



Pandemic Influenza Preparedness & Response Plan for:

Pandemic Influenza Plan for Faith-Based Organizations

Introduction

In preparation for a potential pandemic influenza, government officials strongly recommend that all individuals, government and business entities, and community organizations and agencies take appropriate measures to minimize the impact of a pandemic outbreak. The purpose of this *Pandemic Influenza Plan Template* is to recommend a series of action steps that places of worship should take in response to potential pandemic outbreak within their local community. The template format is designed to facilitate the development of such a plan.

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Potential Impact of a Pandemic on a Faith-Based Organization

- a. Many members of the faith-based community will become sick and some will die. The demand for spiritual counseling and support is likely to increase significantly at a time when the capacity of the organization to provide such support is compromised (due to a high absentee rate among flu-impacted staff and volunteers, plus prudent social distancing practices to minimize spreading the disease).
- b. Normal functions and activities will be disrupted by the necessity to minimize spreading the disease. The impact could be very significant if social distancing policies are enacted within the community. Worship services and other activities might need to be curtailed for an extended period of time.
- c. Additional demands are likely to be placed on faith-based organizations including the need for:
 - Expanded communication capabilities to maintain contact with members during a pandemic influenza outbreak. This might include websites, flyers, local newspaper announcements, pre-recorded widely distributed phone messages, etc.
 - Expanded health ministry activities to extend timely and factual information on pandemic influenza to staff, organizational members, and persons in the communities. This includes plans to distribute materials with basic information about pandemic influenza: signs and symptoms, how it is spread, ways to protect yourself and your family, family preparedness plans, and how to care for ill persons at home.
 - Expanded community-outreach activities to minister to persons with special needs (e.g. elderly, disabled, limited English speakers).
- d. Places of worship are likely to encounter economic consequences during a pandemic influenza outbreak including:
 - Potential budget reductions due to reduced capacity of flu-impacted members to honor pledges and other giving.
 - Potential loss of productivity from flu-impacted staff members and volunteers.
 - Potential increased costs to maintain critical functions during a pandemic, including printing and mailing for enhanced communications with members, expenses for alternative worship delivery systems such as radio or TV ministry, etc.

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Steps to Developing a Pandemic Influenza Preparedness and Response Plan For Your Faith-Based Organization¹

- Step 1** Establish a Pandemic Influenza Planning Committee with the responsibility to develop, maintain and put into action an influenza pandemic preparedness and response plan.
- Step 2** Determine the potential impact of a pandemic outbreak on your organization's usual activities and services.
- Step 3** Develop contingency plans for the performance of all critical functions of your faith-based organization during a pandemic flu outbreak.
- Step 4** Develop contingency plans to extend timely and factual information on pandemic influenza to your staff, organizational members, and persons in the communities.
- Step 5** Develop contingency plans for crisis communications during a pandemic influenza outbreak. Develop tools to communicate information about pandemic status and your organization's actions.
- Step 6** Identify persons with special needs (e.g. elderly, disabled, limited English speakers) and be sure to include their needs in your response and preparedness plan.
- Step 7** Develop contingency plans to coordinate your pandemic influenza preparedness and response plans with external organizations and agencies. This includes working with public health agencies, emergency responders, local healthcare facilities and other faith-based and community organizations.
- Step 8** Share information about your pandemic preparedness and response plan with staff, organizational members, and persons in the communities that you serve.

¹ These eight steps listed are modified from the following source:
<http://www.pandemicflu.gov/plan/community/faithcomchecklist.html#1>

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STEP 1

CONTACT INFORMATION

Organization Name

Address

City State Zip Code

Telephone Number Alternative Number

Fax E-mail

Web Site

The following person is delegated the primary responsibility to develop, maintain, and implement a pandemic preparedness and response plan and will serve as the organization’s spokesperson in case of a pandemic influenza outbreak

Name (Primary Pan Flu Manager) Position

Work Phone Cell Phone

Home Phone E-mail Address

If the primary person is unable to serve, the person below will assume this responsibility

Name (Secondary Pan Flu Manager) Position

Work Phone Cell Phone

Home Phone E-mail Address

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Pandemic Influenza Planning Committee

Team Member	Title

Key External Contacts (including public health officials, emergency management agencies, key government agencies, local health-care agencies, disaster relief agencies, key social service agencies, others....)

Agency	Contact Name
Phone	E-mail Address
Agency	Contact Name
Phone	E-mail Address
Agency	Contact Name
Phone	E-mail Address
Agency	Contact Name
Phone	E-mail Address
Agency	Contact Name
Phone	E-mail Address
Agency	Contact Name
Phone	E-mail Address

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STEP 2

Determine the potential impact of a pandemic outbreak on your organization’s critical activities and services

In the space provided below, list the primary functions performed by your organization that would be impacted if a severe pandemic outbreak occurred in your community (i.e. worship services, youth education, funerals, weddings, etc.). *Note: Once the primary functions have been listed, identify which ones are critical functions and must be carried out in the event of a pandemic. In Step 3, you will develop a contingency plan for each of the critical functions listed below. Make a copy of the form provided in Step 3 for each function.*

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____
- 11. _____
- 12. _____
- 13. _____
- 14. _____
- 15. _____

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STEP 3

Develop contingency plans for the performance of all critical functions of your place of worship during a pandemic flu outbreak (Duplicate Step 3 as much as needed).

1. Name and description of key function

2. List of personnel (and back-up personnel) for the performance of this function (can be individual(s) typically responsible for this function under normal circumstances)

Name	Position

3. Summarize the likely impact if this function was disrupted by recommended social distancing practices over an extended period of time. If necessary, identify needs and opportunities to cross-train staff and volunteers to perform this critical function.

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4. Follow up with an analysis of alternative approaches, if any, to maintain the performance of this function during the pandemic outbreak. If necessary, identify needs and opportunities to alter normal practice of this critical function which would help to reduce transmission of the flu.

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STEP 4

Develop contingency plans to extend timely and factual information on pandemic influenza to your staff, organizational members, and persons in the communities.

The following person is delegated the primary responsibility to develop a public information and dissemination plan with the capability to extend timely and factual information on pandemic influenza to your staff, organizational members, and persons in the communities.

_____	_____
Name (Primary)	Position
_____	_____
Work Phone	Cell Phone
_____	_____
Home Phone	E-mail Address

If the primary person is unable to serve, the person below will assume this responsibility

_____	_____
Name (Secondary)	Position
_____	_____
Work Phone	Cell Phone
_____	_____
Home Phone	E-mail Address

This plan should incorporate the following tasks:

- Provide up-to-date, reliable pandemic information and other public health advisories from state and local health departments, emergency management agencies, and CDC. Make this information available to your organization and others via hard copy and/or announcements on your Web site.
- Distribute materials with basic information about pandemic influenza: ways to protect yourself and your family (e.g., respiratory hygiene and cough etiquette), family preparedness plans, the difference between seasonal flu and pandemic flu, etc.
 - **For educational resources available for download, visit**
 - **Knox County Health Department, Emergency Preparedness:**
 - www.knoxcounty.org/health 215-5093
 - **American Red Cross: www.redcross.org 584-2999**
- When appropriate, include basic information about pandemic influenza in public meetings (e.g. sermons, classes, trainings, small group meetings and announcements).
- Share information about your pandemic preparedness and response plan with staff, members, and persons in the communities that you serve.

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- Identify your organization's protocol for addressing rumors, misinformation, fear and anxiety.
- Advise staff, members, and persons in the communities you serve to follow information provided by public health authorities--state and local health departments, emergency management agencies, and CDC.

ALSO:

- Ensure that what you communicate is appropriate for the cultures, languages and reading levels of your staff, members, and persons in the communities that you serve.

Document your plans and strategies to the fullest extent possible and incorporate into your Pandemic Influenza Disaster Plan.

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STEP 5

Develop contingency plans for crisis communications during a pandemic influenza outbreak. Develop tools to communicate information about pandemic status and your organization’s actions.

The following person is delegated the primary responsibility to develop a crisis communications contingency plan with the capability to maintain continuous communication during a pandemic influenza outbreak with: employees, volunteers, members, local authorities, other faith-based organizations, vendors, and others during and after a disaster.

Name (Primary)	Position
Work Phone	Cell Phone
Home Phone	E-mail Address

If the primary person is unable to serve, the person below will assume this responsibility

Name (Secondary Crisis)	Position
Work Phone	Cell Phone
Home Phone	E-mail Address

This plan should incorporate the following needs and opportunities:

- **Employees/Volunteers:** Be prepared to provide employees with information on when, if and how to report to work during a pandemic influenza outbreak.
 - Set up a telephone call tree, password-protected page on the organization Web site, an e-mail alert, or a call-in voice recording to communicate with employees.
 - Be clear on how their jobs or tasks may be affected.
- **Organization Leaders:** Equip organizational leaders with all relevant information needed for the protection of employees, members, volunteers, and vendors.
- **Organization Members:** Update your members on how regular services have been (or could be) changed in order to adequately accommodate the situation.
 - Set up a list of local media contacts that could help you facilitate the delivery of important messages.
 - If possible, set up a designated Web page that would announce available/changed services, or list ways in which members could help.
- **Public:** It may be important to update the general public, with calm assurance, that all resources are being used to protect staff, organizational members and the community. If applicable to your organization, clearly communicate the plans that are in place for assistance during a pandemic influenza outbreak.

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- **Government:** Tell local officials what your organization is prepared to do to help in responding to an outbreak. Also communicate with local, state and federal authorities what emergency assistance is needed for you to continue essential daily activities and services.
- **Vendors:** It may be important to contact any company with which you conduct regular business how common activities may have to be changed. Maintain an up-to-date contact list for all vendors.

Document your plans and strategies to the fullest extent possible and incorporate into your Pandemic Influenza Disaster Plan.

- | |
|------------------------------------------------------------------------------------------------------------------------|
| <p>✓ The following page is intended to help you develop an organized call down procedure within your organization.</p> |
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Sample Telephone Call Tree Procedure

What is a Telephone Call Tree Procedure and Why Is It Useful?

A telephone call tree is a series of telephone calls from one person to the next used to relay specific information. An established and exercised call-down protocol can be used during emergency situations, such as a flu pandemic, to deliver urgent information to and for communication purposes among members and staff.

This sample telephone call tree procedure is intended to be adapted for use by individual places of worship, based on their own organizational structure.

Sample Telephone Call Tree Protocol					
Position/Title	Name	Phone Number	Order of Call Down	Person Initiating Call Down	Person Terminating Call Down
Primary Pan. Flu Manager			1	X	
Secondary Pan. Flu Manager			2		
Staff A			3		
Staff B			4		
Staff C			5		
Staff D...			6		X

The last person on the telephone call tree list calls the first person (in this case, the primary pandemic flu manager) after receiving his/her call in order to confirm that the call down has been successfully completed.

Alternatively, one person can be assigned to call each team member.

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STEP 6

Identify persons with special needs (e.g. elderly, disabled, limited English speakers) and be sure to include their needs in your response and preparedness plans.

The following person is delegated the responsibility to develop a community outreach ministry program that focuses on the needs of persons with special needs (e.g. elderly, disabled, limited English speakers) who may require special assistance during a pandemic influenza outbreak.

Name (Primary)	Position
Work Phone	Cell Phone
Home Phone	E-mail Address

If the primary person is unable to serve, the person below will assume this responsibility

Name (Secondary)	Position
Work Phone	Cell Phone
Home Phone	E-mail Address

The program should include:

- A list of persons with special needs that the organization is prepared to assist during a pandemic influenza outbreak
- A list of volunteers who are willing to participate on this outreach ministry initiative
- Procedures and a protocol for volunteers to maintain contact with the special needs population during the outbreak, making sure that these people receive the information and assistance that they need.

Document your plans and strategies to the fullest extent possible and incorporate into your Pandemic Influenza Disaster Plan.

✓ The following page is a form that may be helpful for persons with special needs to fill out and give back to you, so you may have it on file, and later refer back to if a need arises.

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Special Needs Assessment Form

Member Information		
First Name	Last Name	Middle Initial
Street Address	City	State
Home Phone	Cell Phone	Email Address
Do you live alone? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If you live alone and are home-bound, is there someone (such as a friend or relative) who checks in on your regularly? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you have a chronic medical condition? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you take prescription drugs regularly? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you need help getting around? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Can you cook for yourself? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you have any other special needs? Please specify.		
Emergency Contact Information		
First Name	Last Name	Middle Initial
Street Address	City	State
Home Phone	Cell Phone	Email Address

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STEP 7

Develop contingency plans to coordinate your pandemic influenza preparedness and response plans with external organizations and agencies. This includes working with public health agencies, emergency responders, local healthcare facilities and other faith-based and community organizations.

The following person is delegated the responsibility to contact other local government and/or service organizations to determine what plans they already have in place. This will help to, not only understand others' capabilities, but also coordinate your pandemic influenza preparedness and response plans during the planning process.

For example, there may be a need to use your facilities as a flu vaccination clinic, a food pantry, or perhaps even an over-flow health care or hospital facility. Additionally, there may be needs and opportunities for expanded community outreach involvement using volunteers to serve the communities in a variety of different roles (i.e., the delivery of food and other essential supplies to flu-quarantined families).

_____	_____
Name (Primary)	Position
_____	_____
Work Phone	Cell Phone
_____	_____
Home Phone	E-mail Address

If the primary person is unable to serve, the person below will assume this responsibility

_____	_____
Name (Secondary)	Position
_____	_____
Work Phone	Cell Phone
_____	_____
Home Phone	E-mail Address

Prior to exploring such needs and opportunities with external organizations and agencies, you should first assess and define the scope and nature of your organization's potential involvement in community outreach activities.

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Organization Name

Contact Name

Phone

E-mail Address

You are relying on this organization for the following assistance/guidance:

You are partnering with this organization in the following manner:

Organization Name

Contact Name

Phone

E-mail Address

You are relying on this organization for the following assistance/guidance:

You are partnering with this organization in the following manner:

Organization Name

Contact Name

Phone

E-mail Address

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You are relying on this organization for the following assistance/guidance:

You are partnering with this organization in the following manner:

Organization Name

Contact Name

Phone

E-mail Address

You are relying on this organization for the following assistance/guidance:

You are partnering with this organization in the following manner:

Organization Name

Contact Name

Phone

E-mail Address

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You are relying on this organization for the following assistance/guidance:

You are partnering with this organization in the following manner:

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STEP 8

Share information about your pandemic preparedness and response plan with staff, organizational members, and persons in the communities that you serve.

Staff and Organizational Members **# Copies**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

External Agencies / Organizations **# Copies**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

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