



# **Talquin Electric Cooperative, Inc. Talquin Water & Wastewater, Inc. Pandemic Preparation and Response Plan**

## **I. Introduction**

Pandemics are outbreaks or circumstances caused by biological agents, including organisms such as bacteria, viruses or toxins with the potential for significant illness or death in the population.

## **II. Purpose**

The Pandemic Preparation and Response Plan is designed to be used in situations that include naturally occurring outbreaks (e.g., measles, mumps, meningococcal disease), emerging infectious diseases (e.g., SARS, pandemic influenza, coronaviruses), and bioterrorism.

## **III. Jurisdiction**

Talquin Electric Cooperative, Inc. (Talquin) has offices located in four counties, with a total of 24 locations where staff are assigned. This Plan will be implemented at all Talquin locations.

## **IV. Roles and Personnel**

Essential Incident Command System (ICS Model) roles for the response portion of this plan are: Incident Commander, Public Information Officer, Safety Officer, Liaison Officer, Incident Recovery, Electric Operations Section Chief, Water Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance and Administration Section Chief.

### **A. Incident Commander (Pandemic Coordinator)- General Manager**

- The purpose of the Incident Commander (Pandemic Coordinator) is to provide overall management and to be responsible for the major decisions of the pandemic response.
  - Establish the Incident Command and activate plan phases.
  - Approve and authorize any major decisions, policies, informational materials, or requests that are a part of the response.

- Ensure close coordination with the State Emergency Operations Center (EOC), Florida Division of Emergency Management (FDEM), partners, field command posts, and ongoing operations of the Department of Health.
  - Maintain an appropriate response organization.
- B. **Public Information Officer (PIO)- Media and External Affairs Coordinator**
  - The purpose of the PIO is to provide accurate and timely infectious disease and outbreak information to clinicians, emergency leaders and responders, the public, and other stakeholders, if necessary. Also, succinctly provides the response with accurate and comprehensive information that enables optimal decision making regarding on-going and future management.
    - Oversee the monitoring, review, and summary of key external information.
    - Oversee the dissemination of information and guidance through electronic, telephone, and alternative methods.
    - Disseminate information within the response.
- C. **Safety Officer- Safety Manager**
  - The Safety Officer is responsible for monitoring incident operations and advising the Incident Commander on all matters relating to operational safety, including the health and safety of incident personnel.
    - Identifies essential supplies and coordinates with Supply Chain to replenish.
    - Modifies or stops the work of personnel to prevent unsafe acts.
- D. **Liaison Officer- Director of Member Services**
  - The Liaison Officer is responsible for coordinating with representatives from cooperating and assisting agencies or organizations.
    - Florida Division of Emergency Management (FDEM)
    - Florida Electric Cooperatives Association (FECA)
    - Seminole Electric Cooperative
    - Florida Department of Environmental Protection (FDEP)
    - Florida Department of Health (FDOH)
    - Oversee the receipt and response to inquiries about the outbreak and response. Set-up methods to receive, prioritize, and determine response to requests for new content.
    - Oversee the tracking of inquiries, responses, requests for content, development progress, final documents, and dissemination activities.

- E. Incident Recovery Team- **Human Resources Manager**
- The Incident recovery team is responsible for returning personnel to normal operations.
- F. Electric Operations Section Chief- **Director of Engineering and Operations**
- The Electric Operations Section Chief is responsible for implementing tactical incident operations for the electric system.
- G. Water Operations Section Chief- **Director of Water Services**
- The Water Operations Section Chief is responsible for implementing tactical incident operations for the water and wastewater systems.
- H. Planning Section Chief- **Director of IT and Communications**
- The purpose of the Planning Section is maintaining information on the current and forecasted situation and on the status of resources assigned to the incident. The Section will also ensure that communications and information technology infrastructure is functioning and interoperable.
    - Collect, assess and integrate incident and response information to produce an overall assessment of the incident which includes the status of the pandemic and resource use.
    - Prepare projections of the incident, response needs, and response capabilities.
    - Provide recommendations for decisions and/or actions that will address future response needs.
    - Facilitate Command/General staff meetings.
    - Maintain documentation of the response and store original response-related documents.
    - Coordinate access to technical specialists as needed.
    - Oversee Communications infrastructure and Information Technology operations.
      - Set up, maintain, troubleshoot and repair communications and information technology equipment for the response.
      - Ensure that redundant communications and information technology systems are set up and functioning.
      - Ensure telecommuting infrastructure is available.
- I. Logistics Section Chief- **Director of Administration**
- The purpose of the Logistics Section is to locate or request the supplies and personnel needed to support Talquin employees and families, if applicable, and then to direct these resources to the appropriate staging area. The Section will also coordinate demobilization and after action reporting.

- Coordinates with FECA and other support entities to arrange mutual aid, when appropriate.
- Human Resources
  - Receive and fulfill personnel requests.
  - Develop accurate and timely documents (e.g., guidance, protocols, fact sheets, health alerts) for internal communications.
- Facilities and Fleet
  - Ensure facilities remain operational as needed.
  - Ensure physical security of all assets.
  - Ensure fleet remains operational as needed.
  - Ensure adequate levels of fuel supply are available.
- Safety Department
  - Coordinate with Supply Chain to receive and fulfill supplies.
  - Distribute supplies to Talquin staff and facilities.
  - Track inventory of supplies.

J. Finance and Administration Section Chief- **Director of Finance**

- The Purpose of the Finance Section is to facilitate the purchase and reimbursement, if applicable, of resources utilized in the Pandemic Preparation and Response Plan.
  - Grants Administration
    - Track hours worked by response staff, supplies purchased, and any other expense related to the pandemic for local, state, and federal reimbursement.
  - Supply Chain
    - Facilitate purchasing of supplies in conjunction with the Safety Department when necessary for the emergency response.
  - Accounting
    - Monitor multiple sources of funds.
    - Track and report final cost.

## V. Organization chart of the ICS Model to be used in response to a pandemic



Role	Primary	Secondary	Tertiary	Quaternary
<b>Incident Command</b>	General Manager	Director of Finance	Director of Administration	
<b>Public Information Officer</b>	Media and External Affairs Coordinator	Director of Member Services	Communications Specialist	Communications Specialist
<b>Safety Officer</b>	Safety Manager	Safety Coordinator	Safety Administrator	
<b>Liaison Officer</b>	Director of Member Services	Member Services Office Manager	Member Services Office Manager	Member Services Office Manager
<b>Incident Recovery Team</b>	Human Resources Manager	Human Resources Assistant	Safety Administrator	
<b>Electric Operations Section Chief</b>	Director of Engineering and Operations	Manager of Electrical Operations	Area Office Superintendent	Area Office Superintendent
<b>Water Operations Section Chief</b>	Director of Water Services	Manager of Water Services	Water Services Engineer	Water Services Supervisor
<b>Planning Sections Chief</b>	Director of IT and Communications	IT Manager	Network Engineer	Systems Administrator
<b>Logistics Sections Chief</b>	Director of Administration	Human Resources Manager	Safety Manager	Manager of Facilities and Fleet
<b>Finance and Administration Section Chief</b>	Director of Finance	Supervisor of Treasury and Finance	Manager of Supply Chain	Supervisor of General Accounting

## **VI. Phases**

### **Phase I- Activation of Plan upon outbreak outside of the United States that has likely potential to spread within the United States**

- Begin daily monitoring of FDEM, Center for Disease Control (CDC) or other applicable health information sources.
- Send out educational materials to employees.
  - Minimum weekly, or as new information becomes available.
- Order and distribute initial supplies:
  - Masks
  - Gloves
  - Large hand sanitizer pumps for offices
  - Small hand sanitizer bottles for personal use
  - Disinfecting wipes and sprays
- Encourage healthy hand sanitizing and social-distancing, as recommended by CDC guidelines.
- Coordinate availability of vaccinations to employees (and families, if possible).
  - Use community resources to establish priority as critical infrastructure.
- Coordinate infrastructure and hardware for telecommuting.
  - Identify eligible positions.
  - Evaluate potential technology and equipment needs.
- Assess the ability to obtain mutual aid (contractors and cooperatives), if needed later.
- Employees may not be permitted to return to work for a pre-determined amount of time if they travel to affected areas, as designated by the Cooperative.
- Cooperative may limit and/or cancel employee travel and participation in outside events, such as NRECA meetings, FECA meetings, etc.

### **Phase II- Employee and Cooperative protection upon outbreak outside of Talquin area**

- Begin actively requiring Personal Protective Equipment (PPE) and precautionary measures, dependent on risk factors for each job responsibility.
- Assess the potential need to obtain mutual aid (contractors and cooperatives).
- Obtain equipment necessary for technologies, such as telecommuting.
- Evaluate and obtain necessary supplies for business continuity, such as fuel, emergency bedding, etc.
- Take reasonable actions to assist in employee and Member safety.
  - Continue to educate employees and reinforce precautionary measures.
  - Provide Public Service Announcements (PSAs) and updates to Members, as needed.
  - Instruct employees to stay home if sick, send anyone displaying symptoms home.
  - Encourage employees to stay home if a member of their household is sick.
  - Require continual wipe-downs of common areas.
  - Possibly convert Member Service offices to drive-through only.

### **Phase III- Continuity of operations upon local outbreak**

- Assess the impact of facilities and/or work units for staff who are affected, either directly or indirectly (i.e. family members).
  - Implement telecommuting for pre-designated staff.
  - Contract services for call center support.
- Implement business continuity plans.
  - Scheduling of vehicles, employees and contract services will be done to ensure business operations are maintained throughout the duration of the event.
- Determine how each facility will continue operating with limited production.
  - Close offices or facilities, if appropriate.
    - Notify PIO for media release.
- Activate mutual aid, if needed.

### **Phase IV- Restoration of full services**

- Upon clearance from appropriate authorities, reopen closed facilities and bring telecommuters back to work onsite.
  - Ensure facilities are safe for re-entry.
  - Notify employees and Members.
  - Notify PIO for media release.
- Use contractor or mutual aid as needed to restore full services.
- Conduct Post Pandemic Review.
  - The Logistics Chief will conduct a Post Pandemic Review (sometimes known as an After Action Review- AAR). This review will include procedures used, lessons learned and recommendations for future pandemic response events. The improvement plan should be shared with all Board members.

## **VII. Procedure**

The Incident Commander (Pandemic Coordinator) shall determine when each of the Phases listed above should be activated based upon daily monitoring of FDEM, CDC, FDOH and/or other applicable health information sources.

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