

# 2009 H1N1 Flu Pandemic

## Is Your Business Prepared?

The health of employees during an outbreak such as 2009 H1N1 influenza plays a critical role in the continued operations of a business. Business operations that require close contact with fellow employees and the public face special considerations in preventing the spread of infectious diseases.<sup>1</sup>

## The CVS Caremark Plan

As a critical infrastructure organization which millions of Americans depend upon for their needed medication, we have a responsibility to minimize any pandemic disruption so that your plan participants have access to their medication in the event of an emergency. In addition to comprehensive continuity planning, CVS Caremark has several organized, regional call centers and medication distribution centers (both PBM and specialty) located across the United States. In the event of isolation or quarantine, we can seamlessly redistribute work to help ensure uninterrupted service to clients and plan participants. We are also working with our clients and vendors to help ensure that our business continuity plans are in place and functioning in the event of a pandemic or national emergency.

## Pandemic Planning Tips

CVS Caremark would like to share a few tips to help you plan ahead to keep your business operating and your employees healthy in the event of a flu pandemic.

- **Identify** essential employees and other critical elements needed to maintain operations. Determine the impact of personnel, supply and distribution disruptions resulting from a pandemic.
- **Communicate** with your employees. Provide updated, accurate educational materials on basic pandemic flu facts, personal protection and response strategies. Encourage hand washing and coughing/sneezing etiquette. Educate employees about your plan, and provide information on care of ill employees and family members.
- **Develop** an emergency plan to communicate status and actions to employees, vendors, suppliers and customers. Test your plan with periodic drills to see if it works and if your employees know what to do during an emergency.

*(continued)*

### Planning Ahead

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<sup>1</sup> <http://www.cdc.gov/h1n1flu/business/>. Accessed September 15, 2009.

- **Plan** for the impact of a pandemic on employees and customers. Forecast and allow for employee absences for personal illness, family member illness, community containment and quarantine measures, school and business health care closures, and public transportation shut downs. Improve employee access to health care, and mental health and social services. Find ways to limit face-to-face contact among employees and customers.
- **Establish** policies to be implemented during a pandemic, such as sick leave, return-to-work and travel policies. Establish policies on telecommuting and staggered shifts to help limit person-to-person spread of disease within your workplace. Determine other measures your business can put into place to prevent spreading the flu at work.
- **Allocate** resources to protect your employees and customers during a pandemic. Provide infection-control supplies including hand sanitizer, antibacterial soap, tissues and waste receptacles. Enhance your telecommuting abilities and infrastructure. Establish availability of emergency medical consultation.
- **Coordinate** with external organizations and help your community. Share plans with insurers and health care providers to understand one another's plans and capabilities. Collaborate with federal, state and local public health agencies to participate in planning, understand your community's capabilities and offer your business's services.

## Comprehensive pandemic information can be found at:

- <http://www.cdc.gov/h1n1flu/>
- <http://www.who.int/en/>
- <http://www.flu.gov/professional/business/>

**You can also click on the Health Resources tab on Caremark.com.**

As a critical organization in the nation's medicine supply infrastructure, we have a responsibility, based on our expertise and capabilities, to help client organizations prepare for their respective pandemic business continuity planning. This includes programs and services to support education, awareness and preparation. For more information, click on the Health Resources tab. You may also contact your CVS Caremark Account Representative.

The CVS Caremark Pandemic Flu Education and Support program is intended to assist with efforts for planning and preparation for a possible pandemic event. The information on the possibility of a pandemic is presented as background information only. CVS Caremark is not an authority on appropriate or required response measures to be taken in advance of the potential pandemic that H1N1 flu represents. Further, the timing and pattern of a pandemic is unpredictable.

Developed from information by the U.S. Department of Health & Human Services, [www.pandemicflu.gov](http://www.pandemicflu.gov).  
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