

Checklists for Pre-Pandemic and Pandemic Planning

The following items may be included in your psychosocial support for health care workers in a pandemic event:

Interpandemic and Pandemic Alert Periods

- ☐ Include psychosocial issues in planning
Incorporate psychosocial support services into emergency preparedness planning for an influenza pandemic.
- ☐ Coordinate with business, corporations, and other private sector interests in planning for behavioral health response and consequences.
- ☐ Develop plans to prepare and support emergency service responders (e.g., police, fire, hospital emergency department staff, mortuary workers) during and following deployment.
- ☐ Prepare for a significant surge of individuals who fear they may be infected, but aren't, who may present at emergency departments or other healthcare locations, or contact health information hotlines.
- ☐ Develop a demographic picture of the community (e.g., ethnic, racial, and religious groups; most vulnerable; special needs; language minorities) and plan for how they might be reached in a disaster.
- ☐ Identify rest and recuperation sites for responders. These sites can be stocked with healthy snacks and relaxation materials (e.g., music, relaxation tapes, movies), as well as pamphlets or notices about workforce support services.
- ☐ Develop confidential telephone support lines to be staffed by behavioral health professionals.
- ☐ Use behavioral health expertise to develop public health messages, train staff on the psychological impact of the use of personal protective equipment (PPE), and conduct other relevant activities.
- ☐ Identify and access existing resources.
Work with community-based organizations and nongovernmental organizations to determine the types of psychological and social support services and training courses available in their jurisdictions.
- ☐ Establish public sector links with private mental health resources such as Red Cross and other national voluntary organizations active in disasters.
- ☐ Develop a plan to manage offers of assistance and invited/uninvited volunteers.
Identify gaps, such as culturally competent and multilingual providers, that might affect disaster services.
- ☐ Train behavioral health and related professionals in disaster response strategies

- ☐ Train behavioral health staff in hospitals, clinics, and related agencies in techniques to help people cope with grief, stress, exhaustion, anger, and fear during an emergency.
- ☐ Train nonbehavioral health professionals (e.g., primary care clinicians, safety and security personnel, community leaders, and staff of cultural- and faith-based organizations) in basic psychological support services.
- ☐ Establish links to health and medical entities for purposes of assisting in screening potential victims for mental disorders and psychogenic symptomatology, functional impairment, substance abuse, etc.
- ☐ Develop resources and materials
- ☐ Prepare educational and training materials on psychosocial issues for distribution to workers during an influenza pandemic.

Checklist for Pandemic Period

During the first 4 weeks:

- ☐ Meet basic needs such as food, shelter, and clothing.
- ☐ Provide basic psychological support (psychological first aid).
- ☐ Provide needs assessments.
- ☐ Monitor the recovery environment (conducting surveillance).
- ☐ Provide outreach and information dissemination.
- ☐ Provide technical assistance, consultation, and training.
- ☐ Foster resilience, coping, and recovery.
- ☐ Provide triage.
- ☐ Provide treatment.
- ☐ Provide psychological and social support services for employees and their families.
- ☐ Address stigmatization issues that might be associated with participation in such services.
- ☐ Implement workforce resilience programs.
- ☐ Work with communications experts to shape messages that reduce the psychological impact of the pandemic.
- ☐ Provide medical, public health, and community partners with educational and training materials.

During subsequent weeks:

- ☐ Provide continued outreach, triage, and services.
- ☐ Monitor workforce for signs of chronic or severe psychological distress.
- ☐ Provide assistance in reintegration for workers who were deployed or isolated from work and family.

Source: HHS Pandemic Influenza Plan, Supplement 11. Workforce Support: Psychosocial Considerations and Information Needs, www.hhs.gov/pandemicflu/plan/sup11.html#apdx2.