

NORFOLK RESILIENCE FORUM



preparing for emergencies

Scenario 2 ~ Flu Pandemic

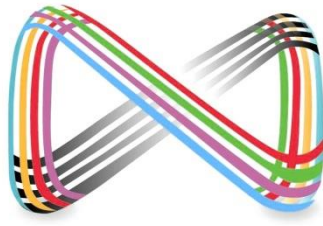
Phase 1

Week 1 - You have just seen a news clip reporting that pandemic flu has reached the UK. The Eastern Evening News is reporting high levels of sickness throughout the county. You have just been informed by your admin person that staff absenteeism is noticeably higher than normal.

Several members of your team are coughing and wheezing and complaining of feeling ill...

Questions:

1. What staff issues are there?
2. Will you put any extra measures in place?
3. What are the implications?



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Phase 2

Week 2 - It has been a week since the media reported about the pandemic. Staff absence is now approximately 20% higher than is normal for this time of the year. A key supplier rings to tell you that they will not be operating for the foreseeable future because of the pandemic.

Questions

4. What are your priorities?
5. What are the implications of losing a key supplier?
6. Do any members of the team have unique skills or knowledge? What are the implications of this? How can we reduce this risk?



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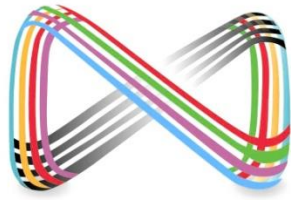
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Phase 3

Week 3 - The Department of Education has decided to close all schools in the area due to staff shortages and also to limit spread of the pandemic. 50% of your staff who are carers have phoned in to say that they will not be attending work this week as they will be staying at home to look after their children or dependants.

Questions:

7. What issues does this raise?
8. How will you deal with staffs who don't attend work to look after their children / dependants?
9. How will you deal with the work load, now that 50% of staff are off?
10. What essential operations / functions do you still need to maintain?



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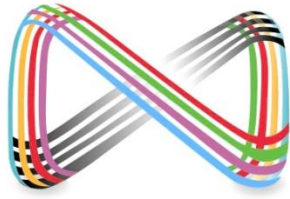
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Phase 4

Following further staff absences, the number of staff in work has dropped to 25%. You have just been informed that a member of your team has died in hospital. An Evening News reporter has asked for your response on this and the effects of the pandemic.

Questions:

11. Who do you communicate with?
12. How will you manage your resources, and your workload, with only 25% of staff attending work?
13. What are the implications for the team of a death of a colleague?
14. How will the media enquiry be dealt with?



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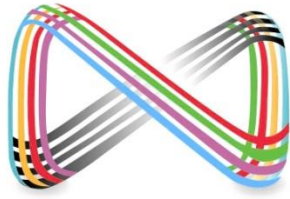
Phase 5

Week 8

You have managed to locate some additional staff through an agency to replace those off sick.

Questions:

15. Which areas of work would be your priority for these extra staff?
16. Do you work with any vulnerable groups?



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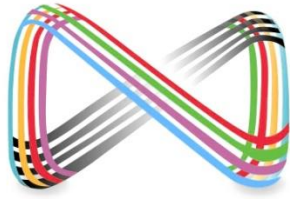
Phase 6

Week 10

The pandemic has started to ease and members of staff are slowly returning to work.

Questions

17. Now the pandemic has eased, are there any issues that you would need to address?
18. What lessons have been learned? How can this knowledge be used to improve your Business Continuity Plans?



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Facilitators Suggestion Prompts

Phase 1:

- How will you monitor the situation?
- How many staff can you afford to be off sick at once?
- Are they key members of staff?
- Can any of the staff work from home? What would need to change to make this happen? What would the implications be?
- Who will you communicate with?

Phase 2:

- Are there any other suppliers you could use?
- Will you make any changes to your cleaning schedule?
- Can certain operations be postponed temporarily?
- Are staff personnel records up to date?
- How will you contact customers / stakeholders informing them of the situation?

Phase 3:

- What if they are key members of staff?
- Can you prioritise work?
- Can staff perform different roles?
- Can staff work from home?

Phase 4:

- How will you manage staff welfare?
- Do any members of staff have media training?

Phase 5:

- What are the implications if you work with vulnerable groups?
- How can you manage these implications?
- Do you need to put any plans in place?

Phase 6:

- Are there any questions this scenario has raised that you will now look into?
- Are there any plans you'd now put in place before the 2nd wave hits?