

ACP Orange County Chapter Pandemic Panel Discussion and Workshop



Today's Topics

- Pandemic Preparedness
- Business Continuity/Disaster Recovery and Emergency Management Role & Responsibility
- Executive Management Support
- Business Preparation
- Federal and State Communications
- Training and Awareness

Panel Introductions

- DeBorah Lozada, Ph.D., CBCP
 - Manager, Enterprise Business Continuity
 - UnitedHealth Group (Formerly PacifiCare)
 - National and international organization with over 230 office locations and 40,000+ employees
 - Started addressing Pandemic scenario late 2005
- Mediator for today's Panel Discussion

Panel Introductions

- **Monique Weiland,**
Lead Strategic Contingency Planner
 - California ISO
Incorporated under California law (AB1890), the not-for-profit California Independent System Operator (CAISO) is chartered by the state to manage the flow of electricity along the long-distance, high-voltage power lines that make up the bulk of California's transmission system. Following the restructuring of the state's electricity industry, the California ISO's mission is to keep the open market power grid in California reliable, competitive, and accessible.

Panel Introductions

- Mike Powell, Manager, Security & Emergency Services
 - Automobile Club of Southern California (AAA)
 - About 9,000 Employees; 9,000,000 Members
 - 156 Offices in Seven States (HI, CA, NM, TX, VT, NH, ME)
 - Road Service, Travel, Insurance, DMV, etc
 - \$3.8B Annual Revenue

Panel Introductions

- Russ Arnett, PMP, CBCP, CHSP
 - Corporate Project Manager Pandemic Recovery
 - Corporate Program Manager Business Continuity
 - 10 States, 1.1 million members, 1,800 employees
 - Medicaid and Medicare only
 - 2.0B annual revenue

Panel Introductions

- Janet Workman
 - Southern California Edison

Pandemic Preparedness

Panel Question:

What are some of the preparations that you've implemented in Pandemic Planning?

Monique Weiland

- Coordinate all pandemic work through the Emergency Planning & Preparedness Committee (EPPC)
- Developed a Pandemic Recovery Plan in accordance with the NERC Influenza Pandemic Planning Reference Guide.
- Developed a parallel Management Pandemic Checklist.
- Posted Influenza education posters around the buildings (hand washing, cough etiquette, website resources, etc.). Hand sanitizer was distributed last year.
- Attended multiple Pandemic presentations to absorb as much information as possible.
- Shared the ISO Pandemic Plan with grid reliability partners

Mike Powell

- Formation of Pandemic Core Team
- Collection/Sharing/Analyzing Information
- Training Core Team
- Coordinating/Networking Vendors, Partners and Associates
- Using CDC Business Pandemic Influenza Checklist as Planning Guide

Janet Workman

- Refer to handouts

Russ Arnett

- Formation of Corporate Pandemic Team
- Share Point site for collection, sharing and analyzing Information
- Development of global Pandemic Molina team
- Training of global team
- Using CDC Business Pandemic Influenza Checklist as Planning Guide

BC/DR and EM Role and Responsibility for Pandemic Planning

Panel Question:

- Within your organizations what is your role and responsibility in Pandemic pre-planning, implementation of a strategy, and initiation of the Plan?

Mike Powell

- Shared Responsibility Emergency Services/BCP
- Manager, Emergency Services
 - Administrator Emergency Plan
 - Procure Emergency Supplies
 - Train 500 Emergency Response Team (ERTs)
 - Maintain/ Operate EOCs (OC,LA, TX)

Monique Weiland

- Lead on all pandemic planning initiatives then coordinate/mature efforts through EPPC
- Pandemic training (plan content and event education).
- Create all support/customized documentation not already provided by CDC, CDHS, HHS, etc.
- Be point of contact for Pandemic coordination between ISO and grid reliability partners

Russ Arnett

- Corporate Project Manager
 - Coordination for Molina Health Plans
 - Creation of Internal and External Web Sites
 - Status Reporting to BOD
 - Emergency Notification Strategy
 - Development/allocation of Standard Forms
 - Development of Standard Policies/Procedures

Janet Workman

- Refer to handouts

Executive Management Support

Panel Questions:

1. Do you have executive management support?
2. Is your executive management team engaged in Pandemic planning?

Russ Arnett

- COO is Executive Sponsor
 - Executive Team are project members
- Direct Project Reports to BOD
- Web based Business Continuity site
 - Track status of plan development
 - Local outreach
 - Member/Provider interfaces - training

Mike Powell

- Executive Management Support-Good
- Under Emergency Plan Staff EOC with Emergency Task Force (ETF)-25 Managers
- ETF Provides Analysis/Recommendations to Executive Emergency Steering Committee (EESC)
- Worked well 9/11, Wildfires/Katrina etc
- Our HR VP heading AAA “National” Pandemic Plan

Monique Weiland

1. Yes!
2. The officers are relying on the subject matter expertise of EPPC to develop a rational pandemic program. Their review before implementation is critical. They are ready to provide support and assistance as appropriate up to and including compliance expectations and more preparedness assignments!

Janet Workman

- Refer to handouts

Business Preparation

Panel Question:

- What strategies have you implemented to cover a very high level of absenteeism stemming from ill employees, employees taking care of family members, and employees caring for children?

Janet Workman

- Refer to handouts

Russ Arnett

- HR Preventive Programs aggressive flu shot tracking and reminders
- Project team to develop corporate-wide “Work at Home” Strategies
- Project team to develop standards for all departments and offices for controls

Mike Powell

- Preventive Programs-Infectious Control Supplies, Aggressive Flu Shot/Wellness
- Task IT for “Work at Home” Strategies
- Task Legal/HR Develop Policies Limit Face to Face Contact, Prep Evacuate Employees from Infected areas, Facilities Office Layouts and Cleanliness

Monique Weiland

- Will first exercise existing sick time and leave of absence policies. Will comply with state/federal requirements when imposed. As needed, implement unique pandemic policies.
- Reviewing telecommuting capacity of equipment and identification of employee population who can telecommute
- Already have audio/visual conferencing, conference bridges, and instant messaging for social protection meetings
- Managing grid reliability is a 24X7 instantaneous responsibility; reviewing skeletal requirements
- Have had an annual wellness/flu shot program in place for years and an annual health/wellness/safety/security fair open to employees and family

Business Preparation - continued

Panel Question:

- What strategies do you have in place to address the significant disruption in transportation, commerce, utilities, public safety and limited to no assistance from State and Federal governments due to the nation-wide impact?

Monique Weiland

- All our planning is to prevent electric utility disruptions!
- As a critical infrastructure organization will expect some governmental support
- Except for employee commute, travel is not a big priority. Will recommend employees to keep their fuel tanks at least half full at all times and may create a carpool program
- The ISO does have some geographic diversity (northern and southern California) that may prove beneficial.
- Much of our commerce is by internet or telephone. If that can remain viable, we'll be okay. Otherwise, have some automatic and manual responses in place
- Expect to be subject to public safety issues along with general public—will respond according to our need and public benefit

Russ Arnett

- Corporate is expanding and enhancing “VPN” services
- Health plans are developing “roll over” strategy
- In California health offices will collapse into regional areas
- Local area Emergency Agency Partnership is Strong

Janet Workman

- Refer to handouts

Mike Powell

- Company Has Great Geographical Diversity for Remote Operation Support
- Company is “Emergency Business”, Proprietary Communications System & Fleet
- Control AAA 7 States-Direct Business Connection with 7 Others
- Vendor/ Govt Emergency Agency Partnership is Strong

Federal and State Communication

Panel Question:

- Have you developed communications and/or partnerships with State and Federal agencies?

Janet Workman

- Refer to handouts

Russ Arnett

- Each state has maintained local contact
 - Health Departments
 - Police
 - Fire
 - Clinics
- Corporate maintains contact with CDC - WHO

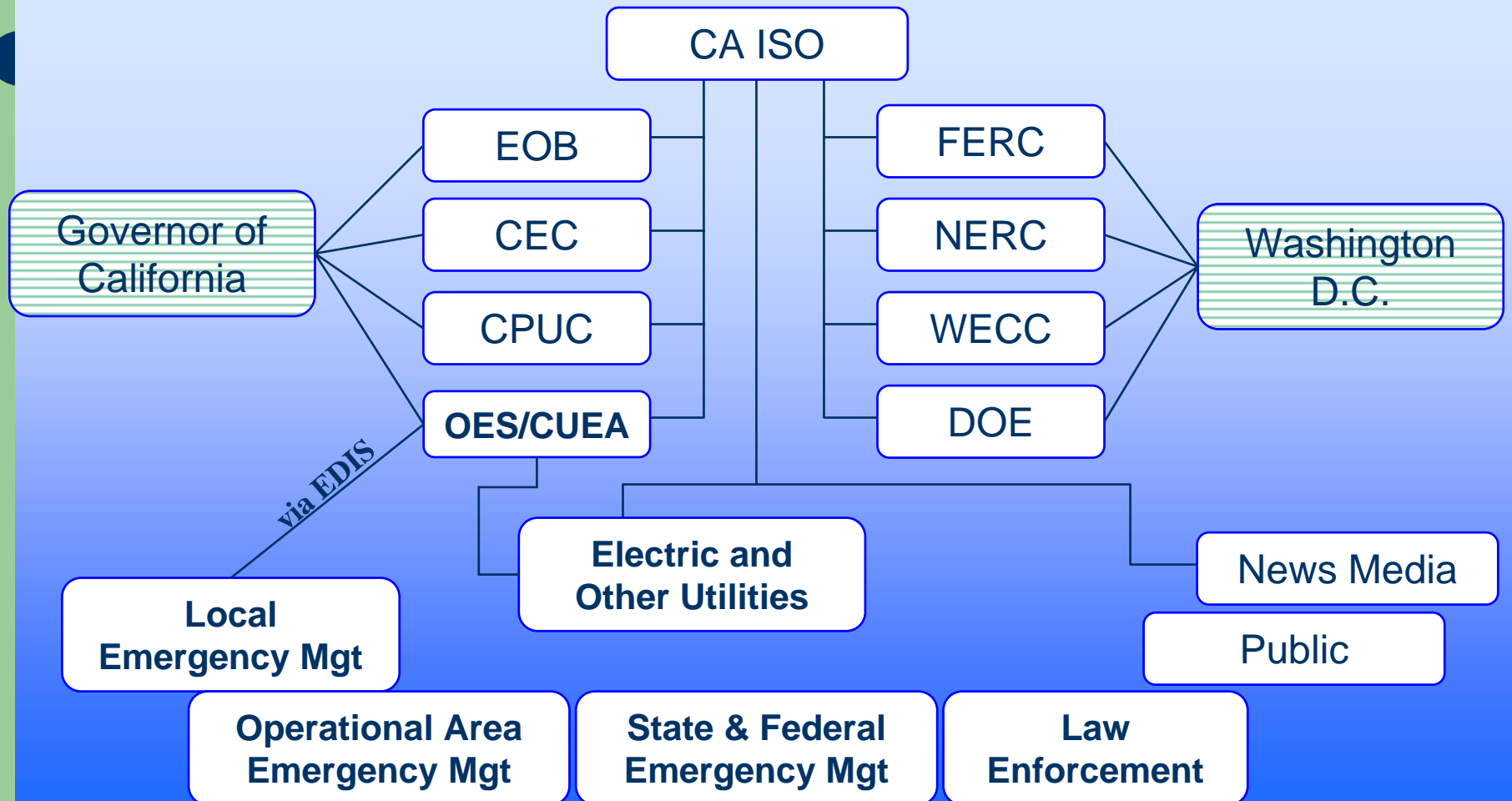
Mike Powell

- Day to Day Operation Strong with Government First Responders
- Support/Participate Number Public/Private Partnerships
 - FBI Infragard
 - OC Sheriff PSTEWG
 - Red Cross D.R.A
 - OC Emergency Preparedness Campaign

Monique Weiland

- The ISO is required to communicate with many government agencies—federal, state, and local. The ISO has multiple methodologies and internal sources of communication in place

ISO Communication Flow Chart



Training and Awareness

Panel Question:

- What type of training and awareness programs have you created to address the potential for a Pandemic?

Russ Arnett

- Monthly Company Wide Newsletter on Avian Flu and related issues
- General Emergency Site implementation
- Share Point site developed for general info
- Web based training in development

Janet Workman

- Refer to handouts

Monique Weiland

- Currently have a poster campaign in progress on safety boards and in restrooms
- In development:
 - A special web site on intranet
 - A staff meeting presentation
 - A Q&A sheet for distribution
 - An external partners information package
 - Use of Directors as key point for information dissemination and EPPC feedback

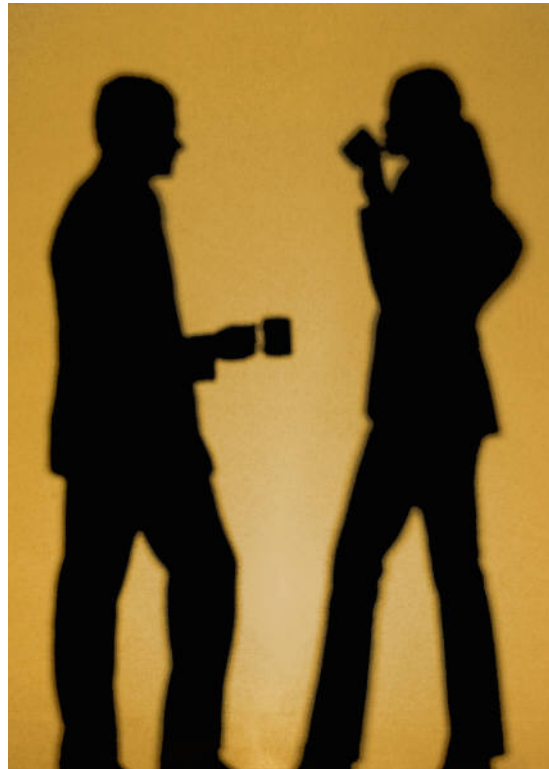
Mike Powell

- Feb 2006 Company Wide Safety Bulletin/Training on Avian Flu
- Enhanced Employee Emergency Announcement Systems
- CBT and Sharing Materials by Pandemic Team
- As Situation Develops-enhance training for 500 ERTs and others

Questions and Answers



Break



Workshop - Instructions

- Divide into 4 teams
 - Business
 - Private
 - Public
 - Government
 - Local Agencies
 - Healthcare and/or Schools
 - Within your teams appoint the following roles:
 - Team Leader
 - Record Keeper
 - Time Keeper

Workshop - Instructions

- Presenters
 - Select your team
 - Provide assigned questions to the Team Leader
 - Throughout the work shop work with the appointed Team Leader
 - Pass out raffle tickets

Workshop - Activity

- Business – Public and Private
 - Identify key stakeholders
 - Identify the assumptions:
 - city infrastructure
 - external business assumptions
 - internal business assumptions
 - Identify 4 critical items to present to Senior Management regarding Pandemic Planning

Workshop - Activity

- Local Government
 - Identify key stakeholders
 - Identify assumptions:
 - city infrastructure
 - business assumptions
 - Identify 4 critical items to present to the Orange County Chamber of Commerce regarding Pandemic Planning

Workshop - Activity

- Healthcare/Schools
 - Identify key stakeholders
 - Identify assumptions:
 - city infrastructure
 - business assumptions
 - Identify 4 critical items to present to the public.

Workshop - Activity

- Team Leaders will present the following:
 - Key Stakeholders
 - Plan assumptions
 - 4 critical items that you will present to Senior Management, Orange County Chamber of Commerce, and/or public

Questions and Answers



Conclusion

Thank you for your participation