Pandemic Influenza Planning Guide provides practical occupational safety and health information as well as some important Human Resources-related policies that will assist agencies in developing their own pandemic preparedness plans. While pandemic planning focuses on employees and communications, best practices suggest that pandemic planning be part of each agency’s all hazards continuity plan. Should your agency need assistance incorporating the information into your Continuity of Operations Plans, the State Continuity of Operations Programs Group at the Arizona Department of Emergency and Military Affairs is available to assist all state agencies. To contact the Continuity Group with questions or to request assistance, please call 602.464.6204.

PANDEMIC OVERVIEW

Severe influenza pandemics represent one of the greatest potential threats to the public’s health.

Pandemics are distinct from seasonal influenza epidemics that happen nearly every year. Seasonal influenza epidemics are caused by influenza viruses which circulate globally in humans. Over time, people develop some degree of immunity to these viruses, and vaccines are developed annually to protect people from serious illness. In the United States (U.S.), seasonal influenza epidemics cause an average of 36,000 deaths annually.

Influenza pandemics have occurred periodically throughout history: a major pandemic in 1918, smaller pandemics in 1957 and 1968, and more recently, the H1N1 influenza pandemic. Pandemic influenza refers to a worldwide epidemic due to a new, dramatically different strain of influenza virus, to which there is no immunity. The new virus strain may spread rapidly from person-to-person and, if severe, may cause significant morbidity and mortality. The CDC estimates that in the U.S. alone, a severe influenza pandemic could infect up to 200 million people and cause between 200,000 and 1,900,000 deaths.

There are several characteristics of an influenza pandemic that differentiate it from other public health emergencies. Unlike natural disasters, where any disruption is likely to be infrastructure-related, disruption in the event of a pandemic is anticipated to be human- and material-oriented. A pandemic has the potential to cause illness in a very large number of people, overwhelm the health care system, and jeopardize services by causing high levels of absenteeism in the workforce. Basic services, such as health care, law enforcement, fire, emergency response, communications, transportation, and utilities could be disrupted during a pandemic. Finally, a pandemic, unlike many other emergency events, could last for months and affect many areas throughout the world simultaneously.

In a pandemic situation, the goal is to slow the spread of disease to prevent illness. The most effective strategy to accomplish this is through vaccination. However, it is possible that effective vaccines will not be available for many months following the emergence of a new pandemic strain of influenza. Existing antiviral medications may also not be effective or available. Other infection control strategies such as social distancing, improved hygiene and respiratory etiquette, isolation, and quarantine may be used to control the spread of disease.

PANDEMIC PHASES

The World Health Organization (WHO) has adopted the use of a six-phased approach for the grouping and description of pandemic phases. The WHO Phases 1 through 3 generally correlate with preparedness, including capacity development and response planning activities, while Phases 4 through 6 clearly signal the need for response and mitigation efforts. Furthermore, periods after the first pandemic wave are elaborated to facilitate post pandemic recovery activities.

The 2009 WHO Pandemic Phases are grouped by pandemic activity: limited human spread, sustained human-to-human spread, widespread human infection or pandemic, post-peak period, and post pandemic period. The 2009 WHO Pandemic Descriptions are as follows:

WHO Phases 1 through 3 - Limited Human Spread

Phase 1

No animal influenza virus circulating among animals has been reported to cause infection in humans.

Phase 2

An animal influenza virus circulating in domesticated or wild animals is known to have caused infection in humans, and is therefore, considered a specific potential pandemic threat.

Phase 3

An animal or human-animal influenza reassortant virus has caused sporadic cases or small clusters of disease in people, but has not resulted in human-to-human transmission sufficient to sustain community-level outbreaks.

WHO Phase 4 – Sustained Human-to-Human Spread

Phase 4

Human-to-human transmission of an animal or human-animal influenza reassortant virus able to sustain community-level outbreaks has been verified.

WHO Phase 5 through 6 – Widespread Human Infection or Pandemic

Phase 5

The same identified virus has caused community-level outbreaks in two or more countries in one WHO region.

Phase 6

In addition to the criteria in Phase 5, the virus has caused sustained community-level outbreaks in at least one other country in another WHO region.

Post-Peak Period

The levels of pandemic influenza in most countries with adequate surveillance have dropped below peak levels.

Post Pandemic Period

The levels of influenza have returned to the levels seen for seasonal influenza in most countries with adequate surveillance.

PANDEMIC INFLUENZA TEAM

The State of Arizona Department of Administration (ADOA) has assumed responsibility for coordinating statewide agency pandemic planning efforts. Each agency or board/ commission (hereinafter referred to as “agency”) has been directed by the ADOA Director to identify at least one individual to serve as the agency’s Pandemic Coordinator. The Pandemic Coordinator will be the agency’s primary point of contact with ADOA and will take responsibility for regular communication with ADOA regarding pandemic preparedness planning and response. The designated coordinator(s) will serve as a resource for agency employees and also will serve as the point of contact for ADOA to disseminate information. All pandemic related communications from ADOA will be directed to the agency Pandemic Coordinators.

SECTION ONE: PLANNING CONSIDERATIONS

REQUIREMENTS FOR PLANNING

The recent global developments regarding influenza have prompted the directing of state agencies to review business processes, job functions, etc. to address a variety of assumptions presented by a possible pandemic.

State agencies will be expected to provide, at a minimum, pre-identified essential processes that will continue during a pandemic. The range of agency services and their method of delivery are expected to vary depending on the nature and the severity of a pandemic. Additionally, agencies should outline how they will transition from providing all services to just providing critical services.

Planning for a pandemic is essential to ensuring continuity of government services. The CDC has identified several planning considerations, along with specific steps that each agency can take now to prepare in the event of a pandemic.

Agency considerations

Identify essential processes and associated critical inputs (e.g., vital records, applications, and vendors) required to maintain agency services during a pandemic. In the event of a pandemic, it is important that employees with core skills are available to continue or quickly resume the essential processes of your agency. Focus on processes and the titles of the process owners, not individual employees, when considering agency services. Some issues to consider include:

- What is your agency's mission?
- What are the essential processes required to support the agency's mission?
- Are there sufficient back-ups for employees and skills if there is a high level of absenteeism? It is recommended that there are three levels of alternate positions for all essential processes.
- Are there other resources (e.g., vendors, volunteers, retirees) that could be utilized if necessary?
- Is it possible to coordinate or operate any of your agency's essential processes virtually by using secure remote access voice and data pathways?
- What are the titles and positions of the employees and what vital records and applications are they required to access in order to implement and manage your Pandemic Response Plan? It is important to ensure that employees know if they have been identified as process owners during a pandemic, and that they are aware of how they will be expected to carry out the Pandemic Plan.
- Do you have applications that rely on periodic physical intervention by key employees or others to keep them functioning? How long would these applications last without attention?
- Do the positions necessary to maintain essential processes have the capability to perform their job functions remotely? It is recommended that employees in positions that can telework test their telecommuting tools – security and network applications – in advance.

Customer interaction considerations

Consider the following strategies as you plan for social distancing between employees and citizens/consumers/clients:

- Plan to minimize exposure to fellow employees or the public if public health officials call for social distancing.
- Extend agency hours to accommodate customers wanting service outside normal business hours.
- Schedule pickup or delivery times to minimize the duration that people are in contact with others.
- Arrange for services to be provided via telephone, Internet, email, fax, or mail.

Employee and customer considerations

Establish and maintain an emergency communications plan as an annex to the COOP plan. This plan should include messaging guidelines and criteria and the means to receive and disseminate information, including the identification of key contacts and their back-ups.

In the event of a pandemic, it is likely there will be a high level of anxiety which could potentially contribute to increased work absences and/or increased distress to employees. Suggested ways to manage this include:

- Communicate the possibility of a pandemic – and your agency's preparedness to manage it – very early.
- Discuss with employees the possible health and safety issues, potential for reduced service delivery, and human resources policies (both agency and statewide).
- During activation of a pandemic, provide clear, timely and proactive communication at frequent intervals, including how your agency is handling the situation; and
- Implement notification systems to communicate quickly with employees, customers, and suppliers.

Consider the following additional strategies when planning for the impact on your employees and customers:

- Forecast and allow for employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or workplace closures, and public transportation closures.
- Implement guidelines to modify the frequency and type of face-to-face contact (e.g., hand-shaking, seating in meetings, office layout, shared workstations, common areas) among employees and between employees and customers.
- Provide information about the annual seasonal influenza vaccination for employees.
- Identify employees and key customers with special needs and incorporate the requirements of such persons into your preparedness plan.

Follow State of Arizona policies and recommended guidelines during a pandemic

Specific policies and guidelines have been established for statewide implementation during a pandemic.

- Follow policies for employee compensation and sick-leave absences unique to a pandemic, including policies on when a previously ill person is no longer infectious and can return to work.
- Follow guidelines for flexible worksites (e.g., telecommuting) and flexible hours (e.g., staggered shifts).
- Follow guidelines for preventing the spread of influenza at the worksite (e.g., promoting respiratory hygiene/cough etiquette and social distancing).
- Follow guidelines regarding employees who report to work when ill, or become ill at the worksite.

Communicate to and educate your employees

It is important that information provided to employees regarding a potential pandemic be factual and timely so as to not cause unnecessary worry and/or panic. If a pandemic develops, agencies are encouraged to:

- Develop and disseminate informational materials covering pandemic fundamentals (e.g., signs and symptoms of influenza, modes of transmission), personal and family protection (e.g., hand hygiene, coughing/sneezing etiquette), and response strategies (contingency plans).
- Anticipate fear and anxiety, rumors and misinformation, and plan communications accordingly.
- Disseminate information to employees about your agency's pandemic preparedness and response plan.
- Provide information for the at-home care of ill employees and family members.
- Develop strategies and platforms (e.g., hotlines, websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers inside and outside the worksite in a consistent and timely manner, including redundancies in the emergency contact system.

ADMINISTRATION AND LOGISTICS

ADOA has assumed responsibility as the central office for monitoring the results of statewide pandemic-related activities. This responsibility includes:

- Collaborating with the Arizona Department of Health Services (ADHS) to ensure alignment with Federal Government guidelines;
- Developing and administering of statewide policies, as needed;
- Monitoring employee leave and benefit plans to ensure uniform application;
- Providing reliable pandemic influenza information to employees; and
- Updating and maintaining this planning guide as new directives, guidance, and recommendations become available.

SECTION TWO: PANDEMIC RESPONSE GUIDELINES

These guidelines are provided to assist agencies in addressing certain pandemic-related preparedness and response activities and to streamline particular processes throughout State agencies.

MANAGING THE AGENCY

ESSENTIAL PROCESSES

Agencies should predetermine the essential processes required to maintain their operations during a pandemic in the event of significant absenteeism. ***Essential processes are those which have a direct and immediate effect on the general public, critical infrastructure or key resources in terms of life safety, custodial care, revenue generation and/or statutory requirements.*** When identifying essential processes, make sure to account for critical times of year when these processes must be performed.

1. Agencies should predetermine process owners and the minimum number of staff necessary to perform essential processes.
2. Agencies should identify processes that may be suspended while personnel are assigned to more critical roles. Agencies should identify the time period that the processes can be suspended and include those processes that may be done on a less frequent basis than would occur under normal conditions.
3. Agencies should identify alternate process owners that have the skills and abilities to perform multiple positions. Such personnel may be:
 - a. Employees in the same classification series as those who normally perform the process;
 - b. Employees who have previously performed the work and are currently employed elsewhere within the agency or another state agency;
 - c. Employees who can be trained either in advance of the need or on-the-job when the need arises; and
 - d. Employees who have backgrounds in, or specific certifications or licenses they currently hold or previously held that can be useful for filling gaps in certain areas of their agency or other state agencies.
4. Agencies should identify other personnel who may be available to perform essential processes. Such personnel may include retired employees, former employees, temporary employees, and contract workers.
5. Each agency should predetermine the payroll function as essential and should have a plan of succession and cross-training for the payroll function. There should be at least three employees, if possible; one of whom may include the payroll supervisor, who is trained to perform the payroll function.
6. Each agency should predetermine the human resource management process by identifying primary and alternate process owners, and implementing cross-training as needed. It is recommended that there are at least three employees who are trained to perform the human resources management process.
7. Agencies should consider whether each identified essential process would likely increase or decrease in demand during a pandemic and incorporate potential fluctuations in demand into their plans.

CRITICAL INPUTS

Pandemic planning should also include the need for storing of essential supplies necessary for ensuring health and safety. Agencies should assess critical inputs (e.g., vital records, supplies, applications, and vendors) by identifying those required to maintain each essential process; and then review existing inventory for items necessary for ensuring the health and safety of employees and citizens the agency serves.

Shortages may occur because of disruptions in transportation systems or inability of suppliers to meet demands because of their own workforce shortages. Loss of up to 40 percent of workers/drivers and other transportation employees may affect both the production and delivery of needed supplies. During a pandemic, there are likely to be restrictions at ports and airports. Supply lines may also be affected by self-imposed travel restrictions, with truckers/transporters unwilling to travel through or to infected areas. National and international air movements may be disrupted in a pandemic and this may affect the delivery of imported goods, especially if they normally arrive in freight-holds of passenger aircraft.

DEMAND FOR SERVICES

During a pandemic, people's behavior may change which causes them to limit their activities and avoid gatherings. Agencies should be prepared to continue to meet the needs of their customers in spite of these concerns; therefore, agencies should assess changes in demand – both increases and decreases – for services and products that may occur during a pandemic. Agencies may wish to consider altering routine practices to address the needs of customers during a pandemic, such as extending business hours to accommodate those customers wanting service outside normal business hours, or arranging for services to be provided via phone, internet, fax, or mail to minimize contact with others.

SUCCESSION PLANNING

When developing pandemic plans, an agency should consider its essential processes and the titles and positions of process owners, supervisors, and alternates. Agencies should establish a management order of succession plan and corresponding delegations of authority for those positions. An order of succession plan provides a list of predetermined alternates for key positions in the agency. Delegations of authority provide for written and specific legal authority to delegate or pass that authority to another position in the order of succession.

1. The succession plan should be three employees in depth, where possible. When an employee is identified as part of a succession plan, the agency may want to consider appropriate cross-training and delegation.
2. The succession plan should clearly identify the names of designated personnel and their regular titles and how they can be contacted.
3. The names and order of succession of designated personnel should be communicated to division and work unit personnel.
4. The plan should clearly set forth the powers and duties that will be performed and by whom. Agencies should predetermine the individuals who will have the delegated authority to make decisions and communicate that these individuals will have that authority to division and work unit personnel.
5. If all of the personnel identified for the line of succession are unavailable – which may be the case in small work units where there is a limited number of leadership personnel – the agency should provide for alternate lines of succession that identify other personnel who can assume the powers and duties outside of

the work unit. The line of succession plan should be updated whenever a pertinent staff change occurs.

6. Agencies should determine if those in the line of succession may need to be cross-trained in advance and provide such training where needed. Advance cross-training for essential processes is imperative. The agency may provide resources to train employees to perform other functions (DVDs, outside trainers, procedures manuals, teleconferencing, consultants, etc.).
7. Agencies should construct a method by which those in the line of succession will have access to information and needed items (computer passwords, calendars, office keys, etc.) should they take over leadership responsibilities.
8. Succession plans should be documented by divisions and/or work units and forwarded to the department director.
9. Agencies should consider what positions and employees can be deputized or provided with delegations of authority. Agencies should review statutory authorities and identify those individuals with the proper credentials that are empowered by law to carry out those statutory provisions.

Agencies should make certain that all employees – even those not performing essential processes – are trained about how they will be expected to carry out the pandemic plans.

TELEWORK

Telework may be a key element of every agency's emergency preparedness efforts. By preparing your agency's employees who work on essential processes to effectively work from home on a moment's notice, your agency will be taking a giant leap toward ensuring Continuity of Operations. When assembling a team to administer this program, be sure to involve your Agency's Travel Reduction Coordinator, who is already familiar with the State of Arizona Telework program, and members from your IT department.

Critical Function (CF) Teleworkers differ from regular teleworkers in that they will regularly practice using remote connectivity tools to perform their everyday tasks from home in preparation for an emergency. Regular teleworkers may or may not use remote connectivity.

Below are some recommended action steps to plan and implement a Critical Function Telework program.

Identify Critical Employees

1. Define your agency's essential processes (i.e., those that must be continued or resumed within at least 12 hours and for up to 30 days after a disruption).
2. Identify employees who are critical to carrying out these processes.

Determine Remote Access Protocol

1. Some agencies administer their own Virtual Private Network (VPN). Others request VPN accounts from the Department of Administration.
2. Once an employee has a VPN account, most agencies allow their employees to utilize the Remote Desktop Connection feature on their home computer.
3. The Help Desk section of the ADOA IT website contains the remote access request form, a video tutorial, remote desktop instructions, and many other resources - http://staging.az.gov/help_desk/Default.asp.

4. In addition to your agency's information security policy, some divisions may want to develop their own addendum that includes items pertaining specifically to their employees.

Administer Program

(Below are some of the action steps followed by the ADOA when administering the program.)

1. Assistant Directors were briefed and asked to identify their critical function employees and to develop necessary security policies specific to their division.
2. Critical function employees were asked to become trained teleworkers with signed agreements and to request the appropriate connectivity services. The State of Arizona Telework Workbook and Agreement as well as the training video can be found at <http://www.teleworkarizona.com/training/index.htm>.
3. Critical function employees were asked to practice performing their essential processes from home on a regular basis to remain prepared to work remotely in the event of an emergency. Employees were instructed to work with their managers to identify and resolve any barriers they found to working remotely.
4. All critical function employees were instructed to utilize code 110 on their timesheets to record telework hours.
5. Critical function employees were tracked through the training and connectivity process to assure that each employee was successfully prepared. The agency also used HRIS pay code 110 on demand reports to track the telework frequency of critical function employees.

Create a Critical Function Website (Optional)

Your agency may want to consider creating a one-stop shop with all the information and resources a critical function employee may need. ADOA created an Intranet site for such purposes. Selected employees were sent an email describing the program with a link to the website. ADOA's Intranet site includes:

- Steps all critical function employees are to follow with links to pertinent documents
- A training module, including workbook and video
- The telework agreement, agency telework policies, security policies, and the remote connectivity request form
- A section describing ADOA's connectivity services with video tutorials
- Questions & Answers

A basic template of this site is available upon request for agencies to personalize with agency-specific information. Click on the "Pandemic" link on the left side of the [Telework Arizona](#) website for more information about Telework as a Pandemic response strategy.

MANAGING EMPLOYEES

TRAVEL

It is possible that once efficient human-to-human transmission of an influenza pandemic occurs transportation may be disrupted and certain countries may close their borders sporadically. Screening (with quarantine measures) could be established at borders.

Agencies should consider postponing non-essential travel if travel restrictions are implemented. Arrangements may also be necessary for employees who are stranded because borders are closed. If your employees travel for agency reasons, your pandemic response plan will need to include these considerations in the event of a pandemic.

WHEN EMPLOYEES SHOULD STAY HOME

State agencies should advise all employees to be alert to any signs of fever and any other signs of influenza-like illness before reporting to work each day, and if ill, notify their supervisor and stay home. Employees should remain at home until such time as they are considered well enough to return to work (see Return To Work Authorization guidance).

Employees who are well but who have an ill family member at home with influenza can report to work as usual.

SENDING ILL EMPLOYEES HOME

The CDC strongly recommends that employees who become ill with symptoms of influenza-like illness at work during a pandemic leave the workplace. Advising workers exhibiting influenza-like symptoms to go home is permitted.

Supervisors are not to make judgments as to medical diagnosis but may rely on observations of an employee's symptoms in making a determination to send an employee who appears ill home. Supervisors should first seek the approval of the appropriate approved authority prior to sending an ill employee home.

RETURN TO WORK AUTHORIZATION

Employees should not return to work until they are healthy and no longer infectious using the current CDC definition of the infectious period for pandemic influenza. The CDC urges people with influenza-like illnesses to stay home at least 24 hours after they are free of a fever (in the absence of fever-reducing medication), defined as 100 degrees Fahrenheit, typically ranging 3 to 5 days.

The return to work of an employee with a suspected or confirmed case of pandemic influenza is at the discretion of each agency. State agencies are encouraged to not require a physician's note for employees who are ill with influenza-like illness as doctors' offices and healthcare facilities may be extremely busy and unable to provide such documentation in a timely manner.

MANAGING THE WORK ENVIRONMENT

HAND HYGIENE AND RESPIRATORY ETIQUETTE

Transmission of influenza can occur by indirect contact from hands and articles freshly soiled with discharges of the nose and throat of an acutely ill individual. By frequently cleaning your hands, you eliminate germs that you have picked up from other people or from contaminated surfaces. In general, hand washing is required whenever significant hand contamination occurs and cross-contamination may occur. Hand washing is defined as the vigorous, rubbing together of all surfaces of lathered hands, followed by rinsing under a stream of water. Some hand hygiene and respiratory etiquette tips follow:

- Hand washing should occur frequently.
- The fundamental principle of hand washing is removal, not killing, of viruses.
- Proper hand hygiene involves the use of soap and running water, rubbing all surfaces of the hands vigorously for at least 20 seconds. The amount of time

spent washing hands is important to reduce the transmission of pathogens to food, water, people, and inanimate objects.

- The use of a nail brush is not necessary or desired, but close attention should be paid to the nail areas, as well as the area between the fingers and under rings.
- If soap and running water are not available, use an alcohol-based hand sanitizer (> 60% alcohol content) to clean your hands. Alcohol-based hand sanitizers significantly reduce the number of germs on skin and are fast-acting.
- Hands should be rubbed until the surfaces of the hand are dry. Hand drying after washing with soap and water should be achieved by use of single use disposable paper hand towel. Turn off the faucet by using the disposable hand towel to reduce recontamination of the hands by the faucet handle.
- If forced air dryers are used, use the lower portion of the arm or elbow to turn off the water faucet after hand washing.
- Repeated drying of hands with reusable cloth towels is not recommended and should be avoided.
- A good infection control practice to avoid self contamination is to avoid touching your eyes, nose, and mouth with gloved or ungloved contaminated hands, placing pens, pencil caps, or your fingers in your mouth, or licking your finger to turn a page.
- Wash your hands to minimize contaminating your work environment by touching door knobs, light switches, and telephones with contaminated, gloved, or ungloved hands.

Agencies should:

- Emphasize good hand hygiene as an important step in preventing the spread of infectious diseases, including influenza.
- Emphasize good respiratory hygiene and cough etiquette including covering sneezes and coughs with a tissue or coughing/sneezing into a sleeve. Afterwards, clean hands with soap and water or an alcohol-based hand rub.
- Provide employees with adequate supplies of hand hygiene products (e.g., soap and water, paper towels), tissues, and cleaning supplies.
- Ensure that the workplace environment is kept as clean as possible.
- If possible, designate a room with a door for ill employees to use if they are unable to go home immediately. The room should have at least a chair, phone, tissues, and alcohol-based hand rub.

Employees should:

- Practice good hand hygiene with soap and warm water or by using waterless alcohol-based hand sanitizer.
- Keep tissues and alcohol-based hand rub available for personal use in workstation.
- Avoid the use of handkerchiefs to reduce the opportunity for transferring germs to others.
- Dispose of tissues in the nearest waste receptacle after use.

- Carry baggies or zip lock type bags to dispose of tissues or dispose of tissues in the nearest waste receptacle after use.
- Practice good respiratory hygiene and cough etiquette including covering sneezes and coughs with a tissue or coughing/sneezing into a sleeve. Afterwards, clean hands with soap and water or an alcohol-based hand rub.
- Ensure that workstations are kept as clean as possible.

SOCIAL DISTANCING

Agencies should develop or enhance current pandemic response plans to include social distancing strategies where possible. It is recommended that agencies consider the following social distancing strategies if the severity of the pandemic increases or state officials suggest implementing similar measures:

- Set up systems where customers can request information via phone, email, and fax and have information ready for fast pickup or delivery.
- Arrange for employees to work from home (e.g., telecommuting), as possible.
- Encourage the use of flexible work schedules for employees who must be in the workplace to minimize contact with other employees.
- Minimize face-to-face contact with other people by using the telephone, video conferencing, and the Internet to conduct business even for employees located in the same building.
- Separate employees into different work locations, as possible.
- Stagger work shifts to minimize contact between employees.
- Avoid unnecessary travel and cancel or postpone non-essential meetings, gatherings, workshops, and training sessions.
- Bring lunch from home and eat away from others – avoid the lunchrooms, cafeterias, and crowded restaurants.
- Introduce staggered lunchtimes so that numbers of people in the lunchrooms and kitchens are reduced.
- Limit congregating in areas where employees may socialize. Employees should be instructed to do what needs to be done and then leave the area.
- If a face-to-face meeting is unavoidable, minimize the meeting time, use a large meeting room, and instruct employees to sit as far away from other people as possible (3-6 feet).
- Avoid shaking hands or hugging other people.
- Use the stairs rather than crowded elevators.

PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment (PPE) is any type of specialized clothing, barrier product, or breathing (respiratory) device used to protect employees from serious injuries or illness while doing their jobs. Examples of PPE include, but are not limited to gloves, gowns, goggles, face shields, and respirators.

During a pandemic, an employer may require its employees to wear PPE designed to reduce the transmission of germs. If an employee with a disability needs a related reasonable accommodation under the Americans with Disabilities Act (ADA) (e.g., non-latex gloves, or

gowns designed for individuals who use wheelchairs), the employer must provide these, absent undue hardship.

Proper use of PPE by employees helps prevent the spread of infection because it helps protect wearers from infection or contamination from blood, body fluids, or respiratory secretions; serves as a barrier between infectious materials and the skin, mouth, nose, or eyes (mucous membranes); and reduces the chance that employees will infect or contaminate others. The requirements for personal protective equipment are:

- If the agency determines that PPE is necessary to protect employees, then wearing the PPE by employees is required.
- Employees should be trained to recognize why the PPE is needed, the type of PPE that is required, the limitations of PPE, and the care, storage and the proper use of PPE.
- Single-use devices should never be shared.
- Disposable single-use PPE cannot be washed or reused. Washing medical gloves or disposable masks and gowns will destroy their protective barrier.
- Dispose of PPE carefully and properly after each use if the equipment becomes soiled.
- When disposing of PPE always wear gloves; place used or soiled PPE into a tied plastic bag; carefully clean waste containers with disinfectant or diluted bleach; and wash hands thoroughly with soap and water or alcohol-based hand rub after handling.

Facemasks

Facemasks are primarily used in health care settings (i.e., protecting the patient against infection from the healthcare worker and vice versa) to prevent contamination of a sterile field or work environment by trapping bacteria and respiratory secretions that are expelled by the wearer primarily during coughing, sneezing, or talking. Facemasks are also used as a physical barrier to protect the employee from hazards such as splashes of blood or bodily fluids. In most cases a facemask could be comfortably worn to prevent unexpected splashes from a sneeze or cough reaching the wearer's nose or mouth; however, facemasks are not permitted as a substitute when the agency requires the use of a respirator. Facemasks are designed to cover the mouth and nose loosely and are not sized for individual fit. They are made of soft materials and are comfortable to wear, and may be labeled as surgical, laser, isolation, dental, or medical procedure masks.

Respirators

Respirators are personal protective devices that are worn on the face, cover at least the nose and mouth, and are used to reduce the wearer's risk of inhaling hazardous gases, vapors, or airborne particles (e.g., dust or droplet nuclei containing infectious agents, viruses, fungi, bacteria). Types of respirators should be selected based on the physical demands of the task, the specific work environment, and the protective properties of the respirator. A respirator should be used by employees when direct and close contact or caring for an infectious person or patient is unavoidable (e.g., emergency medical service responders, custodial and patient care staff in institutions, law enforcement).

An Occupational Exposure Risk Assessment (see chart on page 18) should be completed for the potential or expected tasks performed by employees. From those analyses it can be determined if the wearing of a respirator is required or permitted. If determined by the agency that the employee's tasks involve the direct and close contact with influenza (e.g., those in very high or high risk categories), some respirators or facemasks may be required

for that job. Most state operations and tasks however, will likely be in the medium to low risk categories and are encouraged to practice good hand hygiene and respiratory etiquette as protective measures. Employees should be fit tested annually on the specific respirator selected for the task, hazard, or exposure.

OCCUPATIONAL EXPOSURE RISK ASSESSMENT CHART

Assessment of each state employee's occupational exposure risk for contracting pandemic influenza can determine the appropriate personal protective equipment and measures recommended by DHS.

Work Environment	Job Duties	Occupational Risk Category	Personal Protective Equipment & Measures
Healthcare Setting	*Provide direct patient care if routinely performing aerosol-generating procedures (see definitions)	Very High	<ul style="list-style-type: none"> ◆ N-95 Respirator (fit-tested and following OSHA regulations) or Powered Air Purifying Respirator (PAPR) ◆ Standard precautions (see definitions) ◆ Practice good hand hygiene and respiratory etiquette ◆ Stay home when sick ◆ Do not return to work for at least 24 hours after fever resolves without fever-reducing medication ◆ Seasonal flu vaccine when available
	*Provide direct patient care or collect/handle specimens from known or suspected pandemic patients or work in EMS	High	<ul style="list-style-type: none"> ◆ Surgical mask within 6 feet of a patient with a febrile respiratory illness ◆ Standard precautions (see definitions) ◆ Practice good hand hygiene and respiratory etiquette ◆ Stay home when sick ◆ Do not return to work for at least 24 hours after fever resolves without fever-reducing medication ◆ Seasonal flu vaccine when available
	Do not provide direct patient care	Moderate	<ul style="list-style-type: none"> ◆ Practice good hand hygiene and respiratory etiquette ◆ Stay home when sick ◆ Do not return to work for at least 24 hours after fever resolves without fever-reducing medication ◆ Seasonal flu vaccine when available
Non-Healthcare Setting	N/A	Low	<ul style="list-style-type: none"> ◆ Practice good hand hygiene and respiratory etiquette ◆ Stay home when sick ◆ Do not return to work or other activities for 24 hours after fever resolves without fever-reducing medication ◆ Seasonal flu vaccine when available

Definitions:

- **Aerosol-Generating Procedures** include endotracheal intubation, suctioning (if not using a closed system), bronchoscopy, nebulized treatments, and resuscitation involving emergency intubation or cardiac pulmonary resuscitation.
- **Direct patient care** is care involving close (within six (6) feet) face-to-face contact for all patients with a febrile respiratory illness.
- **Healthcare Settings** include, but are limited to, any licensed or correctional healthcare facility including acute care, hospitals, outpatient, inpatient, long-term care, assisted living, hemodialysis, and behavioral health facilities. If an employee works in an office setting but visits healthcare settings to conduct business and falls into one of the job duty categories, please count this employee as working in a healthcare setting.
- **Standard Precautions** – for all patient care, use nonsterile gloves for any contact with potentially infectious material, followed by hand hygiene immediately after glove removal; use gowns along with eye protection for any activity that might generate splashes of respiratory secretions or other infectious material.

*Based on recommendations from the *ADHS Interim Guidance for Infection Control for Care of Patients with Confirmed or Suspected 2009 H1N1 Influenza (Swine Flu) Virus Infection in a Healthcare Setting*. These recommendations may change as new information becomes available and may not be suitable for all new and emerging pandemics.

**Refer to Advisory Committee on Immunizations Practices (ACIP) Recommendations for H1N1 Vaccine Administration.

WORKPLACE CLEANING

During a pandemic, thorough workplace cleaning measures will be required to minimize the transmission of the influenza virus through hard surfaces (e.g., door knobs, sinks, handles, railings, objects, and counters).

When a person with suspected influenza is identified and has left the workplace, it is important that their work area, along with any other known places they have been, are thoroughly cleaned and disinfected. Cleaning is the removal of visible dirt or soil and is usually accomplished by physical scrubbing using detergent and water.

Influenza viruses are inactivated by many EPA-approved disinfectants including alcohol and chlorine. Surfaces that are frequently touched with hands should be cleaned and disinfected often, preferably daily. Clean the surface to remove the dirt and soil with a cleaning agent and disinfect following manufacturers recommendations. The person cleaning and disinfecting should wear a mask and gloves and should discard them afterwards. Hands should be washed or sanitized at the completion of the procedure.

SECTION THREE: PANDEMIC RESPONSE POLICIES

These policies are intended to provide agencies within the Arizona State Personnel System with procedures for developing pandemic related preparedness and response actions. Agencies outside the Arizona State Personnel System are encouraged to adopt similar policies and procedures.

EMPLOYEE LEAVE

The Arizona State Personnel System Rules provide several types of leave available in the event of an influenza pandemic. Leave options include:

- Sick Leave – for use by the employee.
- Family Sick Leave – allows for the employee to take 40 hours of sick leave to care for a child, spouse, or parent.
- Annual Leave – personal leave that may be used for any purpose.
- Compensatory Leave – leave that may be used for any purpose.
- Donated Annual Leave – under certain circumstances, if an employee exhausts all available annual leave, the employee may request donations of annual leave from other employees.
- Leave Without Pay
- Administrative Leave - leave during a state of emergency declared by the Governor

Any questions about the usage of leave should be directed to the agency Human Resources office or the ADOA Human Resources Division at 602.542.5482.

RESCISSION OF LEAVE

A pandemic emergency has the potential to cause significant staffing shortages thereby causing previously approved annual leave and compensatory time off to be rescinded in order to provide staffing coverage for state agencies. While employees who have accrued compensatory time off have a right to use it within a reasonable time of their request, such may not be the case in the event of an emergency – such as the Pandemic Influenza – where an employee’s absence would disrupt state agency operations.

Agency management should note the following:

1. Managers and supervisors should keep an updated calendar of all approved time off and provide access of that calendar to those in their line of succession.
2. Annual leave and/or compensatory time off should only be rescinded when the supervisor is unable to adequately staff a work unit or project.
3. Annual leave and/or compensatory time off should be rescinded as soon as the supervisor believes that a potential staffing shortage will require that the employee report to work.
4. Prior to rescinding previously-approved annual leave or compensatory time off, the supervisor should attempt to staff the unit or project through other available means
5. Rescission of an employee’s leave which is already in progress should be reasonably based upon the employee’s ability to report to work in a reasonable time frame.

6. When rescinding annual and/or compensatory time off, the supervisor should have actual contact with the employee to ensure that the employee received the directive to report to duty. Rescission should be made in writing, if possible, for example, an email exchange between the employee and the supervisor.

ALTERNATE STAFF

Agencies should train and prepare a back-up workforce to fill in during periods of high absenteeism that may occur due to a pandemic. This might include training current employees in several service areas of the agency or ensuring there is a pool of available workers outside the agency to call upon if the need arises.

In addition, the existing Arizona State Personnel System Rules provide for options and flexibility for filling positions quickly and on a temporary basis. These options include:

- Special Assignment - An agency head may place an employee on special assignment within the agency non-competitively for up to 6 months with the concurrence of the head of the employing agency and the Director. A special assignment shall not exceed 6 months unless extended by the Director. An agency head shall not make successive special assignments of the same person to the same class.
- Temporary Appointment – allows an individual to be appointed and work for a maximum of 1500 hours per calendar year.
- Transfer - allows an agency head to transfer an employee to a position in the same pay grade, in the same agency, provided the employee possesses the knowledge, skills, and abilities required for the position.

Note: The Arizona State Personnel System Rules contain specific rules that govern covered employees. See Subchapter B of the [Arizona State Personnel System Rules](#) for details.

Agencies may also contact contractors that are available under the Temporary Staffing Services State Contract or the IT Consultant/Staffing State Contract. To view available contractors and the specific types of positions and pricing available, please reference the State's e-procurement system at <http://spo.az.gov/>. You may also contact the ProcureAZ Help Desk at 602.542.7600.

INTERNAL AUTHORITY DELEGATION

In the event of a pandemic, a delegation of authority for agency heads or the agency head's designee for certain employment and compensation activities has been established by the ADOA Director. This policy will only become effective when activated by the ADOA Director, and agency Pandemic Coordinators and Human Resources Managers will receive notification of activation from the ADOA Statewide Pandemic Preparedness Coordinator.

PROCUREMENT

Agencies should take necessary measures to ensure that all contracts include a provision for addressing relationships with suppliers, shippers, etc. about what will be available during a pandemic. Agencies should identify essential supplies and the vendors that provide those supplies and ensure that contracts address the effect of pandemic related human resources issues on the contract workforce, including pandemic plans, telework capabilities, 3-deep for essential processes, etc. In certain instances, it may be necessary for agencies to identify

other businesses or organizations that can provide critical services and supplies in the event that the regular vendor is unable.

All State of Arizona vendor contracts must include language requiring the vendor or contractor to have a pandemic plan in place that ensures continuation of service, supplies, etc. to support the contracted agency's essential processes. The State Procurement Office (SPO) has assumed responsibility for ensuring that all statewide contracts include the required language.

Agencies with delegated procurement authority must include the following language in all contracts:

1. The State shall require a written plan that illustrates how the contractor shall perform up to contractual standards in the event of a pandemic. The state may require a copy of the plan at any time prior or post award of a contract. At a minimum, the pandemic performance plan shall include:
 - a. Key succession and performance planning if there is a sudden significant decrease in contractor's workforce.
 - b. Alternative methods to ensure there are products in the supply chain.
 - c. An up to date list of company contacts and organizational chart.
2. In the event of a pandemic, as declared by the Governor of Arizona, U.S. Government or the World Health Organization, which makes performance of any term under this contract impossible or impracticable, the State shall have the following rights:
 - a. After the official declaration of a pandemic, the State may temporarily void the contract(s) in whole or specific sections if the contractor cannot perform to the standards agreed upon in the initial terms.
 - b. The State shall not incur any liability if a pandemic is declared and emergency procurements are authorized by the ADOA Director as per A.R.S. § 41-2537 of the Arizona Procurement Code.
 - c. Once the pandemic is officially declared over and/or the contractor can demonstrate the ability to perform, the State, at its sole discretion may reinstate the temporarily voided contract(s).
3. The State, at any time, may request to see a copy of the written plan from the contractor. The contractor shall produce the written plan within 72 hours of the request.

SECTION FOUR: EMPLOYEE COMMUNICATION

EDUCATION

It is important that information provided to employees regarding a pandemic be factual, timely, and consistent with other state communications so as not to cause unnecessary worry or confusion. Technical information intended for employees and regarding the outbreak will be communicated to agency Pandemic Coordinators by ADOA. ADHS will serve as the subject matter expert agency for issues and information related to the disease. ADOA will also utilize the Your Employee Services (YES) website to post pandemic related information and keep employees up-to-date on the latest information.

Coordination, logistics, and other types of information for employees will be communicated to agencies by ADOA. Agencies can communicate official information to employees, and provide agency-specific information on their internal planning processes and continuity procedures.

INFORMATION DISSEMINATION

Agencies should establish and incorporate into their pandemic response plans a communication plan – including redundancy – for providing key pandemic related information to employees, vendors, customers, etc. throughout the various Pandemic Stages. Agencies should consider the use of telephone systems, electronic systems, hard copy, interpersonal discourse, and media when developing the communication plan. A phone-tree is particularly useful for relaying simple and short messages by phone but should be updated regularly to ensure the accuracy of the contact information.

COMMUNICATION SYSTEMS

Face-to-face communication may not be desirable at certain pandemic stages and exclusive use of communication systems may be advised. Agencies should ensure that communication systems (e.g., teleconferencing abilities, telecommuting, facsimile services, laptops, radios) are operational, interoperable with other systems, secure, and able to handle increased and constant use. It is necessary to build in layers of redundancy so that if failure occurs within one system, others can stand in. Agencies should test all systems regularly.