

# Pandemic Influenza Workforce Readiness

Presentation to  
(INSERT THE NAME OF THE GROUP OR AGENCY YOU  
ARE MAKING THE PRESENTATION TO)  
DATE



NAME & TITLE

 GEORGIA DEPARTMENT OF  
COMMUNITY HEALTH  
Division of Emergency  
Preparedness & Response

- Insert the name of the group you are making the presentation to
- Insert the date
- Insert your name and title

# DCH Mission

## ACCESS



Access  
to affordable,  
quality health  
care in our  
communities

## RESPONSIBLE



Responsible  
health planning  
and use of  
health care  
resources

## HEALTHY



Healthy  
behaviors and  
improved  
health  
outcomes

•Review DCH's mission

## Purpose

- Provide an easy reference
- Key policies and procedures
- Pandemic influenza emergency

At the start of the session:

- Provide each employee with a copy of the Pandemic Influenza Workforce Readiness Manual

Cover the following

- Indicate that the purpose of the manual is to provide everyone with an easy reference on key policies and procedures in the event of a pandemic influenza emergency
- Continue by indicating that you will cover some key areas to ensure clarity in the event the Department must implement its continuity of operations plan

## Critical and Essential Functions

- Impact the Department's mission critical services
- Must be performed

- State the following:

- Critical and essential functions are those activities that impact the Department's mission critical services and include things such as:

- Medicaid payments
- Nursing home services
- Emergency response

- Additionally critical and essential functions are those services and activities that must be performed regardless of a declared emergency.

## Critical and Essential Functions

- Insert the critical and essential functions for your unit here

### Key Points

- After you have reviewed the Department's critical and essential functions, use this slide to highlight the critical and essential functions that relate to your section.
- You will need to fill in the information as appropriate for your section.

## Critical and Essential Functions

- Should report to work
- Should have a family plan in place
- Make advance arrangements for teleworking

### Key Points

- The key point here is that staff understand what your expectations of those who perform critical and essential functions. Important points to remember and discuss are:
  1. The preference is that staff performing essential functions report to work
  2. Essential staff should have a plan in place that makes allowances for dependent child and elder care coverage
  3. They should arrange to telework in advance with their supervisor should they not be able to come to work
  4. Employees may telework if they need to provide dependent and elder care coverage and it does not interfere with them teleworking

## Non-Essential Functions

- Should make every effort to report to work
- Should have a family plan in place
- May use accrued leave or request leave without pay

### Key Points

- It is important that staff who serve in non-essential functions understand the requirements for work attendance. The important points in this section are:
  1. First and foremost staff are expected to report to work if they are able
  2. Staff should have a family plan in place to deal with dependent and elder care coverage
  3. If attendance is not possible, staff may use accrued leave or they may request leave without pay
  4. Staff may be assigned to assist in performing essential functions

## Succession Plans/Delegation of Authority

- Insert your plans for succession as well as delegation of authority

### Key Points

- It is important that staff understand the succession plans for your unit as well as who will serve in an authoritative capacity should you be unable to work.
- Use this slide and discussion to communicate these plans to staff.

## Contact Information

- Employee self-service
- Update personal contact information
- Include an emergency contact

### Key Points

It is important that you are able to reach your staff in the event of closures or other issues that may arise during a pandemic. The key message here is to have staff update their information in PeopleSoft Employee Self-Service. Also encourage staff to designate an emergency contact and to update beneficiaries.

## Teleworking

- May be used to implement social distancing
- Eligibility and authorization may change
- Seek approval in advance



State the following:

- In the event of a severe pandemic, social distancing may be used to protect employees. Whether social distancing is used or not, teleworking is a viable options for employees and is at the discretion of the supervisor.

### Key Points

- They key message here is that staff need to understand when teleworking may be used
  1. For critical and essential functions
  2. Jobs that ordinarily would not be suitable for telework may be approved during an emergency
  3. Eligibility requirements may be changed for a broader use if granted by the Division Chief
- Encourage staff in critical and essential functions to seek approval for teleworking in advance

## Telework Approval Process

- Submit teleworking agreement
- Submit teleworker space self-certification checklist
- Granted or denied



### Key Points

- Many staff who do not telework may not be familiar with the telework approval process.
- Direct staff to Appendices A and B in *Pandemic Influenza Workforce Readiness Manual*

State the following:

- Indicate that in order to telework:
  1. A *Teleworking Agreement* must be submitted
  2. A *Space Self-Certification Checklist* must be submitted
  3. You must have manager approval
  4. You must review the training manual

## Attendance and Leave

- Schedules may be modified
- Approved leave may be rescinded

State the following:

- In the event of a proclaimed emergency work schedules for staff may be modified to ensure that the critical and essential functions of the Department are carried out.
- For example, staff may be asked to work longer days.
- It is important that you understand at any point during a proclaimed emergency that approved leave may be rescinded to ensure adequate coverage.
- Rescinding of leave will only be done if it is determined that there are critical staffing shortages that impact the Department's mission
- If leave is rescinded, you will be contacted directly by your supervisor in person or by phone and a written communication will follow. To ensure that you have received the message, staff are required to respond to the written communication

## Attendance and Leave

- Those with flu symptoms will be sent home
- Visible symptoms
- Sick and/or personal leave



State the following:

- Supervisors have the right to send sick employees if they feel that there is a danger to others.
- The decision to send someone is non-discriminatory and is based on visible symptoms that may pose a threat and include but are not limited to:
  - Cough
  - Chills
  - Fatigue
  - Vomiting
- Employees who are sent home ill can use sick and/or personal leave to cover their time off. Paid administrative leave cannot be used for illness.
- Employees should not return to work until they have had no fever for at least 24-hour without taking a fever reducing medicine such as Tylenol, Ibuprofen, or Aspirin.

## School and Daycare Closures

- Children are not allowed at work
- Alternative work schedules
- Leave

State the following:

- There is a real possibility that this flu season will prompt widespread school and day care closures as well as other more extensive social distancing measures.
- In the event that your child's school or day care is closed, children will not be allowed in the office.
- You are encouraged to have a family plan in place to ensure care for your children.
- You may work with your supervisor to work an alternative work schedule which may include teleworking.
- Sick leave may not be used to take care of well children.

## Office Closure

- DCH will remain open unless life, health, or safety risk is imposed
- Governor makes decisions regarding state office closures

State the following:

- Unless the emergency poses a life, health, or safety risk DCH will remain open
- The Governor makes decisions regarding the closure of state offices either across the state or regionally.
- State office closures are generally announced on the local news.

## Office Closure

- Excused from duty
- Pre-approved leave hours will be deducted
- Only affected and scheduled workers will be excused
- An alternative worksite may be designated



State the following:

- In the event the office is closed
  - Affected employees will be excused from duty with pay.
  - If an employee has scheduled pre-approved leave during the emergency those approved leave hours will be deducted from their accrual.
  - If an employee is not directly affected or is not scheduled to work, they will not be compensated for the time away from work.
- Also, alternative work locations may be set-up for employees to report to work.

## Employee Assistance Program

**Cameron and Associates, Inc.**

**1-800-334-6014**

**404-843-3399**

**<http://www.caiquality.com/>**



It is important that staff understand that they have mental health resources during an established emergency. The point here is to reinforce this concept and to provide them with the information so that they can contact Cameron and Associates for assistance if needed.

Also, be sure to indicate that there is no cost to the employee or their family members for assistance.

# QUESTIONS