



Business Continuity and Disaster Preparedness Plan

INTRODUCTION

The Emergency Medicine Learning & Resource Center is pleased to present this planning template to business owners and managers to help them prepare their businesses and employees for the impact of the H1N1 flu virus and other natural and man-made disasters on the business community. In keeping with our mission to promote public health, we have assembled the following planning template to help you work through the staffing, health, and supply issues that might arise from a wide-spread outbreak of H1N1 in our area. With careful planning, your business should be able to operate despite possible impacts.

As in any potential emergency situation, calm, thoughtful preparation is the key to a successful outcome. For additional materials or assistance in preparing your plan, please see the resource list on the final page.

Sincerely,

Beth Brunner
CEO
Emergency Medicine Learning & Resource Center

ABOUT US

The Emergency Medicine Learning & Resource Center (EMLRC) is a national non-profit organization headquartered in Orlando, Florida, and dedicated to promoting public health through the advancement of emergency medicine, disaster management, and pre-hospital emergency care through the provision of educational and research programs. The center plays a major role in educating emergency responders to be successful in the field as well as the Emergency Department.

The organization was founded in 1990 by the Florida College of Emergency Physicians and trains more than 5,000 EMS professionals each year. The EMLRC is accredited by the Accreditation Council for Continuing Medical Education (ACCME) as a sponsor of Continuing Medical Education for physicians and nurses and by the Continuing Education Coordinating Board for Emergency Medical Services (CECBEMS) to provide continuing education for emergency services providers.

Today, the EMLRC is a leader in Florida's growing medical simulation community. The organization anticipated the emergence of simulation-based training in the healthcare environment and invested nearly \$1 million in developing and building one of the nation's first Mobile Simulation Laboratories, or SimLab, in 2005. In 2009, in collaboration with the University of Central Florida, EMLRC announced the addition of its first Director of Research Simulation, Eduardo Salas, Ph.D. In this role, Dr. Salas provides guidance and structure to research initiatives that demonstrate measurable improvement in the knowledge and skills of emergency care providers. To learn more, visit us online at www.emlrc.org.

KEY LOCATION AND CONTACT INFORMATION

Business location:

Business Name: _____

Address: _____

Telephone: _____

If this location is not accessible, we will operate from the location below:

Business Name: _____

Address: _____

Telephone: _____

The following person is our primary crisis manager:

Name/Position: _____

Office phone number: _____

Home phone number: _____

Cell phone number: _____

E-mail: _____

If this person is unavailable to manage the crisis, the person below will serve as primary crisis manager:

Name/Position: _____

Office phone number: _____

Home phone number: _____

Cell phone number: _____

E-mail: _____

The following person will serve as the company spokesperson in an emergency:

Name/Position: _____

Office phone number: _____

Home phone number: _____

Cell phone number: _____

E-mail: _____

Emergency Contact Information:

Dial 9-1-1 in an emergency.

Non-emergency Police/Fire numbers: _____

Insurance Provider: _____

DISASTER PLANNING AND EVALUATION

The following natural and man-made disasters could impact our business:

- _____
- _____
- _____
- _____
- _____

The following people will participate in emergency planning and crisis management:

- _____
- _____
- _____
- _____
- _____

The following people from neighboring businesses and our building management will participate on our emergency planning team:

- _____
- _____
- _____
- _____
- _____

The following is a prioritized list of our critical operations, staff, and procedures we need to recover from disaster:

Operation	Staff in Charge	Action Plan

SUPPLIERS AND CONTRACTORS

Company Name: _____

Address: _____

Telephone: _____

Fax: _____

E-mail: _____

Account Number: _____

Contact Name: _____

Materials/Service Provided: _____

If this company experiences a disaster, we will obtain supplies/materials from:

Company Name: _____

Address: _____

Telephone: _____

Fax: _____

E-mail: _____

Account Number: _____

Contact Name: _____

Materials/Service Provided: _____

If this company experiences a disaster, we will obtain supplies/materials from:

Company Name: _____

Address: _____

Telephone: _____

Fax: _____

E-mail: _____

Account Number: _____

Contact Name: _____

Materials/Service Provided: _____

EVACUATION PLAN FOR _____ LOCATION

The following natural and man-made disasters could impact our business:

- We have developed these plans in collaboration with neighboring businesses and building owners to avoid confusion and gridlock.
- We have located, copied, and posted building and site maps.
- All exits are clearly marked.
- We will practice evacuation procedures _____ times a year.

If we must leave the workplace quickly:

1. Warning System: _____

- a. We will test the warning system and record results _____ times a year.

2. Assembly Site: _____

3. Assembly Site Manager and Alternate: _____

- a. Responsibilities Include:

4. Shut Down Manager & Alternate: _____

- a. Responsibilities Include:

5. _____ is responsible for issue the "all clear" announcement.

SHELTER IN PLACE PLAN FOR _____ LOCATION

The following natural and man-made disasters could impact our business:

- We have talked to co-workers about which emergency supplies, if any, the company will provide in the shelter location and which supplies individuals might consider keeping in a portable kit personalized for individual needs.
- We have located, copied, and posted building and site maps.
- We will practice shelter procedures _____ times a year.

If we must take shelter quickly:

1. Warning System: _____
 - a. We will test the warning system and record results _____ times a year.
2. Storm Shelter Location: _____
3. "Seal the Room" Shelter Location: _____
4. Shelter Location Manager and Alternate: _____
 - a. Responsibilities Include:

5. Shut Down Manager and Alternate: _____
 - a. Responsibilities Include:

6. _____ is responsible for issuing the "all clear" announcement.

COMMUNICATIONS

We will communicate our emergency plans with co-workers in the following way(s):

In the event of a disaster we will communicate with employees in the following way(s):

CYBER SECURITY

To protect our computer hardware, we will:

To protect our computer software, we will:

If our computers are destroyed, we will use back-up computers/systems at the following location:

RECORDS BACK-UP

_____ is responsible for backing up our critical records, including payroll and accounting systems.

Back-up records including a copy of this plan, site maps, insurance policies, bank account records, and computer back-ups are stored onsite at:

Another set of back-up records is stored at the following off-site location:

If our accounting and payroll records are destroyed, we will provide for continuity in the following ways:

EMPLOYEE EMERGENCY CONTACT INFORMATION

The following is a list of our co-workers and their individual emergency contact information:

Name	Home Address	Phone Number/E-mail

ANNUAL REVIEW

We will review and update this business continuity and disaster plan in _____

ADDITIONAL NOTES

A Guide to H1N1 Flu

What is H1N1?

Originally known as the “swine flu”, H1N1 is a new influenza virus causing illness in humans. It was first detected in people in the United States in April 2009. The virus is spreading from person to person worldwide, similar to how the seasonal flu spreads. In June 2009, the World Health Organization declared that an H1N1 pandemic was underway.

The virus was originally called “swine flu” because laboratory testing showed that many of the genes in the virus are similar to influenza viruses that normally occur in swine, or pigs, in North America. Further study has shown that the virus is actually different than the virus that circulates in North American pigs and has genes from flu viruses that normally circulate in pigs in Europe and Asia.

How does H1N1 spread?

The Centers for Disease Control and Prevention (CDC) has determined that the H1N1 virus is contagious and is spreading from human to human. The spread of the virus is thought to occur the same way seasonal flu spreads. Flu viruses are spread mainly from person to person through coughing or sneezing by people with influenza. Sometimes people may become infected by touching something, such as a surface or object, with flu viruses on it and then touching their nose or mouth.

What can I, as an individual, do to stop the spread of H1N1?

Everyday steps you can take:

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue away after you use it. Clean your hands thoroughly each time you cough or sneeze.
- Wash your hands frequently with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your mouth, nose, and eyes. Germs spread this way.
- If you are sick with flu-like symptoms, the CDC recommends you stay home for at least 24 hours after your fever is gone (except to receive medical care or for other necessities). Your fever should be gone without the use of a fever-reducing medicine,
- If you are sick, keep away from others as much as possible to avoid making them ill.
- Follow public health advice regarding school closures, avoid crowds, and find ways to distance yourself from others in social and business situations.

What can I, as a business owner or manager, do to stop the spread of H1N1?

- Steps you can take to prepare your business and protect your employees include*:
- Plan for the impact of a pandemic on your business.
- Plan for the impact of a pandemic on your employees.
- Establish policies to be implemented during a pandemic.
- Allocate resources to protect your employees and customers during a pandemic.
- Communicate to and educate your employees.
- Coordinate with external organizations and help your community.

How important is hand washing?

Hand washing is the most significant step for prevent the spread of germs and illness. Frequent hand washing is recommended year round, particularly during cold and flu season. Important information about hand washing includes:

1. Wash your hands as often as possible, even if you hands look clean. Always was your hands:
 - After coughing or sneezing
 - After using the bathroom
 - After cleaning a child who has gone to the bathroom
 - After touching books and money
 - Before preparing food
 - Before eating
 - After petting an animal
2. Why does washing your hands with soap and water work?
 - Soap suspends the dirt and skin oils that trap bacteria.
 - The washing motion helps pull dirt and oils free from the skin.
 - Warm running water washes away suspended dirt and oils.
 - Additional friction from wiping your hands removes more germs.

What are the symptoms of the H1N1 virus?

The symptoms of 2009 H1N1 flu virus in people include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Some people may have vomiting and diarrhea. People may be infected with the flu, including 2009 H1N1 and have respiratory symptoms without a fever. Severe illnesses and deaths have occurred as a result of illness associated with this virus.

ADDITIONAL RESOURCES

For more information, visit these websites:

Centers for Disease Control and Prevention

www.cdc.gov/h1n1flu

Florida Department of Health

www.floridashealth.com

World Health Organization

www.who.int

Flu.gov

www.flu.gov

Small Business Administration

www.sba.gov/services/disasterassistance