



**HENNEPIN COUNTY**

**PANDEMIC FLU PLAN**

**FOR OFFICIAL USE ONLY**

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AB Assessor

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AI Human Resources

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AQ Medical Examiner

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AS Northpoint Health and Wellness Center

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AU Public Affairs

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AV Public Defender

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AX Purchasing and Contract Services

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AY Sheriff

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AZ Strategic Initiatives and Community Engagement

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BA Taxpayer Services

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## 1 PURPOSE

The Hennepin County Pandemic Influenza Response Plan will enable the County to protect the health and safety of Hennepin County employees, clients, partners, and residents during an influenza pandemic.

The objectives of the Plan are to:

- Prevent transmission of influenza via timely implementation of disease containment measures;
- Maintain critical County operations and services despite a potential reduction in workforce; and
- Implement emergency services to respond to new needs and demands generated by the pandemic.

The Plan is divided into the following 4 components:

- A. Basic Plan provides the overarching framework and principles for the county-wide response effort;
- B. Functional Annexes provide operational details of the county-wide response functions; and
- C. Departmental Plans describe department-specific response functions.
- D. Supplemental materials that include the preparedness planning checklists, the training and exercise plan, and the supporting appendices.

## 2 SITUATION AND ASSUMPTIONS

### 2.1 Pandemic Influenza

Pandemic influenza refers to a global epidemic caused by a new, dramatically different strain of the influenza virus to which people have no immunity. The new virus strain may spread rapidly from person to person and, if severe, may cause high levels of disease and death around the world. An influenza pandemic will likely move through the population in 6 to 8-week waves and may last as long as 18 months. The virus is infectious and spreads from person to person mainly by coughing and sneezing but also by touching things which are contaminated with the influenza virus.

Pandemic influenza is unique in that the disruption caused by a pandemic will be the result of human illness rather than loss of infrastructure that characterizes other natural disasters. A pandemic has the potential to cause widespread illness that will overwhelm the health care system and jeopardize services by causing high levels of absenteeism in the workforce. Basic services such as health care, law enforcement, fire, emergency response, communications, transportation, and utilities could be disrupted during a pandemic.

The Centers for Disease Control and Prevention (CDC) estimates that in the U.S. alone, an influenza pandemic could infect up to 200 million people and cause between 200,000 and 1,900,000 deaths. An annual flu shot will not prevent infection from the pandemic virus and an effective vaccine is not expected to be available until at least 6 months after the pandemic begins.

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## 2.2 Hennepin County

Hennepin County is the largest county in Minnesota, both in population and land area. In 2005, the county population was estimated at 1.1 million persons.<sup>1</sup> The county encompasses 611 square miles, including 280 lakes and 45 municipalities.<sup>2</sup> Minneapolis, the county seat, is the largest city in the county and the state, and the 45th largest city in the country. The population of Minneapolis is 382,618 persons, or 34 percent of the County.<sup>3</sup>

Hennepin County is part of the Twin Cities metropolitan region, the 15th largest metro region in the U.S. The state capital, St. Paul, is in the neighboring county of Ramsey. While most of the county is urban and suburban, the western sections of the county are more agrarian, and nearly a quarter of the county population is considered rural.<sup>4</sup>

Hennepin County is home to large immigrant and refugee populations. Ten percent of the total population is foreign-born, of which 60 percent have entered the U.S. since 1990.<sup>5</sup> Somali, Latino, and Hmong immigrant groups are the largest in the county. In recent years, a growing number of these populations have moved from Minneapolis to the suburbs of the county.<sup>6</sup>

Hennepin County employs approximately 7,500 people who are located at almost 100 facilities throughout the county.

## 2.3 Assumptions

The following planning assumptions were used in the development of the Plan:

Time Period	<ul style="list-style-type: none"> <li>• There may be less than six weeks of warning from the time the pandemic is announced before it reaches the County.</li> <li>• The pandemic may last as long as eighteen months in several waves.</li> <li>• Approximately 2% of the population may die from pandemic influenza.</li> </ul>
Prevention & Treatment	<ul style="list-style-type: none"> <li>• Infection Control and social distancing strategies will be used to control the spread of the disease.</li> <li>• A vaccine may not be available for at least 6 to 8 months after an influenza pandemic begins and supplies will become available gradually.</li> <li>• Antiviral medications (e.g. Tamiflu) may not be effective or may be limited to severely ill people and essential personnel.</li> </ul>

<sup>1</sup> U.S. Census Bureau, 2005 Population Estimate

<sup>2</sup> Hennepin County web site: [www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

<sup>3</sup> 2000 U.S. Census

<sup>4</sup> ibid

<sup>5</sup> ibid

<sup>6</sup> Hennepin County Office of Planning and Development Fact Sheet #9: *Hennepin County: Foreign Born Population*, June 2002.

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Staffing	<ul style="list-style-type: none"> <li>Absenteeism rates for staff and vendors may be as high as 40% at the height of a pandemic wave due to illness or caring for ill family members.</li> <li>Fear of exposure may lead to higher than expected rates of absenteeism before an actual outbreak begins.</li> </ul>
Vendors of Services / Products	<ul style="list-style-type: none"> <li>Availability of supplies will be limited and critical services may be erratic.</li> <li>The County may not be able to rely on mutual aid resources from state or federal agencies to support local response efforts.</li> </ul>
Coordination	<ul style="list-style-type: none"> <li>Policies and procedures that must be applied consistently across the county will be established at the County level rather than by individual departments. (e.g., sick and leave policies, communication protocols, telecommuting requirements)</li> <li>The Minnesota Department of Health and the Minnesota Department of Homeland Security and Emergency Response will provide direction to local officials as the pandemic evolves. The lead technical agency for the State during the Pandemic Influenza will be the Minnesota Department of Health.</li> </ul>

### 3 CONCEPT OF OPERATIONS

#### 3.1 Activation of the Plan

The County Administrator or designee will activate the Plan based on the current situation and in coordination with the Pandemic Influenza Response Plan of the State of Minnesota.

Staff will use the Hennepin County plan (either in total or in sections) in the event of an influenza pandemic to which the County is called to respond. Activation of the plan will correspond to the evolution of the pandemic.

Pandemic Influenza anywhere in the world – MN Phase 4 Limited Human to human transmission

At the first indication of a pandemic anywhere in the world, the Direction and Control annex of the plan will be activated. A Command Center will be opened and Incident Command staff will be activated to monitor the situation as it evolves and provide direction to county departments to prepare for the arrival. This preparation will include review of the pandemic plans and functional annexes, evaluate essential service decisions, and initiation of workforce illness monitoring.

Refer to Appendix 2 for overview of Pandemic Influenza Phases and Hennepin County response throughout the cycle of the pandemic.

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### 3.2 Integration with Other Plans

Hennepin County has several plans addressing emergency response and recovery. The Pandemic Influenza Response Plan will be implemented in conjunction with the following plans:

- Emergency Plan
- Business Continuity Plan

### 3.3 Primary Response Functions

The list (items 3.3.1 - 3.3.8) in this section describes the functions that will be consistently implemented throughout the County. The Annex that follows for each function includes the policies and processes that will be implemented County-wide by departments. Departments will use these annexes as the basis for decisions on how to develop and implement their pandemic influenza response plan. The Department plans will integrate into a county-wide activity or design their plan to be consistent with what is described as the county-wide approach.

- 3.3.1 **Direction and Control:** Response efforts will be managed in accordance with the National Incident Management System. Each department will activate a Department Operations Center (DOC) to coordinate response functions for that department. Each Department will also be represented at the Hennepin County Emergency Operations Center (EOC) which will coordinate response efforts for the entire county. The response will be directed by the Incident Commander who will be designated by County Administrator. Refer to the Direction and Control Annex for a detailed description of policies and procedures for management of a response.
- 3.3.2 **Employee Health and Safety:** Protecting the health of employees by minimizing their exposure to pandemic influenza is paramount in planning and response activities. County officials will work with public health and infection control professionals to implement appropriate prevention and control measures. Examples include supplies for hand and office cleaning, modifications of work to limit face-to-face interaction, and use of Personal Protective Equipment. Refer to the Employee Health and Safety Annex for additional policies and processes to use to protect employees during a pandemic.
- 3.3.3 **Risk Communication:** From the point when pandemic influenza emerges until it has run its course, Hennepin County will keep its employees, unions, vendors, and clients informed about the status of the community's health and county services. The County will also keep residents informed about the pandemic and community containment measures. The Public Affairs Office will work with State and Federal officials to ensure accuracy and consistency of information. Refer to the Risk Communication Annex for additional policies and processes the County will use during pandemic influenza.

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- 3.3.4 Business Continuity: Due to high rates of employee absenteeism and changing needs of clients and the public, the County may have to suspend or modify services during a pandemic. Services have been prioritized according to the priority levels established by the Minnesota Department of Homeland Security and Emergency Management (HSEM) and Hennepin County. Appendix 1 includes a description of the Essential Services priority levels that were used by Departments to identify services. Refer to the Business Continuity Annex for additional policies and processes the County will use during pandemic influenza.
- 3.3.5 Human Resources: Issues such as sick leave, vacation, alternate work shifts, and working out of job class will be concerns for all employees. Policies and procedures to address these issues must be applied consistently in every County department. Human resources processes and collective bargaining provisions may be simplified in order to meet adjusted staffing needs. Refer to the Human Resources Annex for policies and processes the County will use during pandemic influenza.
- 3.3.6 Workforce Management: Given that employee absentee rates are expected to climb as high as 40% during a pandemic, it may be necessary for each department to reassign staff in order to maintain essential services. In the event that individual departments do not have adequate staff to provide essential services, employees may be drawn from other County departments to fill the gaps. During a pandemic, workforce reassignment will be coordinated via the Logistics section of the county's Incident Command structure. Refer to the Workforce Management Annex for policies and processes the County will use during pandemic influenza related to workforce reassignment.
- 3.3.7 Technology Support: Information technology such as laptop computers, software applications, computer networks, servers and phone systems will play a key role in allowing County employees to maintain essential services while minimizing risk of exposure to pandemic influenza. During a pandemic the County will encourage employees to work at home and via phone or e-mail when possible. The Hennepin County Department of Information Technology has developed policies and procedures to facilitate remote access to the applications and systems that County staff will need to provide essential services. Refer to the Information Technology Annex for policies and processes the County will use during pandemic influenza.

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#### 4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The table below indicates the responsibilities of each Department with respect to the County's key pandemic response functions. A "P" designates Primary responsibility and an "S" designates Secondary responsibility for each function.

Hennepin County Departments	Direction and Control	Employee Health and Safety	Risk Communication	Business Continuity	Human Resources	Workforce Management	Information Technology	Property Mgmt and Security
Administration	P		S	P	S			
Assessor				S				
Attorney	S			S	S			
Budget and Finance	S			S	S			
Community Corrections				S				
Environmental Services				S				
Examiner of Titles				S				
Housing, Community Works and Transit				S				
Human Resources				S	P	P		
Human Services and Public Health	S	S	S	S	S	S		
Information Technology				S			P	
Intergovernmental Relations				S				
Internal Audit				S				
Labor Relations				S	S	S		
Law Library				S				
Library				S				
Medical Examiner				S				
Metropolitan Health Plan				S				
Northpoint Health and Wellness Center				S				
Property Services		P		S				P
Public Affairs			P	S				
Public Defender				S				
Public Works Management Support				S				

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Hennepin County Departments	Direction and Control	Employee Health and Safety	Risk Communication	Business Continuity	Human Resources	Workforce Management	Information Technology	Property Mgmt and Security
Purchasing and Contract Services		S		S				P
Sheriff				S				S
Strategic Initiatives and Community Engagement				S				
Taxpayer Services				S				
Transportation				S				

4.1 The County Administrator is responsible for the overall direction and control of County government resources during a pandemic.

4.2 The County Attorney will advise County Administration and the County Board on legal issues during a pandemic.

4.3 The County Administrator may convene an Emergency Team in the event of a pandemic. (Refer to the Hennepin County Emergency Management Plan.)

If any team member is unable to attend, he/she must designate a representative who has the authority to make emergency decisions and commit the resources of that department or agency.

4.4 The Emergency Team will consult Responding in an Emergency: a checklist for Hennepin County Senior Leadership and Responding in an Emergency: a checklist for Hennepin County Board of Commissioners (Refer to Hennepin County Emergency Management Plan) to identify the early steps that must be taken and communication links that must be established.

## 5 ADMINISTRATION AND LOGISTICS

Because pandemics are global in scope, mutual aid from other local, state, or federal jurisdictions will not be available. Supply shortages are expected across the nation. County employees will be reassigned as needed to staff essential services as identified by each Department and the County.

## 6 AUTHORITIES AND REFERENCES

This section includes a list of rules, regulations, laws, statutes, etc that impact or dictate how Hennepin County operates during an emergency. It also addresses rules, regulations, laws, statutes, etc that may need to be waived during an emergency in order to allow the County to provide essential services in a timely, efficient manner.

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6.1 Public Law (PL)

- Federal Civil Defense Act, as amended (50 USC 2251 et seq.), 1950
- Disaster Relief Act, PL 93-288, as amended (42 USC 5121 et seq.), 1974
- Superfund Amendment and Reauthorization Act (also known as the Emergency Planning and Community Right to Know Act), PL 99-499, 1986
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, as amended (42 USC 5131 et seq.), 1988
- Disaster Mitigation Act, PL 106-390, 2000

6.2 United States Code (USC), Title 42, Public Health and Welfare

- Chapter 68, Disaster Relief
- Chapter 116, Emergency Planning and Community Right-To-Know (EPCRA)

6.3 Minnesota Statutes

- Chapter 12, Emergency Management
- Laws 2004 Ch. 402 Minnesota Emergency Health Powers Act
- Chapter 103E.705, Subd. 7, Drainage Repair and Construction After a Disaster
- Chapter 103F.155, Flood Protection Plans
- Chapter 115E.06, Good Samaritan
- Chapter 138.17, Subd. 8, Emergency Records Preservation
- Chapter 144-145 Communicable Disease
- MN rules Chpt 4605.7000-.8000
- Chapter 299A.48-52, Minnesota Hazardous Materials Incident Response Act
- Chapter 299F.091-099, Community Emergency Response Hazardous Substance Protection Act
- Chapter 299J, Office of Pipeline Safety
- Chapter 299K, Hazardous Chemical Emergency Planning and Response

6.4 Hennepin County Resolutions

- Number 78-2-140, Emergency Preparedness/Civil Defense Statement, 2/14/78
- Number 85-6-386R2, Out State Dispatch of County Resources, 6/18/85
- Number 02-2-48R1, Line of Succession, 02/05/02

6.5 Other General Reference Documents

- FEMA State and Local Guide (SLG) 101: Guide for All-Hazard Emergency Operations Planning (<http://www.fema.gov/plan/gaheop.shtm>)
- MDH Local Pan Flu Planning Template (<http://www.health.state.mn.us/divs/idepc/diseases/flu/pandemic/plan/template.doc>)
- Hennepin County Emergency Plan

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## 7 PLAN DEVELOPMENT AND MAINTENANCE

### 7.1 Development

Development of the Hennepin County Pandemic Influenza Response Plan was a collaborative effort among the following Departments which facilitated workgroups to develop each of the functional annexes:

- Emergency Preparedness
- Human Services and Public Health
- Human Resources
- Information Technology
- Property Services
- Public Affairs

Other departments participated in the workgroups and developed their respective Department plans.

### 7.2 Maintenance

The Plan must be updated regularly to incorporate new local, state, or federal requirements, changes to business processes and staffing, and lessons learned from exercises. The Plan should be reviewed and updated at least annually. Emergency Preparedness is responsible for ongoing maintenance and testing of the plan.

### 7.3 Distribution

To facilitate maintenance, it is important to monitor and track each copy of the Plan. The Plan Maintenance Log (Refer to Appendix 5) should be used to record and control all copies of the Plan issued to various personnel. Full copies of the plan (hard, soft, or both) should be provided to each member of the Incident Command Staff and a representative of each Department. Emergency Preparedness is responsible for maintaining the Master Copy of the plan.

The Plan contains information that is confidential to the Organization. Accordingly, the Plan is a restricted document and classified as confidential given the nature of the contents. Each individual with a copy of the plan is responsible for security and control of the document in accordance with policies for the protection of confidential information.

### 7.4 Testing

The Pandemic Influenza Response Plan must be tested regularly in order to verify response capacity and capabilities and identify gaps or weaknesses in the plan. Emergency Preparedness will work with County departments and staff to test components of the plan.

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8 APPENDICES

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## Appendix 1: Plan Maintenance Log

Form Purpose:	To log and document the updates to the Plan.
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Column	Description
Maintenance Date	The date that the update was made.
Section Number	The number of the section in the Plan that was updated.
Activity Number	The number of the activity in the Plan that was updated.
Reason for Update	Specific reason for the update to the Plan.
Comments	Any comments relating to the update.
Approved By	The person who approved the update change.

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## Appendix 2: Pandemic Influenza Phases

### A. World Health Organization Phases

The WHO has established six phases of pandemic alert as a system for informing the world of the seriousness of the threat and of the need to launch progressively more intense preparedness activities. These phases are:

Phase	Description	Strategy
Inter-pandemic	Normal conditions (period of time between pandemics)	General preparedness. Seasonal influenza vaccine.
Phase 1	No new influenza virus subtypes have been detected. If present in animals, the risk of human infection or disease is considered to be low.	Strengthen preparedness.
Phase 2	No new influenza virus subtypes have been detected in humans. However, a circulating animal subtype poses a substantial risk of human disease.	Minimize the risk.
Pandemic Alert Period		
Phase 3	Human infection(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact.	The WHO recommends that unaffected geographic locations limit, wherever possible, the entry of affected poultry and wild birds. Early detection, notification and response.
Phase 4	Small cluster(s) with limited human-to-human transmission, but spread is highly localized, suggesting that the virus is not well adapted to humans.	Containment.
Phase 5	Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).	Gain time to implement response measures.
Phase 6	Pandemic: increased and sustained transmission in general population.	Minimize pandemic impact.
Post-Pandemic Continuity		Recovery.

B. Minnesota Pandemic Influenza Phases, MN Response and Corresponding Hennepin County Response

(1) Minnesota Pandemic Influenza Phases

The State of Minnesota has taken the WHO's Pandemic Phases and developed corresponding Minnesota Response Phases. Each Minnesota Response Phase has a Lead Technical Agency which leads the state's response efforts.

Minnesota Response Phase	Type of Transmission	Lead Technical Agency
Inter-Pandemic Period (period of time between pandemics)		
1	Avian to avian	Board of Animal Health Department of Agriculture Department of Natural Resources
2	Avian to avian	Board of Animal Health Department of Agriculture Department of Natural Resources
Pandemic Alert Period		
3	Limited human infection but not spread human to human	Minnesota Department of Health
4	Limited human-to- human transmission	Minnesota Department of Health
5	Significant human-to- human transmission	Minnesota Department of Health
Pandemic Period		
6	Sustained human-to- human transmission	Minnesota Department of Health

(2) MN Response and Corresponding Hennepin County Response

The following chart provides jurisdictions with the State of Minnesota's initial plan for service delivery based on the current MN Response Phases and a corresponding Hennepin County Response.

MN Response Phase	Description	Local	State Emergency Response	Hennepin County Emergency Response
1	Low risk of human cases	Anywhere	None	Normal service delivery
2	Higher risk of human cases	Anywhere	None	Normal service delivery
3	No or very limited human-to-human transmission	Outside of Minnesota	Department of Health - Lead Technical Agency Review status of state agencies' service continuation plans Elevate state agencies to heightened alert status State is put on ready-status Convene sub-cabinet briefing Coordinate briefings for state agencies and local partners Schedule media briefings and news conferences	Normal service delivery Pandemic Planning Employee training regarding pandemic plan Review of pandemic plans for each department
3	No or very limited human-to-human transmission or Avian Influenza (highly pathogenic H5N1) detected in Minnesota	In Minnesota	Activate SEOC including the JIC and Information Hotline Conduct daily briefings for local partners and provide situation reports Schedule daily news releases and media briefings Activate a National Guard planning cell in the SEOC	Activate HC EOC Normal service delivery Public Information and Public Health will prepare daily briefings to the county EOC. Implement illness monitoring of employees
4	Evidence of increased human-to-human transmission	Outside of Minnesota	Declare a state of emergency in counties where exposure exists Department of Health - Lead Technical Agency Review status of state agencies' service continuation plans Elevate state agencies to heightened alert status Convene sub-cabinet briefing Coordinate briefings for state agencies and local partners Schedule media briefings and news conferences	County EOC may increase EOC activity All departments review and update Pandemic Influenza plan and essential services plan All departments monitor centralized communications Normal service delivery Begin or continue employee absenteeism monitoring.

MN Response Phase	Description	Local	State Emergency Response	Hennepin County Emergency Response
4	Evidence of increased human-to-human transmission	In Minnesota	Department of Health - Lead Technical Agency Isolate/quarantine as necessary Declare a state of emergency in counties where exposure exists Activate SEOC including the JIC and Information Hotline Evaluate schedule of briefings and situation reports for local partners and increase as needed Schedule daily news releases and media briefings	Public Health lead technical service area – implement strategies recommended by MDH. HC EOC fully operational with representation from all departments with regular briefings HC Pandemic Influenza response plan activated in full Employee absenteeism monitored and decisions made about priority services for the county. All departments monitor centralized communications Implement prevention methods as advised by MDH – social distancing; workplace health and safety measures Response activities initiated as needed—hotline phone bank, isolation and quarantine
5	Evidence of significant human-to-human transmission	Outside of Minnesota	Department of Health - Lead Technical Agency To be determined	Normal service delivery All departments monitor centralized communications
5	Evidence of significant human-to-human transmission	In Minnesota	Department of Health - Lead Technical Agency Declare State of Emergency for necessary counties, possibly for the entire state Re-direct state resources Implement infection control strategies internally and statewide Request Strategic National Stockpile if needed	HC EOC operational and making decisions for priority service continuation; reassignment of staff and containment and prevention strategies All departments monitor centralized communications Service delivery with priority focus between pandemic waves
6	Efficient and sustained human-to-human transmission	Outside of Minnesota	Department of Health - Lead Technical Agency To be determined	Normal service delivery All departments monitor centralized communications
6	Efficient and sustained human-to-human transmission	In Minnesota	Department of Health - Lead Technical Agency Declare statewide State of Emergency Close school and other public gathering places Limit public transportation Evaluate method of news conferences and new briefings Re-direct state resources Request Strategic National	Follow HC Pandemic Influenza Response Plan Service delivery with priority focus between pandemic waves Reallocation of county resources to meet priority services

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MN Response Phase	Description	Local	State Emergency Response	Hennepin County Emergency Response
			Stockpile if needed Request assistance of the Emergency Management Assistance Compact (EMAC).	

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### Appendix 3: Essential Services Priority Levels

<b>Form Purpose:</b>	To identify the Priority Service Levels within the Department as defined by the State of Minnesota and Hennepin County.
<b>Instructions:</b>	Review criteria for service level designation. Review priority services that have been pre-populated – to confirm that all services listed are priorities to continue (priority services 1, 2 or 3) as compared to the criteria below or if they could be suspended (priority services 4).
<b>Criteria:</b>	Criteria for service level designation (Program or service area must fit either the state or county definition).

#### Priority Service One

**STATE OF MINNESOTA DEFINITION:** Immediate threat to public health, safety or welfare. Activities that must remain uninterrupted. Generally, these would include agencies and facilities that operate 24 hours a day and/or 7 days a week.

**HENNEPIN COUNTY DEFINITION:** Services that, if not provided, would result in risk of imminent death or harm. Supportive services needed to maintain Priority One services and implement emergency response functions. Priority One examples:

- Patient care at regional treatment centers or nursing care facilities
- Correctional facility operations and security
- Fire suppression
- Law enforcement; patrol
- Emergency medical operations
- Water treatment operations
- Adult and Child Protection intake and investigations
- Mental Health crisis lines
- Emergency Management
- Emergency and disaster response functions
- Snow removal from roadways
- Emergency road repair
- Maintaining building HVAC systems
- Emergency Operations Center staffing
- Security
- All dispatch centers
- Public Health Clinics
- Information Technology
- Public Affairs/Communications

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Priority Service Two

STATE OF MINNESOTA DEFINITION: Direct economic impact, constitutionally or statutorily mandated time frames, or civil disorder may develop if not performed in a few days. Activities that can be disrupted temporarily or might be periodic in nature, but must be re-established within a few days.

HENNEPIN COUNTY DEFINITION: Services directly affecting economic stability or basic needs (e.g. food, shelter, housing, medical care, payroll). Services that will help stabilize or maintain stability for high risk people. Services needed to keep category two services operating. Priority Two examples:

- Processing payroll
- Payment to vendors
- Benefit payment to individuals
- Workers compensation
- Legal services
- Phone and internet communication services
- County Board meetings
- Eligibility Supports
- Veteran's Services
- Emergency procurements and contracting
- Insurance payments
- Disaster recovery assistance
- Time sensitive inspections for construction activities
- Emergency equipment repair
- Cleaning and disinfecting facilities during a pandemic
- Case Management programs to high risk and vulnerable persons

Priority Service Three

STATE OF MINNESOTA DEFINITION: Regulatory services required by law, rule or order that can be suspended or delayed by law or rule during an emergency. Activities that can be disrupted temporarily (a few days or weeks) but must be re-established sometime before the pandemic wave is over (<6 weeks).

HENNEPIN COUNTY DEFINITION: Services to maintain stability for at risk or special populations. Supportive services or infrastructure to maintain essential services. Services needed to keep category three services operating. Regulatory or mandated services required by state or federal (that have not been waived during the emergency). Services needed to keep priority three services operating. Priority Three examples:

- Collective bargaining with labor unions
- License renewals
- Vehicle registration
- Recording land transactions
- Maintaining websites for information
- Employee right-to-know program
- Filling job vacancies
- Issuing building permits
- General inspections services (not time sensitive)
- Project management
- Vehicle maintenance services
- Grant and contract management
- Shipping and receiving
- Investigation of complaints
- Mail services

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Priority Service Four

STATE OF MINNESOTA DEFINITION: All other services that could be suspended during an emergency and are not required by law or rule. Activities that can be deferred for the duration of a pandemic influenza wave (6-8 weeks).

HENNEPIN COUNTY DEFINITION: Services or activities that could be suspended during an emergency. Non-essential areas that could reallocate resources to support essential services or to support new work generated by the county response to the emergency. Priority Four examples:

- Educational programs
- Training
- General maintenance programs
- Reception desks
- Internal audit
- Records retention
- Crime and fire prevention programs
- Grounds maintenance (lawn mowing)
- Youth service programs
- Financial analysis
- Research
- General education and outreach programs

Appendix 4: Responding in an Emergency: a Checklist for Hennepin County Senior Leadership  
(Refer to Hennepin County Emergency Management Plan)

Appendix 5: Responding in an Emergency: a Checklist for Hennepin County Board of Commissioners  
(Refer to Hennepin County Emergency Management Plan)

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1 Direction and Control Annex

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1.4 Organization and Assignment of Responsibilities ..... 3

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1.1 PURPOSE

This annex describes how Hennepin County will direct and control response operations during a pandemic event.

Emergency operations include coordination of resources to save lives, protect property and provide for the continuity of government. Operations may also include liaison and coordination with federal, state, and local jurisdictions as well as other public and private agencies and organizations.

1.2 SITUATION AND ASSUMPTIONS

1.2.1 There may be less than six weeks of warning from the time the pandemic is announced before it reaches the County.

1.2.2 The Incident Commander/County Administrator will implement the Hennepin County Pandemic Flu Plan at the appropriate time.

1.2.3 Hennepin County will make every effort to provide critical services as identified in 4. Business Continuity Annex to this plan.

1.2.4 A vaccine may not be available for at least 6 to 8 months after an influenza pandemic begins and supplies may be limited.

1.2.5 Antiviral medicines may not treat or protect against the pandemic influenza virus strain.

1.2.6 Policies and procedures that must be applied consistently across the county will be established at the County level rather than by individual departments.

1.3 CONCEPT OF OPERATIONS

At the onset of a pandemic event the County Administrator will activate the pandemic plan.

A. Activation

The County Administrator or the Director of Emergency Preparedness may activate the EOC.

1. The EOC activation level will correspond to the Plan Implementation levels and are at the discretion of the County Administrator or the Director of Emergency Preparedness.

2. There may be partial activation if the situation does not require resources or expertise from every county department or agency that normally has a role in the EOC.

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1.4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. The County Administrator is responsible for the overall direction and control of County government resources during a pandemic event. The line of succession for emergency operational control is delineated in the Hennepin County Emergency Operations Plan, Basic Plan, Section V, Direction and Control.

The County Attorney will advise County Administration and the County Board on legal issues in a disaster situation.

Due to the nature of the County’s response to a pandemic event, Hennepin County Public Health will be the County Administrator’s primary advisor during the event.

B. Emergency Team

1. The County Administrator may convene an Emergency Team in the event of a pandemic. This team may consist of:

- County Board Chair and Vice-Chair
- County Administrator
- Deputy County Administrator
- Assistant County Administrator, Public Works
- Assistant County Administrator, Human Services
- Assistant County Administrator, Criminal Justice
- Chief Judge
- Others as appropriate to the incident
- Director of Emergency Preparedness
- Human Resources Director
- Public Affairs Director
- Sheriff
- County Attorney
- Director of Public Health
- County Administration Staff

2. If any team member is unable to attend, he/she must designate a representative who has the authority to make emergency decisions and commit the resources of that department or agency.

3. The Emergency Team will consult Responding in an Emergency: a checklist for Hennepin County senior leadership and Responding in an Emergency: a checklist for Hennepin County Board of Commissioners (Hennepin County Emergency Operations Plan, Basic Plan, Attachment 1) to identify the early steps that must be taken and communication links that must be established.

C. Emergency Preparedness

The Director of Emergency Preparedness will assist County officials and will coordinate all aspects of the plan, using the National Incident Management System (NIMS) when applicable. The line of succession for the Director of Emergency Preparedness is:

- Director
- Deputy Director
- Senior Emergency Preparedness Coordinator
- On-Call Emergency Preparedness Coordinator (866) 334-3025

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1.5 EMERGENCY OPERATIONS CENTER (EOC)

The EOC is a protected, self-sufficient facility where County government officials can assemble and exercise centralized direction and control of emergency operations in times of a pandemic event.

A. Activation

1. The County Administrator or the Director of Emergency Preparedness may activate the EOC.
2. The County Administrator may use the attached chart that provides jurisdictions with the State of Minnesota’s initial plan for service delivery based on the current MN Response Phases and a corresponding Hennepin County Response. (See Attachment 1)
  - a. There may be partial activation if the situation does not require resources or expertise from every county department or agency that normally has a role in the EOC.

B. Responsibilities

1. Departments or agencies that have responsibilities in the operation or maintenance of the EOC have those responsibilities listed in their respective annexes in Hennepin County Emergency Operations Plan.
2. Departments or agencies with EOC-related responsibilities will provide contact information for staff assigned to EOC duty.
3. Departments or agencies with EOC-related responsibilities will develop, maintain, and exercise procedures (including checklists and forms) to be used by their EOC staff.
4. Departments or agencies will provide a two-shift rotation when the EOC is activated.
5. Each person assigned to the EOC will maintain a log of their activities and submit a copy to EPD when the EOC deactivates.

C. EOC Representation

Each agency that has emergency responsibilities listed in this plan will send a representative to the EOC. These agencies include but are not limited to:

1. Sheriffs Office
2. Hennepin County Medical Center (HCMC)
3. ME’s Office
4. Transportation
5. EPD
6. CMED
7. Public Affairs
8. Public Health
9. County Assessor
10. Human Services
11. Property Services
12. Information Technology

13. Human Resources
14. Purchasing
15. Representation of voluntary agencies

The Emergency Team, referenced in the Hennepin County Emergency Operations Plan, Basic Plan will also send representation to the EOC.

Each represented agency will develop a plan to staff the EOC 24 hours a day for a minimum of 3 days. Individual shifts should be no longer than 12 hours.

#### D. Location

The Hennepin County EOC is located in the Public Works Facility, 1600 Prairie Drive, Medina. It can be operational 2 hours from time of call. An alternate EOC is located in room 2350A on the 23<sup>rd</sup> floor of the Hennepin County Government Center.

#### E. Capability

1. Communications are maintained to stay in contact with EOC staff, emergency response organizations, critical facilities, and other EOCs using:
  - a. Landline telephones. These lines are on standby service and are activated only when the EOC is activated.
  - b. Local area network (LAN) services
  - c. Radio
    - 800 MHZ
    - National Oceanic and Atmospheric Administration (NOAA)
    - VHF Amateur radio
  - d. Public address system
2. Generator – backup power supplied by a generator. Hennepin County Property Services is responsible for constant supply of fuel reserves.
3. Equipment and Supplies
  - a. The Medina EOC has limited kitchen facilities.
  - b. Cots are maintained in the Medina facility for EOC staff use.
  - c. The Director of Emergency Preparedness will ensure that the EOC has the necessary maps, displays, and general forms necessary to conduct business.
4. Security will be coordinated by the Sheriffs Office.
5. Hennepin County Property Services is responsible for water, sanitation, and ventilation.

#### F. Organization and Layout

1. The EOC will be set up to mirror the National Incident Management System's (NIMS) Incident Command System.
  - a. Incident Commander
  - b. Logistics
  - c. Operations

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d. Planning

e. Finance

2. The Hennepin County EOC will have direct contact with the state EOC to help coordinate State resources if the disaster has overwhelmed all county resources. If the disaster covers multiple jurisdictions, a MACC (Multi Agency Coordination Center) will be open so that resources are coordinated by all jurisdictions involved. The Hennepin County EOC may serve as a MACC.

1.6 AUTHORITIES AND REFERENCES

Direction and control of the County's resources will be under the direction of the County Administrator with prior approval of the County Board. The EOC will operate as outlined in Hennepin County Emergency Plan, Version 10

1.7 QUICK START

Department Directors and Division Managers should become familiar with their department role in the EOC as outlines in the Hennepin County Emergency Plan Ver.10

## Attachment 1

The following chart provides jurisdictions with the State of Minnesota's initial plan for service delivery based on the current MN Response Phases and a corresponding Hennepin County Response.

MN Response Phase	Description	Local	State Emergency Response	Hennepin County Emergency Response
1	Low risk of human cases	Anywhere	None	Normal service delivery
2	Higher risk of human cases	Anywhere	None	Normal service delivery
3	No or very limited human-to-human transmission	Outside of Minnesota	Department of Health - Lead Technical Agency Review status of state agencies' service continuation plans Elevate state agencies to heightened alert status State is put on ready-status Convene sub-cabinet briefing Coordinate briefings for state agencies and local partners Schedule media briefings and news conferences	Normal service delivery Pandemic Planning Employee training regarding pandemic plan Review of pandemic plans for each department
3	No or very limited human-to-human transmission or Avian Influenza (highly pathogenic H5N1) detected in Minnesota	In Minnesota	Activate SEOC including the JIC and Information Hotline Conduct daily briefings for local partners and provide situation reports Schedule daily news releases and media briefings Activate a National Guard planning cell in the SEOC	Activate HC EOC Normal service delivery Public Information and Public Health will prepare daily briefings to the county EOC. Implement illness monitoring of employees
4	Evidence of increased human-to-human transmission	Outside of Minnesota	Declare a state of emergency in counties where exposure exists Department of Health - Lead Technical Agency Review status of state agencies' service continuation plans Elevate state agencies to heightened alert status Convene sub-cabinet briefing Coordinate briefings for state agencies and local partners	County EOC may increase EOC activity All departments review and update Pandemic Influenza plan and essential services plan All departments monitor centralized communications Normal service delivery Begin or continue employee

MN Response Phase	Description	Local	State Emergency Response	Hennepin County Emergency Response
			Schedule media briefings and news conferences	absenteeism monitoring.
4	Evidence of increased human-to-human transmission	In Minnesota	<p>Department of Health - Lead Technical Agency</p> <p>Isolate/quarantine as necessary</p> <p>Declare a state of emergency in counties where exposure exists</p> <p>Activate SEOC including the JIC and Information Hotline</p> <p>Evaluate schedule of briefings and situation reports for local partners and increase as needed</p> <p>Schedule daily news releases and media briefings</p>	<p>Public Health lead technical service area – implement strategies recommended by MDH.</p> <p>HC EOC fully operational with representation from all departments with regular briefings</p> <p>HC Pandemic Influenza response plan activated in full</p> <p>Employee absenteeism monitored and decisions made about priority services for the county.</p> <p>All departments monitor centralized communications</p> <p>Implement prevention methods as advised by MDH – social distancing; workplace health and safety measures</p> <p>Response activities initiated as needed—hotline phone bank, isolation and quarantine</p>
5	Evidence of significant human-to-human transmission	Outside of Minnesota	<p>Department of Health - Lead Technical Agency</p> <p>To be determined</p>	<p>Normal service delivery</p> <p>All departments monitor centralized communications</p>
5	Evidence of significant human-to-human transmission	In Minnesota	<p>Department of Health - Lead Technical Agency</p> <p>Declare State of Emergency for necessary counties, possibly for the entire state</p> <p>Re-direct state resources</p> <p>Implement infection control</p>	<p>HC EOC operational and making decisions for priority service continuation; reassignment of staff and containment and prevention strategies</p> <p>All departments monitor</p>

MN Response Phase	Description	Local	State Emergency Response	Hennepin County Emergency Response
			strategies internally and statewide Request Strategic National Stockpile if needed	centralized communications Service delivery with priority focus between pandemic waves
6	Efficient and sustained human-to-human transmission	Outside of Minnesota	Department of Health - Lead Technical Agency To be determined	Normal service delivery All departments monitor centralized communications
6	Efficient and sustained human-to-human transmission	In Minnesota	Department of Health - Lead Technical Agency Declare statewide State of Emergency Close school and other public gathering places Limit public transportation Evaluate method of news conferences and new briefings Re-direct state resources Request Strategic National Stockpile if needed Request assistance of the Emergency Management Assistance Compact (EMAC).	Follow HC Pandemic Influenza Response Plan Service delivery with priority focus between pandemic waves Reallocation of county resources to meet priority services

2. Employee Health and Safety Annex

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2.1 PURPOSE

The purpose of the Employee Health and Safety Annex is to provide direction for both management and employees to provide as healthy and a safe working environment as possible during a Pandemic event.

2.2 SITUATION AND ASSUMPTIONS

- 2.2.1 There may be less than six weeks of warning from the time the pandemic is announced before it reaches the County.
- 2.2.2 The Incident Commander/County Administrator will implement the Hennepin County Pandemic Flu Plan at the appropriate time.
- 2.2.3 Only those services previously identified as essential will be offered, as per the HC Pan Flu Plan.
- 2.2.4 Employees who come to work at essential tasks should have a reasonable expectation that workplace infection control practices are in place to protect the health of employees and customers.
- 2.2.5 Policies and procedures that must be applied consistently across the county will be established at the county level rather than by individual departments.
- 2.2.6 A vaccine may not be available for at least 6 to 8 months after an influenza pandemic begins and supplies may be limited. Antiviral medicines may not be effective, or may be limited to severely ill persons or essential personnel.
- 2.2.7 Social distancing strategies will be used, as practical, to control the spread.
- 2.2.8 Infection control practices (e.g. respiratory etiquette, hand hygiene, etc.) will be promoted to slow the spread of disease.
- 2.2. Employees may need personal protective equipment (PPE) to maintain essential service functions. This requires implementation of PPE policies and procedures and ensuring the required medical evaluations, training and fit testing is done.
- 2.2.1 Hennepin County has a limited amount of PPE on hand. Distribution of PPE will be on the basis of need by departments with employees performing high risk essential services.

2.3 CONCEPT OF OPERATIONS

The ability to respond quickly to a pandemic in a way that best protects the health and safety of Hennepin County staff and residents depends on timely implementation of preventive measures. This section identifies the level of risk for county employees and outlines specific steps that management and employees can take to help ensure they have as healthy and safe a workplace as possible. This section also describes the process for determining what types of job assignments should receive the limited supply of PPE, and criteria for qualifying employees to be able to use respiratory protection and other PPE.

## 2.3.1 Level of Risk

The estimated occupational risk in each county department is outlined here:

Department/Division	Type of Work	Estimated Number of Employees at Risk			Total by Dept.
		Low Risk	Med Risk	High Risk	
Attorney	Legal/Admin	242	121		363
Corrections – ACF	Correctional Facility			250	
Corrections – CHS	Correctional Facility			200	
Corrections – JDC	Correctional Facility			160	
Corrections – Other	Parole/Probation/Admin	420	210		1240
General Government (Admin, HR, IT, etc.)	Administration	530			530
HSPHD –Behav Hlth	Health Care		35	90	
HSPHD – Hlth Prot.	Health Care		25	75	
HSPHD – Other	Social Work/Admin	1910	955		3090
Library	Public Libraries	694			694
Medical Examiner	Field/Autopsy/Admin	10		42	52
Metropolitan H Plan	Administration	205			205
NorthPoint HWC	Health Care Facility		44	133	177
Property Services	Security/Facilities/Admin	72	100		172
Public Defender	Legal/Admin	78	38		116
Public Works	Enviro Svc /Trans/Admin	315	100		415
Sheriff – Detention	Correctional Facility	57	100	200	
Sheriff – Other Div	Law enforcement	57	200	200	814
Taxpayer Services	Administration	255	127		382
TOTAL (not including HCMC or Courts)		4845	2 55	135	825

Actual number of employees will vary based on Hennepin County services available and the number of employees present for work. Department director will be responsible for determining actual numbers for the purpose of assigning personal protective equipment (PPE). ( Source: Human Resources employment data, December 2006)

Low risk exposure is defined as Employees with minimal occupational contact with the general public and other coworkers, for example office employees.

Medium risk exposure is defined as Employees with high-frequency contact with the general population, such as high-population density work environments. (source: OSHA "Preparing Workplaces for an Influenza Pandemic," February, 2007)

High risk work assignments are defined as: Employees whose job assignment is to work with close physical contact with individuals known or highly suspected to have pandemic influenza. This does not include incidental contact with the general public. (source: MDH "Infection Control Recommendations for Avian and Pandemic Influenza," April 2006)

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2.3.2 Social Distancing

Social distancing refers to strategies to reduce the frequency of contact (and the transmission of pandemic influenza virus) between people by minimizing close contact. Departments should ensure:

- All employees receive information on social distancing measures;
- Social distancing is encouraged for those employees remaining in the workplace;
- Employees exhibiting influenza symptoms are excluded from the work place.

In addition, departments may take the following measures to limit frequency of contact:

- Arrange for employees to work from home (e.g., telecommuting), as possible;
- Encourage the use of flexible work schedules for employees who must be in the workplace to minimize contact with other employees;
- Minimize face-to-face contact with other people by using telephone, video conferencing and the Internet to conduct business, even for employees in the same building;
- Separate work teams into different work locations, as possible;
- Stagger work shifts to minimize contact between employees;
- Avoid unnecessary travel and cancel or postpone non-essential meetings, gatherings, workshops, and training sessions;
- Allow an interval between shifts if possible, so that the worksite can be thoroughly ventilated (either opening all doors and windows or turning up air conditioning system);
- Encourage employees to bring a lunch from home and eat at desk or away from others (avoid the lunch room, cafeteria, and crowded restaurants);
- Introduce staggered lunchtimes so the number of people in the lunch room is reduced;
- Limit congregating in areas where people socialize;
- If a face-to-face meeting with people is unavoidable, minimize the meeting time, using a large meeting room and instructing employees to sit as far away from other people as possible (>3 feet);
- Avoid shaking hands or hugging other people;
- Use stairs instead of crowded elevators; and
- Set up systems where clients can request information via phone, email, and fax and have information ready for fast pickup or delivery.

### 2.3.3 Cough Etiquette and Hand Hygiene

Departments should promote cough etiquette and hand hygiene through the following messages:

- Influenza is a respiratory disease that spreads easily from person to person.
- Influenza is spread by coughs and sneezes. It is important to cover nose and mouth with a tissue or upper arm when coughing, sneezing or blowing your nose. Throw used tissues away and clean hands immediately.
- Avoid exposure to saliva of other people by not sharing glasses, eating utensils, etc.
- Influenza is also spread when people touch their eyes, nose, or mouth with hands contaminated with discharges of the nose or throat of infectious people. It is important to keep hands away from eyes, nose and mouth, and to keep hands clean to minimize the risk of infecting self and others with influenza virus.
- Employees should take responsibility for keeping their hands clean and for minimizing hand contact with environmental surfaces, both to reduce contamination of surfaces and to reduce the risk of contaminating their hands.
- Influenza virus is readily inactivated on hands by cleaning them with soap and water (it is not necessary to use an antibacterial soap), or an alcohol-based hand rub.

### 2.3.4 Managing Ill Employees in the Workplace

If an employee feels ill or observes that another person is exhibiting influenza symptoms at work, they should contact their supervisor, who will follow this section and the Hennepin County Human Resources guide for sending employees home (Reference: HR Pandemic Influenza Response Plan, Section 11). Ask the ill person if they have any of the following symptoms:

- Fever (feels feverish and hot)
- Headache
- Fatigue or weakness
- Sore throat, cough, or difficulty breathing
- Muscle or joint aches or pains

A person with any of the above symptoms should be considered a suspect case of pandemic influenza. The following actions should be taken by the supervisor:

- Inform the ill employee where they can obtain a surgical mask and instruct them to wear it immediately. This will help prevent other employees from exposure to respiratory secretions/aerosols from the ill employee.
- Advise the ill employee to leave the workplace immediately and to follow current MN Department of Health/Centers for Disease Control guidelines for contacting a healthcare provider to obtain medical treatment.
- Advise the ill employee not to use public transport if at all possible. If the use of public transportation cannot be avoided, the ill employee should be advised to clean their hands before using public transportation, to wear a surgical mask, and to stay as far away from other passengers as possible.
- Advise the ill employee who cannot immediately leave the workplace because

of transportation or other issues to isolate themselves from others in a room with a door that closes.

- Request to be informed when the ill employee has left the workplace.
- After the ill employee has left the workplace, ensure that their work area and any other known places they have been that day are thoroughly cleaned and disinfected, (see section 2.3.5 on workplace cleaning below).
- Advise an ill employee not to return to work until they are healthy and no longer infectious using the current MN Department of Health/Centers for Disease Control guidelines.
- Assist in the identification of workplace contacts of employees known or suspected to be infected with pandemic influenza.

### 2.3.5 Workplace Cleaning

Influenza virus can survive on nonporous surfaces up to 24-48 hours. Cleaning frequently touched surfaces can help reduce the risk of influenza transmission. The transfer of bacteria and viruses from environmental surfaces to people occurs largely by hand contact with the surface followed by inoculation of the mucous membranes of the eyes, nose, or mouth by contaminated hands.

In a pandemic, the Hennepin County janitorial contracts for workplace cleaning may be adjusted to require more frequent cleaning of shared work areas, such as desktops and tables, and frequently touched surfaces such as door handles, stair rails, faucet handles, etc., in areas where employees are working (not all areas of a building may be used in a pandemic). Employees may be asked to remove non-essential items (e.g., magazines/newspapers) from common areas (such as lunch rooms).

Cleaning of individual work spaces should be maintained by employees, using these guidelines:

- Telephones and other equipment should not be shared. Equipment that must be shared should be cleaned and disinfected between users;
- Cleaning supplies should be made available for use by employees. Specialized cleaning solutions are not needed. Routinely used cleaning products may be used;
- Vacuuming and dusting should be avoided during a pandemic to reduce the spread of dust particles that could contain influenza virus. If dusting is performed, it should be damp, not dry.

### 2.3.6 Personal Protective Equipment (PPE)

For low risk exposures, PPE is not routinely recommended. Employees can be protected by work practices that provide social distance. Frequent hand washing and surface sanitation will be promoted to reduce transmission of the disease.

For medium risk exposures, such as interviews between county staff and clients, in addition to the work practices for low risk exposures, disposable surgical masks may be worn by both parties to reduce the spread of illness. Surgical masks have been purchased by the county for use in county workplaces during a pandemic. People with respiratory infection symptoms should be advised to use the mask to help contain respiratory secretions and prevent others from being exposed to

respiratory aerosols. Surgical masks should be disposed of as soon as they become moist, in an appropriate waste receptacle, and hands must be thoroughly cleaned with soap and water or an alcohol-based hand rub after the used mask has been discarded.

For high-risk exposures where employees are required to work in close physical contact with persons known or suspected to be infected with pandemic influenza, such as in healthcare or correctional facilities, PPE may be required in addition to the work practices described above. Supplies of PPE have been purchased by the county for distribution in a pandemic. Full barrier PPE may be required for workers, based on an assessment of the job-specific risk. This includes:

- N-95 respiratory protection,
- eye protection (goggles or face shield),
- gloves
- gown

Employees must be trained on the use, limitations and disposal of all assigned PPE. Additionally, MNOSHA requires employers to take the following mandatory steps to qualify employees for respirator use:

- medical evaluation;
- fit testing; and
- training of all employees who are assigned to use respirators for work.

Some county departments have already completed preliminary steps to qualify the use of N-95 respirators by some or all of their high-exposure-risk employees. Other departments, who do not require the use of N-95 respirators for normal work assignments, will be included in countywide "Just-in-Time" respiratory medical evaluations, fit testing and training, to be completed at the time when the pandemic flu response plan is activated.

## 2.4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### 2.4.1 Organization

Each Department Director will be responsible for implementation of the Employee Health and Safety Annex upon activation of the Hennepin County Pandemic Influenza Response Plan. PPE levels and preparation will depend on the size and scope of the incident however once the Hennepin County Pandemic Plan Has been implemented Hennepin County can expect waves of maximum contamination to last at least several weeks.

### 2.4.2 Assignment of Responsibilities

Department Directors have primary oversight maintaining a safe work environment, and managing PPE for that department's employees. They must insure that social distancing, hand/respiratory hygiene, and workplace cleaning measures are implemented within their department as much as practical. The Department Directors will make the final determination as to which employees receive PPE and arrange for the necessary medical evaluation, fit testing and training for use. They shall request one week's PPE for their department using a signed request document and pick up that PPE from the Sheriff's office at a

location specified by the Sheriff's Office. Property Services, Workplace Safety and Environmental Division has the primary responsibility of assisting departments with their PPE needs assessment, respirator fit testing and training. Sheriff's Office has primary responsibility of storage of Hennepin County's PPE. They shall be responsible for distributing PPE based on requests from the Department Directors.

Work Unit Supervisors have the primary oversight of insuring that the health and safety measures are completed for their work unit.

Employees have the primary responsibility to follow health and safety instructions received from their employer, as closely as possible.

## 2.5 AUTHORITIES AND REFERENCES

### 2.5.1 Authorities

The authority for this plan lies with the Hennepin County Pandemic Flu Response Plan adoption and approval by the Hennepin County Board, and its implementation by the County Administrator.

### 2.5.2 References

The primary reference for this annex is Minnesota Department of Public Safety Division of Homeland Security and Emergency Management "Local Jurisdiction Service Continuation Planning Guide" January 2007 Version 2.0

## 2.6 QUICK START

Department Directors should review those business functions that will remain in place during a Pandemic event and the personnel and tasks need to continue those functions and determine if the numbers in Section 2.3.1 are current. They should also contact Hennepin County Property Services, Workplace Safety and Environmental Division, to determine PPE needs, and the need for scheduling medical evaluations, fit testing and training prior to a pan flu event.

Property Services, Workplace Safety and Environmental Division should assist departments in determining personal protective equipment needs.

Sheriff's Office should insure the current stock of Hennepin County's PPE is in a safe and dry storage environment.

Work Unit Supervisors should request training support materials and cleaning supplies needed for their work unit to be able to implement these employee health and safety measures.

Employees should educate themselves on the pan flu risks related to their jobs, and follow the health and safety advice and instructions offered by their department.

### 3. Risk Communication Annex

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3.3	Concept of Operations.....	2
3.4	Organization and Assignment of Responsibilities .....	4
3.5	Authorities and References .....	5

Annex 3	Hennepin County	CONFIDENTIAL
	Countywide Pandemic Influenza Plan	Risk Communication Annex

### 3.1 PURPOSE

During an influenza pandemic, Hennepin County will keep its employees, vendors, clients and residents informed about the status of the community's health, county services, employee responsibilities, and resources. Timely and consistent communications is critical to ensuring the county's ability to maintain essential services.

This plan establishes policies, procedures, responsibilities, and relationships for Hennepin County to effectively provide timely, accurate information and instructions to a variety of audiences.

### 3.2 SITUATION AND ASSUMPTIONS

All messages, except work direction, must be approved through Incident Command. HSPHD is the lead agency in developing and determining pan flu messages.

#### Public

3.2.1 Public Affairs is responsible for managing (reviewing, amending and approving) the content of all public messages and authorizing their distribution through appropriate channels.

3.2.2 Reporters, photographers and camera crews may be legally barred from infectious zones to prevent their exposure to and subsequent spread of infectious agents.

#### Employees

3.2.3 Overall communication to employees will be directed by Administration and Human Resources and will focus on specific event-related information about the unfolding event, work rules and HR policies, county services, and information that will promote employee health and safety.

3.2.4 Public Affairs will assist Administration and Human Resources with message development and appropriate channels for communicating with countywide employee groups.

3.2.5 Each department must have a plan to communicate with employees about department-specific information during the emergency.

#### Contracted Vendors and Community Partners

3.2.6 Purchasing and Contracted Services is the primary communicator with vendors for all county departments except HSPHD.

3.2.7 HSPHD messages to vendors will be consistent with countywide messages.

### 3.3 CONCEPT OF OPERATIONS

For the purposes of the Pandemic Influenza Communication Plan, communications have been organized into four time periods. These time periods provide trigger points for critical communication to Hennepin County constituents:

Time Period 1: Pre-event pandemic preparedness communication

Time Period 2: Pandemic emergency alert communication

Time Period 3: Communication during the pandemic event

Time Period 4: Communication when recovering from the pandemic event

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Each of the Pandemic Influenza Risk Communications Plan goals corresponds to one or more of the four communication time periods listed below.

Goals	Time Periods			
	Pre-Event (Phases 1+2)	Alert (Phases 3-5)	Event (Phase 6)	Recovery
EMPLOYEES (Responsibility of Public Health, Human Resources)				
1. Inform Hennepin County employees about pandemic influenza, including personal preparedness and the potential impact on employees and families	X	X	X	X
2. Encourage Hennepin County workplace preparedness	X	X		
3. Encourage Hennepin County employees to have a household and family emergency plan	X	X		
4. Educate Hennepin County employees on understanding infection control measures	X	X	X	X
5. Establish and use methods and tools for communicating with Hennepin County employees	X	X	X	X
6. Educate Hennepin County employees so that they understand social distancing measures	X	X	X	

Goals	Time Periods			
	Pre-Event (Phases 1+2)	Alert (Phases 3-5)	Event (Phase 6)	Recovery
CONTRACTED VENDORS & COMMUNITY PARTNERS (Responsibility of Purchasing and HSPHD Contracts)				
Inform Hennepin County contracted vendors and community partners about pandemic influenza, the potential impact on the community and the need for agency planning to be able to maintain critical services	X	X	X	X
Establish and use methods and tools for coordinating departmental and county-wide communications with vendors and community partners	X	X	X	X
MEDIA and PUBLIC (Responsibility of Public Affairs)				
Support local, regional and state efforts to inform public about pandemic influenza, its potential community impact, the importance of preparedness, etc.	X	X	X	
Keep apprised of Hennepin-specific news regarding operations and services			X	X

### 3.4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

#### 3.4.1 Human Services and Public Health Department (HSPHD) Information Officer

The Public Health Protection Public Information Officer (PHP PIO) will report directly to the Public Health Incident Commander and coordinate with the County's lead PIO. The PHP PIO will have primary authority and responsibility for:

- developing and managing messages regarding the pandemic and other public health related issues.
- identifying and preparing public health spokespersons.
- granting final approval of release of public health messages to maintain accuracy.
- maintaining a current and accurate understanding of what has occurred and what likely will next occur to ensure current and accurate communication content is developed and appropriately managed.
- coordinating with PIOs from partner organizations to ensure message consistency.

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- maintaining and using non-media databases for distribution of information to public health agencies and health professionals.
- advising and consulting with HSPHD leadership regarding the emergency and recommended response strategies.

The PHP PIO will be responsible for activation and rollout of the Pandemic Influenza risk communication plan. In addition to the initial risk communication assessment and case-specific message development, this also includes identification and preparation of public health spokespeople and communication coordination with affected, involved or interested municipal, state and federal public health agencies.

#### 3.4.2 Public Affairs County Business

The Public Affairs Information Officer will report directly to Incident Command and have primary authority and responsibility for:

- releasing information to the media, the public and employees after the information has been approved by Incident Command.
- developing and managing the risk communication strategy and all related message content regarding status of Hennepin County operations and services.
- all media relations tactical implementation including media relations gatekeeper, interview triage and information release/distribution.
- maintaining and using media databases for distribution of information to the public.
- advising and consulting with county commissioners and senior county leadership regarding the emergency and recommended response strategies.

#### 3.4.3 Spokespersons

Primary spokespeople on pandemic influenza in Hennepin County will be the:

- Incident Commander – to explain current situation and response status
- Public Health – to explain the disease and prevention/control strategies
- Public Affairs – to explain and manage media relations procedures
- Others whose expertise contributes to public understanding of the issue (as authorized by Incident Commander and individual's supervisor)

### 3.5 AUTHORITIES AND REFERENCES

The PHP PIO will follow the guidelines and utilize the tools contained within the HSPHD Public Health Emergency Risk Communication Plan. The Public Affairs Office will follow its already established policies and procedures, including its Emergency Management Plan, in case of a pan flu emergency.

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4. Business Continuity Annex

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4.2 Situation and Assumptions.....2

4.3 Concept of Operations .....2

4.4 Organization and Assignment of Responsibilities .....4

4.5 Authorities and References.....4

4.6 Quick Start .....4

4.1 PURPOSE

To identify the Priority Service Levels within the Department as defined by the State of Minnesota and Hennepin County. To aid Department Directors in defining the criteria for service level designation, reviewing priority services that have been pre-populated and to confirm that all services listed are priorities to continue (priority services 1, 2 or 3) as compared to the criteria below or if they could be suspended (priority services 4).

4.2 SITUATION AND ASSUMPTIONS

- 4.2.1 There may be less than six weeks of warning from the time the pandemic is announced before it reaches the County.
- 4.2.2 The Incident Commander/County Administrator will implement the Hennepin County Pandemic Flu Plan at the appropriate time.
- 4.2.3 A vaccine may not be available for at least 6 to 8 months after an influenza pandemic begins and supplies may be limited.
- 4.2.4 Antiviral medicines may not treat or protect against the pandemic influenza virus strain.
- 4.2.5 Policies and procedures that must be applied consistently across the county will be established at the County level rather than by individual departments.

4.3 CONCEPT OF OPERATIONS

Priority Service One

STATE OF MINNESOTA DEFINITION: Immediate threat to public health, safety or welfare. Activities that must remain uninterrupted. Generally, these would include agencies and facilities that operate 24 hours a day and/or 7 days a week.

HENNEPIN COUNTY DEFINITION: Services that, if not provided, would result in risk of imminent death or harm. Supportive services needed to maintain Priority One services and implement emergency response functions. Priority One examples:

- Patient care at regional treatment centers or nursing care facilities
- Correctional facility operations and security
- Fire suppression
- Law enforcement; patrol
- Emergency medical operations
- Water treatment operations
- Adult and Child Protection intake and investigations
- Mental Health crisis lines
- Emergency Management
- Emergency and disaster response functions
- Snow removal from roadways
- Emergency road repair
- Maintaining building HVAC systems
- Emergency Operations Center staffing
- Security
- All dispatch centers
- Public Health Clinics
- Information Technology
- Public Affairs/Communications

### Priority Service Two

STATE OF MINNESOTA DEFINITION: Direct economic impact, constitutionally or statutorily mandated time frames, or civil disorder may develop if not performed in a few days. Activities that can be disrupted temporarily or might be periodic in nature, but must be re-established within a few days.

HENNEPIN COUNTY DEFINITION: Services directly affecting economic stability or basic needs (e.g. food, shelter, housing, medical care, payroll). Services that will help stabilize or maintain stability for high risk people. Services needed to keep category two services operating. Priority Two examples:

- Processing payroll
- Payment to vendors
- Benefit payment to individuals
- Workers compensation
- Legal services
- Phone and internet communication services
- County Board meetings
- Eligibility Supports
- Case Management programs to high risk and vulnerable persons
- Emergency procurements and contracting
- Insurance payments
- Disaster recovery assistance
- Time sensitive inspections for construction activities
- Emergency equipment repair
- Veteran's Services
- Cleaning and disinfecting facilities during a pandemic

### Priority Service Three

STATE OF MINNESOTA DEFINITION: Regulatory services required by law, rule or order that can be suspended or delayed by law or rule during an emergency. Activities that can be disrupted temporarily (a few days or weeks) but must be re-established sometime before the pandemic wave is over (<6 weeks).

HENNEPIN COUNTY DEFINITION: Services to maintain stability for at risk or special populations. Supportive services or infrastructure to maintain essential services. Services needed to keep category three services operating. Regulatory or mandated services required by state or federal (that have not been waived during the emergency). Services needed to keep priority three services operating. Priority Three examples:

- Collective bargaining with labor unions
- License renewals
- Vehicle registration
- Recording land transactions
- Maintaining websites for information
- Employee right-to-know program
- Filling job vacancies
- Issuing building permits
- General inspections services (not time sensitive)
- Project management
- Vehicle maintenance services
- Grant and contract management
- Shipping and receiving
- Investigation of complaints
- Mail services

Priority Service Four

STATE OF MINNESOTA DEFINITION: All other services that could be suspended during an emergency and are not required by law or rule. Activities that can be deferred for the duration of a pandemic influenza wave (6-8 weeks).

HENNEPIN COUNTY DEFINITION: Services or activities that could be suspended during an emergency. Non-essential areas that could reallocate resources to support essential services or to support new work generated by the county response to the emergency.

Priority Four examples:

- Educational programs
- Training
- General maintenance programs
- Reception desks
- Internal audit
- Records retention
- Crime and fire prevention programs
- Grounds maintenance (lawn mowing)
- Youth service programs
- Financial analysis
- Research
- General education and outreach programs

4.4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

4.4.1 Organization

Each Department will be responsible for identifying the Priority Service Levels for each business function performed by that department as defined by the State of Minnesota and Hennepin County. Those identified Priority Service level will be the determining factors and based on the length and severity of the pandemic event that will be the basis for ongoing County effort

4.4.2 Assignment of Responsibilities

Upon activation of the Pandemic Plan by the County Administrator each Department Director will submit a list of those services and business processes and the assigned priority service levels their department has assigned to that service or process to the BCP Leadership team who will review the priorities assigned and pass them on to the County administrator for final approval.

4.5 AUTHORITIES AND REFERENCES

4.5.1 Authorities

Departments will maintain all services and process until the implementation of the Pandemic Flu Plan by the Incident Commander/County Administrator. Once the Plan has been implemented only those services approved by the County Administrator may be discontinued or reduced however if staffing levels permit those services may also be preformed at the discretion of the Department Director..

Annex 4	Hennepin County	CONFIDENTIAL
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4.5.2 References

The Hennepin County Business Continuity Plan identifies critical services, Service Level Priorities, and the minimum staffing requirements and should be used when determining Departmental staffing requirements.

4.6 QUICK START

Department Directors need to review their Department Business Continuity Plan, Operations Recovery Team, Section 7.7 for a listing of the critical business functions.

5. Human Resources Annex

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5.2	Situation and Assumptions.....	2
5.3	Concept of Operations .....	2
5.4	Organization and Assignment of Responsibilities .....	4
5.5	Authorities and References.....	4

Annex 5	Hennepin County	CONFIDENTIAL
	Countywide Pandemic Influenza Plan	Human Resources Annex

5.1 PURPOSE

The purpose of the Human Resources Annex is to answer frequently asked questions regarding the 9/12/07 revised Draft HR pan Flu policies. Each Department has a copy of the 9/12/07 Draft version of the Human Resources Influenza Response Plan and departments should familiarize themselves with the entire document.

5.2 SITUATION AND ASSUMPTIONS

- 5.2.1 There may be less than six weeks of warning from the time the pandemic is announced before it reaches the County.
- 5.2.2 The Incident Commander/County Administrator will implement the Hennepin County Pandemic Flu Plan at the appropriate time
- 5.2.3 Policies and procedures that must be applied consistently across the county will be established at the County level rather than by individual departments.
- 5.2.4 Upon declaration of a pandemic emergency and the adaption of the Draft HR Individual Departments will apply the policies found in the 9/12/07 version of the Human Resources Influenza Response Plan consistently throughout their department.

5.3 CONCEPT OF OPERATIONS

Key issues from the 9/12/07 Draft version of the Human Resources Influenza Response Plan.

- 1. Topic: Management's right to redeploy employees and suspend Human Resources Rules and/or county policies. (page 1)
 

"In order to respond to a long-term emergency, management reserves the right to deploy county employees to alternative worksites in varied county operations in order to carry out priority service functions. To aid in this effort, Hennepin Human Resources Rules and/or county policies may be temporarily rescinded."
- 2. Topic: Suspend labor agreements if necessary (pages 4 and 5)
 

"Should a Pandemic Influenza emergency be declared, emergency administration of certain collective bargaining agreements may be invoked where and when the emergency threatens to limit or impair key county services. Management reserves the right to deploy county employees to alternative worksites in varied county operations in order to carry out priority service functions. Also, Hennepin Human Resources Rules and/or policies may be temporarily rescinded during the emergency."

"During the period of the emergency, the county and labor unions may temporarily suspend collective bargaining negotiations, grievance processing and labor-management committee meetings."

3. Topic: Suspend job classification studies (page 8)  
 “During a Pandemic Influenza emergency phase, job classification studies will be suspended but will be required after the emergency is declared at an end for any job classification change that is to be continued. In order to hire an individual in a non-continuous appointment on a permanent basis, in accordance with Human Resources Rules.”
4. Topic: Suspend approval of acting appointments (page )  
 “During a declared Pandemic Influenza emergency, Human Resources approval of acting appointments will be suspended. Human Resources approval will be required for acting appointments that continue after the emergency is declared at an end. Human Resources Board approval is required for acting appointments that exceed 12 months.”
5. Topic: Facility closures (page 1 )  
 “County operations will remain open during emergency situations that do not pose an immediate life, health, or safety risk to its occupants unless directed otherwise by the County Administrator/Incident Commander or designee, in conjunction with the Chair of the County Board. Decisions as to facility closures or workforce reductions will be made on a case-by-case basis.”
6. Topic: Pay and benefits continuation (page 1 )  
 “In the event of a prolonged shutdown, the County may elect to continue issuing paychecks or direct deposit payments, and providing benefits based on employees’ normal scheduled hours in effect prior to the emergency. A final accounting of pay due to employees (example: overtime pay) and employee overpayments due to the County will be accomplished after the emergency.”
7. Topic: Discipline and work standards (page 16)  
 “In order to fulfill service to the public, all able employees are expected to report to work and perform duties, unless directed otherwise. Held to the highest standard are first responders -- those are employees who exercise civil authority and maintain the safety and well-being of county citizens. There may be occasions during the emergency when employee misconduct or unexcused absenteeism arise and need to be addressed. In some cases, that will mean that discipline is appropriate.”
8. Topic: Rescinding leaves (page 17)  
 “Because a Pandemic Influenza emergency is an unforeseen circumstance, and may cause significant staffing shortages, paid vacation leave, PTO, compensatory time off, deferred holiday, Special Leave Without Pay, and other leave without pay approved for non-medical reasons may be rescinded in order to provide appropriate staffing coverage for county services.”

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. Topic: Exceeding leave accrual maximums (page 18)  
 “Vacation/PTO maximum: The vacation leave accrual maximum is 280 hours. The PTO accrual maximum is 480 hours. Employees whose leave is rescinded and who, by returning to work, would accrue leave above the designated maximum shall be allowed to accrue such leave above the maximum allowed.”

1 . Topic: Sending sick employees home (page 18)  
 “Management should consider the physical well-being of its employees and whether their health may be endangered by the health of an ill employee at work. Such is the case if an employee exhibits symptoms of influenza. If an employee who is working during the Pandemic Influenza emergency appears to have influenza, supervisors have the authority, and obligation, to require the employee to leave the workplace.”

5.4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

5.4.1 The Human Resources Department is the proponent of the Human Resources Influenza Response Plan

5.4.2 The County Board will approve the Human Resources Influenza Response Plan.

5.4.3 Upon approval and after the declaration of a pandemic emergency by the County Administrator, Hennepin County Supervisors at all levels will consistently implement the Human Resources Influenza Response Plan.

5.5 AUTHORITIES AND REFERENCES

5.5.1 Authorities

As determined by the County Administrator/Incident Commander, county employees shall be reassigned to work in the response as directed by their area supervisor or division manager and may be required to work schedules or at locations that differ from their primary job.

5.5.2 References

5.5.2.1 9/12/07 Draft version of the Human Resources Influenza Response Plan.

5.5.2.2 The Hennepin County Business Continuity Plan identifies critical services, Service Level Priorities, and the minimum staffing requirements and should be used when determining Departmental staffing requirements.

6. Workforce Management Annex

6.1 Purpose.....2

6.2 Situation and Assumptions.....2

6.3 Concept of Operations .....3

6.4 Organization and Assignment of Responsibilities .....4

6.5 Authorities and References .....5

6.6 Quick Start .....5

Annex 6	Hennepin County	CONFIDENTIAL
	Countywide Pandemic Influenza Plan	Workforce Management Annex

6.1 PURPOSE

The purpose of the Workforce Annex is to provide direction for effective and efficient deployment of Hennepin County staff and volunteers to support business continuity and emergency response functions during an influenza pandemic. This Annex delineates procedural steps for activation and deployment plan of staff including emergency response staffing policies, and protocols for 24/7 staff contact authorization, and deployment procedures.

6.2 SITUATION AND ASSUMPTIONS

- 6.2.1 If the Pandemic Influenza spreads to Hennepin County, a cumulative absentee rate of more than 30% of Hennepin County employees is expected for up to six months (on a rolling basis). Requirements for staffing resources expand and contract in direct proportion to the magnitude and duration of the pandemic.
- 6.2.2 Incident Command provides 24/7 authorization to begin deploying staff in accordance with the timeframe at which a response is needed.
- 6.2.3 The Business Continuity Leadership Team is composed of the same membership as the HC Emergency Team and the Executive Team as identified in the HC Emergency plan Ver.10
- 6.2.3. The Incident Commander will provide parameters for the workforce deployment response. This may include direction on priority sources for response staffing e.g. whether to access outside staffing resources such as the State of Minnesota, City of Minneapolis staff, the Medical Reserve Corps and/or other local partners.
- 6.2.4 Incident Command will determine essential services to continue and response functions to be conducted during the pandemic.
- 6.2.5 Staffing resources will be assigned to essential services in order of priorities established or approved by the Incident Commander.
- 6.2.6 Numbers and types of personnel needed to maintain essential services have been identified by county departments and work units.
- 6.2.7 Work units, divisions and departments will maintain an database to track information needed to effectively activate, schedule and deploy staff.
- 6.2.8 All staff will be notified of their roles and functions as quickly as is needed to protect the public's health.
- 6.2. Personnel in any Hennepin County work area may, at the discretion of the County, be reassigned to other jobs during the influenza emergency to ensure continuity of essential services.

- 6.2.1 HR policies during the pandemic emergency regarding work rules, work assignments, compensation, vacation, union agreements, and other agreements, rules or policies shall be found in 5. HR Annex or clarified by Incident Commander/County Administration at the time of the event.
- 6.2.11 Medical Reserve Corps members and other volunteers shall be deployed by the same or similar procedures used to deploy Hennepin County personnel.

6.3 CONCEPT OF OPERATIONS

The ability to respond quickly to a pandemic in a way that best protects the health and safety of Hennepin County staff and residents depends on timely deployment of staff. This section describes the process of authorization, notification, scheduling and deployment of workforce once an incident warrants activation of the Hennepin County Pandemic Influenza Response Plan. Each step of the process is contingent upon Incident Command-approved response plans and documents.

- 6.3.1 At the first sign of human-to-human transmission of pandemic influenza in the United States, Departments will begin to track staff absenteeism.
- 6.3.2 Upon activation of the Hennepin County Pandemic Influenza Response Plan, each Work unit/section will established a data base to track absenteeism and reassign staff as needed. Staff will be asked to call a designated Work unit/section number if they are going to be absent and to report the following information:
  - Name
  - Reason for absence
  - Estimate of the number of days expected to be out
  - Ability to work at home.
  - Potential return to work date.
- 6.3.3 Each morning the Work unit/section will call their Division and report the following:
  - How many of the Work unit/section staff are present
  - How many are going to be absent
  - Number of employees available to be reassigned by job class
  - Critical tasks that are not able to be preformed.

6.3.4 The Division will then consolidate the Work unit/section reports and reassign Division

Personnel as needed to accomplish critical functions. The Division will then pass up their report to their Department. The Divisional report will contain the following information:

- How many of the Division’s staff are present
- How many are going to be absent
- Number of employees available to be reassigned by job class
- Critical tasks that are not able to be preformed. (After Divisional reassignment.)

6.3.5 The Department will then consolidate the Division’s reports and reassign available Department personnel as needed to accomplish critical functions. The Department will then pass up their report to the County Leadership Team. The Department report will contain the following information:

- How may of the Department’s staff are present
- How many are going to be absent
- Number of employees available to be reassigned by job class
- Critical tasks that are not able to be preformed. (After Department reassignment.)

6.3.6 The County Leadership Team will then consolidate the Department’s reports and reassign available County personnel as needed to accomplish critical functions.

6.3.7 The Incident Commander will be the final approving authority on all inter departmental transfers and outside request for assistance..

6.4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

6.4.1 Organization

Departments will be responsible for implementation of the Workforce Management Annex upon activation of the Hennepin County Pandemic Influenza Response Plan. Staffing levels and positions will depend on the size and scope of the incident.

6.4.2 Assignment of Responsibilities

- Work unit/section Supervisors, Division and Department directors are responsible for tracking attendance and reassigning their personnel to insure the performance of their critical functions.
- The County Leadership Team will monitor County Wide attendance and initiate interdepartmental transfers and requests to outside agencies to insure all County Critical Services are being preformed.

Annex 6	Hennepin County	CONFIDENTIAL
	Countywide Pandemic Influenza Plan	Workforce Management Annex

6.5 AUTHORITIES AND REFERENCES

6.5.1 Authorities

The Incident Commander will provide parameters for workforce deployment for the response. This could include direction on priority sources for response staffing including guidance on the order for release personnel to staff response functions. This could also include direction on whether to access outside staffing resources such as The State of Minnesota, City of Minneapolis staff, the Medical Reserve Corps and/or other partners through mutual aid. As determined by the County Leadership Team, county employees shall be reassigned to work in the response as directed by their area supervisor or division manager and may be required to work schedules or at locations that differ from their primary job. Requests for outside assistance from other Government entities will emanate from the HC EOC that that level of government's EOC.

6.5.2 References

The Hennepin County Business Continuity Plan identifies critical services, Service Level Priorities, and the minimum staffing requirements and should be used when determining Departmental staffing requirements.

6.6 QUICK START

Work Unit/Section Supervisors, Department Directors and Division Managers should become review their department critical task as delineated in the HC Business Continuity Plan and determine the minimal number of personnel needed TP accomplish ED critical task.

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	Countywide Pandemic Influenza Plan	IT Annex

7. IT Annex

7.1 Purpose.....2

7.2 Situation and Assumptions.....2

7.3 Concept of Operations .....2

7.4 Organization and Assignment of Responsibilities .....3

7.5 Authorities and References.....3

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	Countywide Pandemic Influenza Plan	IT Annex

7.1 PURPOSE

The purpose of the IT Annex is to provide a start place for the development of a telecommunication system the will allow all Hennepin County staff who's job function will allow them to work from an alternative work site to do so.

It is the goal of Hennepin County to have the capacity to allow all staff to have the capability to telecommute if their work can be accomplished from an alternative site. The first step in determining exactly what that capacity needs to be will be to survey each Hennepin County Departments to determine which staff can work from home and accomplish their jobs.

7.2 SITUATION AND ASSUMPTIONS

- 7.2.1 Requirements for telecommuting expand and contract in direct proportion to the magnitude and duration of the pandemic.
- 7.2.2 Incident Command will determine essential services to continue and response functions to be conducted during the pandemic.
- 7.2.3 Numbers and types of personnel needed to maintain essential services have been identified by county departments and work units.
- 7.2.4 All staff will be notified of their roles and functions as quickly as is needed to protect the public's health
- 7.2.5 Staffing resources will be assigned to essential services in order of priorities established or approved by the Incident Commander.
- 7.2.6 HR policies during the pandemic emergency regarding work rules, work assignments, compensation, vacation, union agreements, and other agreements, rules or policies shall be found in 5. HR Annex or clarified by Incident Commander/County Administration at the time of the event.
- 7.2.7 Personnel in any Hennepin County work area may, at the discretion of the County, be reassigned to other jobs during the influenza emergency to ensure continuity of essential services.

7.3 CONCEPT OF OPERATIONS

The ability to respond quickly to a pandemic in a way that best protects the health and safety of Hennepin County staff and residents depends on timely utilization of staff and resources This section asks the question who currently is telecommuting and who, in the future should, be telecommuting. Managers, directors and supervisors at all levels need to poll their employees to determine the following:

1. How many of your current employees currently telecommute?
2. How many additional people could accomplish their work from home either full time or part of the time? (Assuming Hennepin County furnishes all necessary equipment, software and connections.)

This information from the departments will compiled and used to help determine future broad band needs and capabilities

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	Countywide Pandemic Influenza Plan	IT Annex

7.4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

7.4.1 Organization

Work unit/section Supervisors, Division and Department directors are responsible for gathering the requested telecommuting information.

7.4.2 Assignment of Responsibilities

The IT Department will collect and consolidate the information and will use the information to build the future telecommuting capabilities.

7.5 AUTHORITIES AND REFERENCES

7.5.1 County Administration provides the authority for this Annex

7.5.2 Link to Telecommuting policy and Guide Lines:

<http://hcnet/Intranet/publications/manuals.nsf/AdministrationManualHome?OpenFrameSet>

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- 8. Property Services Annex
- 8.1 Purpose.....2
- 8.2 Situation and Assumptions.....2
- 8.3 Concept of Operations .....2
- 8.4 Organization and Assignment of Responsibilities .....2
- 8.5 Authorities and References.....3

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	Countywide Pandemic Influenza Plan	Property Services Annex

8.1 PURPOSE

The Property Management Annex addresses the need to maintain services and minimize disruption, to employees and customers, ensuring that a pandemic crisis is managed efficiently and effectively and takes into consideration basic emergency procedures that are already in-place.

8.2.1 SITUATION AND ASSUMPTIONS

- 8.2.1 Up to 30% of the workforce could be out sick during a pandemic. Absenteeism could reach 40% during the peak of a pandemic.
- 8.2.2 The Incident Commander/County Administrator will implement the Hennepin County Pandemic Flu Plan at the appropriate time.
- 8.2.3 Multiple facilities under the jurisdiction of Property Management operate 24 hours a day, activities must remain uninterrupted; these buildings would not close.
- 8.2.4 During a pandemic the possibility of serious violence or property damage is possible; Building Management will work closely with Security to mitigate these potential occurrences to protect property and resources as needed.
- 8.2.5 Key building contacts and chain of communication will be established to mitigate chaos and confusion.
- 8.2.6 Policies and procedures that must be applied consistently across the county will be established at the County level rather than by individual departments.

8.3 CONCEPT OF OPERATIONS

The Property Services Department will retain the responsibility for opening and closing the buildings in consultation with the County Administrator. County Buildings will remain open and normal emergency procedures will govern unless the nature and severity of the pandemic event dictate otherwise.

8.4 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

- 8.4.1 Organization
 

The Property Services Department has the over-all responsibility for implementing emergency plans and procedures.
- 8.4.2 Assignment of Responsibilities
 

Facility Management, Workplace Safety and Environmental, and Sheriffs Department play a vital role in the implementation of these plans and procedures, each of the three divisions are assigned the coordinated responsibility of identifying, communicating and responding to an emergency or pandemic event.

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	Countywide Pandemic Influenza Plan	Property Services Annex

8.5 AUTHORITIES AND REFERENCES

8.5.1 Authorities

The authority for this plan lies with The Hennepin County Pandemic Flu Plan adoption and approval by the Hennepin County Board and its implementation by the County Administrator.

8.5.2 References

The primary reference for this annex is Minnesota Department of Public Safety Division of Homeland Security and Emergency Management "Local Jurisdiction Service Continuation Planning Guide" January 2007 Version 2.0

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