




PERSONAL ATTENDANT CARE INC.

1650 DUNDAS ST. E. SUITE 200
 WHITBY, ON L1N 2K8
 Telephone (905) 576-5603
 Fax (905) 576-8020

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DEPARTMENT	Human Resources
SUBJECT	Pandemic Planning
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER 
EFFECTIVE DATE	October 1, 2010
REVIEWED BY (Title & Signature)	Nadine Buchanan, CHRL Human Resource Manager
REVIEW DATE	September 2015

OPERATIONAL PROCEDURES

Preamble

The aim of this plan is to ensure that Personal Attendant Care Inc. provides employees with guidelines to effectively respond to an Influenza Pandemic. The Influenza Pandemic plan is intended to complement Personal Attendant Care Inc.'s Emergency Plan as well as the Business Continuity Plan.

The objectives of the Pandemic Influenza Plan are:

- Minimize social and economic impact of the pandemic to all clients, families, and employees
- Implement Public Health measures as required by the Ministry of Health and Long-Term Care
- Provide timely information to clients, family members and employees
- Effectively maintain and restore the services we provide to the clients we serve

Legislative Authority

Various authorities and agreements relate specifically to the development and implementation of the Influenza Pandemic Plan. This plan has been developed with the following legislative or organizational authority:

- The Ontario *Emergency Management Statute Law Amendment Act, 2006*
- The *Health Protection and Promotion Act*
- *Employment Standards Act, 2000*
- The *Workplace Safety and Insurance Act, 1997*
- The *Emergency Plans Act, R.S.O. 1990*
- The *Durham Region Health Department Pandemic Influenza Plan, 2006*
- The *Occupational Health and Safety Act, 1990*

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- The Joint Health and Safety Committee

Pandemic Influenza Information

Personal Attendant Care Inc. will work in collaboration with the Durham Region Health Department, Central East Infection Control Network, Provincial and Federal Government and the World Health Organization (WHO) to keep our employees, volunteers, clients and families informed of important information required prior to and during a Pandemic. Personal Attendant Care Inc. will be following the direction of the Durham Region Health Department and following the actions recommended by the Durham Region Health Department's Pandemic Influenza Plan. Personal Attendant Care Inc. is a holder of the Durham Region Health Department's Pandemic Influenza Plan and is responsible for keeping it current and ensuring amendments are updated as they are issued.

Pandemic Phases

The World Health Organization has created the following Pandemic phases:

- Phase 1: Interpandemic Period – No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered to be low;
- Phase 2: Interpandemic Period – No new influenza subtypes have been detected in humans. However, a circulating animal influenza subtype poses a substantial risk of human disease;
- Phase 3: Pandemic Alert Period – Human infection(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact;
- Phase 4: Pandemic Alert Period – Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans;
- Phase 5: Pandemic Alert Period – Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial Pandemic risk);
- Phase 6: Pandemic Period – Increased and sustained transmission in general population;

Postpandemic Period – Return to Interpandemic Period.

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Planning

An Influenza Pandemic will affect all of Durham Region and Ontario and worse case scenarios will be utilized for planning purposes.

Personal Attendant Care Inc. must plan to respond to an Influenza Pandemic utilizing its own resources, supplemented by the Durham Region Health Department's Influenza Pandemic Plan and the Ministry of Health and Long Term Care (MOHLTC) Pandemic Plan.

Notification

The Ministry of Health (MOH) or designate will be responsible for determining the Pandemic phase in the Durham Region and will notify internal and external stakeholders.

Services provided by Personal Attendant Care Inc.

During a Pandemic health services will be drastically reduced, postponed or suspended completely. All clients will be asked to utilize their Contingency Plan during a Pandemic. Clients that do not have a Contingency Plan will receive reduced services from Personal Attendant Care Inc. A list of clients that do not have a Contingency Plan will be updated annually (See Appendix A). The Pandemic will impact the provision of priority services.

Infection Control Practices

All employees are required to adhere to previous established operational procedures on Personal Protection against Infection # 4:07

Hand Hygiene

Additional practices during an Influenza Pandemic include droplet and contact precautions however as the Pandemic spreads, resources may become scarce. Hand washing/ hand hygiene is the most important procedure in preventing and controlling the spread of infection. Hand hygiene is required:

- when hands are visibly soiled;
- before and after direct contact with individuals that may be ill;
- after contact with personal articles or their immediate environment;
- before and after application of gloves;
- after contact with items contaminated with body fluids, blood or secretions;
- following the use of the washroom;
- after coughing, sneezing or blowing nose;

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- before and after eating or handling food;
- after smoking;
- after handling garbage;
- 60-90% Alcohol-based hand sanitizers can be used as a substitute for washing hands with soap and water when the hands are not visibly soiled

Personal Attendant Care Inc. will supply alcohol-based hand sanitizers as supplies are available.

Additional Hygiene Measures

Additional education is required for all employees, clients and their families regarding the need to reduce potential influenza transmission through hygienic measures such as covering the nose and mouth when sneezing, coughing and ensuring hand hygiene after coughing and sneezing.

Personal Protective Equipment

Masks should be used to minimize transmission of influenza when close contact is inevitable with an individual suspected of having the flu. Masks, goggles or face shields should be worn when exposure to sprays of blood, bodily secretions or excretions are possible. Gowns should be worn to protect uncovered skin and prevent open skin areas to be exposed to potential splashes or sprays of blood, body fluids and secretions. The Influenza virus can live for 24-48 hours on hard non porous surfaces, 12 hours on cloth, paper and tissue, and for 5 minutes on hands. Effective cleaning of environmental surfaces can remove many contaminants. The following should be cleaned with detergent and water:

- Equipment that touches a person's skin;
- Equipment and surfaces (bed rails, door knobs etc.) contaminated with secretions, bodily fluids and blood;
- Equipment and surfaces that are visibly soiled.

Management of Employees

The Chief Executive Officer will work in collaboration with the Human Resource Manager to reduce personnel in office and employees working in the community. The Human Resource Manager will be responsible for communicating and enforcing employees to stay home if presenting with Influenza-like-illnesses (ILI's). Employees will not be forced to work during an Influenza Pandemic if a medical condition is documented by a physician indicating they are unable to work.

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III Employees at Work

During a pandemic, some employees may develop symptoms of influenza while at work. These individuals should immediately leave the workplace to help slow the transmission of the virus. The Supervisor/Manager requests the ill employee to leave work even if they do not have sick credits.

In the event of a pandemic outbreak, labour legislation, (e.g. *Employment Standards Act of Ontario*) and collective agreements will continue to guide decisions. In the absence of any agreement between the employer and the union, the provisions in the collective agreement shall be enforced unless they are superseded by legislation.

The Union will be consulted with respect to labour issues impacted by a pandemic influenza. It is expected that the following issues will need to be addressed:

- Absenteeism
- Refusal of Work
- Leave of Absence
- Compassionate Leave
- Overtime
- Sick leave
- Return to work
- Compensation
- Cross training of employees
- Redeployment of employees
- Vacation entitlements

CONTINGENCY EMPLOYEES

It is the expectation that all employees will continue to report to their normal duties unless specific directions are given otherwise. All employees, volunteers, family members and students will be mobilized to assist with essential job duties to provide care to clients. During a pandemic, work schedules may have to change such as:

- Shift changes and changes to hours of work
- Scheduling of overtime

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- Training employees for newly assigned tasks
- Scheduling of breaks
- Change of clients
- Change of geographical locations

Changes in Staffing and Redeployment

High rates of absenteeism may result in changes to staffing, supervision, hours of work, or employee responsibilities. During an emergency, Personal Attendant Care Inc. may need to delegate new job functions to employees or move employees to other locations where they are most needed.

Use of Volunteers and Family Members

Personal Attendant Care Inc. will oversee the redeployment, education and cross training of available employees and utilize client contingency plans. The Pandemic Plan addressing minimal staffing levels has been established and can be accessed within the Emergency Plan.

Listing of Cross Trained Employees

Personal Attendant Care Inc. will maintain a list of cross trained employees. Specific services and programs may be suspended to make additional employees available to assist with priority service.

Administrative Employees

Administrative employees may be utilized to fill in vacancies as required. Consideration will be given to alternate work assignments as deemed necessary to maintain essential services.

Self and Family Care Guidelines

Education will be provided to the employees and family members to encourage good practices for personal preparedness and family care. It is expected employees will make every effort to secure child care, elder care and transportation arrangements to enable them to continue to work without disruption

Volunteer Management

The volunteers will be trained to assist with certain limited aspects of the Administrative duties, if necessary and steps will be taken to ensure they are not functioning beyond their capabilities. Additional volunteers may be recruited as deemed necessary.

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Attached Forms

Request for Change in Availability	6 (t)
Employee Incident Form	4 (f)
Potential Health & Safety Audit	4 (i)
Assessment of non-work related Injuries or Illnesses	4 (b)
Work Refusal	4 (l)