

Influenza Pandemic Preparedness Plan



Omni*Te*l Communications

October 1, 2009
3rd Revision

Omni*Tel* Communications Business Pandemic and Recovery Plan

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Executive Summary

Business continuity means ensuring that essential business functions can survive a natural disaster, technological failure, human error, or other disruption. Many existing business continuity plans anticipate disruptions such as fires, earthquakes, and floods; these events are restricted to certain geographic areas, and the time frames are fairly well defined and limited. Pandemic flu, however, demands a different set of continuity assumptions since it will be widely dispersed geographically and potentially arrives in waves that could last several months at a time.

Depending on the flu strain and based on previous pandemics, public health officials project cumulative absentee rates of 25-30 percent over three to four months. Absentees will include sick employees, and those who must care for others who are sick. Fear will also impact rates of absenteeism.

If a pandemic flu strikes, government health officials will issue information, warnings and work with the media to disseminate advice on how to avoid becoming ill. Company managers, human resource departments, and employees should pay close attention to the guidance provided by local and state health departments.

In a worse case scenario, “business as usual” may cease. Government health officials may have to implement dramatic measures, including shutting down certain businesses that involve high levels of interaction with the public, such as restaurants and theatres. Health officials may also have to restrict travel, cancel public events such as concerts or sports, and close schools.

The size and type of business will be the deciding factors for the type of plan that a business needs to develop. Omni *Te*’s business continuity plan for a pandemic includes the following components at a minimum:

- **Provide each employee the resources to prepare themselves or their families**
- **Prevent/minimize the spread of influenza in the workplace**
- **Monitor worker absentee rates**
- **Create a system to notify/share the information with workers during pandemic event**
- **Develop a plan to address essential resources to maintain operations**

Omni *Te*/ Communications has developed a pandemic plan with to ensure that Omni *Te*/ Communications and its employees will meet and overcome the challenges presented by a pandemic flu event.

Omni*Te*l Communications Pandemic Team

In June 2006 a pandemic team was formed at Omni*Te*l Communications. Team members were selected with the goal of achieving representation from all facets of Omni*Te*l's business scope within the pandemic team. The Pandemic Team was assigned the task of developing a Business Pandemic Preparedness and Recovery Plan.

Pandemic Team Members

Name	CEO Omni <i>Te</i> l Communications 608 E. Congress Nora Springs, Iowa 50458 641-749-2531
Name	Manager Omni <i>Te</i> l Communications 608 E. Congress Nora Springs, Iowa 50458 641-749-2531
Name	Plant Manager 608 E. Congress Nora Springs, Iowa 50458 641-749-2531
Name	Data/IT 608 E. Congress Nora Springs, Iowa 50458 641-749-2531
Name	Sales/Community Relations 608 E. Congress Nora Springs, Iowa 50458 641-749-2531
Name	Customer Service Manager 608 E. Congress Nora Springs, Iowa 50458 641-749-2531
Name	Sales Manager/Pandemic Team Leader 608 E. Congress Nora Springs, Iowa 50458 641-749-2531

Omni*Te*/ Communications Pandemic Plan Objectives

Omni*Te*/ Communications has created a pandemic plan for continuity of operations in the event of a pandemic. The goals and objectives of the plan are:

- Continue to operate effectively if key employees are out for long periods, or even permanently.
- Continue to operate effectively if our suppliers/vendors businesses are disrupted.
- Continue to operate effectively with minimal contact between employees, customers, and suppliers for prolonged periods.
- Optimize employee health in the event of a pandemic, through utilization of an employee health education plan.
- Provide clear, concise pandemic information to employees, customers, and vendors through utilization of a communications plan.
- Create a competitive advantage during the pandemic and after the recovery.
- Keep existing and gain new customers.

Swift, agile, decisive, and coordinated action based on accurate information and advanced preparedness planning, before the appearance of influenza in the local area is critical.

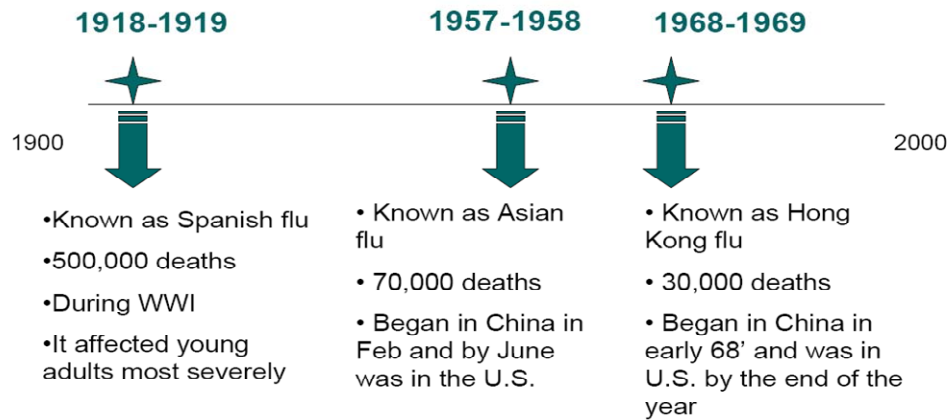
Pandemic Team Mission Statement – Develop and implement a plan to ensure that Omni*Te*/ Communications and its employees will meet and overcome the challenges presented by a pandemic flu event.

Pandemic Background Information

An influenza pandemic is an occurrence of viral disease encompassing a very wide area; it is usually used in reference to an infection involving the whole world. In the last century this happened three times: 1918 (Spanish Flu), 1957 (Asian Flu) and 1968 (Hong Kong Flu). Historians and epidemiologists estimate that the 1918 pandemic killed 50,000,000 people worldwide, including 500,000 in the United States. The 1957 and 1968 pandemics took fewer lives: the 1957 pandemic killed approximately 70,000 people in the United States and the 1968 pandemic killed approximately 34,000 in the United States.



Pandemics of the 20th Century



Pandemic Defined

- A pandemic is a global disease outbreak
- An influenza pandemic occurs when a new influenza A virus emerges for which there is little or no immunity in the population, begins to cause serious illness and then spreads easily person-to-person worldwide



Characteristics and Challenges of a Pandemic

- Rapid worldwide spread
- Healthcare systems overloaded
- Medical supplies inadequate
- Economic and social disruption



Infectious disease experts at the World Health Organization (WHO) and the U.S. Dept. of Health and Human Service's Centers for Disease Control (CDC) expect a new influenza virus identified as H5N1 (also known as "Avian Influenza" or "Bird Flu") to be the likely cause of the next influenza pandemic. It has shown itself to be very adaptable and very deadly. As of the date of this report, the H5N1 virus has killed approximately 57 percent of those infected, most of who have been under the age of 40 years.



Avian Flu – The Next Pandemic Threat?

- There has been 229 confirmed cases of Avian Flu since 2003
- Of these confirmed cases 131 deaths have occurred
- Avian flu has been confirmed in 10 countries
- Avian flu is not being transferred from human to human at this time





Flu Types

Seasonal Flu - or common flu	Seasonal influenza is a respiratory illness that can be transmitted person to person. Most people have some immunity, and a vaccine is available.
Avian Flu - or bird flu	Avian flu is caused by influenza viruses that occur naturally among wild birds. The H5N1 variant is deadly to domestic fowl and can be transmitted from birds to humans. There is no human immunity and no vaccine is available.
Pandemic Flu	Pandemic flu is virulent human flu that causes a global outbreak, or pandemic, of serious illness. Because there is little natural immunity, the disease can spread easily from person to person. Currently, there is no pandemic flu.

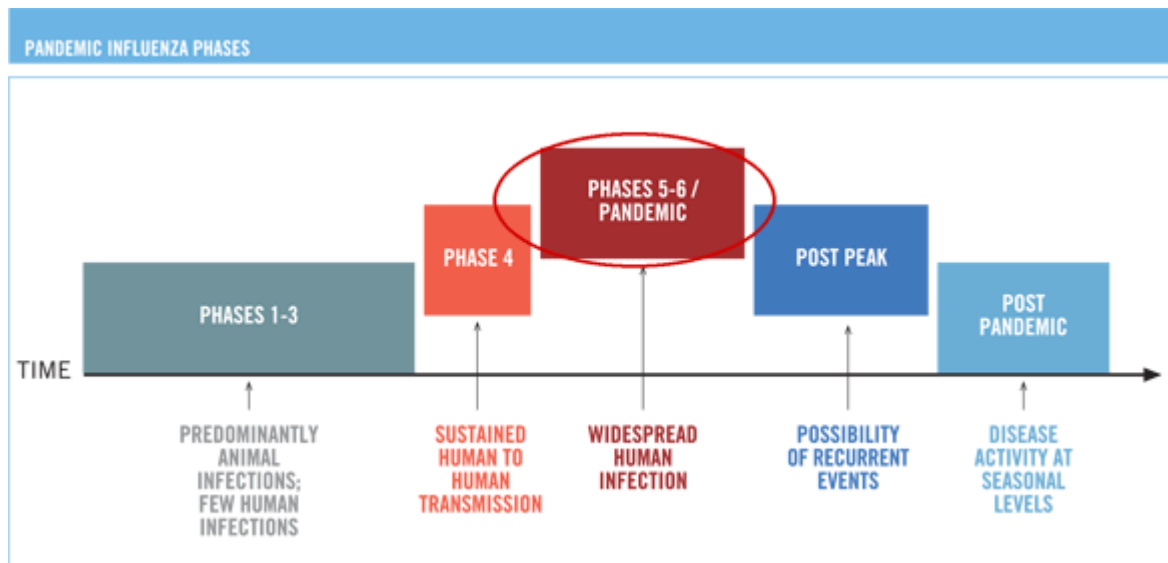


Summary

- Scientists think we are overdo for a Flu Pandemic
- The strength and duration of Pandemics is not known
- Current Avian Flu statistics and news is not good
- World population and density could contribute to the severity
- Global Economic and mobility issues



Influenza viruses such as H5N1 go through several phases of mutation as they progress toward the ability to cause a pandemic. The first phase is establishment within an avian population (almost all influenza viruses begin in birds; the fact that this strain is being called “Bird Flu” is somewhat misleading). Most viruses never pass beyond bird-to-bird transmission and those viruses pose no threats to humans. The influenza viruses that do become threats to humans pass through the following additional phases:



In nature, influenza viruses circulate continuously among animals, especially birds. Even though such viruses might theoretically develop into pandemic viruses, in **Phase 1** no viruses circulating among animals have been reported to cause infections in humans.

In **Phase 2** an animal influenza virus circulating among domesticated or wild animals is known to have caused infection in humans, and is therefore considered a potential pandemic threat.

In **Phase 3**, an animal or human-animal influenza reassortant virus has caused sporadic cases or small clusters of disease in people, but has not resulted in human-to-human transmission sufficient to sustain community-level outbreaks. Limited human-to-human transmission may occur under some circumstances, for example, when there is close contact between an infected person and an unprotected caregiver. However, limited transmission under such restricted circumstances does not indicate that the virus has gained the level of transmissibility among humans necessary to cause a pandemic.

Phase 4 is characterized by verified human-to-human transmission of an animal or human-animal influenza reassortant virus able to cause “community-level outbreaks.” The ability to cause sustained disease outbreaks in a community marks a significant upwards shift in the risk for a pandemic. Any country that suspects or has verified such an event should urgently consult with WHO so that the situation can be jointly assessed and a decision made by the affected country if implementation of a rapid pandemic containment operation is warranted. Phase 4 indicates a significant increase in risk of a pandemic but does not necessarily mean that a pandemic is a forgone conclusion.

Phase 5 is characterized by human-to-human spread of the virus into at least two countries in one WHO region. While most countries will not be affected at this stage, the declaration of Phase 5 is a strong signal that a pandemic is imminent and that the time to finalize the organization, communication, and implementation of the planned mitigation measures is short.

Phase 6, the pandemic phase, is characterized by community level outbreaks in at least one other

country in a different WHO region in addition to the criteria defined in **Phase 5**. Designation of this phase will indicate that a global pandemic is under way.

During the **post-peak period**, pandemic disease levels in most countries with adequate surveillance will have dropped below peak observed levels. The post-peak period signifies that pandemic activity appears to be decreasing; however, it is uncertain if additional waves will occur and countries will need to be prepared for a second wave.

Previous pandemics have been characterized by waves of activity spread over months. Once the level of disease activity drops, a critical communications task will be to balance this information with the possibility of another wave. Pandemic waves can be separated by months and an immediate "at-ease" signal may be premature.

In the **post-pandemic period**, influenza disease activity will have returned to levels normally seen for seasonal influenza. It is expected that the pandemic virus will behave as a seasonal influenza A virus. At this stage, it is important to maintain surveillance and update pandemic preparedness and response plans accordingly. An intensive phase of recovery and evaluation may be required.

Omni *TeI*'s ability to meet our contractual obligations to our customers, and our ability to protect our employees, will be affected by an influenza pandemic. The purpose of this report is to guide decision-making and to detail appropriate actions to be taken by Omni *TeI* Communications in preparation for that pandemic.

Omni *TeI* Communications action plan is focused on the threat posed by influenza viruses that have passed into Phase 4 and beyond. Since Omni *TeI* Communications actions are based on the threat to each individual site, the trigger points for escalating action are based on the geographical proximity of demonstrated human-to-human transmission to each Omni *TeI* Communications site:

- Trigger Point 1: Demonstrated human-to-human transmission**
- Trigger Point 2: Significant human-to-human transmission beyond immediate family**
- Trigger Point 3: Significant human-to-human transmission in the state of Iowa**
- Trigger Point 4: Significant human-to-human transmission in the localized North Iowa area**

We are currently at Trigger Point 2. Outbreaks of H1N1 influenza have been reported in many countries including the United States.

The remainder of this report focuses on actions to be taken at each point. It must be emphasized that the Trigger Points used could be reached in rapid succession and with little time allowed for implementation of these plans. If significant human-to-human transmission is documented in any part of the world and, during the two-to-five-day incubation period, it is brought to a community near an Omni *TeI* site, then Trigger Points 2, 3, and 4 could all be met in a matter of a few days.

Government officials have indicated that there is a substantiated risk of human-to-human transmission of a severe life threatening flu strain. As a result of this, we are establishing emergency procedures regarding required absences from work.

You may not report to work under the following circumstances:

- If you reasonably believe you have been exposed to the influenza virus
- If you are currently providing care for any person, such as a spouse or child, who you reasonably believe to have the influenza virus.
- If you have any symptoms of the virus including fever and cough.

If you are physically able and work is available, you may work from home reporting hours worked via computer and telephone.

During this absence you will be required to utilize all available PTO for payroll purposes. Once such PTO is exhausted the remainder of the leave will be granted to you on an unpaid basis.

Employees who call in sick to their supervisor or Human Resources should notify either their supervisor or Human Resources if the absence is influenza related.

Any person exhibiting symptoms of the flu while at the workplace will immediately be sent home and is subject to this policy.

You may not return to work until you have provided a certification from your physician that you are medically cleared to return.

Telecommuting Policy For Emergency Circumstances

Some job positions may have work available to them through a telecommuting process. Employees who are eligible due to their job descriptions and requirements for telecommuting will be provided with appropriate assignments if available when away in order to complete telecommuting tasks. Each employee who is telecommuting should review the information technology policies regarding security and procedures for telecommuting work. Employees are expected to keep track of all hours worked and report these via computer or telephone on a daily basis.

Emergency Scheduling

In order to minimize ongoing contact between employees and limit the transmission of the influenza virus, some work schedules will be shifted and require flexible work hours. You will be notified of any flexible hour scheduling in your department.

Pandemic Preparedness Planning- General

- ❑ Identify a coordinator or team at each site, with responsibilities for preparedness and response planning.
- ❑ Identify essential sub-contractors (including site IT) and suppliers (including janitorial supplies and fuel for emergency generators) and assure that they have plans in place for dealing with an influenza pandemic.
- ❑ Develop policies and procedures to minimize workplace exposures for employees, customers, and suppliers (including measures to increase social distancing)
- ❑ Establish policies for PTO for absences unique to a pandemic, including policies regarding when a previously-ill person is no longer infectious and may return to work after illness.
- ❑ Establish policies for employees who have been exposed to influenza, or who are suspected to be ill, or who become ill at the worksite (including infection control response and immediate mandatory PTO.
- ❑ Establish policies for telecommuting and flexible work hours. Consult with IT to determine what is needed at each site to allow managers and (where appropriate) staff members to work off-site.
- ❑ Develop leadership succession plan for each site, for all levels of management.
- ❑ Advise all employees of *OmniTel's* plan for dealing with an influenza pandemic and provide sufficient pandemic information to all employees
- ❑ Train and prepare ancillary workforce
- ❑ Establish an emergency communications plan and processes for tracking and communicating business and employee status
- ❑ Establish travel policies
- ❑ Develop and plan for scenarios likely to increase demand for our products and services during a pandemic
- ❑ Provide sufficient and accessible infection control supplies at all sites, including:
 - Educational materials (hand washing posters, etc.).
 - Alcohol gel hand-hygiene dispensers.
 - Facial tissues and receptacles for their disposal.
 - Sanitizing wipes for disinfecting work surfaces
- ❑ Identify essential employees and other critical inputs (materials) required to maintain operations during a pandemic
- ❑ Identify appropriate PPE (personal protective equipment) for personnel
- ❑ Obtain stockpiles of PPE as needed
- ❑ Develop job sheets or cross training methods
- ❑ Find up to date, reliable pandemic information from public health, emergency management, and other sources.
- ❑ Implement an exercise/drill schedule to test the plan and revise periodically
- ❑ Share best practices with others in our communities
- ❑ Develop pandemic information that customers would receive as bill stuffers or in the company newsletter
- ❑ Obtain signage other materials to post during a pandemic- examples- Limited customer access, closed to customers due to pandemic
- ❑ Develop A & B Teams for alternating shifts/days if needed during Trigger Point 4

Pandemic Preparedness Planning – Administration

Develop a chain of command or succession plan for upper management

Examine HR policies and determine if changes will be needed during a pandemic (such as sick leave, family leave, vacation leave, shift limits, short term disability, constraining employee travel or movement)

Examine employee insurance policy issues

Consider the concept of evacuating top executives and housing them in “safe havens” where they can be protected

Develop procedures for monitoring employee health at the work site (this should include contingency plans for workers becoming ill or dying at work)

Develop an employee data base to track employee absences

Identify appropriate PPE for personnel

Obtain stockpiles of PPE as needed

Develop procedure to maintain adequate supplies of office supplies, Kleenex, disinfectants, garbage bags

Develop employee contact listing for outbreak communications

Develop calling tree to notify employees of pandemic trigger points

Determine a trigger point when cleaning staff will no longer come to the office

Develop a plan to deal with garbage if Waste Management suspends garbage collection

Determine if the Nora Springs office would be closed to customers at any trigger point

Determine if Mason City stores would close at any trigger point, at which time those employees would be utilized at the Nora Springs office

Determine when to stop travel and meetings

Educate employees to use conference system

Determine A & B teams for possible staffing issues

Reinforce employee’s responsibility for understanding the plan and that the plan action steps need to be followed and implemented

Develop steps for dealing with hysteria

Consider gloves for money handlers

Determine at what point management contacts the Board of Directors

Develop ability to do timesheets at home for accounting/payroll

Organize flu shot clinic for employees/spouses

Order flu and pandemic information for new employees (Iowa Guide to Keeping You Safe)

Stock lysol wipes, germ gel at every location and wipe down stations, counters phones, door knobs and office equipment daily

Send out flu information with paychecks

Post new signs in bathrooms on proper hand washing

Implement wipe down of the refrigerator handle, water foundation handle and spout and the microwave

Develop information to send to customers promoting E-Bill, online, or ACH payments

Pandemic Preparedness Planning- IT

Develop and plan for scenarios likely to increase demand for our products and services during a pandemic

Develop “office in a bag” and work from home capabilities

Develop a plan to isolate IT staff

Make sure employees have access at home to printers, laptops, and phones

Monitor bandwidth

VPN capabilities for employees

Have equipment back-ups

Pandemic Preparedness Planning- Plant

Develop procedures to fuel vehicles at Fuel Mart during pandemic
Get gas card fro Cartersville Elevator so vehicles can be fueled with minimal exposure to others who may be spreading the virus
Develop a plan to deal with garbage if Waste Management suspends operations
Develop a plan for the switch to be accessed from home or remote location
Develop plan to limit techs going into customers homes
Develop procedures for CATV, high speed internet installs during a pandemic
Determine trigger point where techs no longer enter customer's homes
Empty garbage daily
Identify spare hardware needs- on hand inventory vs. expected needs
Create Plant Employee work schedule for alternating shifts if necessary
Establish "order priorities" – what we can do vs. what can wait
Outage protocols in the event of a pandemic- internet, phone, CATV, wireless internet, PCS, VoIP
Plant Manager works with Rick for coordinating Rudd and Joe for coordinating Riceville
Work with IT to establish "office in a bag"
Develop succession plan for plant
Organize and implement cross training
Work with IT to develop internet pandemic communications for all employees
Identify essential employees
Share pandemic information with communities
Have cots and water located at CO's
Define maintenance and outages procedure under pandemic conditions
Determine trigger points to suspend plowing cable and locates

Pandemic Preparedness Planning- Customer Service

Use hand sanitizer when handling money

Empty garbage daily

Investigate installing plexi glass to minimize CSR's exposure to germs potentially spread by customers

Consider a trigger point to close the office to customers

Determine how to collect mail during a pandemic

Get customers on AHC or pay by credit card

Develop a plan to run billing during a pandemic

Plan how to deal with disconnects during a pandemic

Develop protocol for scaled down work requests under a pandemic

Develop staggered work schedule

Pandemic Preparedness Planning- Accounting

Move to electronic file for payroll to the bank instead of taking a disk there

Set up the ability to pay bills online or ACH

Develop plan for dealing with customer payments to the bank during a pandemic

Plan for obtaining signatures for tax reports, etc. during a pandemic

Determine what practices and reports are required to follow daily accounting practices

Determine if the accounting practices can be done offsite or at home

Create contact sheet for vendors/suppliers affiliated with accounting department

Create Financial/Banking records for senior management to have a record of in their manual

Program access codes/user names/passwords in the event accounting personnel becomes ill

Pandemic Preparedness Planning- Sales

Prepare pandemic power point presentation for education of staff and employees

Prepare pandemic power point presentation that can be used to inform schools, businesses and other organizations within our communities

Prepare and display pandemic information in our store locations and make available to the public

Provide sufficient and accessible infection control supplies at all sites, including:

- Educational materials (hand washing posters, etc.).
- Alcohol gel hand-hygiene dispensers.
- Facial tissues and receptacles for their disposal.
- Sanitizing wipes for disinfecting work surfaces

Develop protocol for limiting public contact at a specific trigger level

Develop plan to use the phone as much as possible under a pandemic

Marketing/ creative services should prepare a flyer/bill stuffer on pandemic that can be sent to our customers and communities at Trigger Point 3

Trigger Point 1: Demonstrated human-to-human transmission

General Actions

- ❑ Pandemic team leader advises all employees that the Trigger Point 1 status is now in effect. Initial contact will be via email with return receipt requested. Follow up phone contacts to employees that the team leader determines have not responded to initial contact.
- ❑ Pandemic Team should review Trigger Point 1 operational procedures with employees in their department.
- ❑ Engage Trigger Point 1 departmental operation procedures.
- ❑ Advise employees to notify HR, at the time they call HR to report the absence, if the absence is influenza-related.
- ❑ Provide sufficient and accessible infection control supplies at all sites, including:
 - Educational materials (hand washing posters, etc.).
 - Alcohol gel hand-hygiene dispensers.
 - Facial tissues and receptacles for their disposal.
 - Sanitizing wipes for disinfecting work surfaces
- ❑ Engage policies for managers and staff to use when employees leave work ill or call in ill:
 - Wipe down the ill employee's keyboard, computer mouse, and telephone with a sanitizing wipe.
 - Alert Facilities Management if an employee is sent home or calls LRP to report an absence related to influenza and request that the employee's cubicle be disinfected.

**Trigger Point 1: Demonstrated human-to-human transmission-
Administration**

Management announces trigger point 1 is in effect

Review operational procedures and initiate departmental operational procedures

Advise employees of HR policies that now become effective

Continue to work on infection control at all sites on a daily basis

Trigger Point 1: Demonstrated human-to-human transmission- Accounting/Billing/Customer Service

Verify that all documentation and department pandemic plans are in place in case Trigger Point 2 becomes effective

Set-up new email for billing arrangements

- payments@omnitel.biz for implementation at Trigger Point 3

Implementing automation procedures/functions/services

Review operational procedures with customer service department

Engage department in these procedures

Report illnesses to HR; indicate if absence is flu related

Provide infection control supplies at all sites

- Hand washing posters
- Alcohol gel dispensers (for customers and employees)
- Facial tissues (for customers and employees)
- Open to public garbage receptacles
- Sanitizing wipes for disinfecting work surfaces

Engage policies for manager/staff for when employees leave work ill or call in ill:

- Wipe down entire work area and equipment with wipes
- Notify HR as to if it is flu related illness

Communicate payment method options

- ACH, credit card, check by phone, or online payments
- Drop box

(Utilize comment section on billing statement, ¼ sheet stuffers, e-newsletter announcement, channel 12, small reminder ads in newspapers, radio)

**Trigger Point 1: Demonstrated human-to-human transmission-
Plant / IT**

Empty garbage daily

Identify spare hardware needs- on hand inventory vs. expected needs

Plant manager work with Ryan for coordinating Rudd plant and with Joe for coordinating Riceville operation

Develop succession plan for plant

Organize cross training

Trigger Point 1: Demonstrated human-to-human transmission-Sales

Notify all sales locations that we are under trigger point 1 status and review policies and procedures with sales staff

Advise sales staff to notify HR, at the time they call HR to report the absence, if the absence is influenza-related.

Recommend daily sanitation of computer keyboards, mouse, telephone, and cash registers that are utilized by multiple employees.

- Provide sufficient and accessible infection control supplies at all sites, including:
 - Educational materials (hand washing posters, etc.).
 - Alcohol gel hand-hygiene dispensers.
 - Facial tissues and receptacles for their disposal.
 - Sanitizing wipes for disinfecting work surfaces
- Engage polices for managers and staff to use when employees leave work ill or call in ill:
 - Wipe down the ill employee's keyboard, computer mouse, and telephone with a sanitizing wipe.
 - Alert Facilities Management if an employee is sent home or calls LRP to report an absence related to influenza and request that the employee's cubicle be disinfected.

Recommend daily sanitization of sales counters and work surfaces.
Bag and remove trash daily.

Trigger Point 2: Significant human-to-human transmission beyond immediate family-
General Actions

- ❑ Review all polices under Trigger Point 1 and assure that each of them is in place.
- ❑ Pandemic Team Leader notifies all employees by return receipt email that we are under Trigger Point 2 status. Subsequent phone follows to employees that did no respond to the email.
- ❑ Place item on agenda for Staff meeting (as appropriate for each site) to discuss all items in Trigger Points 1, 2, and 3.
- ❑ Restrict business travel and conduct inter-site and customer meetings by telephone conference calls and videoconference wherever and whenever possible.
- ❑ Engage communications plan to inform employees of Trigger Point 2 status and review policies under Trigger Point 2 status
- ❑ Engage a company Pandemic info hotline for employees with information from agencies that monitor the pandemic status
- ❑ Implement policies for departments regarding daily sanitation of keyboards, telephone and other office equipment.
- ❑ Communicate business and employee status to all employees
- ❑

**Trigger Point 2: Demonstrated human-to-human transmission beyond immediate family-
Administration**

**Trigger Point 2: Demonstrated human-to-human transmission beyond immediate family-
Accounting/Billing/Customer Service**

Review Trigger Point 1 to assure all policies are in place
Notification of department by email that Trigger Point 2 is in effect
Customer service disinfects work areas daily or more if needed

- Always disinfect at 5 PM

Post a “Pandemic Awareness” sign on the front door of the lobby to discourage anyone who is ill from entering

Post a reminder of drop box availability for payments

Continue to communicate to customer base the availability of various payment options as specified in Trigger Point 1

Make gloves and masks available to employees

- Front counter/ office
- Back office
- Vehicles

i wireless

- Create a reminder notice for these customers that they can contact Customer First to purchase MegaTalk days and powersupplize with a credit card

Accounting/Billing practices as per usual

- Implementing automation procedures/functions/services

**Trigger Point 2: Demonstrated human-to-human transmission beyond immediate family-
Plant / IT**

Develop procedures to fuel vehicles at Fuel Mart

Develop procedures for CATV and high speed internet installs

Create plant employee work schedules for alternating shift and plan to use if necessary

Establish work order priorities- what we can do vs. what we can't

Develop outage protocols under pandemic conditions for internet, phone, CATV, wireless internet, PCS, and VoIP

Work with IT to develop internet pandemic communications for all employees

**Trigger Point 2: Demonstrated human-to-human transmission beyond immediate family-
Sales**

Review all policies under trigger point 2 with sales staff

Implement daily schedule for sanitizing keyboards, mouse, and telephone equipment.

Implement daily sanitizing schedule for cash registers.

Implement daily sanitizing of sales counters and work surfaces.

Pandemic information should be posted in sales locations to discourage anyone who is ill from entering the premises

Locate pandemic educational materials in the store and make available to customers.

Trigger Point 3: Significant Human-to-human transmission cases in Iowa- General Actions

- ❑ Pandemic Team Leader notifies all employee of Trigger Point 3 status by return receipt email. Subsequent phone calls to employees that did not respond to the email
- ❑ Implement policy to reduce face-to-face contact among employees at each site.
 - Conduct all team meetings via telephone conference call
 - Close or reduce use of employee break room for meals
 - Cancel training classes for new employees
 - Establish handshake policy
- ❑ Cancel all business travel
- ❑ Review leadership succession plan and advise all managers to review critical work in progress with his or her designated successor
- ❑ Begin process of distributing daily email messages to members of management, reporting current status of influenza outbreaks in North America.
- ❑ Set up prominent notices at the entrance(s) to the site's building, advising employees and visitors not to enter if they have symptoms of influenza
- ❑ Have management staff verify that each employee has adequate supplies of tissues, hand sanitizer gel, and disinfectant wipes at their desk.
- ❑ Assure that managers have N95 masks for use by employees who become ill at work.
- ❑ Communications plan notifies all employees of Trigger Point 3 status and reviews policies under Trigger Point 3 status.
- ❑ Implement point of entry screening for all visitors
- ❑ Communicate business and employees status to employees through use of email, bulletin boards, or dry erase boards
- ❑ Consider isolating key personnel
- ❑ Have marketing/creative services prepare send out pandemic flyer/bill stuffer to our customers and communities

Trigger Point 3: Significant Human-to-Human transmission cases in Iowa-Administration

Trigger Point 3: Significant Human-to-Human transmission cases in Iowa- Accounting/Billing/Customer Service

Pandemic Team Leader notifies department via email that Trigger Point 3 status is activated

Review policies under Trigger Point 3

Review succession plan with CSR's- critical work in progress

Implement policy to reduce face to face contact with employees

- Communicate via phone and conference calls
- Minimize use of break rooms (do own dishes, use paper plates, countertop dishwasher)
- Cancel/postpone training classes
- Eliminate handshaking

Display prominently notice to employees and visitors not to enter with symptoms of illness or influenza

Verify all work areas (including desks and vehicles) have an adequate supply of tissues, hand gel and wipes

Encourage employees to wear N95 masks and gloves

Communicate employee status via email

Create bill stuffer or ad reminder notice of "Pandemic Awareness" and how to contact OmniTel

Remove items from customer's reach (clipboards, pens and other items)

Remove demos and wireless stock that customers have access to touch

Review customer application process/contract signing to be effective under Trigger Point

4

Accounting and Billing to have all automation procedures in place to receive payments ACH and payroll

Trigger Point 3: Significant Human-to-Human transmission cases in Iowa-Plant / IT

Consider having IT work from home

Get gas card from Cartersville Elevator so vehicles can be fueled with minimal exposure to others who may be spreading the virus

Develop a plan to deal with garbage in the event that Waste Management would suspend operations

Develop a plan for the switch to be accessed from home or a remote location

Trigger Point 3: Significant Human-to-Human transmission cases in Iowa-Customer Service

Trigger Point 3: Significant Human-to-Human transmission cases in Iowa-Sales

Encourage sales staff to avoid social gatherings

Encourage staff to bring lunch from home and eat in office

Encourage social distancing in sales locations

Discourage handshaking for health reasons

Continuation of daily sanitization of office equipment

Posting of signs in store locations informing the public of current pandemic status and requests they not enter if ill

Bag and take out trash daily

Provide access to personal protective equipment for all sales staff

Trigger Point 4: Significant Human-to-human transmission cases in the localized North Iowa area.
General Actions

- ❑ Pandemic Team Leader notifies all employees by return receipt email of Trigger Point 4 status. Subsequent phone follow up to any employee that do not respond to initial email.
- ❑ Implement policy to have as many employees as possible work from home
- ❑ Distribute N95 masks to all employees in the building
- ❑ Stop all sharing of workspace cubicles in call centers
- ❑ Recommend to all employees that they bring their lunch to work and eat in their cubicle; recommend that they not go out to restaurants for lunch.
- ❑ Recommend to all employees that they maintain a minimum distance of three feet between themselves and all other employees, including at outside smoking areas.
- ❑ Recommend to all employees to minimize exposure to social gatherings at public places such as restaurants, sporting events etc.
- ❑ Engage communications plan to notify employees of Trigger Point 4 status and review policies under Trigger Point 4
- ❑ Implement policy to reduce access to facilities for anyone who is not an employee (vendors, salespeople, customers, etc.)
- ❑ Implement Team A and Team B strategy to have alternating days that employees are located at OmniTel facilities

**Trigger Point 4: Significant Human-to-human transmission cases in the localized North Iowa area-
Administration**

**Trigger Point 4: Significant Human-to-human transmission cases in the localized North Iowa area-
Accounting**

**Trigger Point 4: Significant Human-to-human transmission cases in the localized North Iowa area-
Plant / IT**

Techs will no longer enter customer's homes

**Trigger Point 4: Significant Human-to-human transmission cases in the localized North Iowa area-
Customer Service**

Team leader notifies CSR of Trigger Point 4 status via email
Engage communication plan of trigger point 4 and review policies
Implement work from home or A/B shift policy and schedule
Require wearing gloves and N95 masks during work hours for those reporting to work
Close the offices to the public- if possible use media and local means to announce
Review and prepare for reducing access to our facilities by vendors and salespeople
Implement procedure for “new customer application” process – CSR’s request that customers not come into office to provide a copy of driver’s license and signature
Implement procedures on new sale of flat rate/contract customers- CSR’s request that customers not be required to come into the office for signature
Mail- Designated employee would drive to the post office and bank to wear glove and mask while doing so
Clean work areas with disinfectant daily
Each employee to empty their own trash daily
Each employee to do their own dishes daily
Communicate all work in progress with department daily

Trigger Point 4: Significant Human-to-human transmission cases in the localized North Iowa area-Sales

Reassign sales staff to fill voids in areas within the company as needed

Consider store closures if necessary

I wireless MEGAtalk refills should be only done at vending machine locations and not at store locations

Employee Health Education Plan

The Omni *TeI* Communications Pandemic Team has developed an employee health education plan to assist employees in dealing with the possibility of a flu pandemic. A fully educated staff will be better prepared for the challenges presented by a flu pandemic. The employee health education plan will include, but not be limited to the following items:

Pandemic Meetings- The pandemic meetings will require the attendance of all employees. The meetings will be conducted at various times at each of Omni *TeI*'s locations. The meeting agenda will include a power point presentation that reviews the history of pandemics and the current pandemic threat. Each employee will also be given a copy of Omni *TeI*'s Pandemic Plan at the conclusion of the pandemic meeting.

Pandemic Information- Attached in Pandemic Plan will be a list of resources available for employees to utilize to learn more about pandemics and flu in general. Also a series of four flyers on pandemic flu that were obtained from the Cerro Gordo Public Health Department will be distributed periodically to all employees. Additional flu or health information may also be distributed to employees as needed.

Educational Posters- Educational posters regarding health hygiene, flu information and prevention will be displayed in various locations within all of Omni *TeI*'s facilities.

List of Health Resources-

www.pandemicflu.gov

www.protectionwahealth.org

www.idph.state.ia.us/adper/flu.asp

www.cdc.gov/flu/pandemic

www.who.int/csr/disease/avian_influenza/en/index.html

www.cghealth.com

The Centers for Disease Control and Prevention hotline, 1-800-CDC-INFO (1-800-232-4636) 24 hours a day, 7 days a week.

Communications Plan

The Pandemic team has developed a communications plan with the purpose of distributing information to employees, customers, suppliers, and our communities in the event of a flu pandemic.

The spokesperson for the Communications Plan is the CEO of Omni *Te/* Communications.

Communications Plan Objectives-

For employees-

Rumor control

Address employee fear

Communicate Trigger Points

Communicate employee status

Communicate business status

For Suppliers-

Communicate information that may affect vendors

For Customers-

Communicate information that may affect customers

Communications Plan Methodology-

The Communications Plan may use a variety of media to present information. This includes, but is not limited email, telephone, print, TV, news, and radio. The communications plan has the following goals in distributing information:

Communicate Simply

Communicate Timely

Communicate Accurately

Communicate Repeatedly

Communicate Credibly

Communicate Consistently

Employee Directory

OmniTel/Pandemic Calling Tree

The calling tree may be used to notify employees of pandemic conditions or if emergency procedures need to be activated. The Pandemic Team Leader will initiate the call when we utilize the calling tree.

Instructions- Please call the employee that is listed immediately below you.

**Pandemic Team Leader
Office #, mobile #, home #**

Plant Tree

Office	Mobile	Home
---------------	---------------	-------------

Name

Name

Name

Name

Name

Name

Name

Pandemic Leader

OmniTe/Pandemic Calling Tree

The calling tree may be used to notify employees of pandemic conditions or if emergency procedures need to be activated. The Pandemic Team Leader will initiate the call when we utilize the calling tree.

Instructions- Please call the employee that is listed immediately below you

Pandemic Team Leader
Office #, mobile #, home #

Office Tree

Office Mobile Home

Name

Name

Name

Name

Name

Name

Name

Name

Pandemic Leader

Omni *Te*/ Pandemic Calling Tree

The calling tree may be used to notify employees of pandemic conditions or if emergency procedures need to be activated. The Pandemic Team Leader will initiate the call when we utilize the calling tree.

Instructions- Please call the employee that is listed immediately below you.

**Pandemic Team Leader
Office #, mobile #, home #**

Outside/Sales Tree

Office	Mobile	Home
---------------	---------------	-------------

Name

Name

Name

Name

Name

Name

Name

Name

Pandemic Leader

Vendor Directory

A & B Teams

OmniTel has developed an A & B Team Strategy which can be implemented during a pandemic event. The purpose of this strategy is to create social distancing of the workforce and less employee exposure to pandemic conditions overall. Each department is split into 2 teams (A & B), the teams then alternate working every other day during the pandemic.

A Team

B Team

Testing and Auditing Procedures

The Omni *TeI* Communications Pandemic Plan should be considered as a living document and may include periodical revisions and additions. The pandemic plan is designed to be tested and revised on a regularly scheduled basis.

Steps for effective testing

Establish a scenario in advance

Define objectives

Define the rules

Identify participants and observers

Document results

Identify ways to improve the plan

Steps following plan testing

Review and update the plan

List test dates and revision date in the back of the plan

After each major modification, further testing will be required

Pandemic Test Reports

Pandemic test reports will be recorded in this section following a testing procedure of the Pandemic Plan. Included in the test report will be the date of the test, test results, and a list of revisions or changes needed in the pandemic plan as a result of the testing procedure. The test report will also list the next recommended test date of the Pandemic Plan.

Employee Suggestions for Pandemic Plan

Omni *Te*/ Communications believes that input and feedback from all employees is important. Your views and opinions are important to the success on the Pandemic Plan. Any suggestions or comments for improvement of the Pandemic Plan are welcomed. Please feel free to email your suggestions to pandemic@omnitel.biz or write them down on this form and forward to any member of the pandemic team.

Pandemic Planning Information for Individuals and Families



Pandemic Flu Planning Checklist for Individuals & 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 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 two week 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 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 current 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	Examples of medical, health, and emergency supplies
<ul style="list-style-type: none"><input type="checkbox"/> Ready-to-eat canned meats, fish, fruits, vegetables, beans, and soups<input type="checkbox"/> Protein or fruit bars<input type="checkbox"/> Dry cereal or granola<input type="checkbox"/> Peanut butter or nuts<input type="checkbox"/> Dried Fruit<input type="checkbox"/> Crackers<input type="checkbox"/> Canned juices<input type="checkbox"/> Bottled water<input type="checkbox"/> Canned or jarred baby food and formula<input type="checkbox"/> Pet food<input type="checkbox"/> Other nonperishable foods	<ul style="list-style-type: none"><input type="checkbox"/> Prescribed medical supplies such as glucose and blood-pressure monitoring equipment<input type="checkbox"/> Soap and water, or alcohol-based (60-95%) hand wash<input type="checkbox"/> Medicines for fever, such as acetaminophen or ibuprofen<input type="checkbox"/> Thermometer<input type="checkbox"/> Anti-diarreal medication<input type="checkbox"/> Vitamins<input type="checkbox"/> Fluids with electrolytes<input type="checkbox"/> Cleansing agent/soap<input type="checkbox"/> Flashlight<input type="checkbox"/> Batteries<input type="checkbox"/> Portable radio<input type="checkbox"/> Manual can opener<input type="checkbox"/> Garbage bags<input type="checkbox"/> Tissues, toilet paper, disposable diapers

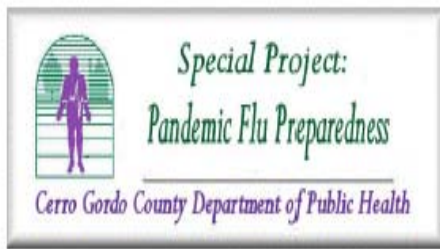


Who Should Prepare for Pandemic Flu?

You should! At the Cerro Gordo County Department of Public Health, we are preparing for a variety of disasters. Whether it's a natural disaster such as a flood or a tornado, or a man-made incident such as bioterrorism, we are planning ahead to prepare our residents. We encourage you to plan ahead, too.

We treat a potential flu pandemic with the same importance as any other emergency. Our philosophy is to prepare for the worst, but hope for the best. We feel you should do the same. That's why we have taken steps to help you prepare for a possible pandemic. Even if a pandemic does not happen this year or next year, by taking some simple precautionary steps that we will outline for you, you will be able to better protect yourself and your family for any disaster. Emergency planning just makes sense.

Plans are only good intentions unless they immediately degenerate into hard work.
~ Peter Drucker, management writer (1909 - 2005)



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www.cghealth.com

This is the first of 4 flyers:

The Cerro Gordo County Department of Public Health teamed up with area grocery stores to distribute four educational flyers to Cerro Gordo County residents. These flyers were created to help residents prepare for a possible flu pandemic. All pandemics in the past have been caused by bird flu. Learn more about the ways you can protect yourself and your family from pandemic flu. Visit our web site:

www.cghealth.com

SAVE

How Does Seasonal Flu Differ From Pandemic Flu?

<i>Seasonal Flu</i>	<i>Pandemic Flu</i>
Outbreaks follow predictable seasonal patterns; occurs annually, usually in winter, in temperate climates	Occurs rarely (three times in 20th century - last in 1968)
Usually some immunity built up from previous exposure	No previous exposure; little or no pre-existing immunity
Healthy adults usually not at risk for serious complications; the very young, the elderly and those with certain underlying health conditions at increased risk for serious complications	Healthy people may be at increased risk for serious complications
Health systems can usually meet public and patient needs	Health systems may be overwhelmed
Vaccine developed based on known flu strains and available for annual flu season	Vaccine probably would not be available in the early stages of a pandemic
Adequate supplies of antivirals are usually available	Effective antivirals may be in limited supply
Average U.S. deaths approximately 36,000/yr	Number of deaths could be quite high (e.g., U.S. 1918 death toll approximately 500,000)
Symptoms: fever, cough, runny nose, muscle pain. Deaths often caused by complications, such as pneumonia	Symptoms may be more severe and complications more frequent
Generally causes modest impact on society (e.g., some school closing, encouragement of people who are sick to stay home)	May cause major impact on society (e.g. widespread restrictions on travel, closings of schools and businesses, cancellation of large public gatherings)
Manageable impact on domestic and world economy	Potential for severe impact on domestic and world economy

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Pandemic Flu - The Importance of Planning

As you plan, it's important to think about the challenges that you might face, especially if a pandemic is severe. The following are some situations that could be caused by a severe pandemic, with possible solutions to consider.

Usual services may be disrupted — This could include hospitals, clinics and other health care facilities as well as banks, stores, restaurants, government offices, and post offices. Prepare backup plans in case public gatherings, such as volunteer meetings and worship services, are canceled. Consider how to care for people with special needs in case the services they rely on are not available.

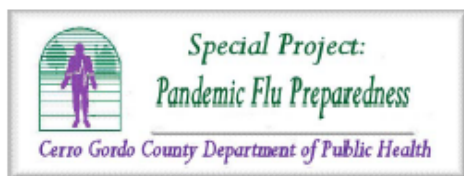
Schools May Be Closed for an Extended Period of Time — Help schools plan for pandemic influenza. Talk to your teachers, administrators, school nurses and parent-teacher organizations. Plan home learning activities and exercises. Have materials, such as books, on hand. Plan recreational activities that your children can do at home. Consider childcare needs.

Transportation Services May Be Disrupted — 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. Prepare backup plans for taking care of loved ones who are far away. Consider other ways to get to work, or, if you can, work at home.

Your Place of Work — Think about what information the people in your workplace will need if you are a manager. This may include information about insurance, leave policies, working from home, possible loss of income, and when not to come to work if sick. (A Business Pandemic Influenza Planning Checklist is available at www.pandemicflu.gov. Meet with your colleagues and make lists of things that you will need to know and what actions can be taken. Find support systems—people who are thinking about the same issues you are thinking about. Share ideas.

Stay Healthy — Take common-sense steps to limit the spread of germs. Make good hygiene a habit by washing your hands frequently with soap and water. Cover your mouth and nose with a tissue when you cough or sneeze. Put used tissues in a waste basket. Cough or sneeze into your upper sleeve if you don't have a tissue. Clean your hands after coughing or sneezing. Use soap and water or an alcohol-based hand cleaner. Stay at home if you are sick. Eat a balanced diet. Get plenty of sleep. Exercise regularly.

Get Informed — Knowing the facts is the best preparation. Reliable, accurate, and timely information is available from the Cerro Gordo County Department of Public Health www.cghealth.com



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This is the 2nd of 4 flyers:

The Cerro Gordo County Department of Public Health teamed up with area grocery stores to distribute four educational flyers to Cerro Gordo County residents. These flyers were created to help residents prepare for a possible flu pandemic. All pandemics in the past have been caused by bird flu. Learn more about the ways you can protect yourself and your family from pandemic flu. Visit our web site: www.cghealth.com

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Pandemic Flu — Frequently Asked Questions

What types of flu do I need to understand?

- **Seasonal Flu** (or common flu) — is a respiratory illness that can be transmitted person to person. Most people have some immunity, and a vaccine is available.
- **Avian Flu** (or bird flu) — is caused by influenza viruses that occur naturally among wild birds. The H5N1 variant is deadly to domestic fowl and can be transmitted from birds to humans. There is no human immunity. There is no vaccine.
- **Pandemic Flu** — is a severe human flu that causes a global outbreak (a pandemic) of serious illness. Because there is little natural immunity, the disease can spread easily from person to person. In the past, pandemics have been caused by bird flu. Currently, there is no pandemic flu.

How often do influenza pandemics occur? Flu pandemics have occurred three times about every 100 years. From 1900-2000, there were three influenza pandemics, all about 30 years apart.

Can pandemic influenza infect animals? Influenza infects different types of animals, usually pigs, birds and sometimes horses, cats, dogs and other animals. Pandemic influenza will likely be able to infect animals and may even infect people because of their contact with infected animals. However, most household pets in the U.S. do not carry and cannot catch strains of influenza that make people ill. You do not need to worry about your household pet infecting you or your family with influenza during normal influenza season. If pandemic influenza occurs, you may need to take action to protect your pet and your family.

Is there a vaccine for pandemic influenza? Currently, there is no vaccine. A vaccine cannot be made until the virus strain is known.

Is it safe to eat poultry? Yes, it is safe to eat properly cooked poultry. Cooking destroys germs, including the bird flu virus. The United States bans imports of poultry and poultry products from countries where bird flu has been found. Follow these guidelines for the safe preparation of poultry:

- Wash hands before and after handling food.
- Keep raw poultry and its juices away from other foods.
- Keep hands, utensils, and surfaces, such as cutting boards, clean.
- Use a food thermometer to ensure poultry has been fully cooked. For example, cook a whole chicken to 180°F in an oven set to a minimum of 325°F.
- More information on how to properly cook poultry can be found at www.usda.gov/birdflu or www.cqhealth.com

How can I protect my family from pandemic influenza?

- Cover your mouth and nose with a tissue when you sneeze or cough (or cough or sneeze on your shirt sleeve ~ not in your hands).
- Put your tissue in the trash. Then wash your hands.
- Wash your hands with warm, soapy water for 20 seconds. To help you remember, sing the "Happy Birthday" song to yourself two times!
- Get the influenza vaccine every year to significantly lower your chances of getting pneumonia due to influenza.
- People over the age of 65 and others with underlying illness should also receive the pneumococcal vaccine to lower their chances of getting a bacterial pneumonia along with influenza.
- Stay home when you are sick. Don't run errands or go shopping. Ask a friend or relative for help if necessary. Call your healthcare provider if necessary.



*Get all of your pandemic flu planning information from
The Cerro Gordo County Department of Public Health: www.cqhealth.com*

Emergency Health Information

— write it down —



It's important to think about health issues that could arise if an influenza pandemic occurs. 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. Fill in information for each family member in the space provided. Like much of the planning for a pandemic, this is also helpful in preparing for other emergencies.

Family Member Information:

Family Member	Blood Type	Allergies	Past/Current Medical Conditions	Current Medications/Doses

— see additional form on reverse side —

Emergency Contacts Form — fill it out and save it

Emergency Contacts	Name & phone number
Closest relatives (or neighbor)	1). Name:
	How related:
	Work:
	Home:
	Cell:
	2). Name
	How related:
	Work:
Home:	
Cell:	
Family Physician(s)	1). 2).
Pharmacy	
Veterinarian	
Dentist	
Church/religious organization	
School(s) or daycare(s)	1).
	2).
	3).
Employer contact	For Mom:
	For Dad:
Other	
Other	



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This is the 3rd of 4 flyers:

The Cerro Gordo County Department of Public Health teamed up with area grocery stores to distribute four educational flyers to Cerro Gordo County residents. These flyers were created to help residents prepare for a possible flu pandemic. All pandemics in the past have been caused by bird flu. Learn more about the ways you can protect yourself and your family from pandemic flu. Visit our web site: [Hywww.cghealth.com](http://www.cghealth.com)H

Family Emergency Planning — Make it a Priority

This is the **LAST** of 4 flyers. For the past three weeks, the Cerro Gordo County Department of Public Health has been working with area grocery stores to reach out to residents in an attempt to better educate consumers about the importance of planning ahead for a possible pandemic flu, which is caused by bird flu. Even if a pandemic does not happen this year or next year, it is expected to happen. By taking these preparations, you are also planning ahead for other types of disasters, such as weather-related power outages and other natural disasters.

If a pandemic occurs, it's important that you know what to do. Make sure you begin to gather accurate health and safety information now. At the Cerro Gordo County Department of Public Health, we are planning for the worst, but hoping for the best. We have gathered excellent resources for you. If you missed any of these four informational flyers on pandemic flu planning, they are still available on our web site: www.cghealth.com and also at the health department: 22 N. Georgia Ave. Suite 300, Mason City.

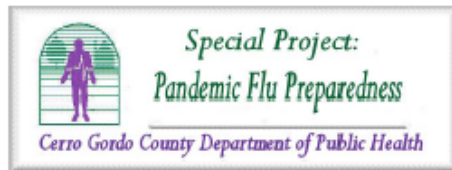
Helpful resources:

- Cerro Gordo County Department of Public Health: www.cghealth.com/
- Iowa Department of Public Health: www.idph.state.ia.us/
- U.S. Department of Health and Human Services: www.pandemicflu.gov/
- Centers for Disease Control and Prevention: www.cdc.gov

One of the most important things you can do to stay healthy all year long is to practice good hygiene.

Protect yourself. Prevent the spread of germs:

- Cover your mouth and nose with a tissue when you sneeze or cough (or cough or sneeze on your shirt sleeve ~ not in your hands).
- Put your tissue in the trash. Then wash your hands.
- Wash your hands with warm, soapy water for 20 seconds. To help you remember, sing the "Happy Birthday" song to yourself two times!
- Get the influenza vaccine every year to significantly lower your chances of getting pneumonia due to influenza.
- People over the age of 65 and others with underlying illness should also receive the pneumococcal vaccine to lower their chances of getting a bacterial pneumonia along with influenza.
- Stay home when you are sick. Don't run errands or go shopping. Ask a friend or relative for help if necessary. Call your healthcare provider if necessary.



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This is the last of 4 flyers:

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Pandemic Flu — Checklist

During a pandemic you may not be able to get to a store. Even if you can get to a store, it may be out of supplies. Use this checklist for pandemic planning. It's also useful in other types of emergencies, such as power outages and disasters. Store foods that are nonperishable (will keep for a long time) and don't require refrigeration, are easy to prepare in case you are unable to cook and require little or no water, so you can conserve water for drinking.

Food & Non-Perishable Items

- Ready to eat canned meats, fruits, vegetables, & soups
 - Meats: chicken, tuna, salmon, SPAM, summer sausage, etc.
 - Fruits: pineapple, mixed fruit, peaches, pears, etc.
 - Vegetables: green beans, peas, corn, asparagus, etc.
 - Soups: stew, chili, chicken noodle, beef noodle, tomato, creams, etc.
- Powdered milk
- Protein or fruit bars
- Dry cereal, granola, oatmeal, etc.
- Dried fruit, peanut butter, nuts, raisins, trail mix
- Canned pastas (such as Ravioli)
- Dry pasta packages, Ramen noodles
- Crackers/cookies
- Canned juices
- Spaghetti sauce (jarred or canned)
- Canned dry drink mixes: Kool-Aid, Crystal Light, Tang, hot chocolate, instant coffee
- Bottled water
- Pancake or waffle mix (one step)
- Canned or jarred baby food and formula
- Flour, sugar, salt, pepper
- Pet food

Medical, Health, & Emergency Supplies

- Prescription & non-prescription medications (pain reliever, cold medicine, allergy)
- Prescribed medical supplies (glucose & blood pressure monitoring equipment)
- Soap or alcohol-based hand wash
- Fever medication for adult and/or children (acetaminophen, ibuprofen, aspirin)
- Thermometer
- Anti-diarrheal medication
- Vitamins
- Fluids with electrolytes (Gatorade, PowerAde, Pedialyte)

Miscellaneous Supplies

- Cleansing agents/soaps (body soap, laundry soap, shampoo, dish soap)
- Flashlight with batteries
- Portable radio with batteries
- Manual can opener
- Garbage bags, paper plates, plastic utensils
- Tissues, toilet paper, disposable diapers, tampons, toothpaste & floss
- Candles & matches

As you stock your pantry with these items, it's a good idea to rotate food items out of "emergency storage" and into your daily meals. (First in, first out!) Restock your pantry according to expiration dates.

