

# **FEB Pandemic Workshop**

Presented by the GSA Heartland Region



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# Introduction to Pandemic Planning



## Pandemic vs. COOP

- COOP Planning
  - ⇒ Localized events
  - ⇒ Essential functions only
  - ⇒ Schedule based on event/recovery
  - ⇒ Facility/infrastructure damage
- Pandemic Flu Planning
  - ⇒ Universal susceptibility to the virus
  - ⇒ Full operability desired
  - ⇒ Personnel effected (infrastructure intact)
  - ⇒ Carriers can remain unknown

## Assumptions

- Pandemic Flu
  - ⇒ Forecast is 60 (Homeland Security) to 90 (World Health Organization) days
  - ⇒ Greater than 2 percent mortality rate (6 million U.S. Citizens)
  - ⇒ 30 percent illness rate
  - ⇒ 40 percent absenteeism
  - ⇒ Reducing contact by 30 percent will decrease infection probability by 30 percent
  - ⇒ Flu season begins on October 1

## Government Planning

- Federal Government
  - ⇒ Must enlist cooperation and support of workforce (mass communication is vital)
  - ⇒ Three deep succession or more needed
  - ⇒ Plan to maintain full operability for as long as possible
  - ⇒ Ensure that essential functions are met at all costs (up to and including devolution)

## Resources

- Guidance, Authorities and References
  - ⇒ National Strategy for Pandemic Influenza  
<http://www.whitehouse.gov/homeland/pandemic-influenza.html>
  - ⇒ Federal Preparedness Circular  
[http://www.fema.gov/txt/government/coop/fpc65\\_0604.txt](http://www.fema.gov/txt/government/coop/fpc65_0604.txt)
  - ⇒ HHS Pandemic Plan  
<http://www.hhs.gov/pandemicflu/plan/>
  - ⇒ OPM Pandemic Guidance  
<http://www.opm.gov/pandemic/index.asp>
  - ⇒ Telework
  - ⇒ Human Capital Flexibilities

## NOTES

# Introduction to Pandemic Planning



## Pandemic Mitigation

- Fundamentals of Pandemic Response:
  - ⇒ Communication (educate, recruit and mobilize)
  - ⇒ Hygiene, Cleaning
  - ⇒ Social Distancing in the office

## Management Matrix

- See *Appendix A* for the most current GSA Management Matrix
- Organization of the Matrix
  - ⇒ Core Business Components
    1. Chief Executive
    2. Emergency Coordinator
    3. Communications
    4. Facilities
    5. Human Resources
    6. Finance
    7. Chief Information Officer
    8. Legal
    9. Business Lines
  - ⇒ Trigger Events
    1. Immediate Action
    2. Animal Outbreak in North America (AONA)
    3. Human Outbreak Overseas (HOO)
    4. Human Outbreak in North America (HONA)
    5. First Wave Pandemic Flu
    6. Follow-On Waves of Pandemic Flu

## Standard Operating Procedures

- Procedures that support the core business components
- Developed by agency experts now so that they may be followed by successors in the event of a pandemic

## NOTES



## Standard Operating Procedures

- SOPs support the core business components
- Each business component has its own SOPs
- SOPs are established in order to prepare the workforce, pre-establish plans, marshal resources, and develop policies for use during a pandemic
- SOPs are developed by agency experts so that they may be followed by principals and successors in the event of a pandemic

## Actions:

### Trigger: Immediate Actions

- *EC*: Determine if ESFs will staff a Joint Field Office

### Trigger: Animal Outbreak in North America

- *EC*: Provide contracting support to meet pandemic flu surge (ESF-7)
- *EC*: Monitor situation and provide personnel (ESF-2&7)

### Trigger: Human Outbreak Overseas

- *CEO*: Cancel all non-essential travel and deployments to affected areas overseas
- *CEO*: Consider return or relocation of employees stationed or traveling overseas

### Trigger: Human Outbreak in North America

- *CEO*: Establish Regular Meetings with Senior Emergency Response Team
- *CEO*: Consider curtailing conferences and other public assemblies in federal office buildings
- *CEO*: Consider curtailing conferences and other public assemblies in federal office buildings

### Trigger: First Wave of Pandemic Flu

- *EC*: Notify the SERT via Emergency Alert and Notification System
- *CEO*: Coordinate with local officials regarding implication and response actions

## NOTES



## **Trigger: Immediate Actions**

- Enhance external communications plan to incorporate pandemic flu outbreak considerations
- Develop guidance awareness plan for employees
- Share information with federal community

## **Trigger: Animal Outbreak in North America**

- Coordinate national messages
- Identify spokesperson and subject matter expert for media response
- Determine the level of detail to release to the media/public
- Establish region-wide awareness of agency actions

## **Trigger: Human Outbreak Overseas**

- Coordinate national messages
- Update building tenants, business partners and contractors (talking points, posters)
- Update fact sheets, talking points and press releases
- Create an employee health report
- Ensure that necessary information is received from public health authorities

## **Trigger: Human Outbreak in North America**

- Coordinate national message
- Update emergency information line
- Update employee health report
- Ensure region-wide awareness of agency actions
- Publish emergency information numbers on GSA websites

## **Trigger: First Wave of Pandemic Flu**

- Draft and send media advisory alerting any reduction of activities or closed facilities
- Update emergency information line
- Update employee health report
- Ensure region-wide awareness of agency actions

## **Trigger: Follow-On Waves of Pandemic Flu**

- Update employee health report

## **NOTES**

SOPs: Appendix A, Pages 2-11



## NOTES

SOPs: Appendix A, Pages 12-21

### Trigger: Immediate Actions

- Review existing public health service (FOH) contract to identify services related to pandemic flu
- Review personal protective equipment available to and needed by contractor personnel
- Review building ventilation systems
- Review food services and identify locations where service may need to be altered
- Review existing building-specific needs for special cleaning procedures to minimize spread of flu inside facilities
- Convene tenant representatives, tenant boards, and Building Security Committees to brief the plan and discuss future steps
- Develop modification to contracts

### Trigger: Animal Outbreak in North America

- Identify parties responsible for animal control outside facility premises
- Collaborate with customers, including Building Security Committees, on facility-specific pandemic issues
- Provide maintenance and custodial customers specific guidance on cleaning and hygiene
- Develop building-specific criteria under which a building would be declared closed and off-limits
- Execute animal control contract, furnish training and guidance to contractors

### Trigger: Human Outbreak Overseas

- Modify MOU to reflect FOH program needs (if appropriate)

### Trigger: Human Outbreak in North America

- Activate additional site security and safety measures for federally-owned properties (as appropriate)
- Execute contract modifications and initiate special cleaning procedures for common areas and blood borne spill incidents
- Modify ventilation systems as applicable to minimize spread of virus in facilities
- Limit food service at identified locations
- Identify coordination requirements for alternate or additional space and telecom

### Trigger: First Wave of Pandemic Flu

- Inspect and provide guidelines to contractors with purchase of personal protective equipment as necessary to minimize spread of flu in facilities

### Trigger: Follow-On Waves of Pandemic Flu

- Reinstate food services, custodial cleaning and ventilation systems to pre-flu status following all outbreaks



## **Trigger: Immediate Actions**

- Furnish criteria to prioritize personnel eligible to receive vaccination (follow federal guidelines)

## **Trigger: Human Outbreak Overseas**

- Account for the status and well being of employees deployed/ traveling overseas
- Process change of duty station actions
- Coordinate to implement human capital flexibilities (including update of policies related to compensation for essential and nonessential employees)
- Coordinate to implement any changes of policies related to leave: annual leave, sick leave (voluntary and mandatory), liberal leave, family medical leave 9FMLA & family friendly), or excused absences
- Provide telework training to supervisors and employees
- Provide survivor benefit information and death claims to next of kin (as needed)
- Utilize hiring flexibilities to backfill vacancies (as necessary)
- Coordinate to implement any changes to telework and alternate work schedule policies
- Publicize availability of Employee Assistance Plan (EAP) services to reduce absenteeism, bring EAP counselors on work site (as needed)
- Accomplish labor relations obligation during each action

## **Trigger: Human Outbreak in North America**

- Account for the status and well being of employees deployed/ traveling nationwide

## **Trigger: First Wave of Pandemic Flu**

- Account for the status and well being of employees

## **Trigger: Follow-On Waves of Pandemic Flu**

- Account for the status and well being of employees

## **NOTES**

SOPs: Appendix A, Pages 22-23



## Trigger: Immediate Actions

- *LEGAL*: Review contract defaults
- *LEGAL*: Establish procedures for building closure and usage in affected areas
- *LEGAL*: Publish guidance for other than full and open competition
- *FINANCE*: Assess and take action to resolve employee travel issues that may arise

## Trigger: Human Outbreak in North America

- *FINANCE*: Coordinate any needed purchase or travel credit cards (including emergency raising of limits and issuing emergency purchase cards to new cardholders)
- *FINANCE*: Operate systems for processing essential finance functions (pay and collections)

## NOTES

SOPs: Appendix A, pages 24-48



## **Trigger: Immediate Actions**

- Identify employees who are capable of continuing operations from their home
- Identify additional employees who need to work from home and train them to do so (plan for additional equipment)

## **Trigger: Animal Outbreak in North America**

- Operate and maintain the agency enterprise infrastructure operation
- Receive and disseminate IT security information
- Establish links to pandemic information on local websites for employees
- Assist with helpdesk support
- Initiate a “work-at-home” systems test
- Test infrastructure capacity
- Perform a security test (work-at-home systems)
- Prepare for temporary contract staffing

## **Trigger: Human Outbreak in North America**

- Ensure employee emergency contact information is current
- Software updates on all workstations (verification of configuration records)

## **Trigger: First Wave of Pandemic Flu**

- Monitor helpdesk calls for capacity issues

## **Trigger: Follow-On Waves of Pandemic Flu**

- Establish additional RAS accounts if needed

## **NOTES**

SOPs: Appendix A, Page 49



## **(TELECOM) Trigger: Human Outbreak in North America**

- Provide Area Telecommunication Manager support for customers
- Provide teleconferencing support
- TOPS billing — telecom ordering and payment system
- Switch maintenance support for GSA-owned switches
- Assess and resolve local trunking (dial-tone services) and long distance calling problems

## **(SUPPLY & FLEET) Trigger: Immediate Actions**

- Develop and make available pandemic products catalog for supplies that can be provided by GSA
- Consider modification to contracts allowing Call Center employees to work from home

## **(SUPPLY & FLEET) Trigger: Animal Outbreak in North America**

- Identify appropriate vehicle needs to support other agencies
- Actively distribute pandemic products catalog for supplies that can be provided by GSA
- Identify alternate shipping means if transport trucks are unavailable

## **(SUPPLY & FLEET) Trigger: Human Outbreak Overseas**

- Ensure GSA's contracts support Federal Travel Regulations
- Review Emergency Lodging Program to ensure it covers evacuations and mobilizations

## **(SUPPLY & FLEET) Trigger: Human Outbreak in North America**

- Monitor availability of contract transportation resources, track service areas not available

## **(SUPPLY & FLEET) Trigger: First Wave of Pandemic Flu**

- Support and coordinate contingency systems to assure delivery of essential services
- Monitor transportation pipeline to assure supplies meet delivery requirements
- Assess and coordinate additional contractor support for fleet card
- Raise fleet card limit (if necessary)
- Deepen 24/7 emergency order processing (consider staffing call centers with shifts)
- Implement prioritization process to respond to increased pandemic supply requests

## **NOTES**

SOPs: Appendix A, Pages 50-58



## What to Expect of GSA During a Pandemic

- GSA will remain proactive in coordinating building-wide mitigation and response activities
- Building common areas will receive special cleaning
- Facility managers will actively participate in Tenant Board Meetings and Building Security Meetings to provide guidance, enlist support and field response enhancement requests
- GSA will work with building support service on mitigation and response procedures

## What NOT to Expect of GSA During a Pandemic

- Trigger your agency's response
- Initiate your agency's personnel response and protocols
- Initiate telework procedures
- Enhance services within your agency's workspace unless supported by your agency

## Next Steps

- Review the DHS Strategic plan and GSA operational plan
- Prepare to remain fully operational, but prioritize mission critical activities
- Create a plan and educate your employees
- Focus on Standard Operating Procedures

## NOTES

# Appendix A

Standard Operating Procedures



# Appendix B

GSA's Management Matrix

