

PANDEMIC FLU

CMHA/Peel has a Pandemic Flu Plan to mitigate risk for clients, staff and the community.

We follow direction of the Region of Peel, Public Health Department and the Ministry of Health and Long Term Care of Ontario in implementing this plan.

CMHA/Peel receives regular communications and updates from the province with respect any health issues of major concern. Additionally, we consider the recommendations of the World Health Organization (WHO).

Client service is our priority and our plan is developed to ensure services continue at the highest possible level, given the resources available.

Please see the client information attached and feel free to connect with the Region of Peel at 905-799-7700 or their website <http://www.peelregion.ca/flu/>.



APPENDIX G
CANADIAN MENTAL HEALTH ASSOCIATION
PEEL BRANCH

PANDEMIC FLU PLAN

Client Information Package



CANADIAN MENTAL HEALTH ASSOCIATION- PEEL

Information and awareness about the pandemic flu

CMHA/Peel has compiled this information package to educate their clients about the pandemic flu that is impending according to the World Health Organization, Health Canada and Region of Peel.

The purpose of this package is to:

- Increase awareness of the pandemic flu among CMHA/Peel clients about the effects of the pandemic flu,
- Educate about preventative measures
- Inform clients that CMHA/Peel does have a business continuity plan in place that would go into effect, should the worst occur.

What is CMHA/Peel doing about Pandemic flu?

CMHA/Peel wants its clients to be well-informed about the pandemic, starting with this information package

CMHA/Peel in partnership with Public Health provides an annual Flu Shot Clinic occurring in the fall months at PAR North and PAR South Clubhouse. It is encouraged that all clients receive their annual flu shot as a preventative measure.

CMHA/Peel wants its clients to know that in the event of a pandemic, the agency will support all clients in every way possible; a continuity plan will be put into place and will go into effect to provide critical services and operations. Considerations in the plan may include:

- Out-lining alternate plans for critical services within each program
- Identifying and training alternate staff to fulfill critical functions; including redeployment of staff where necessary
- Identify alternate sites for business operations
- Guidelines for “What-if Scenarios” for each program

What is Pandemic Flu?

- An outbreak of the flu that quickly spreads around the world is known as a pandemic. Pandemic influenza occurs when a new, highly infectious and dangerous strain of the influenza virus appears.
- Unlike the common flu outbreaks we see every winter, flu pandemics occur every few decades. The last big flu pandemic happened in 1918, killing millions of people worldwide. Since then, smaller pandemics have happened in 1957 and 1968

International disease experts are saying that the world is overdue for the next pandemic. Nobody knows exactly when the next pandemic will happen, but scientists from the World Health Organization are watching for it right now. When the next pandemic happens, it will likely begin in Asia, but with today's growing volume of international travel, the virus can spread rapidly throughout the world.

What is influenza (flu)?

Influenza (commonly known as the flu) is a serious respiratory infection that is caused by the influenza virus. The flu is spread easily through coughing, sneezing or through contaminated surfaces on objects like unwashed hands, toys, and eating utensils. Influenza can be prevented by practicing good hand washing and getting the flu vaccine every year.

What will be the effect of a flu pandemic in Peel?

The Ministry of Health and Long-Term Care predicts that

- as many as 750,000 people in Peel will be affected with pandemic flu, and
- almost 380,000 people will become quite ill, which means that as many as 2 out of 5 residents in Peel could become sick enough to stay in bed for several days.

It is possible that up to 170,000 people would need medical treatment and 1,100 residents of Peel could die. Hospital, doctors and emergency rooms will be severely overburdened. Emergency workers including police, fire, ambulance and nursing staff will be in high demand, but many of them will also be sick. One of the biggest challenges will be to provide medical attention to all the people who need it.

Is there a vaccine for a flu pandemic?

Once the pandemic flu virus is identified, a special vaccine will have to be made. It can take several months to make a new vaccine and then a longer period to distribute it.

What are the symptoms of influenza?

- Fever
- Muscle pain and weakness
- Headache
- Tiredness
- Dry Cough
- Sore throat
- Runny or stuffy nose
- Diarrhea and vomiting (seen especially in children)

What can I do to avoid the flu and reduce the spread of infection?

1. Wash your hands with soap and warm water for at least 15 seconds :
 - before handling or eating food
 - after using the toilet
 - after sneezing or wiping your nose
 - whenever hands are dirty
2. Use an alcohol-based hand sanitizer in the absence of running water to clean hands
2. Cover your nose when you cough and sneeze. Throw all tissues after use in garbage and wash your hands
3. Stay home if you are sick, don't spread your germs

4. Train yourself to keep your hands away from your face. If a virus is on your hands, you can infect yourself by touching your eyes, nose and mouth.
5. If a family member is ill, wipe all shared hard surfaces such as table tops, computer keyboards, phones etc with a disinfectant wipe.
6. Keep your immunization up to date. It will help your immune system stay healthy and prevent you from getting sick with a vaccine-preventable illness. In the fall, flu clinics are set up at each Clubhouse site for your convenience.
7. Avoid people with respiratory infections. Stay at least one meter away from those who are coughing, sneezing or blowing their nose.

To assist you further in being prepared, CMHA/Peel has collected the following for reference and use:

1. **“Be Prepared”** provides you with when will you know you have the flu, what you need to do and a list of helpful telephone numbers to use in the event you are ill or require support services.
2. **“Emergency Preparedness”** provides a suggested supply check list for you to ensure you have all you need at home in the event there is an emergency and you cannot leave your home or access to needed items becomes unavailable.
3. **“STOP”** provides you with our reminder to check how you feel and what you need to do to keep yourself from getting sick or passing it along to others.
4. **“Community Support Agreement”** provides you with a template to complete on your own or with your staff support person. This agreement identifies your list of supports and their contacts including what your goals and needs are.
5. **“Care Plan”** provides you with a page summary of your emergency contacts; which could assist in the event emergency services need to come to your home. Have this visible and available for others to access when you are in a crisis.

*******BE PREPARED***BE PREPARED*** BE PREPARED*******

Pandemic Flu

How will I know I have the flu?

Symptoms of pandemic flu are similar to that of ordinary flu but are more severe. They may include headache, sore throat, cough, fatigue, weakness, aching muscles, fever, stuffy or runny nose, diarrhea and vomiting (more common among children than adults).

What will I do if I have any of these symptoms?

You can make an appointment to see your family doctor or go to the nearest walk-in clinic or call:

Telehealth Ontario at **1-866-797-0000**



You may need to go to Local Hospital Emergency Room if you are unable to see a doctor in the community.

Be Prepared! Have these phone numbers handy!

<i>Name:</i>	<i>Telephone Number:</i>
Local Emergency Contact	
Out of Town Emergency Contact	
Family/Peer Support	
Family Doctor	
Pharmacy	
Employer contact and emergency information	
School contact and emergency information	
Religious/Spiritual organization	
Peel Public Health	(905) 799-7700
Canadian Mental Health Association-Peel	
Peel Mental Health Mobile Crisis	(905) 278-9036
Trillium Health Centre	(905) 848-7100
Credit Valley Hospital	(905) 813-2200
Brampton Civic Hospital	(905) 494-2120

COMMUNITY CONTACTS

SUPPORTS

911	911
CMHA Peel-Resource Centre	905-451-2123
Dart	1-800-565-8603
Distress Centre Peel	(905) 278-7208
Distress Centre Peel (Caledon residents)	1-800-363-0971
Family Education Centre	905-452-0332
Mobile Crisis Of Peel	905-278-9036
Peel Children's Aid-Brampton	905-363-6131
Peel Children's Aid-Mississauga	905-363-6131
Sexual Assault Rape Crisis Centre	905-273-9442
Sexual Assault Rape Crisis Centre (Toll Free)	1-800-810-0180
Street Helpline Peel	905-848-4357
Telecare Distress Centre Brampton	905-459-7777
Telehealth Ontario	1-866-797-0000
Withdrawal Management "Detox"	905-456-3500

FOOD BANKS

Compass	905-274-9309
Food Banks-Brampton	905-451-8840
Food Path – Mississauga	905-270-5589
Salvation Army Family Services (Mississauga)	905-820-6868
St. Louise Outreach Centre	905-454-2144

SHELTERS

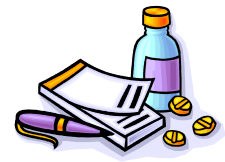
Interim Place I	905-403-0864
Interim Place II	905-676-8515
Peel Family Shelter	905-272-7061
Mavis Road Shelter - Mississauga	905-848-0515
Wilkinson Road Shelter – Brampton	905-452-1335

Other

Region of Peel - Public Health www.region.peel.on.ca/health/	905-799-7700
Community Resources	211



Emergency Preparedness Suggested Supply Check List



- ✓ Supplies stocked at home will provide you with basic needs in the event that an emergency such as the pandemic will close stores, banks and limit supply lines in general.
- ✓ 3-7 days of supplies is recommended, the items below are based on the needs of one person.

Water

- | | |
|---|---|
| <input type="checkbox"/> Drinking Water: 1 liter per person per day (include additional if with pets) | <input type="checkbox"/> Sanitation: 2 litres per person per day |
| <input type="checkbox"/> Washing Water (dishes, self): 1litre per person per day | <input type="checkbox"/> TOTAL per person per day: 4 litres/1 gallon |

Food and Dishware

- | | |
|---|--|
| <input type="checkbox"/> Canned foods: Baked Beans, Stews, Fruit, Vegetables, Tuna, Ham and Chicken | <input type="checkbox"/> Baby food/formula, Pet food |
| <input type="checkbox"/> Dried fruit | <input type="checkbox"/> Disposable plates and Cutlery |
| <input type="checkbox"/> Peanut Butter | <input type="checkbox"/> Paper towels and Garbage bags |
| <input type="checkbox"/> Bread, Crackers, Cookies, Cereal bars (i.e. granola bars) | <input type="checkbox"/> Manual Can Opener |
| <input type="checkbox"/> Powdered Milk | <input type="checkbox"/> |

Prescriptions

- | | |
|--|--------------------------|
| <input type="checkbox"/> Discuss with Doctor and Pharmacist and stock what is needed for the recommended time of 1 4 weeks | <input type="checkbox"/> |
|--|--------------------------|

Non-Prescription

- | | |
|---|---|
| <input type="checkbox"/> Pain Relievers | <input type="checkbox"/> Vitamins |
| <input type="checkbox"/> Cough & Cold Medicines | <input type="checkbox"/> Stomach remedies |
| <input type="checkbox"/> Fluids with electrolytes | <input type="checkbox"/> |

Health Supplies

- | | |
|--|--|
| <input type="checkbox"/> Sanitary Products: soap, toilet paper, wet wipes and hand sanitizer | <input type="checkbox"/> Baby Diapers and supplies if applicable |
| <input type="checkbox"/> Feminine hygiene products | <input type="checkbox"/> First Aid Kit |

Clothing

- | | |
|--|--|
| <input type="checkbox"/> Blankets | <input type="checkbox"/> Clean laundered clothes |
| <input type="checkbox"/> Undergarments | <input type="checkbox"/> |

Other

- | | |
|--|---|
| <input type="checkbox"/> Important papers (identification) | <input type="checkbox"/> Utility Knife |
| <input type="checkbox"/> Emergency Preparedness List or other emergency contact information | <input type="checkbox"/> Flashlight and extra batteries |
| <input type="checkbox"/> Communication Devices; Radio with extra batteries, pen and paper, cell phone, whistle, etc. | <input type="checkbox"/> Cigarettes |
| <input type="checkbox"/> Additional cash (hidden in case banks are closed or bank machines are down) approx. \$50 | <input type="checkbox"/> Pet supplies (i.e. cat litter) |
| <input type="checkbox"/> Full tank of gas (for car) | <input type="checkbox"/> Books or magazines for reading |
| <input type="checkbox"/> Matches | <input type="checkbox"/> Games i.e. Cards |
| <input type="checkbox"/> | <input type="checkbox"/> |



Read Carefully

1. Do you have a NEW or WORSE cough or shortness of breath?
2. Are you feeling feverish?

If the answer to both of these questions is **YES**:

Wash your hands!

AND

Let a staff member know right away!

AND

The staff may advise you to seek medical attention.

