



Pandemic  
Influenza:  
Prepared for  
Action



Preparedness  
and Response Plan



# Overview

## No Assurance

This plan outlines the present intentions of IH Services Incorporated (IH Services) in preparing for and responding to an outbreak of pandemic influenza. The purpose of disseminating this plan is to inform clients of the approach and countermeasures that IH Services intends to employ, recognizing that the course of a pandemic will be fluid and unpredictable. Execution of the plan depends on actual events, available resources, and ad hoc decisions; accordingly, nothing in this plan should be construed as a guaranty that the procedures, measures and processes described will occur or that they will be implemented exactly as contemplated.

The contents of this plan are generally limited to pertinent information for clients, although the plan includes certain material applicable only to IH Services' employees, which may be useful to clients as examples. Additional employee information is available to IH Services employees on the company internet at [www.ihservices.com](http://www.ihservices.com).

## Introduction

As part of IH Services' concern for the health of its employees and clients, IH Services is monitoring reports on the global spread of avian/swine influenza and the possibility of a pandemic. IH Services desires to take certain preventative action to protect its employees and assure the continuity of its business.

Pandemics are epidemics of disease that occur on a worldwide scale and are traditionally caused by infectious diseases such as flu. Pandemics are unpredictable in their timing and impact, making it vital that proper planning is carried out throughout the company. The potential enormity of the pandemic threat required planning to deal with both the internal and external environments. Expectations and reactions from clients, vendors, government, local authorities and the general population all have to be considered in preparedness planning. Inasmuch as it is not possible to predict the behavior of a pandemic, the plan must follow for considerable flexibility. In the likelihood that the pandemic is widespread and will last for many months, IH Services desires to plan for depleted staffing for periods of time.

In adopting the plan, IH Services seeks to achieve the following objectives:

1. Educating employees to keep them and their families healthy
2. Maintaining hygienic workplaces
3. Sustaining IH Services' operations capability
4. Implementing policies and procedures designed to keep IH Services' clients and customers safe

### Alert Levels

In the event that human-to-human transfer of the avian/swine flu virus is confirmed, the Incident Management Team must manage the responses as shown in the table below. The alert levels were established by the World Health Organization (WHO). The alert as of the date of this plan is Level 3.

| WHO/Cousins Alert Level | Description  |
|-------------------------|--|
| Level 1                 | Low risk of human cases.   |
| Level 2                 | Higher risk of human cases.  |
| Level 3                 | Confirmation that the avian/swine flu can be transmitted from human-to-human and that there are limited cases.   |
| Level 4                 | Evidence of increased human-to-human transmission.   |
| Level 5                 | Evidence of significant human-to-human transmission and government confirms some local human cases.  |
| Level 6                 | Efficient and sustained human-to-human transmission and government confirms avian/swine flu in human cases in vicinity of the office and/or local communities and may include: <ul style="list-style-type: none"> <li>- Employee infection or death as a result of the flu</li> <li>- Building closure</li> <li>- Severe travel restrictions, locally and internationally</li> </ul> |

## Global Braces to Combat Swine Flu

### Personal Precautions

Listed here are a few precautionary recommendations health authorities suggest individual can take to combat the spread of the flu:

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol-based hand cleaners also are effective.
- Try to avoid close contact with sick people.
- Sick people should see their doctor and stay home from work.

### Swine Influenza and You: Q&A

#### What is swine flu?

Swine Influenza (swine flue) is a respiratory disease of pigs caused by type A influenza viruses that causes regular outbreaks in pigs. People do not normally get swine flu, but human infections can and do happen. Swine flu viruses have been reported to spread from person-to-person, but in the past, this transmission was limited and not sustained beyond three people.

#### What are the signs and symptoms of swine flu in people?

The symptoms of swine flu in people are similar to the symptoms of regular human flu and include fever, cough, sore throat, body aches, headache, chills and fatigue. Some people have reported diarrhea and vomiting associated with swine flu. In the past, severe illness (pneumonia and respiratory failure) and deaths have been reported with swine flu infection in people. Like seasonal flu, swine flu may cause a worsening of underlying chronic medical conditions.

#### How does swine flu spread?

Spread of this swine influenza A(H1N1) virus is thought to be happening in the same way that seasonal flu spreads. Flu viruses are spread mainly from person to person through coughing or sneezing of people with influenza. Sometimes people may become infected by touching something with flu viruses on it and then touching their mouth or nose.

#### What should I do to keep from getting the flu?

First and most important: **wash your hands!** Try to stay in good general health. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food. Try not to touch surfaces that may be contaminated with the flu virus. Avoid close contact with people who are sick.

#### How long can an infected person spread swine flu to others?

People with swine influenza virus infection should be considered potentially contagious as long as they are symptomatic and possible for up to 7 days following illness onset. Children, especially younger children, might potentially be contagious for longer periods.

**What surfaces are most likely to be sources of contamination?**

Germ can be spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth. Droplets from a cough or sneeze of an infected person move through the air. Germs can be spread when a person touches respiratory droplets from another person on a surface like a desk and then touches their own eyes, mouth or nose before washing their hands.

**How long can viruses live outside the body?**

We know that some viruses and bacteria can live 2 hours or longer on surfaces like cafeteria tables, doorknobs and desks. Frequent hand washing will help you reduce the change of getting contamination from these common surfaces.

**What is the best technique for washing my hands to avoid getting the flu?**

Washing your hands often will help protect you from germs. Wash with soap and water or clean alcohol-based hand cleaner. We recommend that when you wash your hands - with soap and warm water - that you wash for 15 to 20 seconds. When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. You can find them in most supermarkets and drugstores. If using gel, rub your hands until the gel is dry. The gel doesn't need water to work; the alcohol in it kills the germs on your hands.

**What should I do if I get sick?**

If you live in areas where swine influenza cases have been identified and become ill with influenza-like symptoms, including fever, body aches, runny nose, sore throat, nausea or vomiting or diarrhea, you may want to contact your health care provider, particularly if you are worried about your symptoms. Your health care provider will determine whether influenza testing or treatment is needed.

If you are sick, you should stay home and avoid contact with other people as much as possible to keep from spreading your illness to others.

If you become ill an experience any of the following warning signs, seek emergency medical care.

In children, emergency warning signs that need urgent medical attention include:

- Fast breathing or trouble breathing
- Bluish skin color
- Not drinking enough fluids
- Not waking up or not interacting
- Being so irritable that the child does not want to be held
- Flu-like symptoms improve but then return with fever and worse cough
- Fever with a rash

In adults, emergency warning signs that need urgent medical attention include:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion
- Severe or persistent vomiting

# TAKE PRECAUTION AGAINST SWINE FLU

Good Hygiene Practices  
Reduce Infection Risk

## Signs and Symptoms in People

The symptoms of swine flu in people are similar to the symptoms of regular human flu and include fever, cough, sore throat, body aches, headache, chills and fatigue. Some people have reported diarrhea and vomiting associated with swine flu. In the past, severe illness (pneumonia and respiratory failure) and deaths have been reported with swine flu infection in people. Like seasonal flu, swine flu may cause a worsening of underlying chronic medical conditions.

## Necessary Precautions – WHO Standard Recommendations

- Avoid close contact with people who appear unwell and who have fever and cough.
- **Wash your hands with soap and water frequently** and thoroughly
- Practice good health habits including adequate sleep, eating nutritious food, and keeping physically active

## What is Swine Flu?

Swine Influenza (swine flu) is a respiratory disease of pigs caused by type A influenza viruses that causes regular outbreaks in pigs. Given the new information on the spread, the virus (H1N1) causing the mishap is believed to be a mutated form. The new strain is a hybrid of swine, human and avian flu viruses and the US Centers for Disease Control and Prevention (CDC) says it can spread from human to human but the level of virulence is not yet clear (28.04.2009).



## Spread of the Flu among People

Infected people may be able to infect others beginning 1 day before symptoms develop and up to 7 or more days after becoming sick. That means that one may be able to pass on the flu to someone else before they know they are sick, as well as while that someone is also sick.

Spread of this swine influenza A (H1N1) virus is thought to be happening in the same way that seasonal flu spreads. Flu viruses are spread mainly from **person to person**

**through coughing or sneezing** of people with influenza. Sometimes people may become infected by **touching something with flu viruses on it and then touching their mouth** or nose.

People with swine influenza virus infection should be considered potentially contagious as long as they are symptomatic and possible for up to 7 days following illness onset.

Swine influenza viruses are not spread by food. You cannot get swine influenza from eating pork or pork products. Eating properly handled and cooked pork products is safe.

## Necessary Precautions – Other Sources

- **Cough or sneeze into your arm (inside elbow) or into a tissue**, (discard immediately in trash).

Do not cover mouth with your hands. See your doctor if you have fever, cough, sore throat, body aches, headache, chills and fatigue, diarrhea or vomiting

- **Clean and disinfect surfaces frequently** with a registered disinfectant cleaner with virucidal claims. Also products having Influenza A and/or Avian Flu specific claims can be applied .
- Viruses can survive on hard surfaces for two hours or longer; regularly clean & disinfect high touch surfaces such as cafeteria tables, desks, door knobs, light switches, desk tops, restroom fixtures, telephones, door push plates, elevator buttons etc.



Please inform your supervisor and HR in case you suspect a case of the Swine Flu



# Preventing the Spread Of Influenza A/Avian/Swine Flu

## CDC Standard Recommendations

- Cover your cough or your sneeze into your arm (inside elbow) or into a tissue (discard immediately in trash). Do not cover mouth with your hands.
- Wash your hands frequently with soap and water and use instant hand sanitizer.
- See your doctor if you have fever, cough, sore throat, body aches, headache, chills or fatigue, diarrhea or vomiting.
- Viruses can survive on hard surfaces for two hours or longer

## IH Services Best Practices for Cleaning and Disinfecting

- Clean and disinfect surfaces frequently with an EPA registered disinfectant cleaner with the influenza A/Avian Swine flu claims.
  - Especially clean and disinfect high touch surfaces such as door knobs, light switches, desk tops, restroom fixtures, telephones, door push plates, elevator buttons, etc. regularly.

## Products That are Accepted for Use with Influenza A/Avian/Swine Flu

- OxivirTb Wipes - one minute contact
- OxivirTb RTU - one minute contact
- VirexTb - 3 minute contact
- Envy Aerosol - 3 minute
- Oxivir Five 16 Concentrate - 5 minute contact
- Envy Liquid - 5 minute
- Virex II 256 and 128 - 10 minute contact
- Triad III - 10 minute contact
- Alpha HP Bathroom Disinfectant - 10 minute contact
- Expose II 256 - 10 minute contact
- Forward DC - 10 minute contact

**Contact time and compliance with label directions are key to preventing spread of disease!**

| Alert Level  | Description  | Actions  |
|--------------|--|--|
| Levels 1 & 2 | <b>Inter-pandemic Phase</b><br>No human cases.   | <ul style="list-style-type: none"> <li>Develop Action Plan</li> <li>Appoint Management Structure</li> <li>Appoint Task Force</li> </ul>  |
| Level 3      | <b>Pandemic Alert</b><br>Confirmation that the Avian/Swine Flu virus can be transmitted from human-to-human and that there are limited cases.  | <ul style="list-style-type: none"> <li>Convene Task Force</li> <li>Review national communication</li> <li>Refer issues &amp; questions to Task Force</li> <li>Distribute information</li> <li>Educate employees and clients</li> <li>Review Action Plan</li> </ul>   |
| Level 4      | Evidence of increased human-to-human transmission.   | <ul style="list-style-type: none"> <li>Make sure there is an adequate supply of supplies and PPE</li> <li>Implement enhanced cleaning if client approves</li> <li>Employees on high alert for medical problems</li> <li>Employees are forbidden to work if sick and have symptoms</li> <li>Reduce face-to-face meetings in public to a minimum</li> </ul>  |
| Level 5      | Evidence of significant human-to-human transmission and government confirms some local human cases.  | <ul style="list-style-type: none"> <li>Continue all actions in 1-4</li> <li>President of the company will assess the company issues and issue directives</li> <li>Isolate all employees from outsiders, if possible</li> <li>Put Emergency Communication Protocol in place</li> <li>Reduce business travel to emergency only</li> <li>Suspend everyone from work if they are awaiting lab tests for the flu</li> </ul> |
| Level 6      | <b>Pandemic</b><br>Efficient and sustained human-to-human transmission and government confirms avian/swine flu in human cases in vicinity of the office and/or local communities and may include: <ul style="list-style-type: none"> <li>- Employee infection or death as a result of the flu</li> <li>- Building closure</li> </ul> | <ul style="list-style-type: none"> <li>Follow all items in 4 and 5</li> <li>Assure that management is communicating well</li> <li>Stay on top of the new</li> <li>Assess the situation, close down operations where and when necessary</li> </ul>  |



# Employee Manning Plan

1. IH Services' employees will be instructed to use a product that has shown to be effective against Influenza Virus A/Avian Flu and should be effective on Swine Flu.
2. If the client requests, IH Services will increase frequency of cleaning, wipe more touch surfaces and use stronger chemicals.
3. If any IH Services' staff is out, will use overtime, call-in, etc. to cover absenteeism.
4. IH Services will instruct any employee what has flu-like symptoms to stay out of work and not return until confirmed cured.
5. IH Services has issued training, education and government best practices for better hygiene and flu prevention.
6. Any management personnel who is overwhelmed with flu-like problems will call the Corporate office for additional assistance.