

## **16A. Community Health Services Tools**

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## Pandemic Preparedness Checklist for Community Health Services

Task/Activity	Yes/No	Action Required
<b>1. Planning</b>		
1.1. Does the office/organization have an influenza/respiratory infection outbreak plan?		
1.2. Is the influenza plan reviewed/updated regularly?		
1.3. Does the office/organization have an influenza pandemic plan or a section in its influenza/respiratory infection outbreak plan that deals with the potential impact of an influenza pandemic?		
1.4. Does the office/organization have an emergency or disaster plan?		
1.5. Has the office/organization developed plans to ensure continuity of services in the event of internal emergencies (e.g., lack of water, hydro, food, and natural gas failure) related to a disruption of community services?		
1.6. Are emergency/continuity plans reviewed/updated regularly?		
1.7. Does the office/organization have an evacuation plan?		
1.8. Is the evacuation plan reviewed/updated regularly?		
1.9. Does the office/organization have a collaborative planning relationship with other health care organizations in the community (e.g., local public health unit, other primary care practices/community agencies, emergency medical services, acute care hospitals, long-term care homes)?		
1.10. Have the planning partners developed criteria to determine where and how people will be cared for in the event of a pandemic?		
<b>2. Chain of Command/Command Centre</b>		
2.1. Does the office/organization have a designated Occupational Health and Safety representative and back up who are known to staff and available 24/7?		
2.2. Are all staff aware of their roles/responsibilities during a pandemic outbreak?		
2.3. Is there a designated area where staff can obtain information on /be alerted to a potential influenza pandemic?		
2.4. Is there a chain of command for implementing the pandemic plan? (i.e., if administrator is not available, who is next in command?)		
<b>3. Resident Needs</b>		
3.1. Does the office/organization have an up-to-date assessment of patients/clients' critical care needs?		
3.2. Has the office/organization identified patients/residents who would require care during a pandemic?		
3.3. Has the office/organization identified patients/clients at high risk of complications from influenza and identified strategies to reduce their risk?		
3.4. Has the office/organization identified the skills/expertise required to meet patients/clients' non-influenza as well as influenza needs during a pandemic?		
<b>4. Key Services</b>		

4.1 Has the office/organization identified key services that must be maintained during a pandemic?		
4.2 Has the office/organization identified services that could be reduced or curtailed?		
4.3 Does the office/organization have a mechanism to contact outside services (e.g., physiotherapy, occupational therapy) in the event of a pandemic outbreak?		
<b>5. Supply Chains</b>		
5.1 Has the office/organization identified the supplies required during an influenza pandemic (See Chapter 10 for supplies template)		
5.2 Does the home have contracts with local suppliers to provide medical equipment?		
5.3 Will these suppliers be able to fulfill contracts during an influenza pandemic? If not, does the office/organization have a back-up source of supply?		
5.4 Does the office/organization have access to an adequate supply of commonly used pharmaceuticals (e.g., Ciprofloxacin, Doxycycline, bronchial dilators)		
5.5 Has the office/organization identified and established relationships with other organizations outside the region as a means of accessing possible sources of needed pharmaceuticals, equipment, supplies, and staff?		
5.6 Has the office/organization made arrangements to obtain and transport supplies for life sustaining services (e.g., for hemodialysis, peritoneal dialysis)?		
<b>6. Human Resources</b>		
6.1 Has the office/organization identified the skills required during a pandemic?		
6.2 Has the office/organization identified the skills that existing staff – including administrative and non-patient care staff can provide?		
6.3 Does the office/organization have a staffing contingency plan in case 20 to 25% of staff are absent at the same time?		
6.4 Does the office/organization have a policy for addressing work refusal?		
6.5 Has the office/organization identified potential outside sources of human resources (e.g., nursing agencies, other community organizations, volunteers, family members)?		
6.6 Has the office/organization developed plans to support staff during a pandemic (e.g., child care, transportation, psychosocial support, meals, accommodation, assistance with pet care)?		
6.7 Has the office/organization – in collaboration with the Joint Health and Safety Committee or health and safety representative – developed education and training programs for staff?		
<b>7. Communications</b>		
7.1 Has the office/organization established a communication system with the local public health unit and other partners?		
7.2 Does the office/organization have a plan for communicating with staff, volunteers and family members during a pandemic, including the person/s responsible for notifying staff and families?		

7.3 Does the office/organization have alternative methods of internal and external communication if main method of communication is not available?		
7.4 Is there an organized runner, messenger system as back-up for communication system and power failures?		
7.5 Has the office/organization developed procedures for handling requests for information from the media? Are these provisions consistent with the Public Health Information and Privacy Act (PHIPA)?		
<b>8. Security</b>		
8.1 Does the office/organizations have a procedure to minimize and control points of access in the building?		
8.2 Does the office/organization have the ability to communicate with individuals immediately outside the building in the event access is restricted?		
8.3 If outside staff are required to meet patient/client needs during a pandemic, are their credentials verified?		
<b>9. Traffic Flow and Control</b>		
9.1 Are there designated entrances and exits for vehicles and people?		
9.2 Has the office/organization made provisions for deliveries (i.e. supplies and equipment)?		
9.3 Is there authorized vehicle parking?		
9.4 Has the office/organization made arrangements for signs to direct patients/clients to proper entrances?		
<b>10. Surveillance</b>		
10.1 Does the office/organization promote annual immunization of staff and patients/clients?		
10.2 Does the office/organization routinely assess patients/clients for febrile respiratory infection (FRI) and/or influenza-like illness (ILI) when applicable?		
10.3 Does the office/organization encourage staff to report FRI or ILI symptoms?		
<b>11. Education and Training</b>		
11.1 Does the office/organization provide ongoing pandemic training and education?		
11.2 Does the pandemic plan specify who is responsible for the training program?		
11.3 Does the plan include methods for ramp up and quick training for new and altered roles (e.g., have policies and procedures been made, have job action sheets been developed)?		
11.4 Does the office/organization provide pandemic education material at staff orientation to raise staff awareness?		
11.5 Does the office/organization routinely provide training on the proper donning and removal of personal protective equipment?		

## Mental Health and Addictions Pandemic Preparedness Checklist

Task/Activity	Yes/No	Action Required
<b>1. Planning</b>		
1.1 Does the agency/organization have an emergency or disaster plan?		
1.2 Does the emergency plan include pandemic influenza?		
1.3 Has the agency/organization developed plans to ensure continuity of services in the event of emergencies (e.g., lack of water, hydro, food, and natural gas failure) related to a disruption of community services?		
1.4 Are emergency/continuity plans reviewed/updated regularly?		
1.5 Does the agency/organization have an evacuation plan?		
1.6 Is the evacuation plan reviewed/updated regularly?		
1.7 Does the agency/organization have a collaborative planning relationship with other health care organizations in the community (e.g., local public health unit, emergency medical services, CCAC, acute care hospitals)?		
1.8 Have the planning partners developed criteria to determine where and how people will be cared for in the event of a pandemic?		
<b>2. Organization</b>		
2.1 Are staff aware of their roles/responsibilities during an influenza pandemic?		
2.2 Is there a designated area where staff can obtain information on/be alerted to a potential influenza pandemic?		
2.3 Is there a chain of command for implementing the pandemic plan? (i.e., if an administrator is not available, who is next in command?)		
<b>3. Client Needs</b>		
3.1 Does the agency/organization have an up-to-date assessment of clients' mental health and/or addiction needs?		
3.2 Has the agency/organization identified clients who could be cared for in other settings if necessary?		
3.3 Has the agency/organization identified clients at high risk of complications from influenza and identified strategies to reduce their risk?		
3.4 Is information from ongoing client assessments incorporated into the client assessment plan?		
3.5 Does the client assessment plan specify the skill/expertise required to meet the client's needs?		
<b>4. Critical Services</b>		
4.1 Has the agency/organization identified services that must be maintained during a pandemic?		
4.2 Has the agency/organization identified services that could be reduced or curtailed?		
<b>5. Supply Chains</b>		
5.1 Has the agency/organization identified the supplies required during the first four weeks of an influenza pandemic and a supplier (see Chapter 10A for equipment and supplies template)?		

5.2 Will suppliers be able to fulfill contracts during an influenza pandemic? If not, does the agency/organization have a back-up source of supply?		
5.3 Does the agency/organization have plans to ensure clients continue to have access to prescribed medications and harm reduction equipment? (e.g., anti-depressants, methadone, needle exchange services)		
5.4 Has the agency/organization developed plans to meet the practical needs of highly vulnerable clients (i.e., food, shelter)?		
<b>6. Human Resources</b>		
6.1 Has the agency/organization identified the skills that will be required during a pandemic?		
6.2 Has the agency/organization identified the skills that existing staff – including administrative and other staff not directly involved in serving clients?		
6.3 Does the agency/organization have a staffing contingency plan in case 20 to 35% of staff fall ill?		
6.4 Does the agency/organization have a policy for addressing work refusal?		
6.5 Has the agency/organization identified potential outside sources of human resources? (e.g., nursing agencies, other community organizations, volunteers, family members)		
6.6 Has the agency/organization developed plans to support staff during a pandemic (e.g., child care, transportation, psychosocial support, meals, accommodation, assistance with pet care)?		
6.7 Has the agency/organization – in collaboration with the Joint Health and Safety Committee or health and safety representative – developed education and training programs for staff?		
<b>7. Communications</b>		
7.1 Has the agency/organization established a communication system with the local public health unit and other partners?		
7.2 Does the agency/organization have a plan for communicating with staff, clients, volunteers and family members during a pandemic, including the person/s responsible for notifying staff and families?		
7.3 Does the agency/organization have alternative methods of internal and external communication if main method of communication is not available?		
7.4 Has the agency/organization designated a media spokesperson? Is there a plan for this person to coordinate messages with the local public health unit?		
7.5 Has the agency/organization developed procedures for handling requests for information from the media? Are these provisions consistent with the Public Health Information and Privacy Act (PHIPA)?		
<b>8. Traffic Flow and Control</b>		
8.1 Have provisions been made for internal traffic that allow for movement of clients through corridors and staff movement throughout their areas? (e.g., designated unit/home area staff room instead of communal room)		
8.2 Does the agency/organization have plans to restrict access in affected areas of the home?		
8.3 Will elevators be staffed and controlled?		
8.4 Is there a designated entrance and exit for both vehicles and people?		

8.5 Has the agency/organization made provisions for deliveries (i.e. supplies and equipment)?		
8.6 Does the agency/organization have the ability to control entry and exit to all parts of the facility? Has this process been tested?		
8.7 Has the agency/organization made arrangements for signs to direct authorized personnel and visitors to proper entrances?		
<b>9. Screening/Surveillance</b>		
9.1 Does the agency/organization promote annual flu shots for staff and clients?		
9.2 Does the agency/organization have plans to screen staff, clients, volunteers and visitors for symptoms of influenza-like illness (ILI) and refer them to Telehealth or a Flu Centre for assessment?		
9.3 Does the agency/organization encourage staff to report ILI symptoms?		
<b>10. Education and Training</b>		
10.1 Does the pandemic plan specify who is responsible for educating staff?		
10.2 Does the plan include methods for ramp up and quick training for new and altered roles (e.g., have policies and procedures been made, have job action sheets been developed)?		
10.3 Does the agency/organization provide pandemic education material at staff orientation to raise staff awareness?		
10.4 Does the program provide ongoing emergency/pandemic education to keep staff informed and procedures/practices up to date?		
<b>11. Relocation of Clients and Staff (in residential/congregate living settings)</b>		
11.1 Has the agency/organization made plans to relocate clients and staff in the event an area is designated for clients with ILI?		
11.2 Has the agency/organization made arrangements with other organizations to relocate clients if the agency/organization is unable to meet clients' needs (e.g., residential clients need hospital care for influenza, staff shortages threaten essential programs)?		
11.3 Has the agency/organization identified temporary locations where clients and staff could be housed in the event of an evacuation (e.g., a power failure)?		
11.4 Does the agency/organization have a plan to transport people to a temporary location?		