

Pandemic Influenza Continuity Plan

For the City of Iowa City

Updated September 2009

Disclaimer

The material in this Pandemic Influenza Continuity Plan has been assembled for the purpose of guiding the City and its employees in planning for a possible influenza pandemic and to guide decision-making to be taken by the City of Iowa City in preparation for that pandemic.

The information is current as of fall 2009. Readers should check for more up-to-date information on the City of Iowa City website (www.icgov.org) and other web sites listed in this plan. The information in this plan is not intended to cover every possible pandemic situation. Details which maybe relevant to the readers' particular circumstances may have been omitted.

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Table of Contents

Glossary	i
1. Purpose and Objectives	1
2. Supporting Plans	2
3. Overview & Context	3
3.1 Pandemic Overview	
3.2 Role of the Johnson County Department of Public Health	
3.3 Role of City of Iowa City	
4. Planning Assumptions	5
5. Prepare: Stage 1, 2	6
5.1 Authority and Protocols	
5.2 Operations Assessment	
5.3 Job Functions	
5.4 Pandemic Policies	
5.5 Product and Service Vendors	
5.6 Employee Communication	
5.7 Infection Control and Prevention	
5.8 Client Communication	
6. Respond: Stage 3, 4, 5	9
6.1 Activation and Command	
6.2 Operations	
6.3 Job Functions	
6.4 Pandemic Policies	
6.5 Communication	
6.6 Infection Control	
7. Recover: Stage 6	11
7.1 Activation	
7.2 Operations	
7.3 Process Assessment	
7.4 Communication	
Annex	
1. Authority and Procedures	A-2
2. Essential Operations	A-5
3. Pandemic Policies	A-33
4. Management of Ill employees	A-34
5. Information Dissemination Plan	A-37
6. Informational Materials	A-39
7. Infection Control	A-40

GLOSSARY

Contact	A contact is a term used to refer to someone who has been in close proximity with an individual who is, or is suspected of being, infected with an infectious disease like influenza.
Hand hygiene	Hand hygiene is a term that applies to the cleaning of one's hands. This is usually done with soap and water, hand sanitizer, or hand wipes. To kill an influenza virus hands must be washed with soap and water for 15 seconds and hand sanitizers or wipes must be used for 10 seconds and have an alcohol content of at least 60%.
Human-to-human transmission	Human-to-human transmission refers to the ability of an infectious disease to be passed continuously from one person to another. Some viruses can be transmitted between animals (animal-to-animal), some can be transmitted from animal-to-human (and vice versa), and some can be transmitted from human-to-human.
Infection control	Infection control is broad term used to describe a number of measures designed to detect, prevent, and contain the spread of infectious disease. Some measures include hand washing, respiratory etiquette, use of personal protective equipment (PPE), prophylaxis, isolation, and quarantine.
Infectious disease	An infectious disease, or communicable disease, is caused by the entrance of organisms (e.g. viruses, bacteria, fungi) into the body which grow and multiply there to cause illness. Infectious diseases can be transmitted, or passed, by direct contact with an infected individual, their discharges (e.g. breath), or with an item touched by them.
Influenza	Influenza is a viral disease that causes high fever, sore throat, cough, and muscle aches. It usually affects the respiratory system but sometimes affects other organs. It is spread by infectious droplets that are coughed or sneezed into the air. These droplets can land on the mucous membranes of the eyes or mouth or be inhaled into the lungs of another person. Infection can also occur from contact with surfaces contaminated with infectious droplets and respiratory secretions. Also see seasonal, avian, and pandemic influenza.
Isolation	Isolation is when sick people are asked to remain in one place (e.g. home, hospital), away from the public, until they are no longer infectious.
Pandemic influenza	A pandemic influenza, or pandemic flu, occurs when a new subtype of influenza virus: 1) develops and there is little or no immunity (protection due to previous infection or vaccination) in the human population; 2) it is easily passed from human to human; 3) is found in many countries; and, 4) causes serious illness in humans. Also see influenza, seasonal influenza, and avian influenza.
Personal Protective Equipment (PPE)	PPE is specialized clothing or equipment worn to protect someone against a hazard including an infectious disease. It can range from a mask or a pair of gloves to a combination of gear that might cover some or all of the body.
Prophylaxis	Prophylaxis is an infection control measure whereby antimicrobial, including antiviral, medications are taken by a healthy individual to prevent illness before or after being

exposed to an individual with an infectious disease (e.g. influenza).

Quarantine

A quarantine is when people who have been in close proximity to an infected person, but appear healthy, are asked to remain in one place, away from the general public, until it can be determined that they have not been infected.

Respiratory etiquette

Respiratory etiquette, or good coughing and sneezing manners, is one way of minimizing the spread of viruses which are passed from human-to-human in the tiny droplets of moisture that come out of the nose or mouth when coughing, sneezing, or talking. Healthy and sick people should cover their nose and mouth when sneezing, coughing, or blowing their nose and then put the used tissue in the trash to prevent the spread of germs.

Seasonal influenza

Seasonal influenza, commonly referred to as the flu, is an infectious disease. In the United States, flu season usually occurs between December and March. The influenza virus is one that has the ability to change easily; however, there is usually enough similarity in the virus from one year to the next that the general population is partially immune from previous infection or vaccination. Each year experts monitor the influenza virus and create a new vaccine to address changes in the virus. For this reason people are encouraged to get a flu shot each year. Also see influenza, avian influenza, and pandemic influenza.

Social distancing

Social distancing is an infection control strategy that includes methods of reducing the frequency and closeness of contact between people to limit the spread of infectious diseases. Generally, social distancing refers to the avoidance of gatherings with many people.

1. PURPOSE & OBJECTIVES

The primary purpose of the Pandemic Influenza Continuity of Operations Plan is to enable the City of Iowa City to respond effectively and efficiently to ensure that essential operations are maintained during an influenza pandemic.

The City of Iowa City's objectives during a local pandemic influenza are the following:

1. Reduce transmission of the pandemic virus strain among our employees, clients, and partners.
2. Minimize illness among employees and clients.
3. Maintain mission-critical operations and services.
4. Minimize social disruptions and the economic impact of a pandemic.

2. SUPPORTING PLANS

The Pandemic Influenza Continuity of Operations Plan will be implemented in conjunction with the following plans:

1. Johnson County Department of Public Health Pandemic Influenza Response Plan

3. OVERVIEW & CONTEXT

3.1 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, causing an average of 36,000 deaths annually in the United States. 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. 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 high levels of disease and death around the world. The Centers for Disease Control and Prevention (CDC) estimates that in the U.S. alone, an 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 other natural disasters, where any disruption to business service provision is likely to be infrastructure-related, disruption to business operations 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, the pandemic, unlike many other emergency events, could last many 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 likely 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.

3.2 ROLE OF THE JOHNSON COUNTY DEPARTMENT OF PUBLIC HEALTH

The Johnson County Health Officer has broad powers to address a pandemic influenza emergency. A local health officer who believes a contagious, infectious or communicable disease exists within the territory under his or her jurisdiction shall take measures as may be necessary to prevent the spread of the disease or occurrence of additional cases and to protect the public's health. The Johnson County Public Health department will be the lead agency in coordinating a county wide public health and emergency medical response.

3.3 ROLE OF CITY OF IOWA CITY

During an influenza pandemic the City of Iowa City will be responsible for maintaining essential community services in line with its mission and supporting the public health response. The City of Iowa City will maintain communications with the Johnson County Department of Public Health and will implement recommended procedures that promote the health and safety of employees and Iowa City's residents and visitors. Table 2 details possible activities that the City of Iowa City will implement throughout the influenza pandemic alert stages.

Table 2. Iowa City Pandemic Management Overview

Alert Stage*		Iowa City Overview of Possible Activities
Yellow = Prepare	1. No new human-to-human transmissible virus	<ul style="list-style-type: none"> • Participate in Avian/Pandemic Influenza Task Force Meetings • Establish necessary policies • Finalize pandemic influenza continuity of operations plan • Inform and train employees
	2. Human-to-human transmissible virus identified outside of US	
Red = Respond	3. Few local cases	<ul style="list-style-type: none"> • Manage essential operations • Provide regular information updates to staff, partners, and clients/public • Activate infection control measures • Track employees who report ill and report to HR • Educate and train employees
	4. Clusters of local case	
	5. Widespread Infection	
Green = Recover	6. Post-pandemic	<ul style="list-style-type: none"> • Resume normal city services, as able based on staffing • Assist employees and community in recovery • Evaluate response and update plans

4. PLANNING ASSUMPTIONS

The following planning assumptions were used in the development of the Pandemic Influenza Continuity of Operations Plan:

Time period

- There may be less than six weeks of warning from the time the pandemic is announced before it reaches Iowa City.
- The time interval between alert stages may be rapid (ranging from days, to weeks, to months).
- The pandemic may last as long as eighteen months in several waves with mortality and morbidity increasing and decreasing sporadically.
- Waves of severe disease may last 1 to 4 months.

Prevention & Treatment

- A vaccine may not be available for at least 6 to 8 months after an influenza pandemic begins and supplies may be limited.
- Antiviral medicines may not treat or protect against the pandemic influenza virus strain.
- If effective, antiviral medications (e.g. Tamiflu) may be in very limited supply and their distribution may occur in phases.
- Infection control (e.g. respiratory etiquette, hand hygiene) strategies will be used to slow the spread of disease.
- Social distancing strategies (e.g. postponing public gatherings) may be used to control the spread.
- Isolation of ill people will be required.
- Quarantine of people exposed to ill people may be implemented until it can be determined that they have not been infected.

Staffing

- Up to 20-50% absenteeism from work from staff, vendors, and services within the community *may* occur.
- Absenteeism will be the result of workers becoming ill, staying home to care for children or family members, or refusing to go to work.
- Every person who becomes ill is likely to miss a few days to many weeks of work.
- In a severe pandemic 0.1% - 2.5% of workers who become ill may die.

Vendors of Services/Products

- City services will be stressed, but will remain functional.
- Critical goods and services provided by contractors, consultants and vendors may be erratic.
- Iowa City may not be able to rely on mutual aid resources from state or federal agencies to support local response efforts.

5. PREPARE: STAGE 1, 2

NO NEW HUMAN-TO-HUMAN TRANSMISSIBLE VIRUS; NEW HUMAN TO HUMAN TRANSMISSIBLE VIRUS OUTSIDE OF LOCAL AREA

5.1 AUTHORITY & PROTOCOLS

- 5.1.1 Internal Authority.** Set up authorities for activating and terminating the response plan, leadership succession, altering operations, communicating with internal and external groups, and other planning, response, and recovery activities. See *Annex 1: Authority and Procedures*
- 5.1.2 Procedures.** Set up triggers and procedures for activating and terminating the response plan, altering operations, and other planning, response, and recovery activities. See *Annex 1: Authority and Procedures*
- 5.1.3 Administration and logistics.** Set up a mechanism to maintain complete and accurate records to ensure a more efficient emergency response and recovery.

5.2 OPERATIONS ASSESSMENT

- 5.2.1 Essential operations.** Identify essential services and operations required to maintain them. Attach in *Annex 2: Essential Operations*
- 5.2.2 Assess critical inputs.** Identify critical inputs (e.g. raw materials, suppliers, sub-contractor services/products, and logistics) required to maintain business operations and review existing inventory.
- 5.2.3 Assess demand changes.** Assess changes in client demand (increases and decreases) for services/products that may occur during a pandemic. *Annex 2: Essential Operations*
- 5.2.4 Alternative services.** Identify alternative ways for clients to access the City's products and services (e.g. expand on-line and self service options).
- 5.2.5 Assess security needs.** Identify security needs that will be required for safeguarding personnel, supplies, or buildings during a pandemic.
- 5.2.6 Assess financial process.** Identify ways to expedite purchases that may be necessary and unforeseen during each stage. Identify special funding authorities that will apply.

5.3 JOB FUNCTIONS

- 5.3.1 Essential job functions.** Identify essential job functions required to maintain operations during a pandemic if absenteeism equals 20-50%.
- 5.3.2 Primary and alternate staff.** Assess skill requirement needs and identify core and alternate staff to fill essential job functions if absenteeism equals 20 to 50%. Ensure that personnel contact information, including after hours and emergency numbers, are up to date.

- 5.3.3 Reassignments.** Consider that staff may need to be reassigned to other city agencies/ departments. Assess how their job functions will be filled. Consider establishing an “Employee Pool.”
- 5.3.4 Telecommuting.** Identify which job functions could be done remotely during a pandemic. Enable employees and their alternates to work from home with appropriate security and network applications.
- 5.3.5 Training.** Train employees how they will be expected to carry out the continuity plan. Cross-train employees so that they can fill essential job functions if needed.

5.4 PANDEMIC POLICIES

- 5.4.1 Employee leave.** Consult with Human Resources regarding emergency personnel policies that allow for employee compensation during absences due to factors such as personal illness, family member illness, trauma, isolation, quarantines, and/or public transportation closures. See *Annex 3: Pandemic Influenza Policies*
- 5.4.2. Flexible work.** Consult with Human Resources regarding emergency policies that allow for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts, extended shifts). See *Annex 3: Pandemic Influenza Policies*.
- 5.4.3. Health care.** Consult with Human Resources regarding employee access to healthcare services during a pandemic. See *Annex 3: Pandemic Influenza Policies*.
- 5.4.4. Management of ill employees.** Develop a policy on the management of employees who become ill. See *Annex 4: Management of Ill Employees*.
- 5.4.5 Travel policies.** Prepare travel policies for possible travel restrictions. See *Annex 3: Pandemic Influenza Policies*.

5.5 PRODUCT AND SERVICE VENDORS

- 5.5.1 Critical vendors.** Identify vendors of critical products and services (e.g. raw materials, suppliers, sub-contractor services/products, and logistics) required to maintain essential operations.
- 5.5.2 Stockpile critical supplies.** Supplement existing inventory with sufficient critical supplies to keep essential services functioning for 7 days or more.
- 5.5.3 Vendor continuity.** Discuss with product and service vendors their plan for ongoing services and/or shipments in the event of absences, shortages, or disruptions in transportation systems.
- 5.5.4 Alternate vendors.** Identify other businesses or organizations that can provide essential services and supplies if your regular vendor can not.

5.6 EMPLOYEE COMMUNICATION

- 5.6.1 Information dissemination system.** Establish a communication plan (with redundancy) for providing information to staff. Attach in *Annex 5: Information Dissemination Plan*.

- 5.6.2 Communication systems.** Ensure that communication systems (e.g. telecommuting, facsimile services, laptops, radios) are operational, interoperable with other systems, secure, and robust enough to handle increased and constant use. Build in layers of redundancy so that if failure occurs other systems can take over. Test systems regularly.
- 5.6.3 Ongoing communication plan.** Develop a plan to provide regular updates to employees throughout a pandemic. Include mechanisms for developing and finalizing communications and authorizing dissemination. Plan to use multiple dissemination techniques to better ensure that employees hear the message. Attach in *Annex 5: Information Dissemination Plan*
- 5.6.4 Stage 1-2 communication.** Communicate to employees 1) pandemic influenza information; 2) components of the City of Iowa City's pandemic influenza plan; 3) how to develop a personal/family emergency plan; and 4) infection control steps taken to protect the health and safety of employees should a pandemic occur (see *Annex 6: Informational Materials*). Utilize *Annex 5: Information Dissemination Plan* to distribute information.

5.7 INFECTION CONTROL & PREVENTION

- 5.7.1 Hand hygiene and respiratory etiquette.** Provide employees with informational materials detailing strategies for stopping the spread of disease. See *Annex 6: Informational Materials*. Maintain a supply of infection control products.
- 5.7.2. Social distancing.** Identify ways to modify the frequency and type of face-to-face contact among employees and between employees and clients.
- 5.7.3. Personal protective equipment (PPE).** Identify personal protective equipment needs and procure necessary items. Attach in *Annex 7: Infection Control*.
- 5.7.4 Workplace cleaning.** Develop a protocol for cleaning work areas (standard cleaning and if someone becomes ill at the worksite) and stockpile necessary supplies. *Annex 7: Infection Control*.

5.8 CLIENT COMMUNICATION

- 5.8.1 Client information dissemination plan.** Establish a plan for communicating with clients and the general public. Identify modalities that will be used to disseminate information. Include responsibility for developing and finalizing communications and authorizing dissemination. *Annex 5: Information Dissemination Plan*
- 5.8.2 Client Stage 1-2 (Prepare) communication.** Inform clients of the City of Iowa City's Pandemic Continuity of Operations Plan and how regular service may change during a pandemic.
- 5.8.3 Community.** Communicate with local organizations about collaborating during an influenza pandemic.

6. RESPOND: STAGE 3, 4, 5

FEW LOCAL CASES, CLUSTERS OF CASES, WIDESPREAD INFECTION

6.1 ACTIVATION AND COMMAND

- 6.1.1 Activate Stage 3-5 (Respond).** Follow protocol for activating a stage. Alert pandemic leaders and staff of change in pandemic status and activation of Stage 3-5 of the Pandemic Influenza Continuity of Operations Plan. Re-familiarize leaders and alternates of their duties.
- 6.1.2 Unified command.** Regulate the need for setting up an Incident Command Post (ICP) and make contact with the Emergency Operations Center (EOC) at Johnson County.
- 6.1.3 Internal briefings.** Disseminate regular briefings.
- 6.1.4 External briefings.** Coordinate with city and local agencies to attend and/or receive important briefings.
- 6.1.5 Review continuity plan.** Regularly review and update the pandemic continuity of operations protocol and procedures to ensure that new issues are addressed.

6.2 OPERATIONS

- 6.2.1. Assess operations.** Assess 1) the ability to provide regular services with available human and material resources; 2) increases and decreases in demand of existing services; and 3) the need for new or alternative services. Reference and update *Annex 2: Essential Operations*.
- 6.2.2 Reallocate resources.** As needed reallocate resources to provide services that are essential, in high demand, and/or are new or alternative. See *Annex 2: Essential Operations*.
- 6.2.3 Essential operations.** Suspend non-essential operations as human resources become limited and/or material resources (e.g. gasoline) must be rationed. See *Annex 2: Essential Operations*.

6.3 JOB FUNCTIONS

- 6.3.1. Absenteeism.** Identify absent employees and job functions. Report absences to leadership. Track when ill employees will be expected to return to work.
- 6.3.2. Reassign employees.** Reassign personnel to essential or prioritized job functions.
- 6.3.3 Just-in-time training.** Provide just-in-time training or refreshers to alternate staff taking over new job functions.

6.4 PANDEMIC POLICIES

- 6.4.1. Employee policies.** Activate applicable policies per procedure (i.e. employee leave, flexible work schedules, travel, health care, management of ill employees). Notify staff of policy changes and provide with necessary claim forms. Reference *Annex 3: Pandemic Policies* and *Annex 5: Information Dissemination Plan*

6.5. COMMUNICATION

- 6.5.1 Inform employees.** Provide regular (e.g. daily, weekly, bi-weekly) updates to staff on pandemic status and any applicable policy changes, infection control measures, job reassignments, illness reporting etc. that apply during the stage. Utilize *Annex 5: Information Dissemination Plan*.
- 6.5.2 Inform product and service vendors.** Inform suppliers and service vendors of change in Stage and any changes in supply/service needs.
- 6.5.3 Inform clients.** Inform clients of any changes to services or products. Utilize *Annex 5: Information Dissemination Plan*.
- 6.5.4 Communication system.** Activate and ensure that communication systems (e.g. telecommuting, facsimile services, radio, internet) are in working order.

6.6 INFECTION CONTROL

- 6.6.1 Infection control information.** Disseminate information to staff on how to prevent infection at home and at work (e.g. hygiene measures, social distancing). Utilize *Annex 5: Information Dissemination Plan* and *Annex 6: Informational Materials*.
- 6.6.2 Infection control products.** Ensure that supplies of hygiene products (e.g. soap and/or hand sanitizer, hand towels) are available. See *Annex 7: Infection Control*.
- 6.6.3 Personal Protective Equipment (PPE).** Follow Johnson County Department of Public Health guidance for city agencies regarding PPE use. Employees that routinely use PPE to perform their everyday job should continue to do so until notified otherwise. See *Annex 7: Infection Control*.
- 6.6.4 Social distancing.** Follow Johnson County Department of Public Health recommendations regarding activation of social distancing strategies. See *Annex 7: Infection Control*.
- 6.6.5 Workplace cleaning.** Arrange for appropriate office sanitation and immediate sanitation of work stations where staff report illness. See *Annex 7: Infection Control*.
- 6.6.6 Illness notification.** Notify employees who they must inform if they become ill.
- 6.6.7 Illness reporting protocol.** Follow the protocol for managing staff who become ill at work. Keep records of affected staff. See *Annex 4: Management of Ill Employees*.
- 6.6.8 Return to work.** Activate process for employees who have been ill to return to work.

7. RECOVER: PHASE 6

POST PANDEMIC

7.1 ACTIVATION

- 7.1.1 Activate Stage 6 (Recovery).** Follow protocol for activating Stage 6 (Recovery). Alert leaders and staff to change in pandemic status and return to operations as normal.

7.2 OPERATIONS

- 7.2.1. Assess operations.** Assess the impact of the pandemic on the City of Iowa City's operations, personnel, clients, partners, and vendors.
- 7.2.1. Normal operations.** Manage the return to routine operations as able based on human and material resources.
- 7.2.3. Community recovery.** Identify community recovery needs and provide assistance.

7.3 PROCESS ASSESSMENT

- 7.3.1. Conduct evaluation.** Conduct an internal review of the City of Iowa City's pandemic response. Participate in the City and County evaluation.
- 7.3.2. Update plans.** Update the Pandemic Influenza Continuity of Operations Plan and other emergency response plans as appropriate.

7.4. COMMUNICATION

- 7.4.1 Employee communication.** Notify employees about change in pandemic status, return to business as usual and any applicable policy changes. Utilize *Annex 5: Information Dissemination Plan*.
- 7.4.2. Product and service vendor communication.** Notify product and service vendors of return to operations as usual. Utilize *Annex 5: Information Dissemination Plan*.
- 7.4.3. Client communication.** Notify clients and the general public of resumption of services. Utilize *Annex 5: Information Dissemination Plan*.

ANNEX

- 1. Authority and Procedures**
- 2. Essential Operations**
- 3. Pandemic Policies**
- 4. Management of Ill Employees**
- 5. Information Dissemination Plan**
- 6. Informational Materials**
- 7. Infection Control**

ANNEX 1: AUTHORITY & PROCEDURES

The following sections outline the authority and procedures for activating and implementing the Pandemic Influenza Continuity of Operations Plan:

LEADERSHIP SUCCESSION

During an influenza pandemic, management of the City of Iowa City is delegated to the following persons in the order of succession shown below:

1. City Manager
2. Assistant City Manager
3. Public Works Director
4. Finance Director

If a designated individual is unavailable, authority will pass to the next individual on the list. “Unavailable” is defined as:

- The designated person is incapable of carrying out the assigned duties by reason of death, disability, or distance from/response time to the operations facility.
- The designated person is unable to be contacted.
- The designated person has already been assigned to other emergency activities.

The designated individual retains all assigned obligations, duties, and responsibilities until officially relieved by an individual higher on the list of succession.

DELEGATION OF AUTHORITY

To ensure that City of Iowa City staff identified in the leadership succession are aware of their responsibilities and are appropriately authorized to execute functions assigned to them, explicit emergency authority has been pre-delegated. In the event of a disaster or emergency, and the City of Iowa City Director is unavailable (as defined above), alternate personnel are authorized to perform the following functions:

- All operational tasks normally performed by the Director.
- Expenditure approval consistent with established City of Iowa City procedure.
- Policy level authority and decision making

PLAN ACTIVATION

The Johnson County Department of Public Health will alert city agencies of the emergence of a pandemic influenza strain internationally and locally. Updates on the spread of the virus in Iowa City (a few local cases, clusters of cases, and widespread infection) will be made regularly.

The City of Iowa City director or their appointee or successor activates the Pandemic Influenza Continuity of Operations Plan and the ICP when it is necessary to manage and coordinate a response. This decision will be made in consultation with key City personnel and city partner leaders.

This plan recognizes the Iowa Pandemic Period Progression. The progressions are part of Phase 6 (increased and sustained transmission in general public) of the World Health Organization's Pandemic Periods. The progressions are as follows:

- Trigger 1—pandemic strain is circulating throughout the world but is not yet in the US.
- Trigger 2—Pandemic strain is circulating in the US but not yet in Iowa (or within 300 miles of Iowa City).
- Trigger 3—Pandemic Strain is circulating in Iowa (or within 300 miles of Iowa City).

The following activities, which correspond to the various trigger levels, provide a framework for decisions that may be appropriate at those levels:

Trigger 1 (infection outside US)

- City Director communicates to general public and employees, identifies threat level and actions; issues updates and revisions as needed to maintain a level of security for all
- Response plan review by all city departments and divisions; employees familiarize themselves with threat levels and essential mission activities; leadership sets up incident command post (ICP)
- Communications with vendors and suppliers
- Normal governmental operations continue
- On-going communications with JCPH to monitor spread of disease; gather information and guidance from additional sources such World Health Organization and the Center for Disease Control
- Disseminate information (re-issue literature) to employees concerning infection control, proper hygiene, and infection control products
- Implement restroom sanitation protocol
- Conduct meetings electronically whenever possible, yet maintain the integrity of Iowa's open meeting law
- Restrict business travel to inter-city and in-state essential
- Human Resources educates (re-issues directives) on continuity of operations and pandemic operations protocol (sick leave, working from home, calling in sick, sending home, return to work, etc.)
- ITS launches intranet and internet sites dedicated to pandemic and issues reminders of existing sites offering pandemic information

Trigger 2 (infection within US)

- City director communicates with the general public and employees, identifies threat level and actions
- Normal business operations continue with greater emphasis on core essential functions
- Employees prepare worksites for possible essential function activities
- Evaluate all business travel; consider suspension of in-state travel
- Implement policy to reduce face-to-face contact among employees
- Conduct meetings via telephone conference call
- Close or reduce use of employee break room for meals
- Cancel group meetings; conduct city council and other city committee meetings (via computer or conference calls) consistent with state law
- Implement human resources leave policies
- Begin social distancing protocol with clients and fellow employees
- Review leadership succession plan and advise all managers to review critical work in progress with at least 3 levels of successors
- Begin process of email reports to management on status of influenza in world/US
- Limit customer face-to-face contact

- Use computers or conference calls for meetings
- Do business via email or telephone
- Post prominent signs at facility entrances advising visitors not to enter if they have influenza symptoms
- Place hand sanitizers station at elevator foyers and other locations of shared contact
- Ensure that employees have adequate supplies of tissue, hand sanitizer gel, and disinfectant wipes at their work station
- Ensure a generous supply of surgical and/or N95 masks for employees who become sick at work
- Implement work station and restroom sanitation protocol

Trigger 3 (infection within Iowa and employee absenteeism of 10%)

- City director communicates with public and employees, identifies threat level and actions; continuous updates on status of city services
- Suspend non-essential services in light of employee absentee rate and social distancing directives from JCPH
- Limit non-essential intra city business travel
- Distribute personal protective equipment to employees; practice social distancing in all person-to-person interactions

ANNEX 2: ESSENTIAL OPERATIONS

Each Division has reviewed its operations and determined which services would continue to be provided if staffing levels fell to 50%. The information below details the City of Iowa City's: 1) essential operations; 2) services that may be suspended; and 3) regulatory requirements.

ESSENTIAL OPERATIONS - ACCOUNTING

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Accounts Payable
Payroll
Accounts Receivable
Landfill billing
P-Cards
Sales Tax
Check runs

OPERATIONS THAT CAN BE SUSPENDED - ACCOUNTING

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Refund check requests
Manage Escrow Deposits
Grant requests and drawdowns
Reconciliation of various accounts
Housing Authority financials

REGULATORY REQUIREMENTS - ACCOUNTING

The following activities have regulatory requirements that may be difficult to fulfill during a pandemic:

Payroll Tax Payments (bi-weekly)
Sales Tax (monthly)
DNR and DOT Reports (quarterly)
W-2s, 1099s, Audit and CAFR (annually)

ESSENTIAL OPERATIONS - AIRPORT

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Maintain runways and grounds

REGULATORY REQUIREMENTS - AIRPORT

The following activities have regulatory requirements that may be difficult to fulfill during a pandemic:

Runway inspections and grounds maintenance.

ESSENTIAL OPERATIONS - CABLE

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Provide emergency information to public

REGULATORY REQUIREMENTS - CABLE

The following regulatory requirements may be difficult to fulfill during a pandemic:

Operation of Channels 4 and 5.

ESSENTIAL OPERATIONS - CEMETERY

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Interments and disinterments

Sale of cemetery lots/spaces

Preventative maintenance and small repairs to equipment

Snow and ice removal

OPERATIONS THAT CAN BE SUSPENDED - CEMETERY

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Moving/trimming

Planting and maintenance of trees, shrubs and flowers

Grounds cleanup

Respond to genealogy requests

Fill/repair sunken graves

Reset and straighten monuments

Minor maintenance of grounds and buildings

REGULATORY REQUIREMENTS - CEMETERY

The following activities have regulatory requirements that may be difficult to fulfill during a pandemic:

Snow and ice removal within 24 hours

Interments

ESSENTIAL OPERATIONS - CITY ATTORNEY'S OFFICE

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Legal external deadlines

OPERATIONS THAT CAN BE SUSPENDED - CITY ATTORNEY'S OFFICE

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Board and Commission meetings

Prosecuting simple misdemeanors

Drafting various Council measures

REGULATORY REQUIREMENTS - CITY ATTORNEY'S OFFICE

The following activities have regulatory requirements that may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - CITY CLERK

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Council related activities

Filing Applications

City Election Services

OPERATIONS THAT CAN BE SUSPENDED - CITY CLERK

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

General licensing

Record keeping of abstracts, deeds and airport

Police Citizens Review Board

Youth Advisory Commission

REGULATORY REQUIREMENTS - CITY CLERK

The following activities have regulatory requirements that may be difficult to fulfill during a pandemic:

Council related activities

Filing applications

Support Staff (Police Citizens Review Board and Youth Advisory Commission)

General licensing

City Election services

Other activities as set by State Law and City Charter

ESSENTIAL OPERATIONS - CITY COUNCIL

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Pass ordinances

Pass resolutions

Issue GO bonds

Certify budgets

**Note: There must be 4 Council members present to have a quorum. Councilors may participate by speaker phone if needed.

REGULATORY REQUIREMENTS - CITY COUNCIL

The following activities have regulatory requirements that may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - CITY MANAGER'S OFFICE

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

CEO responsibilities

Budget administration

OPERATIONS THAT CAN BE SUSPENDED - CITY MANAGER'S OFFICE

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Public Use Permits

Routine meetings, consultations and support services

REGULATORY REQUIREMENTS - CITY MANAGER'S OFFICE

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - DOCUMENT SERVICES

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Preparation and submittal of media releases

Preparation and posting of content to City's website

OPERATIONS THAT CAN BE SUSPENDED - DOCUMENT SERVICES

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Document Preparation

REGULATORY REQUIREMENTS - DOCUMENT SERVICES

The following regulatory requirements may be difficult to fulfill during a pandemic:

State and federal mandated reports and budgets.

ESSENTIAL OPERATIONS - ENGINEERING

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Management of Right of Way (ROW)
Inspection of Capital and Development projects
Technical support to other City divisions
Mapping

OPERATIONS THAT CAN BE SUSPENDED - ENGINEERING

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Capital Project Plan preparation
Review of Development Plans
Maintaining design standards, construction specifications

REGULATORY REQUIREMENTS - ENGINEERING

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - EQUIPMENT

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Fueling City and County vehicles

Repair of City vehicles

OPERATIONS THAT CAN BE SUSPENDED - EQUIPMENT

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Purchase and disposal of vehicles

REGULATORY REQUIREMENTS - EQUIPMENT

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - FIRE

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Structural firefighting

Natural gas emergencies

Hazardous Materials emergencies

Life threatening EMS and rescue calls

Administrative support functions

OPERATIONS THAT CAN BE SUSPENDED - FIRE

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Fire Code Enforcement/Inspections

Public education activities

Training evolutions

Public assistance calls

Low level EMS calls (non-life threatening)

False alarms

REGULATORY REQUIREMENTS - FIRE

The following regulatory requirements may be difficult to fulfill during a pandemic:

Code enforcement – licensing inspections

EMS CEU's for recertification

ESSENTIAL OPERATIONS - HIS

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Utility service releases

Dangerous/Hazardous buildings and conditions

Maintain inspection program

OPERATIONS THAT CAN BE SUSPENDED - HIS

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Nuisance and zoning code complaints

Some specific inspections activities (construction site run-off, footings, temporary service, plan review, some rental licensing, etc.)

REGULATORY REQUIREMENTS - HIS

The following regulatory requirements may be difficult to fulfill during a pandemic:

Construction site run-off

Maintenance of back flow program

Plan Review

ESSENTIAL OPERATIONS - HUMAN RIGHTS

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Enforce Title 2
Investigate complaints

OPERATIONS THAT CAN BE SUSPENDED - HUMAN RIGHTS

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Staff to Commission
Process complaints

REGULATORY REQUIREMENTS - HUMAN RIGHTS

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - LANDFILL

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Landfill operations

OPERATIONS THAT CAN BE SUSPENDED - LANDFILL

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Recycling operations

REGULATORY REQUIREMENTS - LANDFILL

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - LIBRARY

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Circulation of materials

Answer reference questions

Provide public internet access

Maintain systems operations

Bill paying, payroll and mail

Essential janitorial services

OPERATIONS THAT CAN BE SUSPENDED - LIBRARY

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Outreach services and collections

Collection development and cataloging

Storytimes and other library programs

Volunteer program

Meeting rooms

Book End

REGULATORY REQUIREMENTS - LIBRARY

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - PARKING

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Maintenance of parking facilities

Enforcement of parking regulations

Cashiering at parking ramps

OPERATIONS THAT CAN BE SUSPENDED - PARKING

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Office and point of sale operations

REGULATORY REQUIREMENTS - PARKING

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - PLANNING AND COMMUNITY DEVELOPMENT

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Traffic engineering

OPERATIONS THAT CAN BE SUSPENDED - PLANNING AND COMMUNITY DEVELOPMENT

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Economic Development

Neighborhood Services

Community Development

Urban Planning

Human Services

Transportation planning

Human Services

Routine meetings, consultations and support services

Administrative support functions

REGULATORY REQUIREMENTS - PLANNING AND COMMUNITY DEVELOPMENT

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - PERSONNEL

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Personnel issues/contract interpretation

Employee testing

Advertise and hire city positions

Employee orientation

Payroll

Flex, COBRA, FMLA and LWOP administration

Labor negotiations

Grievance processing

OPERATIONS THAT CAN BE SUSPENDED - PERSONNEL

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Special events

Employee service awards

Position classifications

Exit interviews

Wellness rooms

Scanning

REGULATORY REQUIREMENTS - PERSONNEL

The following regulatory requirements may be difficult to fulfill during a pandemic:

FMLA Tracking

CDL Testing

ESSENTIAL OPERATIONS - POLICE

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Communications (routine and 911 calls/dispatch)

Records

Animal Services

Public Safety

Investigation of traffic incidents

Preliminary criminal investigations, Property and Persons

Criminal investigations, Property and Persons

Budget administration

Procurement

OPERATIONS THAT CAN BE SUSPENDED - POLICE

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Training/Accreditation

Planning/research

PR events

Investigation of minor property damage crashes

Investigation of private property crashes

Vehicle impounds/private property

Elective event security

Some licensing renewal

School crossing guards (dependent upon schools closing)

REGULATORY REQUIREMENTS - POLICE

The following regulatory requirements may be difficult to fulfill during a pandemic:

Records

IBR reporting

Accreditation standards

All non-essential and non-emergent enforcement/regulatory actions

ESSENTIAL OPERATIONS - PURCHASING

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Mail functions

Approve vouchers

Types, posts and distributes purchase orders

Procurement of goods and services

OPERATIONS THAT CAN BE SUSPENDED - PURCHASING

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Staffing of the Information Desk

REGULATORY REQUIREMENTS - PURCHASING

The following regulatory requirements may be difficult to fulfill during a pandemic:

Adherence to purchasing guidelines

ESSENTIAL OPERATIONS - REVENUE

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Print and distribute payroll and AP checks

Customer Service for utilities

Utility billing

Redeem investments

Transfer Delta Dental payments

OPERATIONS THAT CAN BE SUSPENDED - REVENUE

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Cashiering

Utility Collections

Reconciling banking activity

REGULATORY REQUIREMENTS - REVENUE

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - RISK MANAGEMENT

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Administration of Workers' Compensation and Property/Casualty insurance programs
Procurement of insurance

OPERATIONS THAT CAN BE SUSPENDED - RISK MANAGEMENT

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Overseeing City safety programs

REGULATORY REQUIREMENTS - RISK MANAGEMENT

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - SENIOR CENTER

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Facility management and maintenance

Financial management of operations

Information resource for seniors and their families via person-to-person interactions, websites, e:mail and phone

Provide operational space for senior nutrition program, AARP, Visiting Nurses Association and RSVP (dependent upon these organizations remaining open)

OPERATIONS THAT CAN BE SUSPENDED - SENIOR CENTER

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Develop and implement classes, activity groups and special events

Maintain fitness areas, computer lab, television production studio, and ceramics studio

Provide opportunities for social engagement

Develop and implement volunteer programs

Venue for student training, education and employment

Provide public space for use or rent

Fundraising

Management of membership and parking programs

Offer legal, tax and insurance assistance

REGULATORY REQUIREMENTS - SENIOR CENTER

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - SOLID WASTE

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Refuse collection

OPERATIONS THAT CAN BE SUSPENDED - SOLID WASTE

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Bulky collection

Recycling operations

Yard Waste collection

REGULATORY REQUIREMENTS - SOLID WASTE

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - STREETS

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Traffic signal maintenance

Snow and ice control

Debris removal

Pavement patching

OPERATIONS THAT CAN BE SUSPENDED - STREETS

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Pavement removal and repair

Street sweeping, leaf removal and ditch cleanout

Traffic marking

Street lighting

REGULATORY REQUIREMENTS - STREETS

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - TRANSIT

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Bus service

OPERATIONS THAT CAN BE SUSPENDED - TRANSIT

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

None

REGULATORY REQUIREMENTS - TRANSIT

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - WASTEWATER

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Wastewater collection and treatment

OPERATIONS THAT CAN BE SUSPENDED - WASTEWATER

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

None

REGULATORY REQUIREMENTS - WASTEWATER

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ESSENTIAL OPERATIONS - WATER

The following operations are deemed essential for the City of Iowa City to maintain critical operations.

Sampling/lab analysis
Monitor and control distribution system
Collect data for MOR
Customer service/call center
Facility maintenance
Regulatory agency coordination
Public information coordination
Maintenance of mains, fire hydrants and valves
Repair water main breaks
Utility locates for water and fiber

OPERATIONS THAT CAN BE SUSPENDED - WATER

The following services/operations can be suspended temporarily without causing immediate or irreparable damage to the City of Iowa City:

Project management
Grounds maintenance
Water main replacement
Mapping and inspection
Installing new water mains
Meter reading and investigating
Water service taps
New meter installations
Billing pertaining to Water Division work

REGULATORY REQUIREMENTS - WATER

The following regulatory requirements may be difficult to fulfill during a pandemic:

None

ANNEX 3: PANDEMIC POLICIES

The following policies will be activated as part of the Pandemic Influenza Continuity of Operations Plan:

1. Employee Leave-

- a. Remind City employees re: importance of retaining accruals
- b. City policies as they current exist
 - LWOP – can it be extended for family illness?
 - FLMA – will federal guidelines change re: treatable condition? Can application be looked at on case-by-case basis?
 - Sick bank – can it be extended for family illness too?
- c. Determine “critical services” as per division/department
 - Can employees be “shared” depending on skill-set and/or need of operation?
 - Determine criteria for mandatory building openings and staffing

2. Flexible Work-

- a. Goal is to provide at least minimal services (division/dept. to determine critical services)
- b. ITS has developed the infrastructure for off-site work/access (internet and phone)
- c. Division/dept. may stagger work hours and/or days in order to cover needed services
- d. Re-assignment of employees may be needed between Division/dept.
- e. Because of re-assigned employees, work space may need to be shared

3. Health Care-

- a. Current City-held plan policy includes a deductible of \$100 and the first two days per person per admission; a coinsurance payment of 10%; a maximum out-of-pocket of \$500 per contract. Contact Human Resources for more detailed information and a copy of the Coverage Manual.
- b. EAP available on as-needed basis for employees and family members
- c. (Re-) Education of employees is needed on preventative measures, City policies as they stand, and the City’s Pandemic plan

4. Travel Policies-

- a. If/when necessary, all travel would be suspended by City Manager and/or Department Head(s)
- b. Look at building “safe travel” policy/procedures, i.e. how to protect oneself, what to do if emergency situation occurs when you have traveled to, etc.
- c. As it is available use teleconferencing instead of traveling

ANNEX 4: MANAGEMENT OF ILL EMPLOYEES

RESTRICT WORKPLACE ENTRY OF PEOPLE WITH INFLUENZA SYMPTOMS

During an influenza pandemic an effective way to limit the spread of disease is to ask infected individuals to remain home. During Stage 3-5 (Respond) the City of Iowa City will:

1. Notify employees they should not come to work if they are unwell, particularly if they are exhibiting any influenza symptoms.
2. Post notices at all workplace/facility entry points advising staff and visitors not to enter if they have influenza symptoms.
3. Advise employees to call their Department/Division if they become ill at home or work.
4. Provide Department/Division staff with protocol for employees who become ill (attached).
5. Ensure that ill employees have completed the required isolation period (*guidance to be provided by the Johnson County Department of Public Health*) and are healthy and no longer infectious before allowing them to return to work. *Note that staff who have recovered from the pandemic influenza are less likely to be re-infected and should be encouraged to return to work.*

PROTOCOL FOR EMPLOYEES WHO BECOME ILL

Advise employees that if a person feels ill, or if someone observes that another person is exhibiting symptoms of influenza at work, they are to contact Divisional staff by *telephone* if possible.

Duties of Divisional staff:

1. Speak with the individual by phone.
2. Check if the employee has any influenza symptoms. (*The Johnson County Health Department will provide a list of symptoms*).
 - If the employee does not have any symptoms they are unlikely to have influenza and should be reassured and advised to call again later or to see their doctor if they are still concerned.
 - If the employee has influenza symptoms they should be treated as a “suspect influenza case.”
3. Complete a Suspect Influenza Case Form (attached), and forward to Human Resources.
4. If the employee is at work provide them with a surgical mask and instruct them to put the mask on immediately. (This is to help protect other staff.).
 - Instruct employee to leave work. If possible, public transportation should be avoided. If public transportation is unavoidable, instruct the employee to keep the mask on and cough or sneeze into a tissue while traveling.
5. Advise the employee to contact a health professional. This may involve phoning the person’s normal doctor or a specially designated center to seek advice.
6. Advise the employee on how long to stay away from work (*the Johnson County Department of Public Health will provide isolation guidance*).
7. Have the employee’s work station cleaned and disinfected as indicated in *Annex 7: Workplace Cleaning*.
8. The Johnson County Health Department may ask employers to 1) identify contacts (once an employee is suspected to be infected); 2) advise contacts that they have been in contact with a person suspected of having influenza; and/or 3) ask contacts to go home, and stay home until advised otherwise. (*the Johnson County Department of Public Health will provide isolation guidance*).
9. Advise supervisor of employee absence and need for cover.
10. Check on the employee during his/her absence from work.
11. Encourage employees to return to work once they have recovered.

12. Have masks, tissues, and hand sanitizer available for use by all employees (placed on desks, by telephones, in rest rooms, etc.).

SUSPECT INFLUENZA CASE FORM FOR MANAGEMENT OF STAFF WHO BECOME ILL AT WORK

Details of affected employee

Name:	Date:	<input type="checkbox"/> Visitor <input type="checkbox"/> Employee	Date of Birth:
Job Title:	Worksite:	Location of Isolation:	
Address:			
Telephone no: _____ (Work) _____ (Home) _____ (Other)			
Symptoms noticed: <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Fever <input type="checkbox"/> Headache <input type="checkbox"/> Dry cough <input type="checkbox"/> Cold <input type="checkbox"/> Body aches <input type="checkbox"/> Fatigue <input type="checkbox"/> Other: _____ </div> <div style="width: 50%;"> Time of fever on-set: _____ Date and Time of on-set: _____ Date expected to return to work: _____ </div> </div>			
<i>* Symptoms and isolation periods will be updated by the Johnson County Health Department as information becomes available following the emergence of a pandemic influenza virus strain.</i>			
Where referred:			
Notes:			

Details of Reporter

Name:
Job title:
Telephone no.: _____ (Work) _____ (Home) _____ (Other)

List on possible contagious contacts with phone numbers:

ANNEX 5: INFORMATION DISSEMINATION PLAN

Throughout Stages 1-6 the City of Iowa City will need to provide accurate and up-to-date information to key audiences. The information dissemination plan describes who will develop and authorize content, audiences, messages, and the information dissemination strategy.

RESPONSIBILITY AND AUTHORITY

Content Development

The following individuals and alternates will be responsible for creating and/or coordinating the development of content for communicating with employees, clients, the general public, suppliers and service vendors, and partners.

Title	Section/Unit	Contact Information	Primary/Alternate
Supervisor	Document Services	356-5061	Primary
Public Information Coordinator	Public Works	356-5164	Alternate

Approves Content

The following individuals and alternates will be responsible for authorizing the content and information dissemination strategy.

Title	Section/Unit	Contact Information	Primary/Alternate
City Manager	Administrative	356-5010	Primary
Assistant City Manager	Administrative	356-5013	Alternate
Public Works Director	Public Works	356-5141	Alternate
Finance Director	Finance	356-5053	Alternate

AUDIENCES

The City of Iowa City will be responsible for providing information to the following audiences:

- **Employees** - Phone trees for each department have been gathered. It is the responsibility of each Departmental Director to disseminate information throughout their divisions.
- **City partners**
- **Product and service vendors**
- **Clients/general public**

COMMUNICATION MESSAGES

The City of Iowa City will provide ongoing information and guidance to the above audiences- employees, customers/clients/general public, and product and service vendors- throughout each stage. Important communication messages include:

Stage 1-2 (Prepare)

- General avian/pandemic influenza information
- Components of the City of Iowa City's pandemic influenza continuity of operations plan
- Infection control preparations made by the City of Iowa City
- How to develop a personal/family disaster kit
- Where to get information during an emergency (e.g. website, telephone information line)

Stage 3-5 (Respond)

- Activation of Stage 3-5
- Updates on the status of the pandemic
- Policy changes
- Infection measures to be utilized at work
- Illness reporting
- Job reassignments
- Vendor product/supply needs
- Services available to the public

Stage 6 (Recover)

- Activation of Stage 6
- Updates on the status of the pandemic
- Job reassignments
- Policy changes

MODES OF DISSEMINATION

Information will be disseminated to audiences throughout each stage using the modes of communication described below. Multiple strategies will be used to create redundancy and ensure that intended recipients receive messages.

- **Telephone Systems.** External public information line, mass voice mail message, call-down tree
- **Electronic Systems*.** Mass e-mail message, website posting, intranet posting.
- **In person.** Meeting, presentation, training
- **Media- TV, Radio, Newspaper.** Press releases, press conferences

ANNEX 6: INFORMATIONAL MATERIALS

Additional resources regarding an influenza pandemic can be found at:

1. **Pandemic Influenza: Frequently Asked Questions**
www.flu.gov
www.cdc.gov/HINIfly
2. **Pandemic Influenza: City of Iowa City Preparedness**
www.icgov.org
3. **Pandemic Influenza Infection Control Strategies for Work & Home**
www.idph.state.ia.us/h1n1
www.ready.gov
www.johnson-county.com

ANNEX 7: INFECTION CONTROL

Safeguarding the health of city employees, customers, vendors, and the public during an influenza pandemic is a key objective for the City of Iowa City. A variety of infection control measures, including heightened hygiene practices, social distancing, and infection control equipment may be utilized to slow the spread of disease.

HYGIENE

Employees will be educated and reminded of hygiene measures that help to limit the spread of disease. These include:

- Use respiratory etiquette (e.g. covering cough or sneeze with a tissue or cloth).
- Properly clean hands with soap and water or hand sanitizer regularly.
- Avoid direct skin to skin contact with others, such as hand shaking hands. Substitute hand shaking with alternatives like waving, smiling, nodding, and bowing.
- Keep work areas and home clean and disinfected.
- Stay home when ill and do not send ill children to school or day care.
- Masks and Nitrile gloves will be made available to City employees.

Informational materials are provided in Annex 6. Informational Materials and can be distributed following the procedures in Annex 5, Information Dissemination Plan.

The following hygiene measures will be taken to reduce the spread of disease:

- Hand washing instructions will be posted in shared washrooms.
- Cover Your Cough reminders will be posted in waiting rooms and common areas.
- Magazines/papers will be removed from waiting rooms and common areas.
- Hand sanitizer will be available in waiting rooms and common areas.
- Tissues and trash cans will be available in waiting rooms and common areas.

SOCIAL DISTANCING

The City of Iowa City has the ability to utilize the following social distancing strategies to reduce close contact among individuals:

Telecommuting. Critical and/or necessary services and the ability or option for telecommuting will be determined by each department/division. ITS will build infrastructure that will allow/facilitate telecommuting.

Teleconferences. Teleconferences can be held at City Hall, and will be done when appropriate.

Staggering work shifts. Critical and/or necessary service, as identified by each department/division, will help dictate:

1. the number of employees who do not need to perform their work during the same time of the day and can be spread out in the 24 hours period (to be determined by each department/division), and
2. the number of employees who can work an extended number of hours in fewer days (to be determined by each department/division).

Face-to-face barriers. At present ICPD is the only department with an existing barrier that prevents direct contact with public. Each department/division will determine their ability to provide their services via telephone, internet or mail, and will re-organize their internal structure appropriately. Employees who must have regular face-to-face contact with the public will be trained to minimize possibility of contagion and will be provided with masks, hand sanitizer and Nitrile gloves towards that goal. In effort to protect employees and public entering buildings the City will investigate possibility of requiring everyone who enters a building to don masks and/or Nitrile gloves. City will look into feasibility of putting “sneeze guards” (minimal barriers) in place at public service desks/windows.

WORKPLACE CLEANING

Building Maintenance personnel will be responsible for ensuring they have an adequate quantity of cleaning and disinfecting supplies. Staff will be educated regarding cleaning and disinfecting workplace areas. This includes:

- Read and follow all labels and directions.
- Use the recommended personal protective equipment (PPE).
- Mix properly if using a diluted solution.
- Review any “contact times” as these are important for proper disinfection.
- Disinfect phones, workstation area and counter top space.
- Disinfect keyboards, mouse and pad (may need a disinfectant that is designed for office equipment, check with ITS).
- Disinfect office chairs.
- Use alcohol based cleaner in between washing with soap and water.
- Use sanitizing wipes on non-porous surfaces.