



## Avian and Pandemic Flu Preventive Measures: Maintaining Operational Continuity



**Description**—This course discusses preventive measures that will be necessary to maintain operational continuity in the presence of a global pandemic and focuses on developing a continuity plan; maintaining necessary lines of communication both within an organization and outside an organization; identifying those actions that protect human resources; and surviving shortages, transportation issues, and civil disorder to remain operationally sound. The course is applicable to any business, governmental, nongovernmental, or volunteer organization.

Upon successful completion of this avian and pandemic flu course you will receive a Certificate of Completion from NEHA and 2.5 continuing education contact hours. The certificate will be available to you automatically online when you achieve course completion (as detailed within the course).

**Key Issues**—The course addresses the following key issues:

### **Nature of the Threat**

- Definition of a pandemic
- How a pandemic may develop
- Understanding the magnitude of this threat

### **Operational Survival**

- What will happen to your workforce
- Potential supply-chain disruption
- Transportation disruption
- Communication disruption
- Critical infrastructure disruption
- Potential for large-scale civil disorder

### **Continuity Planning**

- What should a plan address
- Controlling and minimizing the impact of prolonged disruption
- Exercising the plan
- Where to get additional information

### **Communication Strategies**

- Elements of a communications plan
- How to maintain communications
- What should be communicated
- Timely communications
- Collaboration within a broad community of stakeholders
- The role of information technology resources

### **Human Resource Strategies**

- Recognize that everyone will face added responsibilities in the workplace, at home, and in the community
- Need for employee participation in planning
- Implementing guidelines and protocols to control spread of the flu virus in the workplace
- Need to articulate clear policies regarding sick leave, other absences from the workplace, and compensation
- Need to articulate clear policies regarding business travel
- Need for contingency plans to close business locations and transfer functions to other locations

#### Public Sector Contact

Stephanie McKay 303-347-2308 ext 103  
smckay@nexportsolutions.com

#### Private Sector Contact

Lindsey Schmidt 303-347-2308 ext 104  
lschmidt@nexportsolutions.com



## Avian and Pandemic Flu Preventive Measures: Maintaining Operational Continuity



**Duration:** 2.5 hours

**Continuing-Education Contact Hours:** 2.5

This course is part of a series of courses addressing Avian and Pandemic Influenza jointly developed by NexPort Solutions and the National Environmental Health Association (NEHA). For more information please go to [www.nexportsolutions.com/neha](http://www.nexportsolutions.com/neha).

Public Sector Contact  
Stephanie McKay 303-347-2308 ext 103  
smckay@nexportsolutions.com

Private Sector Contact  
Lindsey Schmidt 303-347-2308 ext 104  
lschmidt@nexportsolutions.com