



Province of British Columbia

Lessons Learned H1N1 Outbreak – Spring 2009

Presentation for EPICC Seminar
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Outline

- **Pre-outbreak Resources**
- **Advance Planning Unit**
- **Lessons Learned**
- **Follow-up work**
 - **Ministries**
 - **Corporate Strategies**
- **Communications**
- **General BCP Work Continues**



Pre-outbreak

General BCP Resources:

- **BCP SharePoint Site**
 - **BCP Guidelines**
 - **Business Unit BCP Template**
 - **Ministry Operations Centre Template**
 - **Exercise Templates & Samples**
- **Critical Services List**

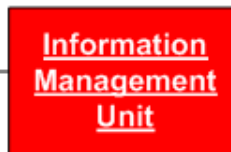
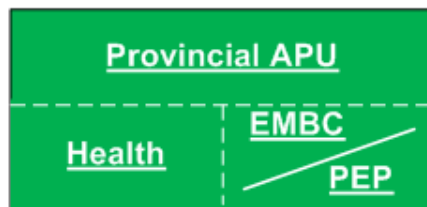
Pre-outbreak

Pandemic BCP Resources:

- **Pandemic Guide - January 2006**
- **Sample Appendix P to BCP Template – 2007**
- **Links to Health Ministry & BCPSA sites**

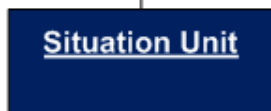
SAMPLE – ADVANCE PLANNING UNIT STRUCTURE (H1N1 SPRING 2009)

Provincial CCG Advanced Planning Unit (APU)

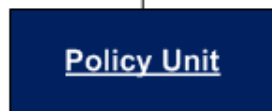


- Responsibility**
- Internal & external communications
- Deliverables**
- Information bulletins
 - Policy bulletins
 - Website
 - Public education

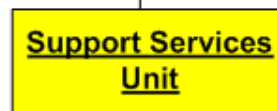
- Activities**
- Media, briefings, etc.
- Workgroups**
- To be determined



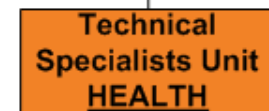
- Responsibility**
- Situational Awareness
- Deliverables**
- Sitrep
 - Mapping
- Activities**
- Media monitoring, analysis
 - Research (activities & policies in place in other jurisdictions, trends, etc)



- Responsibility**
- Provincial Government policy recommendations regarding pandemic flu outbreak
- Deliverables**
- Policy:
- Briefing Notes
 - Decision Notes
 - Research & Development
- Activities**
- Policy development & impact analysis
 - Legislative interactions
 - Federal versus Provincial
- Workgroups**
- Government Services
 - First Nations
 - At-risk populations
 - Tourism
 - Education (K-University)
 - Health
 - Others - Financial



- Responsibility**
- Staffing
 - Facilities support including IT
 - Admin support
 - Documentation
 - Scheduling
 - Financial
- Deliverables**
- Staff Schedules
 - Telecon Schedules
 - Briefing Schedules
 - Budget
 - Documentation structure



- Responsibility**
- Vaccination
 - Anti-viral
 - BCCDC
 - Laboratory analysis
 - Epidemiology
 - Public Health Legislation
 - National Emergency Supplies Stockpile
- Deliverables**
- Identify the virus
 - Severity of the virus
 - Advise on prevention and treatment
 - Liaison to FNIH/PHAC/HC
 - Infection Control Guidelines
 - Public Advice Guideline
 - Physician Guidelines

Legend

EMBC – Emergency Management BC
 PEP – Provincial Emergency Program
 BCCDC – BC Centre for Disease Control
 FNIH – First Nations and Inuit Health
 PHAC – Public Health Agency Canada
 HC – Health Canada



Advance Planning Unit (APU)

Canvassed Ministries

- Issues & Impacts
- Strategies in place and planned

Updated Pandemic Tools:

- Pandemic Guide
- Appendix P
- Sr Officials Guide for Health Emergencies



APU continued

Conference Calls – BCP Advisors

Brought in Subject Matter Experts – Q & As

- Health Services – medical info
- BCPSA – Labour Relations & Leave info
- WTS (IT) and ARES (Facilities)
- Updated on current activities at senior levels

Lessons Learned

New Critical Services Identified:

- **Leadership, support, direction re external ministry governance responsibilities**
 - **School Districts & Post Secondary**
 - **Health Authorities**
 - **Transportation**
 - **Tourism Industry**
 - **Labour (Employers' Associations)**



Lessons Learned continued

- **Communications with Ministries**
 - Clarify process for Advance Planning structure
 - Update contact information
- **Process to Communicate with Employees**
- **Health Emergency Events structure developed – PECC & MOHS/MHLS**



Follow-up Work - Ministries

Leveraged Event to:

- **Get Pandemic Section of BCPs completed**
- **Reinforce strategy development**
 - **Social distancing, work from home, cross-training, conference calls, document procedures, e-business, public messaging, etc.**
- **Ensure capability – implement strategies**
- **Distributed Exposure Control Plan template**



Corporate Strategies - EMBC

Developed tools for:

- FTE/service level planning – reduction, suspension of services
- Strategy tracking for critical services

Encouraged corporate strategy discussions

- Efficiencies, consistency, coordination
- Helped coordinate stockpile process



Corporate Strategies

Shared Services Working Group

- **Consistent approach to corporate strategies**
- **Develop policies, guidelines**
- **OSH measures/triggers**
 - **WHO Phases**
 - **Severity of illness**
 - **Tolerable absentee rates for critical services**



Corporate Strategies continued

- **Exposure Control Plan**
 - Develop generic template for low, medium risk offices
- **Methods to prioritize “in-demand” resources**
- **Post implementation procedures/tips for strategies involving Shared Services**



Workplace Technology Services (WTS)

- Improved procedures/documentation for IT strategies (DTS, VPN, etc.)
- Implementing prioritization measures – to manage capacity during events

Facilities - ARES

- **Reviewing bldg cleaning standards for pandemic**
- **Consulting medical experts for advice**
- **Reviewing supplier capacity to manage facilities cleaning services**
- **Strategies to ensure general supplies on hand & replenished**



Product Distribution Centre

Coordinated:

- **stockpile process for critical supplies for critical service areas**
- **alternate suppliers/products arranged**
- **tracking to monitor supplies inventory**

Risk Management Branch

Pandemic Risk Register to identify, manage and track:

- **Cross government risks**
- **Interdependencies & interrelationships between risks**
- **Mitigation activities**

Communications

- **Significant work on government messaging**
- **Enhancing communications framework**
 - Refining roles, responsibilities, key processes
- **Audiences:**
 - Public
 - Public Service Employees
 - Ministry Clients & Stakeholders
 - Service Providers/Suppliers



Communications continued

External

- Public Affairs Bureau

Internal

- BC Public Service Agency (Workplace Health & Safety)
- Public Service Initiative

Working together - consistent messaging



Communications continued

Important factors:

- **Timely**
- **Continue through event life cycle**
- **Consistency – for all audiences**
- **Accurate information**
- **Confidentiality/sensitivity**
- **Pre-packaged/pre-approved messages**



Communications continued

Topics

- Cold, Flu & H1N1 info
- Vaccine program
- Prevention & control
- Labour relations FAQs



Internal Communications

Communication Methods

- @ Work Web Site
- Ministry of Healthy Living & Sport web site
- E-mails - from DM to Premier
- Posters and ad campaigns
- Managers' Toolkit
- Deputy Ministers guide



BCP Work Continues - for all emergencies

BCP Concept of Operations – updated to:

- **Reinforce integration with Emergency Management Structure**
- **Clarify roles & responsibilities**
- **Show Communications links**

Currently under review by stakeholders



Questions?

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