

OSC 10
Ohio Safety Congress & Expo

**Pandemic Planning-
What do you and your
company do now?**
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Ted Kwiatkowski

Wednesday, March 31, 2010 1:30 to 2:30 p.m.

Continuing Nursing Education Disclosures

- **Goal:** To educate conference attendees on specific aspects of accident prevention and Ohio's workers' compensation system
- **Learning objectives:**
 - Describe AEP's approach to emergency planning for a pandemic outbreak;
 - List components of a comprehensive emergency plan for large and small companies; and
 - Discuss current status of AEP's pandemic plan and their next steps.
- **Criteria for Successful Completion:** Attend the entire event and complete a session evaluation.
- **Conflict of Interest:** The planners and faculty have no conflict of interest.
- **Commercial Support:** There is no commercial support for this event.
- **Continuing Education:** Awarded 0.1 IACET general CEUs and 1.0 RN* contact hour.

*The Ohio BWC (OH 18801-01-2013) is an approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

AGENDA

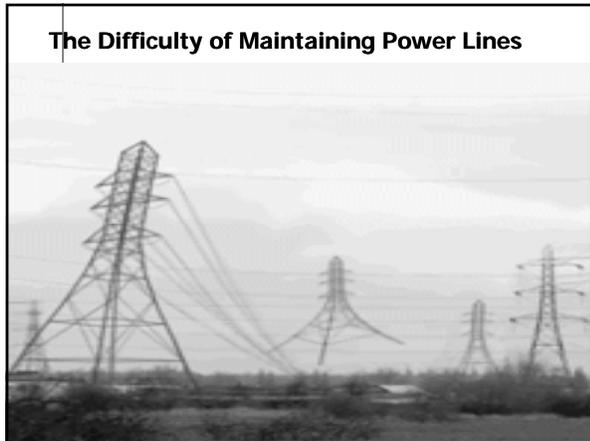
- Background
- General Pandemic Basics
- Prior Preparations
- Spring Outbreak and AEP Response
- Lessons Learned
- Recommendations
- The Top 12 Items You Should Do
- Questions & Answers

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AEP Background

- One of the largest electric utilities in U.S.
- 38,000 MW generating capacity - diversified fuel
- 5 million customers
- Geographically dispersed – 11 state area
 - Arkansas, Indiana, Kentucky, Louisiana, Michigan, Ohio, Oklahoma, Tennessee, Texas, Virginia, West Virginia
- 21,900 employees
- \$14.4B 2008 revenue \$45.2B asset base

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Threats

- Different groups have different areas of responsibility within AEP
- Business Recovery Services
 - AEP processes required to "keep the lights on"
 - All Hazards Approach
 - Loss of Building(s), Critical System(s), People
 - Pandemics

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General Pandemic Basics

- Flu basis
- Typically spread through contact with droplets from coughing and sneezing
- Contagious timeframe
- Cover coughs, wash hands, if sick stay home
- Of past pandemics:
 - Average of once every 30 years
 - 1957 Asian Flu & 1968 Hong Kong
 - 1918 Spanish Flu (50 million)
 - 2009 Pandemic Swine Flu
 - Typically come in waves
- Seasonal flu benchmark

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Avian Flu Preparedness

- Documented Business Continuity Plans
- Identified Critical Business Processes
- Developed Operational Critical Material Strategy
- Stockpiled PPE
- Revised HR Policies
- Addressed Work from Home Issues
- Plan for Sequestering Most Critical
- Emphasized Employee Communications
- Annual Exercises

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Even the Birds are Concerned



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H1N1 Outbreak Overview



- Originated in Mexico February/March 2009
- First cases in US were in Texas and California
- WHO declared Phase 6 – Pandemic (Geography vs Severity) on June 11, 2009
- US 50,000 reported cases but 1 million cases suspected
- Severity eventually determined to be mild but potential for mutation
- Massive amounts of media coverage initially – mostly correct

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AEP Response to H1N1



Select Members of Executive Committee

- Executive Steering Committee
- H1N1 Task Force
- Corporate Communications
- Environment, Safety, Health & Facilities
- Human Resources
- Legal
- Regulatory
- Workplace Services
- Others As Needed
- Electric Utility Industry BC Community
- Business Recovery Services
- Business Continuity Coordinators
- Operating Companies & Business Units

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Lessons Learned



- Lesson learned sessions conducted with each group
- Avian Flu Preparedness was a great start
- Never expected an outbreak to start in North America
- Trigger matrix not effective
- Media coverage was better than expected
- Communications is key but not always correct
- Different levels of outbreak in different areas of country adds complexity
- Collaboration with 25 other utilities was phenomenal
- Gaps in our preparation identified

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Recommendations



- New trigger matrix
- Conduct Tabletop Exercise/Drills before flu season
- Extend family PPE (Personal Protective Equipment) purchase program
- Create Pandemic Fact Board
- Establish daily reporting of employees with flu-like symptoms
- Seeking additional medical input
- Complete employee PPE distribution procedures

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Current Conditions



- We apparently dodged the bullet on this one !
- Pandemic Vaccination Program
- Mutations and drift can happen
- Avian flu reassortment feared but hasn't happened as of yet
- Laboratory results show that combining the swine flu with the avian flu can happen and results not pretty

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Ongoing Preparedness



Our planning is not aimed at what happened but rather what can happen. It is about what it CAN be not what it WILL be.

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It's all about the people !!!



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So what should you do ?

Action Item	Cost	Effort	Value
Assign responsibility and support from the top	●	●	●
Understand and document your critical processes	●	○	●
Assure critical dependencies will support your critical processes	●	●	○
Stockpile critical materials and supplies at some predetermined trigger	●	○	●
Plan for a percentage of your workforce being unavailable	●	●	●
Provide a work environment that promotes personal hygiene	○	○	●

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So what should you do ?

Action Item	Cost	Effort	Value
Review plans and capabilities for telecommuting	○	○	●
Review/Revise HR policies	●	●	●
Develop a communication strategy	●	○	●
Stockpile personal protective equipment	●	●	●
Identify credible information sources	●	●	●
Exercise your plan	●	○	●

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"Influenza pandemics, whether moderate or severe, are remarkable events because of the almost universal susceptibility of the world's population to infection. We are all in this together, and we will all get through this, together."

Margaret Chan, WHO Director-General, June 11th Press Briefing

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Questions & Answers



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