

# Minnesota Department of Health - Outline of Internal Continuity Communication Needs for Pandemic Influenza

- Goals:**
1. Awareness: Increase employee knowledge of the measures the Minnesota Department of Health (MDH) and its employees must take to continue to provide public health services during a pandemic.
  2. Response: Increase the ability of MDH employees to implement these measures during assessment activities or actual events.
  3. Availability: Post information targeted for "all employees" on the MDH intranet and have it available 24/7/365.

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## A. MDH continuity plans, including:

General expectations of all employees	Priority public health services will continue to be provided to the extent possible.				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guidance 2006, p. 20 <a href="http://www.doer.state.mn.us/PandemicFlu.htm">http://www.doer.state.mn.us/PandemicFlu.htm</a>
Role of agency leadership	MDH leadership will take the necessary steps to accomplish priority services				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guidance 2006, p. 20
Roles and responsibilities of specific employees	General description of priority service roles for all employees.				Prepare			MDH Continuity of Operations Plan, MDH Pandemic Influenza COOP Annex
	More detailed information and training for employees assigned to specific roles to maintain priority services				Prepare			MDH Continuity of Operations Plan, MDH Pandemic Influenza COOP Annex + job actions sheets or standard operating procedures.
	More detailed information and training, if necessary, for employees assigned to district offices.				Prepare			
	Incident command information and training for employees assigned to incident management roles				Prepare			MDH Continuity of Operations Plan, MDH Pandemic Influenza Annex, MDH All Hazards Plan + job actions sheets or standard operating procedures.
Priority public health services	General information regarding MDH priority services during an emergency.				Prepare			MDH Continuity of Operations Plan, MDH Pandemic Influenza COOP Annex
	More detailed information regarding these services.				Prepare			Central services support includes ISTM, HRM, Facilities Management, etc.
Emergency preparedness, response and recovery plans	Information regarding MDH's emergency preparedness, response and recovery plans				Prepare			MDH All Hazards Plan
Continuity plans	Information for employees about MDH's continuity plans				Prepare			MDH Continuity of Operations Plan, MDH Pandemic Influenza COOP Annex

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Communication plan	Communication plan that MDH leadership will use to communicate with employees during an emergency				Prepare			This table is our plan.
Exercise plan	Exercise plan MDH will use to assess continuity plans.				Prepare			MDH Continuity of Operations Plan in concert with emergency response exercise plan.
Agreements with contractors, suppliers and other third parties	MDH will work with contractors, suppliers, and other third parties to ensure fulfillment of mission essential requirements and supplies				Prepare			Department of Employee Relations is working with the Department of Administration regarding this issue.
	More detailed information regarding these agreements.				Prepare			See above.
MDH roles vs. roles of Local Health Departments (LHDs)	Information regarding LHD's emergency and continuity roles.				Prepare			For future discussion: if MDH cannot meet it's priority services will LHDs assist and vice versa?
MDH roles vs. roles of Healthcare System	Information regarding healthcare system roles, RHRC roles during a pandemic.				Prepare			
<b>B. Impact on labor relations, including:</b>								
Collective bargaining agreements	Certain collective bargaining agreements and plan provisions will be suspended.				Response, Recovery			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 21
	Specific information for MDH leadership or managers and supervisors				All phases			
<b>C. Changes in benefit and leave policies, including:</b>								
Use of leave, requesting leave	Leave will not be granted to employees assigned to priority services except as described in service continuation guide				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 22
Rescission of approved leave	Pre-approved leave may be canceled.				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 22

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Return to work authorization	MDH may require medical or other authorization when a previously ill employee returns to work				Respond, Recovery			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 23
Leave donation	Leave donation will be suspended during a declared emergency.				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006
Insurance and other benefits	Benefits currently in place are expected to be maintained.				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 27
Specific information regarding benefits and leave	Information for leadership or managers and supervisors				All phases			
<b>D. Changes in compensation and payroll policies, including:</b>								
Compensation	Employees who work as assigned or on approved leave will continue to be employed.				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006p. 26
Time accounting and timesheet submission	Adjustments or changes to current procedures or systems may be needed				Respond, Recovery			
Specific information regarding compensation and payroll	Information for leadership or managers and supervisors				All phases			
<b>E. Changes in performance management and work rules, including:</b>								
Performance management	Employees are expected to report to work and perform duties unless otherwise directed.				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 24, p. 29
Reassignments within MDH/Redeployments to other agencies	Appropriate measures will be taken to adequately staff the state's priority services.				Respond, Recover			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 24
Alternative work schedules	MDH may use alternative work schedules, including staggered shifts, to maintain priority services.				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 25
Telecommuting	MDH may use telecommuting to maintain priority or other services.				Prepare			MDH Telecommunicating Policy and Plan

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Inspection/investigation/field work	MDH may adopt agency-wide policies regarding employee work involving inspections and other types of on-site work to protect employees while still maintaining priority services.				Prepare			
Responding to other imminent health threats/complaints/emergencies	MDH may adopt agency-wide policies regarding employee response to imminent health threats, complaints or public health emergencies to protect employees while still maintaining priority services.				Prepare			
Travel policies	MDH may restrict employee travel to affected geographic areas.				Respond, Recover			
Recovery of services	MDH may need to alter work rules to bring public health functions back into service during the recovery phase.				Recover			
Employee return-to-work directives and instructions	MDH may need to communicate special instructions or directives to employees during the recovery phase.				Recover			
Specific information regarding performance management and work rules	Information for leadership or managers and supervisors				All phases			

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## F. Impacts on operations, infrastructure and facilities, including:

Critical agency information	Pandemic status and situational awareness.							MDH All Hazards Plan
MDH operations status	Status of agency operations and activities, including maintenance of priority services and emergency response.				Respond, Recover			MDH All Hazards Plan
LHD, other government agency operations status	Status of LHD and other local, tribal, state and federal agency operations and activities, including maintenance of priority services and emergency response.				Respond, Recover			
Healthcare system operations status	Status of healthcare system operations and activities, including maintenance of priority services and their response to the emergency				Respond, Recover			
Facility status	MDH may have to assess whether to temporarily close worksites and send staff who are not ill home.				Respond, Recover			
Facility security	Citizens may think MDH has stockpiled treatment, PPE, etc. at agency facilities.				Respond, Recover			
Maintenance and cleaning	Normal maintenance and cleaning activities at MDH facilities may cease and special instructions may need to be issued.				Respond, Recover			
Closures	Partner or other closures impacting the department and its activities will need to be announced to employees.				Respond, Recover			
Support for employees working in MDH facilities, alternate MDH facilities, or remote sites	Changes to current methods for supporting employees, including access to supplies, equipment, transportation, etc.				Respond, Recover			

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Money	Changes to current procedures or share information regarding budgets, grants, expenses, purchasing, etc.				Respond, Recover			
Information technology support	Changes to current methods or equipment.				Respond, Recover			
Data practices/information security	Remind employees working at remote sites, including home, of data practices requirements.				Respond, Recover			"Data Practices" <a href="http://fyi.health.state.mn.us/datapractices/index.html">http://fyi.health.state.mn.us/datapractices/index.html</a>
Communications technology and use	Changes to current methods or equipment.				Respond, Recover			
Priorities for use of facilities, equipment and other resources	Changes designed to maintain priority services or to maintain other state agency priority services.				Respond, Recover			
Communicating with media and others	Remind employees of procedures regarding communications with media and others external to MDH.				Respond, Recover			
Specific information regarding operations, infrastructure and facilities	Information for leadership, managers and supervisors and central services employees.				All phases.			

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## G. Impacts on employee health and safety, including:

Pandemic influenza information	Information for employees regarding a potential pandemic, including signs and symptoms, modes of transmission, potential impact)				Prepare			"Pandemic Basics" <a href="http://www.health.state.mn.us/divs/idepc/diseases/flu/pandemic/basics.html">http://www.health.state.mn.us/divs/idepc/diseases/flu/pandemic/basics.html</a> "Infection Control" <a href="http://www.health.state.mn.us/divs/idepc/dtopics/infectioncontrol/cover/">http://www.health.state.mn.us/divs/idepc/dtopics/infectioncontrol/cover/</a> State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 28, p. 30
Pandemic influenza waves, phases, etc.	Information regarding the variety of waves, phases, etc. to describe a pandemic event, including WHO, Federal, CDC, MN, etc.				Prepare			Federal Guidance to Assist States in Improving State-Level Pandemic Influenza Operating Plans, March 18, 2008, p. 15 <a href="http://www.pandemicflu.gov/news/guidance031108.pdf">http://www.pandemicflu.gov/news/guidance031108.pdf</a>
Individual/Family emergency plans	Encourage employees to develop individual/family emergency plans.				Prepare			"Pandemic Basics" <a href="http://www.health.state.mn.us/divs/idepc/diseases/flu/pandemic/basics.html">http://www.health.state.mn.us/divs/idepc/diseases/flu/pandemic/basics.html</a>
Individual/Family protection strategies	Strategies for preventing the spread of influenza at home.				Prepare			Pandemic Basics <a href="http://www.health.state.mn.us/divs/idepc/diseases/flu/pandemic/basics.html">http://www.health.state.mn.us/divs/idepc/diseases/flu/pandemic/basics.html</a>
Infection control	Procedures for preventing the spread of influenza at work including respiratory hygiene, cough etiquette, exclusion of ill staff, cleaning, etc.				Prepare			"Infection Control" <a href="http://www.health.state.mn.us/divs/idepc/dtopics/infectioncontrol/index.html">http://www.health.state.mn.us/divs/idepc/dtopics/infectioncontrol/index.html</a> "Standard Precautions, Respiratory Hygiene, and Cough Etiquette During an Influenza Pandemic" <a href="http://www.health.state.mn.us/divs/idepc/diseases/flu/avian/hcp/standard.html">http://www.health.state.mn.us/divs/idepc/diseases/flu/avian/hcp/standard.html</a> State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 30
Monitoring for illness	Procedures for monitoring employees for illness.				Respond, Recover			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 36
Reporting "wellness" status (ill, recovered, able to return to work, etc.)	Procedures for employees, supervisors or others to report their personal status.				Respond, Recover			Internet tool being developed by the Department of Employee Relations

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Sending ill employees home	If employee presents symptoms, MDH has authority to require employee to immediately leave the workplace				Respond, Recover			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006
Social distancing	Procedures for employee contact control				Respond, Recover			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 30
Classifying employee exposure to pandemic influenza	Tool used for classifying employee exposure to pandemic influenza at work; use of this tool to determine use of personal protective equipment or other measures.				Prepare			U.S. Department of Labor, Occupational Safety and Health Administration's "Guidance on Preparing Workplaces for an Influenza Pandemic." <a href="http://www.osha.gov/Publications/OSHA3327pandemic.pdf">http://www.osha.gov/Publications/OSHA3327pandemic.pdf</a>
Engineering controls	Procedures for using barriers, changes to heating, ventilating and air conditioning systems, or other engineering controls to prevent the spread of influenza.				Prepare			
Use/non-use of personal protective equipment	Policies and procedures regarding the use of personal protective equipment or informing staff that PPE will not be available and other protective measures to use.				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 35 "Respiratory Protection e-Tool" <a href="http://www.osha.gov/SLTC/etools/respiratory/">http://www.osha.gov/SLTC/etools/respiratory/</a> "Respiratory Protection Program" <a href="http://www.health.state.mn.us/divs/idepc/dtopics/infectioncontrol/rpp/index.html">http://www.health.state.mn.us/divs/idepc/dtopics/infectioncontrol/rpp/index.html</a>
Use/non-use of anti-virals	Policies and procedures for the provision of anti-virals to employees or informing employees that anti-virals will not be available.				Prepare			State of Minnesota - State Agency Pandemic Service Continuation Guide 2006, p. 38
Specific information regarding employee health and safety	Information for leadership or managers and supervisors				All phases.			

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**H. Availability of Employee Assistance, including:**

Determining impact on employees and family	Manager/supervisor follow-up needed to determine impact on employees and their families.				Recover			
Bereavement and behavioral health support services	Behavioral health and other resources available to employees.				Recover			
Specific information regarding employee assistance	Information for leadership or managers and supervisors				All phases.			

**I. Education and Training Opportunities**

Pandemic influenza information	Announcements for pandemic influenza informational or educational opportunities				Prepare			
Continuity information	Announcements for continuity of operations informational or educational opportunities or exercises				Prepare			