



Colorado Department of Public Health and Environment

SOCIAL DISTANCING SUPPORT GUIDELINES FOR PANDEMIC READINESS

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<http://www.cdphe.state.co.us/epr/Public/SDSSGL.pdf>

Abstract: This document is provided to those who have responsibility for pandemic readiness planning for their communities. This document provides general information about planning for and implementing social distancing procedures during a pandemic. It will be reviewed regularly and updated as necessary.

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Social Distancing Support Guidelines

OVERVIEW

The purpose of this document is to provide information and guidelines to local officials for social distancing planning.

Social distancing is defined to include measures that increase the distance between individuals. These interventions can be applied to individuals, large groups or an entire community or region. They are designed to reduce personal interactions and thereby the risk of disease transmission. Some options include:

- Canceling events (concerts, movie theaters, etc.).
- Canceling school classes and events.
- Canceling church services and activities.
- Shutting down or limiting mass transit.
- Declaring “snow days”, asking everyone to stay home and closing “non-essential” businesses, schools, churches etc. “Non-essential” means those facilities that do not maintain primary functions in the community.

Social distancing would be implemented during a health emergency when extraordinary measures are required to control the spread of disease or infection. Be aware that state and federal laws **may** be modified, suspended or enacted in response to a pandemic.

This document is designed to assist you in developing your own plan by providing resources, guidelines and links related to pandemic influenza. Be sure to involve your legal counsel as necessary throughout this process. If you have printed this document, you can find the website addresses referenced in it in **SECTION 4, Planning Resources**.

SCOPE

This is not a plan. These guidelines are intended to provide direction and resources to local officials during the planning and implementation phases of a pandemic emergency, while remaining general enough to allow for flexibility at the local level.

SECTION 1: PRE-INCIDENT PREPARATION, provides guidelines and pre-incident considerations to assist in planning for continuity of essential needs, services and supplies for the community and its residents.

SECTION 2: OPERATIONAL RESOURCES, provides a list of operational resources to assist in planning and implementing social distancing. This list should not be considered all-inclusive, as there may also be additional local resources available to the community that should be considered.

SECTION 3: STRATEGIES, provides strategies that may be useful in planning and implementing social distancing. Local needs and resources should be taken into consideration when preparing social distancing strategies.

SECTION 4: PLANNING RESOURCES, provides a comprehensive list of social distancing resources, including print and Web based material, as well as points of contact for access to existing planning materials.

ASSUMPTIONS

The following assumptions are provided as a basis for planning for social distancing in the event of a pandemic. These assumptions are specific to influenza pandemic and are not universal to all emergencies.

- Officials and experts do not know how long a pandemic could last. Communities may be affected in waves that last between six and eight weeks that may continue for up to 18 months.
- State and federal laws may be modified, suspended or enacted in response to a pandemic.
- Healthcare resources will likely be stretched beyond capacity.
- Up to 40% of your workforce may be absent at one time.
- Social and economic disruption is likely.
- If infected, people may be ill for approximately two weeks.
- Susceptibility to the outbreak is universal.

SECTION 1: PRE-INCIDENT PREPARATION

Coordination

- Coordinate social distancing planning with existing regional/local all-hazards coordinators and emergency preparedness, mental health and public health personnel as part of local emergency planning efforts.
- Local public health:
 - See listing of local public health and environmental health agencies in Colorado at <http://www.cdphe.state.co.us/as/locallist.asp>.
- Regional emergency management and public health representatives:
 - See listing of local emergency managers and Colorado Division of Emergency Management field staff at <http://www.dola.state.co.us/oem/localem.htm>
- Local and county emergency planning groups:
 - Fire department
 - Law enforcement
 - Local Emergency Planning Committee (LEPC)

General Preparedness

- Stress personal preparedness and planning (see SECTION 4: RESOURCES).
- Encourage building a stockpile of essential supplies. Campaign for “When you go to the store, buy one more” as a method of building personal stockpiles of essential supplies.
 - Checklist of essential supplies at <http://www.readycolorado.com/packakit.php>
- Encourage businesses, social support agencies and community groups to develop pandemic/social distancing plans and to communicate them to their affected populations.
 - Will they implement/eliminate delivery, etc.?
 - Will hours of operation change?
 - Make available **Guidelines for Business Pandemic Readiness:**
<http://www.cdphe.state.co.us/bt/public/businesspanready.pdf>

First responders

- Determine that first responder agencies have pandemic/social distancing plans.
- Ensure that first responders are trained in the use of Personal Protective Equipment (PPE) and have a supply available.

High Risk Populations

- Identify high-risk populations. Provide guidance to those caring for high-risk individuals.
- Ensure medical personnel are issued appropriate Personal Protective Equipment (PPE) and training to minimize potential risks

Food

- Determine if delivery is an option for homebound people.
- Determine what resources exist for food distribution.
 - Local groceries
 - Food banks
 - Restaurant delivery services, etc.
 - Meals on wheels type programs
- Identify local food banks, including faith based organizations, and local resources for food distribution to the needy.
- Determine if grocery stores have infection control measures, i.e.: alcohol based wipes for carts at the doors.
- Discourage frequent shopping trips through a campaign encouraging “Make a list - one trip a week”.

Water

- Plan for limited supplies and provide conservation tips and alternative resources such as the water stored in the water heater.
- Provide safety tips if alternate sources are required such as:
 - Boiling water.
 - Water filters, purification tabs.

Energy

- Plan for disruptions in service.
 - Heat.
 - Light.
 - Fuel for home and vehicles.

Mail Delivery

- Consider the business continuity plans of mail and package delivery services when social distancing policies are implemented during a pandemic.

Banking

- Determine that the banking industry has pandemic/social distancing business continuity plans.
- Encourage electronic banking, and/or ATM use.

Prescriptions/Medical Equipment

- Determine that your medical supply companies have plans to ensure delivery of supplies during a pandemic.
 - Is delivery/mail order an option?
 - Encourage drive-through pharmacy facilities for drop-off/pick up for essential medications to limit direct person-to-person contact.

Medical care

- Identify local hospitals/clinics. Determine that they have pandemic/social distancing business continuity plans.
- Collaborate with your local public health representative to identify where people would go to receive appropriate care and the location of facilities that are treating specific medical conditions.
- Encourage individuals to collaborate with their personal physicians on planning for their medical needs.

- Encourage education on planning for and caring for the ill at home. Consider the needs of elderly, special needs individuals, children, pet care, etc.
- Encourage use of a Nurse Line or Triage Line as a source for health information and referrals.

Personal documentation

- Encourage individuals to complete:
 - Emergency contact lists.
 - Personal medical history/records.
 - Insurance records.
 - Legal documents (medical power of attorney, will, etc.).

Preventive health measures

- Encourage the use the Centers for Disease Control and Prevention (CDC) guidelines for personal protection and distribute these guidelines to the community.
<http://www.cdc.gov/flu/protect/covercough.htm>.
- Provide safety tips for personal protection:
 - Emphasize, “cover your cough” and “wash your hands”.
 - Discourage shaking hands and physical contact.
 - Encourage non-contact greetings.

Information

- Develop a social distancing communication plan for your community.
 - Determine if “2-1-1” is available as a resource in your community (“2-1-1” is also available on the internet).
 - Develop and test procedures to disseminate current information to the public re: school closings, event cancellations, business closures, clinic sites, continuity plans for mail delivery, police, fire department, local public offices, vaccination sites, etc.
 - Consider reverse 9-1-1 and other methods of communication.
 - Establish primary and secondary media spokespersons.
 - Establish and maintain a current list of appropriate contacts for agencies and organizations.
 - Consider communications to special populations in the area (i.e. non-English speakers, homeless population, medically homebound, etc.)
- Construct messages that encourage people to work from home whenever possible and to remain home at other times.
- Define the reasons for going out (to obtain food and essential medication), and give tips on minimizing trips.

SECTION 2: OPERATIONAL RESOURCES

CO-HELP

- CO-HELP is the primary telephone resource hotline to deliver health department messages, announcements, social distancing instructions, and pandemic information to the public. The toll free number is **1-877-462-2911**.

Nurse Line (Triage Line)

- Advise people experiencing symptoms or feeling ill to remain at home and to call their appropriate nurse line for support.
- Consider publishing a listing of nurse lines available in your region.
- Provide the information to your local “2-1-1”.

“2-1-1”

- “2-1-1” provides residents with an easy-to-remember and universally recognizable phone number to help them make a critical connection to health and human services. It is critical that “2-1-1” is kept abreast of resources available and current referral information.
- You can provide the information to “2-1-1” and instruct your residents and community businesses to call “2-1-1” for streamlined access to current information.

Local public health

- Ensure local public health is included in planning efforts. They will be able to provide current information on pandemic progress. See listing of local public health and environmental health agencies in Colorado.
<http://www.cdphe.state.co.us/as/locallist.asp>

Community, Civic & Cultural Organizations

- Identify community based organizations and cultural/community leaders and include them in local planning efforts.
 - Colorado Coalition for the Homeless
 - CERT/Citizen Corps
 - Neighborhood and/or homeowner associations
 - Neighborhood watch groups
 - VFW, Elks, Kiwanis, etc.

Faith Based Organizations

- Develop partnerships with local faith based organizations. They may be able to provide education and assistance in pre-planning for community members in need. Determine their willingness and capability to assist with pandemic planning and response.

Food Banks

- Determine local food bank resources and capabilities and provide your local “2-1-1” (and the media if appropriate) information regarding what is available, locations and hours.

Homeless Shelters

- Include local shelters in planning and determining social distancing resources they could provide for homeless or displaced individuals and families.

SECTION 3: STRATEGIES

This section provides general strategies for implementing social distancing procedures. These guidelines should be used to help develop local social distancing policies and procedures, taking into consideration the Pre-incident Preparedness and Operational Resources discussed in SECTIONS 1 and 2. The strategies in this section should not be considered all-inclusive, but will assist local government officials in developing their own plans for social distancing.

Implementation

- Work with regional/local all-hazards coordinators and emergency preparedness, mental health and public health personnel to implement appropriate social distancing strategies.
- A graduated implementation of social distancing may be necessary because a pandemic may occur in waves.
- All social distancing strategies may not need to be implemented simultaneously.

Provide accurate and timely pandemic information to the public.

- “2-1-1”
- CO-HELP.
- Media updates at regular specified times.
- Internet.

Encourage businesses, schools, churches, etc. to implement their plans.

Medical support

- Utilize existing nurse lines, hotlines and call centers.
- Provide current information to the public regarding where people may receive appropriate care. Give the location of facilities treating specific medical conditions.

Community

- Activate community, civic and cultural organizations for support at the neighborhood level.

CO-HELP (1-877-462-2911)

- Utilize CO-HELP as a primary telephone resource hotline to deliver messages, announcements, and FAQ's prepared by the health department. Current topics include pandemic flu, Avian flu, and seasonal influenza.

SECTION 4: PLANNING RESOURCES

“2-1-1” - National abbreviated dialing code for free access to health and human services information and referral that makes a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies.

Locate your local “2-1-1” in Colorado

<http://www.211colorado.org/org>

Locate your local “2-1-1” across the United States

<http://www.211.org>

American Red Cross – Mile High Chapter – Non-profit organization whose mission is to provide relief to victims of disaster and help people prevent, prepare for and respond to emergencies. <http://www.denver-redcross.org/>

Special items of interest from ARC-MHC:

Denver Red Cross Community Preparedness – brochures and other preparedness documents on pandemic flu.

http://www.denver-redcross.org/site/PageServer?pagename=preparedness_pubs

Home Care for Pandemic Flu

http://www.denver-redcross.org/site/DocServer/RC_PandemicFluBrochure.pdf?docID=1381

Family Preparedness Fact Sheet

http://www.denver-redcross.org/site/DocServer/pan_flu_fam_prepared_fs.pdf?do

Preparing for a Flu Pandemic Fact Sheet (Coping and Emotional Well-Being)

http://www.denver-redcross.org/site/DocServer/pan_flu_coping_emotional_well-being.pdf?docID=2122

Association of Contingency Planners (ACP) - is a non-profit trade association dedicated to fostering professional growth and development in effective Contingency & Business Resumption Planning. <http://www.acp-international.com/>

Colorado Rocky Mountain Chapter

<http://www.crmc-acp.org/>

Special items of interest from ACP:

Pandemic/Avian Flu Planning Information and Tools – a collection of websites, white papers and other resources to help businesses plan for a pandemic.

<http://www.acp-international.com/pandemic.html>

Centers for Disease Control and Prevention - Principal US Government agency charged with protecting the health and safety of all Americans. <http://www.cdc.gov/>

Special items of interest from CDC:

Seasonal Influenza Information

<http://www.cdc.gov/flu/>

Site for Social Distancing

<http://www.cdc.gov/ncidod/EID/vol12no11/06-0255.htm>

Healthy Schools, Healthy Youth website

<http://www.cdc.gov/HealthyYouth/index.htm>

Emergency and Risk Communication

<http://www.bt.cdc.gov/erc/>

Infection Control Information

Cover Your Cough

<http://www.cdc.gov/flu/protect/covercough.htm>

Flu Gallery—Patient Education Materials

<http://www.cdc.gov/flu/professionals/flugallery/posters.htm#healthyhabits>

Colorado Association of Emergency Managers (CEMA) - A non-profit professional association representing emergency managers and others throughout the State of Colorado dedicated to the promotion of activities in the four phases of emergency management: preparedness, mitigation, response and recovery.

<http://www.cemacolorado.com/>

Colorado Community Health Network (CCHN) – A non-profit membership association representing Colorado's Community Health Centers, whose mission is to increase access to high quality health care for people in need in Colorado.

<http://www.cchn.org/>

Colorado Department of Human Services - Division of Mental Health (CDMH) – State agency division whose mission is to ensure culturally competent, comprehensive care that promotes individual, family, and community resiliency and recovery through providing to the public mental health system expertise in policy, program development, evaluation, quality improvement, training, consultation and resource acquisition.

<http://www.cdhs.state.co.us/dmh>

Special items of interest from CDMH:

CDMH's Disaster Preparedness and Response Department has a website that carries useful information for pandemic planning and behavioral health issues (note the underscore between the word disaster and home).

http://www.cdhs.state.co.us/dmh/disaster_home.htm

Colorado Department of Local Affairs (DOLA) – State agency that provides financial and technical assistance to local governments throughout Colorado.

<http://www.dola.state.co.us/>

Special items of interest from DOLA:

Link to local emergency managers and Colorado Division of Emergency Management field staff <http://www.dola.state.co.us/oem/localem.htm>

Colorado Department of Public Health and Environment (CDPHE) – State agency committed to protecting and preserving the health and environment of the people of Colorado.

<http://www.cdphe.state.co.us/>

Special items of interest from CDPHE:

Pandemic Influenza Planning – fact sheets, information and planning tools.

<http://www.cdphe.state.co.us/bt/panflu.html>

Listing of local public health and environmental health agencies in Colorado.

<http://www.cdphe.state.co.us/as/locallist.asp>

Pandemic Influenza Q & A

<http://www.cdphe.state.co.us/dc/Influenza/avian/panflu%5Ffact.pdf>

Avian Influenza Q & A

<http://www.cdphe.state.co.us/dc/Influenza/avian/avianflu%5Ffact.pdf>

CDPHE Disease Control and Environmental Epidemiology Division Influenza Website— Colorado Influenza Statistics (weekly surveillance update)

<http://www.cdphe.state.co.us/dc/Influenza/index.html>

Guidelines for Business Pandemic Readiness

<http://www.cdphe.state.co.us/bt/public/businesspanready.pdf>

Guidelines for Education: Planning for Pandemic Readiness

<http://www.cdphe.state.co.us/epr/Public/educationpanready.pdf>

Colorado Rural Health Centers - Enhancing rural healthcare services in Colorado through information, education, grants, tools and linkages.

<http://www.coruralhealth.org>

Colorado Safety Association (CSA) – A not-for-profit, non-governmental educational organization specializing in occupational safety and health issues and serves as the Colorado Chapter of the National Safety Council.

<http://www.coloradosafety.org/>

Contingency Planning and Management (CPM) – Magazine and article archives on business continuity planning topics. Free registration required for access, includes free subscription to their magazine. <http://www.contingencyplanning.com/>

Special items of interest from CPM:

BCP Handbook – articles on contingency planning, continuity of information and exercising your contingency planning teams.

<http://www.contingencyplanning.com/tools/bcphandbook/>

Denver Regional Council of Governments (DRCOG) -- A non-profit association of 52 local governments offers information and other resources on a variety of topics including teleworking.

<http://www.drcog.com/>

Federal Emergency Management Agency (FEMA) – Emergency management information in nearly 30 categories; directory of contacts, disaster reports, education and links.

<http://www.fema.gov/>

Special items of interest at FEMA:

Online, independent study course to design and conduct a disaster recovery exercise.

<http://training.fema.gov/EMIWeb/IS/is139.asp>

Information for use in emergency planning and response

<http://www.fema.gov/emergency/reports/index.shtm>

Resources for parents and teachers

<http://www.fema.gov/kids/teacher.htm>

Preparedness and Training

<http://www.fema.gov/government/prepare.shtm>

Global Security.Org - Additional information on Social Distancing

http://www.globalsecurity.org/security/ops/hsc-scen-3_flu-pandemic-distancing.htm

Institute for Business and Home Safety (IBHS) – Non-profit association whose mission is to reduce the social and economic effects of natural disasters and other property losses by conducting research and advocating improved construction, maintenance and preparation practices. <http://www.ibhs.org/>

Special items of interest from IBHS:

Open for Business – Disaster planning toolkit for small to medium sized businesses.
http://www.ibhs.org/business_protection/

Pan American Health Organization - Information and updates about pandemic influenza and planning. <http://www.paho.org/english/ad/dpc/cd/flu-pan.htm>

Pandemic Flu.gov – One stop access to U.S. government avian and pandemic flu information.
<http://www.pandemicflu.gov/>

Special items of interest from pandemicflu.gov:

National Strategy – U.S. Government plan and strategy overview.
<http://www.pandemicflu.gov/plan/tab1.html#national>

READYColorado.com and **Ready.Gov** are designed to help every Coloradoan become prepared to respond to and recover from a wide array of disasters ... both natural and human-caused. Here, you'll find disaster planning and response tools, checklists, strategies and information.
<http://www.readycolorado.org/>

Homeland Security Preparedness & Training

<http://www.ready.gov/>

Senior Housing Options, Inc. – A non-profit organization whose mission is to provide and promote quality affordable housing and services in a caring environment for older adults in Colorado.

<http://www.seniorhousingoptions.org/>

Social Distancing Sample Policies:

US Mint

<http://www.opm.gov/pandemic/agency/agency.asp - 8>

Longwood University

http://www.longwood.edu/health/education/health/pandemicflu/docs/pandemic_flu_social_distancing_measures_and_business_continuation_at_longwood_university.pdf

Social Distancing Validation Studies:

Computer simulation study

http://www.upmc-biosecurity.org/website/biosecurity_briefing/archive/-10-27-influenza/content/2006/10_october_2006/2006computersimulatesocdistancepanattackrates.html

CDC research study

<http://www.cdc.gov/ncidod/EID/vol12no11/06-0255.htm>

Bloomberg.com news report

<http://www.bloomberg.com/apps/news?pid=20601103&sid=aM6f0p4ovJCI&refer=us>

U.S. Small Business Administration (SBA) – A federal agency providing information, services and other resources to small businesses.

<http://www.sba.gov/>

World Health Organization (WHO) - United Nations specialized agency for health whose objective is to promote complete physical, mental and social well-being for all people.

<http://www.who.int/en/>

Special items of interest from WHO:

Avian Influenza – background information, latest news, maps and situational archives.

http://www.who.int/csr/disease/avian_influenza/en/index.html

Pandemic Preparedness – information and documents on preparedness, including background information, guidelines, and checklists.

<http://www.who.int/csr/disease/influenza/pandemic/en/>

Influenza pandemic threat - current situation. Information compiled to help policy-makers and the public stay informed in a rapidly evolving situation.

http://www.who.int/csr/disease/avian_influenza/pandemic/en/index.html

Influenza information, for everyone <http://www.who.it/flu/publications/200603241>

Emergency Communication: Seven Steps to Effective Media Communication During Public Health Emergencies

http://www.who.int/csr/resources/publications/WHO_CDS_2005_31/en/

BACKGROUND

The Colorado Department of Public Health and Environment (CDPHE), the Colorado Division of Emergency Management (CDEM), and the Colorado Department of Agriculture (CDA) established Colorado's Interagency Influenza Coordinating Committee (IICC) in October 2005 with the goal of enhancing interagency planning and emergency preparedness for avian and pandemic influenza in the state of Colorado. The IICC has continued to meet regularly for pandemic influenza planning and membership has expanded to include several local and state agencies and private businesses.

Since October 2005, members of the IICC and other external partners have formed several subcommittees to accomplish specific tasks and objectives. One such subcommittee is the Social Distancing Support Subcommittee (SDSS). This subcommittee was formed to bring public and private organizations together to develop guidelines to assist local officials in planning for the use of social distancing as a measure to reduce the impact of pandemic influenza. This document is a result of the work conducted by the IICC Social Distancing Support Subcommittee.

CONTRIBUTORS

This document was developed by the Colorado Department of Public Health and Environment in partnership with individuals from the following organizations and associations:

American Red Cross Mile High Chapter

Center for African American Health

City of Brighton

City of Englewood Department of Safety Services

City of Ft. Collins

Colorado Department of Corrections (DOC)

Colorado Department of Human Services (CDHS) – Division of Mental Health

Colorado Veterinary Medical Foundation

Kaiser Permanente

Metro Volunteers

Mile High United Way

Rocky Mountain Poison & Drug Center

United States Postal Service (USPS)

Xcel Energy