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Business Plans

1.1 Pandemic Flu Planning Recommendations

In the event of pandemic influenza in the workplace, pre-planning for protecting employee's health and safety as well as limiting the negative impact on production operations is imperative. ACS has developed Pandemic Materials for ACS Site Management to refer to in the event of a pandemic outbreak in the workplace. Managers should reference *The Pandemic Guide for Managers* brochure for guidelines and recommendations in dealing with a pandemic outbreak. ACS's Corporate Security and Safety Team, Corporate Human Resources Team, and Corporate Marketing developed a Pandemic 6 Tier Response Guidelines Matrix for ACS Site Management to follow in the event of a pandemic influenza outbreak in the workplace. This matrix is also located in ACS's InfoBank under the My ACS's HR Quicklinks link (<https://infobank.acs-inc.com>).

Other pandemic preparedness information for employees includes *The Pandemic Guide for Employees* and *Tri-Fold Pandemic Brochures*. These brochures are located in ACS's InfoBank under the My ACS's HR Quicklinks link (<https://infobank.acs-inc.com>).

Further information on preparing for pandemic flu can be found at the following web sites:

- www.pandemicflu.gov
- www.cdc.gov/business

Brochure

ACS Safety & Security

Awareness, sanitation and early intervention are the keys to prevention and wellness.



Should community health conditions be at risk, consider having the following items on hand:

- ◆ Disposable HEPA

Face Masks

- ◆ Disposable Gloves

Use when handling common items such as door knobs, grocery carts etc.

- ◆ Sanitation Wipes

Use after touching commonly handled items and before touching face or food etc.

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It is Important to educate yourself so that you can recognize the existence and progress of Pandemic Illness in your area.



Updated information is available from your physician and posted on the ACS InfoBank.

<http://infobank.acs-inc.com>

Click on “Safety and Security” then “Travel & Health Alerts”

For U.S. travel and information visit: www.cdc.gov

International travel visit:

www.who.dk



PANDEMIC

ILLNESS



Safety & Security

What is Pandemic Illness?



A Pandemic Illness is a Global Outbreak of Influenza (Flu) involving a virus strain that is efficiently transmitted from person to person over a wide geographical area.

The signs and symptoms include:

- ◆ Fever
- ◆ Chills
- ◆ Body Aches
- ◆ Sore Throat
- ◆ Non-Productive Cough
- ◆ Runny Nose and Headache

Although these are common symptoms for the flu, pandemic illnesses are much more severe.

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These viruses originated in animals and can eventually be passed to humans. This then increases the likelihood of it passing from human to human.

The current and most likely cause of a pandemic illness is H5N1, also referred to as the “Avian Flu”.

There are ways for you to reduce your exposure that you should consider:



- ❖ Avoid Crowds & Densely Populated Areas
- ❖ Properly Prepare Food To Kill Potential Germs & Avoid Unprepared Or Unclean Food
- ❖ Use Sanitation Products on a Daily Basis such as Antiviral or antibacterial hand soap.
- ❖ Be aware of health conditions in your community and areas you frequently travel

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- ❖ Stay Current On Your Inoculations (contact your physician or health department for recommendations)
- ❖ Wear Personal Protective Equipment (PPE) (For list, see p12 of Employee Guide) When Frequenting Populated Areas
- ❖ Use Sanitary Wipes Before Using Shared Equipment Such As Keyboards And Telephones
- ❖ If You Suspect A Co-Worker Is Displaying Any Signs or Symptoms Of A Pandemic Illness, Report It To Supervision Immediately

If YOU Begin To Experience The Signs and Symptoms Of A Pandemic Illness:

1. Report Your Symptoms To Your Supervisor Immediately
2. Seek Medical Attention
(The sooner you are treated, the higher possibility of a successful recovery)
3. Keep Your Supervisor Appraised Of Your Condition & Recovery
4. Wear Personal Protective Equipment to Avoid Infecting Others



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Being Prepared

Steps you can take to be
prepared in the event of
a pandemic

Recently, a great deal of news coverage has been devoted to the possibility of a bird flu or other pandemic outbreak. Because the safety of all ACS Employees is of the utmost importance to us, we have designed an HR Pandemic Preparedness Plan to help you prepare should such an event occur. The main goal of this plan is to make sure you and your family is not at risk, and that our businesses can continue to operate as usual.

Our Pandemic Planning team closely follows pandemics and other trends. While we do not believe there is reason for alarm, we want you to have an awareness of the possible risks and precautions you can take to keep you and your family healthy at work and at home. The following information was derived from a variety of Sources that are widely accepted as reliable. The websites for these sources are provided at the end of this document as a resource for you to follow the latest trends and be aware any important changes.

The best way to prepare for the possibility of a bird flu outbreak is to be informed and plan accordingly. This guide will provide you with tips on how to do just that. We hope you will take the time to review it with your family and loved ones.



Lynn Blodgett
President and CEO

Regards,

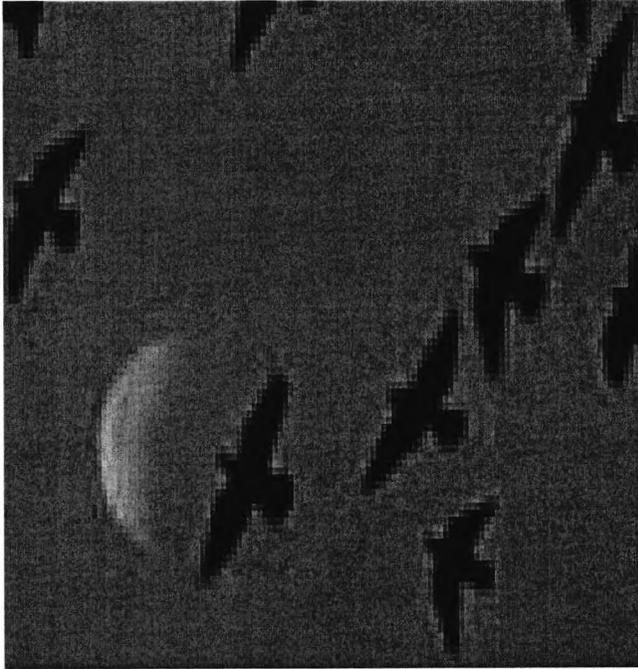
A handwritten signature in black ink, appearing to read 'Lynn Blodgett', written in a cursive style.

Lynn Blodgett
President and Chief Executive Officer

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The information and recommendations in this booklet are from the Centers for Disease Control and Prevention, the World Health Organization, the Department of Homeland Security and other experts. This information is not proprietary to ACS. It creates neither rights nor liabilities and sets no ACS sanctioned standard of care. We hope you will find this guide useful in your planning for a possible pandemic. Please refer to page 26 for resources that provide additional information.



Avian influenza is very contagious among birds. The virus can infect humans as well as birds.

Section 1: About Bird Flu

An especially virulent strain of the bird flu has spread from Asia to Europe and Africa. The virus can infect humans as well as birds. World leaders and health officials are taking the threat of a bird flu pandemic, or global outbreak of the disease, seriously, and they are taking steps to develop effective containment measures and treatments.

What is bird flu, and how could it become a pandemic?

Avian influenza, or bird flu, is an infection caused by avian (bird) influenza (flu) viruses. These flu viruses occur naturally among birds. Wild birds worldwide carry the viruses in their intestines, but usually do not get sick from them. However, avian influenza is very contagious among birds and can make some domesticated birds, including chickens, ducks, and turkeys, very sick and even kill them.

An influenza pandemic is a widespread outbreak of disease that occurs when a new influenza virus appears that people have not been exposed to before. Pandemics are different from seasonal outbreaks of influenza which are caused by viruses to which people have already been exposed. Influenza shots are available to help prevent widespread illness, and impacts on society are less severe.

Pandemic influenza, however, spreads easily from person to person and can cause serious illness because people do not have immunity to the new virus. A pandemic is a global disease outbreak. The disease causes serious illness and can sweep across the country and around the world in a very short time. The longest known period of time between pandemics is 42 years, and as of 2006, it has been 38 years since the last influenza pandemic.

The bird flu virus has raised concerns about a potential human pandemic because:

- It is especially virulent
- It is being spread by migratory birds
- It can be transmitted from birds to mammals and in some limited circumstances to humans
- Like other influenza viruses, it continues to evolve, and there is not currently a vaccine to protect against it.



What are the symptoms of bird flu?

Symptoms of bird flu in humans have ranged from typical human influenza-like symptoms (fever, cough, sore throat, muscle aches) to eye infections, pneumonia, severe respiratory diseases (such as acute respiratory distress syndrome), and other severe and life-threatening complications. The symptoms of bird flu may depend on which specific virus subtype and strain caused the infection.

How do people become infected with bird flu?

Most cases of bird flu in humans have resulted from direct or close contact with infected poultry (e.g., domesticated chicken, ducks and turkeys) or surfaces contaminated with secretions and excretions from infected birds. The spread of bird flu viruses from an ill person to another person has been reported very rarely, and transmission has not been observed to continue beyond one person. During an outbreak of bird flu among poultry, there is a possible risk to people who have direct or close contact with infected birds or with contaminated surfaces.

The Centers for Disease Control and Prevention say bird flu is spread much like the seasonal flu. Infected people who cough, sneeze or even talk can send out the virus to others. The virus is spread through respiratory droplets and can spread 24 hours before the onset of symptoms. Healthy adults may be able to infect others one full day before symptoms begin and up to five days after becoming ill.

Here are some facts and recommendations from the Centers for Disease Control and Prevention about flu and flu vaccines:

Seasonal Flu

- A highly contagious respiratory disease caused by influenza viruses
- Occurs annually
- Occurs during winter
- Most recover in 1-2 weeks without treatment
- Vaccines effective
- Antiviral drugs available
- Very young, old, ill at most risk of serious illness
- Affects 5-20% of population

Pandemic Flu

- A new strain of influenza virus spreads rapidly
- Occurs infrequently (3 per century)
- Occurs at any time of year
- Some may not recover, even with treatment
- A vaccine will not be available
- Antiviral drugs may be in limited supply
- All ages may be at risk
- Expected to affect 25-50% of population



Vaccines: What to do

There currently is no vaccine to prevent bird flu in humans. Flu vaccines currently available are not effective against bird flu. Scientists are working on developing a vaccine, but it is difficult because the virus frequently changes. Once scientists identify the strain of the virus, it can take 4 to 6 months to develop a vaccine effective towards the strain.

Will the seasonal flu shot protect me against pandemic influenza?

- No, it won't protect you against pandemic flu. But flu shots can help you to stay healthy.
- Get a flu shot to help protect yourself from seasonal flu.
- Get a pneumonia shot if you are over 65 or have a chronic illness such as diabetes or asthma. For specific guidelines, talk to your healthcare provider or call the Centers for Disease Control and Prevention's Hotline at 1-800-232-4636.
- Make sure your family's immunizations are up-to-date.



Everyday life could be disrupted due to people across the country becoming ill at the same time.

Section 2: Preparing for a Possible Bird Flu Outbreak

Many of the potential difficulties in dealing with a bird flu pandemic can be avoided with some careful planning.

Bird flu's potential impacts on your community and how you can plan ahead

A pandemic may come and go in waves, each of which can last for months at a time. Everyday life could be disrupted due to people across the country becoming ill at the same time.

- Services provided by hospitals and other healthcare facilities, banks, stores, restaurants, government offices, and post offices may not be available.
- Public gatherings, such as volunteer meetings and worship services, may be canceled.
- Being able to work may be difficult or impossible.
- Schools may be closed for an extended period of time.
- Transportation services may be disrupted.

What you can do

To make sure you have what you need in the event of a pandemic, consider these tips:

- Prepare backup plans in the event services you rely on are unavailable.
- Consider how to care for people with special needs or loved ones who are far away in case the services they rely on are not available.
- Work with your supervisor to see what plans your department has for how business will continue during a pandemic.
- Plan for the possible reduction or loss of income if you are unable to work or if ACS offices are closed. (Closing offices will be a last resort.)
- Help schools plan for pandemic influenza. Talk to the school nurse or the health center. Talk to your teachers, administrators, and parent-teacher organizations.
- Consider childcare needs and plan for backups.
- Think about how you can rely less on public transportation during a pandemic. For example, store food and other essential supplies so you can make fewer trips to the store.

Preparing your home with supplies

The greatest area of personal responsibility for employees is to protect their family. With the pandemic threat, preparedness and self-sufficiency is the key to individual and family protection. With so many factors that may or may not occur if a pandemic becomes a reality, the words "self-reliance" take on a new meaning. Self-reliance is basically "The art and science of taking care of one's self and family". The following suggestions could be used to become self-reliant during a pandemic.

During a pandemic, it is important to have enough safe food, water and supplies on hand. This will enable you to limit your contact with others and ensure you have what you need, even if stores and other services are unavailable. Your family should begin by having enough food, water and supplies on hand to last for several weeks or longer if possible. Some experts recommend having 21 days worth of water and supplies for any disaster planning. With the flu, it is possible for an individual to be home for 2 to 3 weeks, and it's important to consider that if family members are sick, businesses may be closed, stores may have deficient supplies and isolation and quarantine measures could be in place.

Experts suggest having at least three weeks worth of food in the house at any given time. While planning in advance, shop every two weeks and do not let your supply go below three weeks. That way, if a pandemic occurs, you will have adequate food supplies. Remember to have enough pet food and supplies on hand, as well.

Store foods that:

- Are non-perishable and don't require refrigeration
- Are easy to prepare in case you are unable to cook
- Require little or no water for preparation

What to have on hand: A home checklist

This list from the Centers for Disease Control and Prevention can help you as you plan the food and supplies to keep on hand.

Food & Non-Perishables

- Ready-to-eat canned meats, fruits, vegetables, and soups
- Protein or fruit bars
- Dry cereal or granola
- Peanut butter or nuts
- Dried fruit
- Crackers
- Canned juices
- Bottled water
- Canned or jarred baby food and formula
- Pet food

Medical, Health, and Emergency Supplies

- Prescribed medical supplies such as glucose and blood-pressure monitoring equipment
- Medicines for fever, such as acetaminophen or ibuprofen, antacid, etc.
- Anti-diarrhea medication
- Soap and water, or alcohol-based hand wash
- Vitamins
- Fluids with electrolytes
- Disinfectant/Clorox solution
- Flashlights, batteries
- Thermometer, batteries
- Portable radio, batteries
- Manual can opener
- Garbage bags
- Tissue, toilet paper, disposable diapers

Assembling a “Family Flu Kit”

During a situation such as a pandemic flu outbreak, in which hospitals may be overwhelmed, you should be prepared to care for family members at home. The Centers for Disease Control and Prevention recommend keeping these items at home to help prevent the spread of the virus in your household.

- Disposable ear-loop surgical masks
- N-95-rated surgical masks
- Disposable latex or vinyl gloves
- Disposable isolation gowns
- Disinfecting hand soap
- Alcohol-based hand sanitizer
- Surface disinfectants

Prevention and precautions

Respiratory illnesses, such as the flu, are spread by coughing, sneezing and unclean hands. Because of this, one of the most important things you can do to stop flu transmission is to **wash your hands frequently** with soap and warm water. If running water is not available, an alcohol-based hand sanitizer can be used if your hands are not visibly soiled. Follow the manufacturer’s recommendations. As more information becomes available about the nature of the bird flu virus, alternate hand washing agents may be recommended. For now, however, follow the Centers for Disease Control and Prevention’s guidelines.

When to wash hands

- Before, during, and after preparing food
- Before eating
- After using the toilet
- After touching door knobs, computer keyboards and telephone keypads
- After touching animals or animal waste
- After touching the nose or mouth
- After changing diapers
- Whenever hands are dirty

How to wash hands

- Remove all jewelry from the hands.
- Wet hands under running water. Then apply soap. If you use bar soap, permit the soap to drain when not in use. Preferably, use small bars of soap that are changed frequently.
- Rub all surfaces of the hands vigorously for at least 10 seconds.
- Rinse hands under running water. Dry with a clean cloth or paper towel.
- Avoid splashing.
- Turn off the tap without recontaminating the hands – use the paper towel with which hands were dried.



Important Note- The minimum time for hand washing is 10-20 seconds.

Respiratory “Etiquette”

- Cover your mouth and nose with a tissue when you cough or sneeze.
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Discard used tissues in the wastebasket.
- Wash your hands with soap and water or alcohol-based hand cleaner after coughing or sneezing.

During a bird flu outbreak, it's critical to disinfect surfaces around the house.

Section 3: Dealing with a Pandemic Outbreak

In the event that a bird flu pandemic occurs, it will be critical that you follow some basic steps to help prevent further spread of the virus. It is also vital that you and your family practice “social distancing” to protect yourself from others in the community who may be infected.

Basic household cleaning tips

During a bird flu outbreak, **disinfecting is critical!** Below are health expert tips for how to clean surfaces around the house:

- Clean visible dirt from surfaces with a detergent solution, as dirt inactivates chlorine in germicidal cleaners, a key part of the disinfection process.
- Use a germicidal cleaner, such as a **Clorox bleach solution (8 ounces Clorox bleach to 1 gallon of water)**, to disinfect all surfaces where bird flu viruses are suspected or confirmed. For non-bleachable surfaces, use a peroxide, such as MIKRO BAC III.
- Using disposable gloves, wash tub, shower, tile, faucets and toilet bowl. Use separate rags or paper towels for the toilet.
- Discard disposable gloves after each room has been cleaned, and wash hands before proceeding to the next area. Use protective equipment and adequate ventilation.
- Soiled rags should be laundered or disposed of. Never use sponges for sanitizing or disinfecting, as they are porous. Paper towels should be immediately discarded.
- A precaution: dry vacuuming is not recommended for carpets; it could propel microbes back into the air.

Disinfectants experts suggest will kill the avian influenza virus include:

- Plain soap
- Any detergent
- Bleach (Clorox solution)
- Formaldehyde
- Ammonia
- Acids
- Iodine-content solutions

What to Clean

Disinfect the following on a daily basis.

Hard surfaces: Clorox bleach solution or Lysol

- All door handles
- All light switches
- All tabletops, countertops
- Tables
- Chair arms

- Air conditioning controls
- Phone headsets and keypads
- Handrails

Soft surfaces: MikroBac III

- Carpet
- Fabrics
- Drapery

Daily Bathroom Cleaning

Clean bathrooms with Clorox bleach solution on all taps, faucets, sinks, toilet bowls, toilet seats and toilet lids (Center for Disease Control and Prevention suggestion). The solution must be in contact with the surface for at least 10 minutes and must be air dried – do not wipe off. Use separate rags for the toilet only, one rag per bathroom. Dispose of the gloves after finishing with the cleanup of each bathroom. **Please note: Clorox bleach is a five-percent solution.**

Food preparation

According to the World health organization, the H5N1 avian influenza virus is not transmitted to humans through properly cooked food. **The virus is sensitive to heat.** Normal temperatures used for cooking (so that food reaches 160F for poultry, in all parts) will kill the virus. To date, no evidence indicates that any person has become infected with the H5N1 virus following the consumption of properly cooked poultry or poultry products, even in cases where the food item contained the virus prior to cooking. Poultry and poultry products, from areas free of the disease can be prepared and consumed as usual, with no fear of acquiring infection with the H5N1 virus.

When handling raw poultry or raw poultry products, persons involved in the preparation process should wash their hands thoroughly and clean and disinfect surfaces in contact with the poultry products. Make sure that all parts of the poultry are full cooked (no “pink” parts) and that eggs are properly cooked (no “runny” yolks).

The H5N1 virus can survive for at least one month at low temperatures. Common food preservation measures, such as freezing and refrigeration, will not eliminate or kill the virus in contaminated meat. In countries with outbreaks, poultry stored under refrigeration or frozen should be handled and prepared with the same precautions as fresh products. In countries with outbreaks, eggs may contain virus both on the outside (shell) and inside (white and yolk). Eggs from areas with outbreaks should not be consumed raw or partially cooked. Raw eggs used in foods must be treated by heat high enough to kill the virus (165F).

Five Keys to Safer Food (from the U.S. Food and Drug Administration)

1. Keep Clean

- ✓ Wash your hands before handling food and often during food preparation
- ✓ Wash your hands after using the restroom
- ✓ Wash and sanitize all surfaces and equipment used for food preparation
- ✓ Protect kitchen areas and food from insects, pest and other animals
- ✓ Wash your hands and clean and disinfect kitchen surfaces before, during and after handling, cooking, and serving food
- ✓ Wash raw fruits and vegetables before eating them
- ✓ Defrost frozen food on a plate either in the refrigerator or in a microwave, but not on the counter
- ✓ Because eggs, meat, seafood, and poultry are most likely to contain bacteria, do not allow their juices to drip on other food
- ✓ Regularly clean and disinfect the refrigerator and freezer

2.) Separate raw and Cooked Foods

- ✓ Separate raw meat, poultry and seafood from other foods
- ✓ Use separate equipment and utensils such as knives and cutting boards for handling raw foods
- ✓ Store foods in containers to avoid contact between raw and prepared foods
- ✓ Use different dishes and utensils for raw foods than you use for cooked foods

3.) Cook Thoroughly

- ✓ Cook food thoroughly, especially meat (160F), poultry (165F), eggs and seafood
- ✓ Bring foods like soups and stews to boiling to make sure that they have reached 160F. For meat and poultry, make sure that juices are clear, not pink. Ideally, use a thermometer.
- ✓ Reheat cooked food thoroughly.

4.) Keep Food at Safe Temperatures

- ✓ Do not leave cooked food at room temperature for more than 2 hours
- ✓ Promptly refrigerate all cooked and perishable food (preferably below 41F)
- ✓ Keep cooked food piping hot (more than 140F) prior to serving
- ✓ Do not store food too long even in the refrigerator
- ✓ Do not thaw frozen food at room temperature
- ✓ Shop for groceries when you can take the food home right away so that it does not spoil in a hot car
- ✓ Store eggs, raw meat, poultry, and seafood in the refrigerator
- ✓ Your refrigerator should be set at 40F
- ✓ Your freezer should be set at 0F
- ✓ Cook food immediately after defrosting
- ✓ Promptly refrigerate or freeze leftovers in shallow containers or wrapped tightly in bags

5.) Use Safe Water and Raw Materials

- ✓ Use safe water or treat it to make it safe
- ✓ Select fresh and wholesome foods
- ✓ Choose foods processed for safety, such as pasteurized milk
- ✓ Wash fruits and vegetables, especially if eaten raw
- ✓ When shopping, buy perishable food such as meat, eggs, and milk last

Do not use food beyond its expiration date

Food preparation

The bird flu virus is not transmitted to humans through properly cooked food. **The virus is sensitive to heat.** Normal temperatures used for cooking (so that food reaches 160° F for meat and 165° F for poultry, in all parts) will kill the virus. Other precautions suggested by the U.S. Food & Drug Administration include:

- When shopping for food, buy perishable food such as meat, eggs and milk last.
- Avoid raw or unpasteurized milk.
- Do not allow juices from raw eggs, meat, seafood or poultry to drip on other food.

Store food properly

- Take groceries home right away; don't leave them in a hot car.
- Store eggs, raw meat, poultry, and seafood in the refrigerator.
- Use containers to prevent contaminating other foods or kitchen surfaces.
- Set refrigerator at 40° F, freezer at 0° F.
- Regularly clean and disinfect the refrigerator and freezer.

Take precautions when preparing and cooking food

- Wash your hands and disinfect kitchen surfaces before, during and after handling food.
- Wash raw fruits and vegetables before eating.
- Defrost frozen food on a plate either in the refrigerator or in a microwave, not on the counter.
- Cook food immediately after defrosting.
- Use different dishes and utensils for raw foods than you use for cooked foods.

Cool and promptly store leftovers after food has been served

- Keep hot food hot at 140° F or higher, cold food cold at 40° F or cooler. This is especially important during picnics and buffets.
- Do not leave perishable foods out for more than two hours.
- Promptly refrigerate or freeze leftovers in shallow containers or wrapped tightly in bags.
- When in doubt, throw it out.

Caring for patients at home

Most patients with pandemic influenza will be able to remain at home during their illness and be cared for by family members. Anyone in a household with a patient during the incubation period (estimated at five days) and illness is at risk for developing influenza. Here are some suggestions from the Centers for Disease Control and Prevention:

- Designate a primary caregiver, someone not at increased risk of contracting the disease.
- Physically separate the patient from non-ill persons as much as possible.
- The patient should not leave the home.
- Persons who have not been exposed to pandemic influenza and who are not essential for patient care should not enter the home while persons are actively ill.
- Persons living with the patient should limit outside contact.
- Household members should watch for flu symptoms and contact a hotline or medical care provider if symptoms occur.

Control in community settings

“Social distancing” can help limit transmission of flu. **Transmission intervention**, such as the use of face masks, may reduce disease transmission. For more information on types of face masks that can be used to limit the transmission of flu, please see the sidebar on this page. Practice **contact intervention**, such as canceling large gatherings or avoiding sports events to eliminate contact with infected individuals. Speak with your manager about the possibility of working at home and telecommuting plans.

High-risk persons, such as infants and the elderly, should avoid public gatherings (movies, religious services, public meetings) when pandemic influenza is in the community. They should also avoid going to other public areas (food stores, pharmacies).

Other social distancing measures can help limit the transmission of the flu, such as canceling face-to-face meetings and large gatherings, conventions, parties, minimizing travel in elevators and hand-shaking.

Face masks

Face masks may help reduce the chance of the flu virus spreading from person to person, says the Centers for Disease Control and Prevention.

Face masks to prevent the spread of bird flu from ill patients

“Surgical” face masks may be worn by an infected person to limit the spread of the virus through droplets of moisture from the mouth. Surgical face masks do not fit firmly around the face. While some air passes through the mask, both inhaled and exhaled air escapes around the mask.

Appropriate masks may have ties or loops which secure the mask at the ears. Use disposable masks once before discarding, and change if it becomes wet. Do not allow the mask to dangle around the neck. Avoid touching the mask once in place.

Face masks to prevent bird flu in healthy people

N-95 face masks, or N-95 respirators, may be worn by a non-infected person to avoid their exposure to the flu virus. These masks are “high-filtration” masks. Inhaled and exhaled air passes through (not around) the mask. Of the surgical face mask and the N-95 face mask, the N-95 provides the most protection.

An N-95 mask can be re-used repeatedly by the same person, but must be stored clean and dry in a clean paper bag. It must be disposed of if it is wet, damaged, contaminated or visibly dirty.

Remove masks by grasping the straps behind the ears. Avoid touching the front of the mask.

Guidance for Travelers

- Visit the Centers for Disease Control and Prevention’s Travelers’ Health website at www.cdc.gov/travel for Centers for Disease Control and Prevention health recommendations for international travel in areas you plan to visit.
- Be sure you are up-to-date with all your routine vaccinations, and see your doctor or healthcare provider four to six weeks before an international trip to get additional vaccination or medications you may need.
- Assemble a travel health kit containing basic first aid and medical supplies. Be sure to include a thermometer and alcohol-based hand gel.
- Identify in-country healthcare resources before your trip.
- Check your health insurance plan or get additional insurance that covers medical evacuation in case you become sick.

Family Emergency Health Information Sheet

It is important to think about health issues that could arise if an influenza pandemic occurs, and how they could affect you and your loved ones. For example, if a mass vaccination clinic is set up in your community, you may need to provide as much information as you can about your medical history when you go, especially if you have a serious health condition or allergy. Create a family emergency health plan using this information from the Centers for Disease Control and Prevention. Fill in information for each family member in the space provided. Like much of the planning for a pandemic, this can also help prepare for other emergencies.

Family Member Information:

Family Member	Blood Type	Allergies	Pass/Current Medical Conditions	Current Medications/Dosages

Contacts	Name/Phone Number
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Local personal emergency contact	
Out-of-town personal emergency contact	
Hospitals near: <u>Work</u>	
<u>School</u>	
<u>Home</u>	
Family physician(s)	
State Public Health Department (See list on www.cdc.gov/other.htm#states)	
Pharmacy	
Employer contact and emergency information	
School contact and emergency information	
Religious/spiritual organization	
Veterinarian	

Pandemic Flu Planning Checklist

Checklist for Individuals and Families

You can prepare for an influenza pandemic now. You should know both the magnitude of what can happen during a pandemic outbreak and what actions you can take to help lessen the impact of an influenza pandemic on you and your family. This checklist from the Centers for Disease Control and Prevention will help you gather the information and resources you may need in case of a flu pandemic.

1. To plan for a pandemic:

- Store a supply of water and food. During a pandemic, if you cannot get to a store, or if stores are out of supplies, it will be important for you to have extra supplies on hand. This can be useful in other types of emergencies, such as power outages and disasters.
- Ask your doctor and insurance company if you can get an extra supply of your regular prescription drugs.
- Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, and vitamins.
- Talk with family members and loved ones about how they would be cared for if they got sick, or what will be needed to care for them in your home.
- Volunteer with local groups to prepare and assist with emergency response.
- Get involved in your community as it works to prepare for an influenza pandemic.

2. To limit the spread of germs and prevent infection:

- Teach your children to wash hands frequently with soap and water, and model the correct behavior.
- Teach your children to cover coughs and sneezes with tissues, and be sure to model that behavior.
- Teach your children to stay away from others as much as possible if they are sick. Stay home from work and school if sick.

3. Items to have on hand for an extended stay at home:

Examples of food and non-perishables

- Ready-to-eat canned meats, fruits, vegetables, and soups
- Protein or fruit bars
- Dry cereal or granola
- Peanut butter or nuts
- Dried fruit
- Crackers
- Canned juices
- Bottled water
- Canned or jarred baby food and formula
- Pet food

Examples of medical, health, and emergency supplies

- Prescribed medical supplies such as glucose and blood-pressure monitoring equipment
- Soap and water, or alcohol-based hand wash
- Medicines for fever, such as Acetaminophen or ibuprofen
- Thermometer
- Anti-diarrheal medication
- Vitamins
- Fluids with electrolytes
- Cleansing agent/soap
- Flashlight
- Batteries
- Portable radio
- Manual can opener
- Garbage bags
- Tissues, toilet paper, disposable diapers

Glossary of Terms

antibody: A protein produced by the body's immune system in response to a foreign substance (antigen). Our bodies fight off an infection by producing antibodies. An antibody reacts specifically with the antigen that triggered its formation and its function is to inactivate the antigen.

antigen: Any foreign substance, usually a protein, that stimulates the body's immune system to produce antibodies. (The name antigen reflects its role in stimulating an immune response - antibody generating.)

avian flu: A highly contagious viral disease with up to 100% mortality in domestic fowl caused by influenza A virus subtypes H5 and H7. All types of birds are susceptible to the virus, but outbreaks occur most often in chickens and turkeys. The infection may be carried by migratory wild birds, which can carry the virus but show no signs of disease. Humans are only rarely affected.

carrier: A bearer and transmitter of an agent capable of causing infectious disease. An asymptomatic carrier shows no symptoms of carrying an infectious agent.

contagious: A contagious disease is easily spread from one person to another by contact with the infectious agent that causes the disease. The agent may be in droplets of liquid particles made by coughing or sneezing, contaminated food utensils, water or food.

enzyme: A substance that speeds up chemical reactions. Every chemical reaction in living organisms is facilitated by an enzyme.

epidemic: A disease occurring suddenly in a community, region or country in numbers clearly in excess of normal. See pandemic.

H5N1: A variant of avian influenza, which is a type of influenza virulent in birds. It was first identified in Italy in the early 1900s and is now known to exist worldwide.

immune system: The cells, tissues and organs that help the body to resist infection and disease by producing antibodies and/or altered cells that inhibit the multiplication of the infectious agent.

influenza: A serious disease caused by viruses that infect the respiratory tract.

isolation: The restriction of free movement of a person who is infected with a contagious disease.

mutation: Any alteration in a gene from its natural state. This change may be disease causing or a benign, normal variant. Specific mutations and evolution in influenza viruses cannot be predicted, making it difficult if not impossible to know if or when a virus such as H5N1 might acquire the properties needed to spread easily among humans.

pandemic: The worldwide outbreak of a disease in numbers clearly in excess of normal. See epidemic.

quarantine: The enforced isolation or restriction of free movement imposed on a person who is presumed to have been exposed to a contagious disease.

seasonal flu: A respiratory illness that can be transmitted person to person. Most people have some immunity, and a vaccine is available. This is also known as the common flu or winter flu.

self-reliance: The art and science of taking care of one's self and family.

social distancing: A control strategy that reduces the duration and/or intimacy of social contacts and thereby limits the transmission of influenza.

strain: A group of organisms within a species or variety.

vaccine: A preparation consisting of antigens of a disease-causing organism which, when introduced into the body, stimulates the production of specific antibodies or altered cells. This produces an immunity to the disease-causing organism. The antigen in the preparation can be whole disease-causing organisms (killed or weakened) or parts of these organisms.

virulent: Highly lethal; causing severe illness or death.

virus: Any of various simple submicroscopic parasites of plants, animals, and bacteria that often cause disease and that consist essentially of a core of RNA or DNA surrounded by a protein coat. Unable to replicate without a host cell, viruses are typically not considered living organisms.

work force resilience: The ability to quickly recover from illness, change or misfortune from within the work force. Work force resilience includes cross skill training of new employees, ensuring knowledge and skills are distributed across branch offices, succession planning, virtual office protocols and policies, flexible work hours, good personal hygiene and effective knowledge management.

zoonoses: Diseases that are transferable from animals to humans.

Resources

The information and recommendations in this booklet are from the resources listed below. We hope you find these sources useful in your planning for a possible pandemic.

- www.pandemicflu.gov
- www.who.int
- www.cdc.gov
- www.dhs.gov
- www.aetna.com

For more information regarding ACS' HR Pandemic Preparedness Plan, or for any questions or concerns, please contact the HR Pandemic Team at Pandemic.Questions@acs-inc.com.

Validation Checklist for Business Continuity Plans

Please use the following checklist as a guideline to ensure your existing business continuity plans contain, at a minimum, the following items:

1. Verify Recovery Team Structure
 - Identify Team Leader
 - Identify Alternate Team Leaders
 - Identify Team Members
 - Identify Team Responsibilities
2. Develop Recovery Time Line
 - Initial response and assessment (notification trees for your business function)
 - Business function recovery steps
 - Identify applications and data for recovery
 - Identify network recovery needed (Internet Access, connection to other ACS facilities)
3. Define Other Functions Associated With This Team
 - Critical contacts (Vendors, Other ACS locations)
 - Damage assessment activities
4. Application Prioritization
 - Identify application restoration priority and critical time frame(s)
5. Define Basic Resumption Strategy
 - Identify potential alternate locations for resumption activities (e.g. company owned facilities where work can be transferred)
 - Identify number of staff who could potentially work from home during an event and what equipment would be necessary to accommodate them (e.g. laptops, VPN connection) Identify required changes to current policies or procedures.
6. Training and Awareness
 - Employee responsibilities during an event

1.1.1 Federal Government Pandemic Flu Response Stages

PANDEMIC INFLUENZA			
WHO Global Pandemic Phases and the Stages for Federal Government Response			
WHO Phases		Federal Government Response Stages	
INTER-PANDEMIC PERIOD			
1	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 disease is considered to be low.	0	New domestic animal outbreak in at-risk country
2	No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.		
PANDEMIC ALERT PERIOD			
3	Human infection(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact.	0	New domestic animal outbreak in at-risk country
		1	Suspected human outbreak overseas
4	Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.	2	Confirmed human outbreak overseas
5	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).		
PANDEMIC PERIOD			
6	Pandemic phase: increased and sustained transmission in general population.	3	Widespread human outbreaks in multiple locations overseas
		4	First human case in North America
		5	Spread throughout United States
		6	Recovery and preparation for subsequent waves

Figure 15-6 Federal Government Pandemic Flu Response Stages

PANDEMIC INFLUENZA

Stages of Federal Government Response

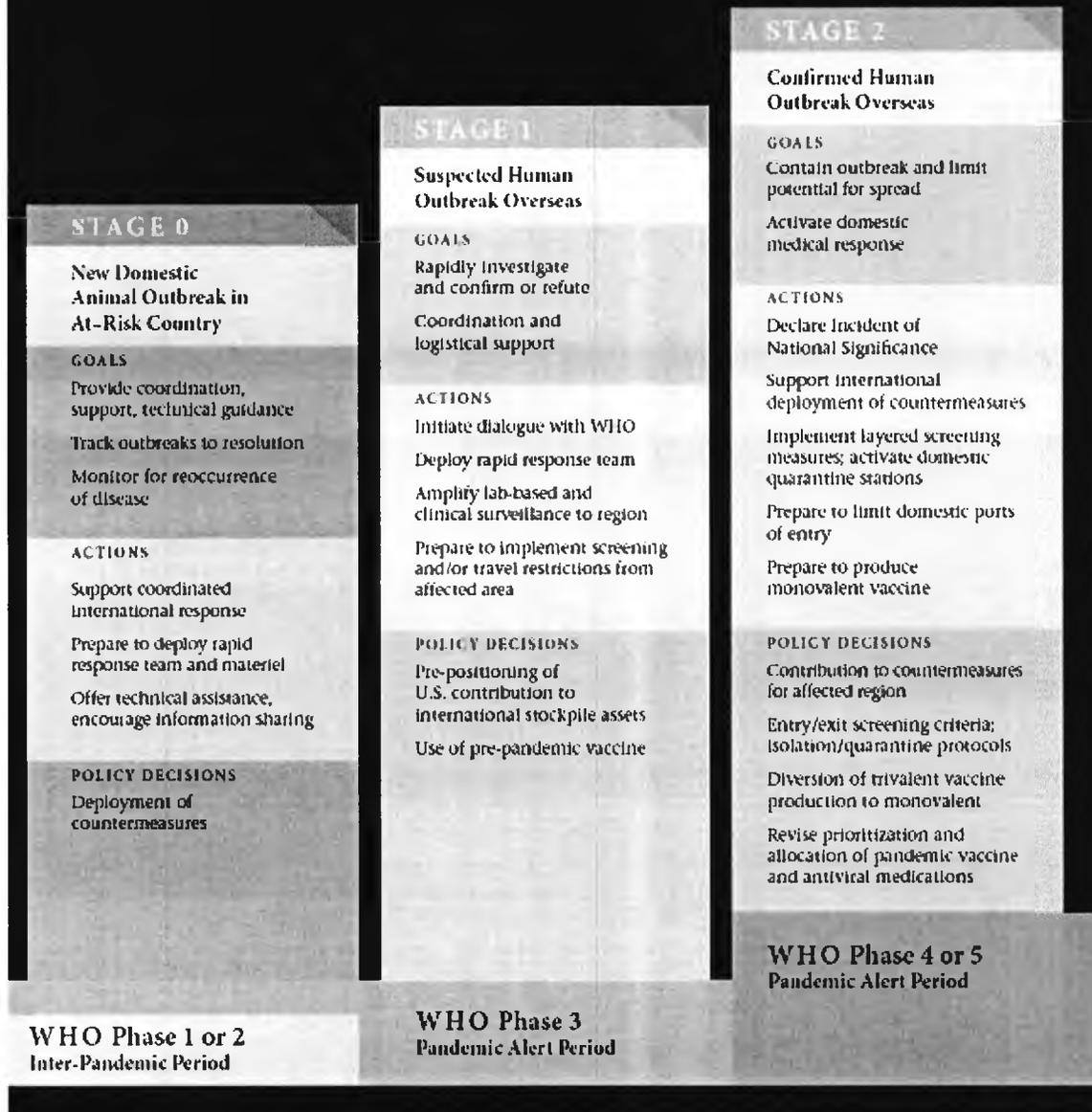


Figure 15-7 Stages 0-2 of Federal Government Response

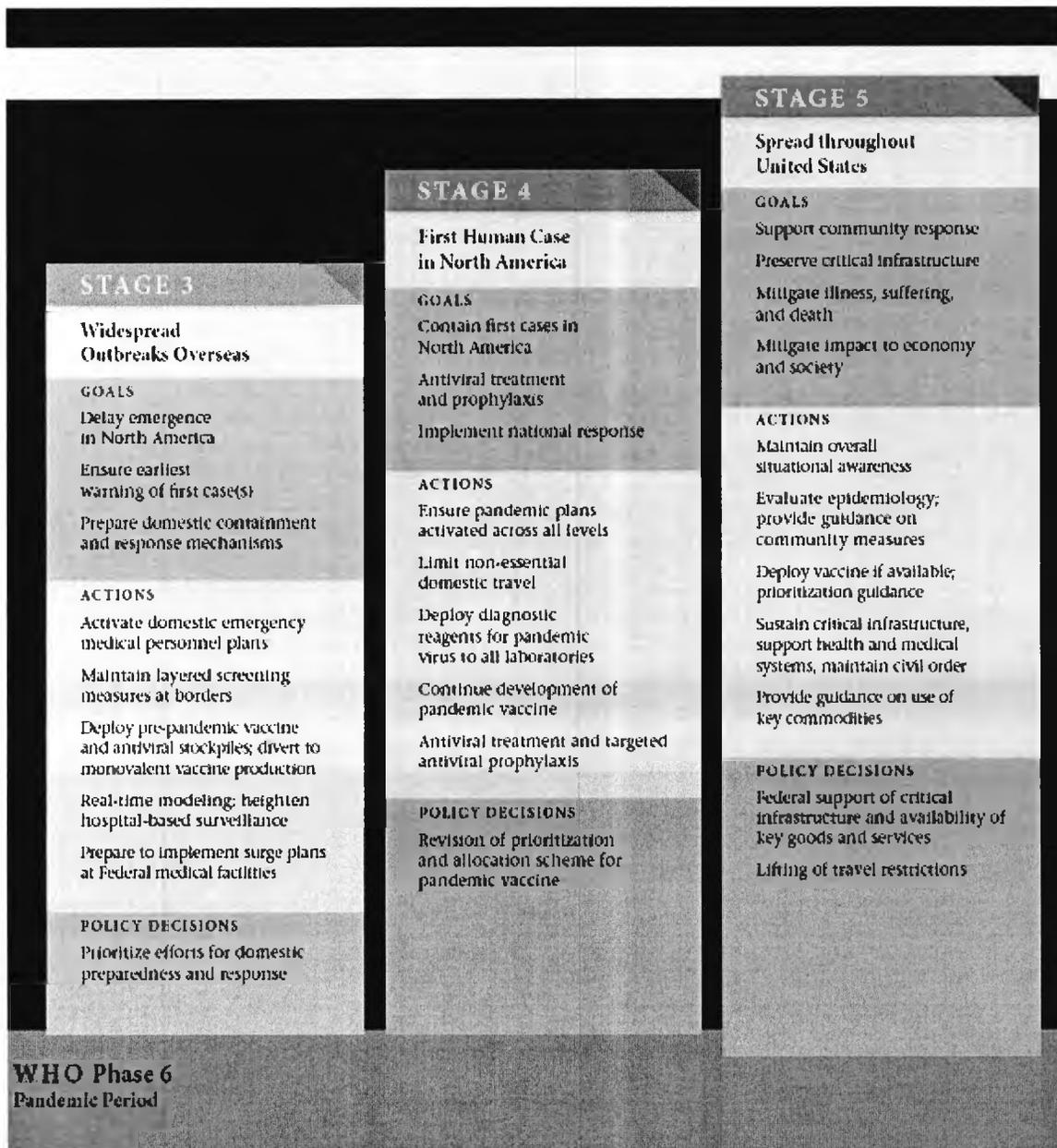
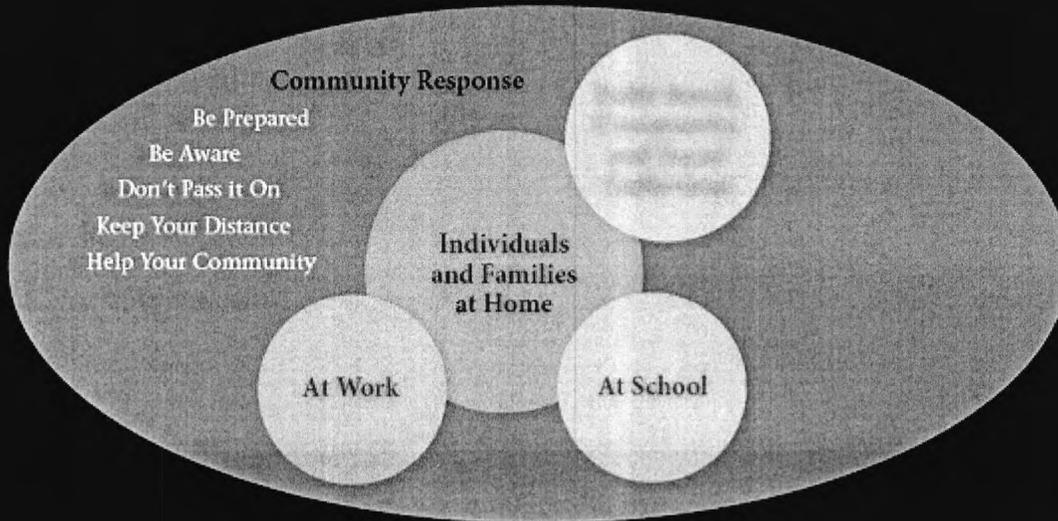


Figure 15-8 Stages 3-6 of Federal Government Response

PANDEMIC INFLUENZA

Individual, Family, and Community Response to Pandemic Influenza



Response	Individuals and Families	At School	At Work	Faith-Based, Community, and Social Gatherings
Be Prepared	Review Individuals and Families Planning Checklist www.pandemicflu.gov	Review School Planning Checklists www.pandemicflu.gov	Review Business Planning Checklist www.pandemicflu.gov	Review Faith-Based and Community Organizations Preparedness Checklist www.pandemicflu.gov
Be Aware	Identify trusted sources for information; stay informed about availability/use of antiviral medications/vaccine	Review school pandemic plan; follow pandemic communication to students, faculty, and families	Review business pandemic plan; follow pandemic communication to employees and families	Stay abreast of community public health guidance on the advisability of large public gatherings and travel
Don't Pass it On	If you are ill—stay home; practice hand hygiene/cough etiquette; model behavior for your children; consider voluntary home quarantine if anyone ill in household	If you are ill—stay home; practice hand hygiene/cough etiquette; ensure sufficient infection control supplies	If you are ill—stay home; practice hand hygiene/cough etiquette; ensure sufficient infection control supplies	If you are ill—stay home; practice hand hygiene/cough etiquette; modify rites and religious practices that might facilitate influenza spread
Keep Your Distance	Avoid crowded social environments; limit non-essential travel	Prepare for possible school closures; plan home learning activities and exercises; consider childcare needs	Modify face-to-face contact; flexible workate (telework); flexible work hours (stagger shifts); snow days	Cancel or modify activities, services, or rituals; follow community health social distancing recommendations
Help Your Community	Volunteer with local groups to prepare and assist with emergency response; get involved with your community as it prepares	Contribute to the local health department's operational plan for surge capacity of health care (if schools designated as contingency hospitals)	Identify assets and services your business could contribute to the community response to a pandemic	Provide social support services and help spread useful information, provide comfort, and encourage calm

Figure 15-9 Individual, Family, & Community Response