



Critical Infrastructure/Private Sector Outreach and Communications Working Group 2009 H1N1 Private Sector Information-Sharing Survey Results

Background

To identify the information needs of Critical Infrastructure and private sector organizations and the most effective delivery methods for the City to use in providing this information during a major flu outbreak, OEM and DOHMH created and distributed the *2009 H1N1 Private Sector Information-Sharing Survey*.

The survey consisted of two parts. The first part contained seven questions regarding general information about the respondents and their organizations. The second section contained twenty questions probing into respondents' communications practices and preferences, telecommunications capabilities, pandemic influenza plans, and broader continuity planning efforts.

The survey was distributed via e-mail to subscribers to CorpNet, OEM's emergency notification service for the private sector; to subscribers to OEM's *NYContinuity* newsletter; to members of the Citizen Corps Council; to vendors that work with OEM; and to the constituent organizations of OEM's Private Sector Emergency Support Function (ESF) partners. There were 242 respondents, with 176 of these completing the survey.

Survey Findings: Highlights

The complete results of the survey are attached as Appendix A.

Communications Preferences

When seeking information, survey respondents reportedly relied most heavily on emergency e-mail services, followed by government websites and news media websites. "New" or social media was the least preferred source of information. Due to the nature of the respondent pool, the preference for emergency e-mail services may not accurately reflect the views of the private sector as a whole.

Private sector respondents overwhelmingly selected e-mail as the preferred method of receiving information from government, followed by open conference calls and information posted on agency websites. 90.6% of respondents stated that they would look to local government for updated information during a major flu outbreak once a day or more.

Information Sharing

Most respondents stated that they would be willing to share information about absenteeism levels and critical resource shortages experienced as a result of a major flu outbreak with local government. However, most respondents would not be willing to share information about economic losses.

When asked about what types of information their organizations would find useful during a major flu outbreak, respondents ranked the following choices "very useful:"

- Measures to prevent transmission (84.2%)
- Workplace safety recommendations (82%)

- City response efforts (76.9%)
- Transportation recommendations (76.7%)
- Opportunities to receive vaccinations (76.0%)
- Who should seek medical care (70.3%)
- Who should use antivirals (57.8%)
- Who should use masks (54.4%)
- Public event closings/recommendations (51.4%)
- Number of new cases (47.4%)
- Number of deaths (47.4%)
- School closings (43.3%)
- Number of hospitalizations (39.4%)

Some notable “other” responses included identification of hot-spots and trigger points for plans.

Pandemic Planning

The actions that will most commonly be included in the pandemic plans of respondents’ organizations are making hand sanitizer available in public areas (94.0%) and increasing cleaning activities (82.0%). 59.9% of organizations surveyed plan to purchase face masks for employees. Less than half of the organizations surveyed (41.3%) plan to provide an alternative to using sick time for employees and even fewer organizations (22.8%) will suspend requirements for employees returning to work to provide doctor’s approval notes.

When asked about what kinds of technical guidance their organizations would find helpful in further developing and improving pandemic plans, respondents selected the following options:

- Information about City, State, and Federal response efforts (85.5%)
- Information about vaccines and vaccine availability (81.4%)
- Best practices for pandemic influenza planning (80.2%)
- Methods for preventing virus transmission in the workplace (77.3%)
- Best practices in human resources during a pandemic (76.7%)
- Information about the use of antiviral medicines (55.2%)
- Detailed medical information about the virus (53.5%)
- Information about the use of surgical masks and respirators (53.5%)
- A downloadable exercise or drill to help organizations test and evaluate plans (52.9%)
- Guidance specific to individual industries/sectors (50.6%)

Some notable “other” responses included telecommunication guidance and best practices for cleaning/disinfecting contaminated areas.

Cross-tabulation Findings (See Appendix B for full results):




When the responses were cross-tabulated to determine how the size of a respondent’s organization affected the results, the following notable trends emerged:

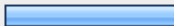



- Smaller organizations prefer to receive information from government websites, while larger organizations are more likely than smaller organizations to prefer open conference calls.
- Smaller organizations are interested in receiving information regarding measures to prevent transmission of the virus. Smaller organizations are less interested in the City’s response efforts than are larger organizations.
- Larger organizations appear to be more flexible regarding work schedules and more aggressive in general in planning to pursue measures to reduce virus transmission.
- Larger organizations are more likely to have tested/drilled elements of their plans than are smaller organizations.

Appendix A:

2009 H1N1 Private Sector Information-Sharing Survey

1. Into which of the following sectors does your organization best fit?		
	Response Percent	Response Count
Agriculture and Food	1.7%	4
Banking and Finance	28.4%	67
Chemical	0.0%	0
Commercial Facilities	8.9%	21
Communications	4.7%	11
Manufacturing	0.4%	1
Dams	0.0%	0
Defense Industrial Base	0.0%	0
Emergency Services	0.4%	1
Energy	1.3%	3
Government Facilities	5.1%	12
Healthcare and Public Health	7.2%	17
Higher Education	2.1%	5
Information Technology	0.4%	1
National Monuments and Icons	0.8%	2
Nuclear Reactors, Materials, and Waste	0.0%	0
Postal and Shipping	0.8%	2
Transportation Systems	2.5%	6
Water	0.0%	0
Other (please specify)	35.2%	83
<i>answered question</i>		236
<i>skipped question</i>		1

2. Which of these options best describes the size of your organization?		
	Response Percent	Response Count
1-100 employees 	11.0%	26
100-250 employees 	11.0%	26
250-500 employees 	8.5%	20
>500 employees 	69.5%	164
<i>answered question</i>		236
<i>skipped question</i>		1

3. What percentage of your organization's workforce is based in New York City?		
	Response Percent	Response Count
0-25% 	35.4%	81
25-50% 	13.1%	30
50-75% 	17.5%	40
75-100% 	34.1%	78
<i>answered question</i>		229
<i>skipped question</i>		8

4. Is your organization a member of a trade organization, industry group, or lobbying organization represented in New York City?		
	Response Percent	Response Count
Yes 	47.0%	111
No 	53.0%	125
If yes, please provide the name of the group to which your organization belongs:		87
<i>answered question</i>		236
<i>skipped question</i>		1

5. In the future, would you be willing:			
	Yes	No	Response Count
to participate in follow-up surveys?	95.5% (214)	4.5% (10)	224
to be contacted about your responses?	81.6% (173)	18.4% (39)	212
to participate in a focus group?	70.7% (147)	29.3% (61)	208
<i>answered question</i>			224
<i>skipped question</i>			13

6. Please enter the following information about your organization:		
	Response Percent	Response Count
Name: <input type="text"/>	98.5%	202
Company: <input type="text"/>	97.6%	200
Address: <input type="text"/>	97.1%	199
Address 2: <input type="text"/>	27.8%	57
City/Town: <input type="text"/>	97.1%	199
State: <input type="text"/>	95.1%	195
ZIP/Postal Code: <input type="text"/>	95.6%	196
Country: <input type="text"/>	89.8%	184
Email Address: <input type="text"/>	95.1%	195
Phone Number: <input type="text"/>	91.2%	187
	<i>answered question</i>	205
	<i>skipped question</i>	32

7. What is your job title/position within your organization?	
	Response Count
	202
	<i>answered question</i>
	202
	<i>skipped question</i>
	35

8. What sources of information does your organization use for accurate and trusted information during emergencies rank your organization's dependence on the following for accurate and trusted information, going from the most dependent to the least dependent:

	1. Most dependent	2.	3.	4.	5.	6.	7. Least dependent	Rating Average
Television news	18.4% (26)	11.3% (16)	15.6% (22)	20.6% (29)	20.6% (29)	12.8% (18)	0.7% (1)	3.55
Print media (newspapers, magazines)	1.4% (2)	12.2% (17)	9.4% (13)	18.7% (26)	25.2% (35)	23.0% (32)	10.1% (14)	4.63
Government websites	18.8% (27)	26.4% (38)	26.4% (38)	12.5% (18)	10.4% (15)	5.6% (8)	0.0% (0)	2.86
Government press conferences	11.3% (16)	17.0% (24)	20.6% (29)	11.3% (16)	17.7% (25)	21.3% (30)	0.7% (1)	3.74
News media websites (cnn.com, nytimes.com, etc.)	13.2% (20)	19.2% (29)	20.5% (31)	27.2% (41)	11.9% (18)	6.6% (10)	1.3% (2)	3.30
"New"/Social media (twitter, facebook, blogs)	0.6% (1)	2.6% (4)	2.6% (4)	7.1% (11)	5.8% (9)	8.3% (13)	73.1% (114)	6.32
Emergency e-mail service (CorpNet, NC4, etc.)	44.1% (71)	18.6% (30)	9.9% (16)	6.8% (11)	6.8% (11)	8.7% (14)	5.0% (8)	2.60
							Other (please specify)	
							<i>answered question</i>	
							<i>skipped question</i>	






9. During an emergency, how would your organization prefer to receive information from City agencies and leaders? Please rank the following from most preferred to least preferred method of receiving information.

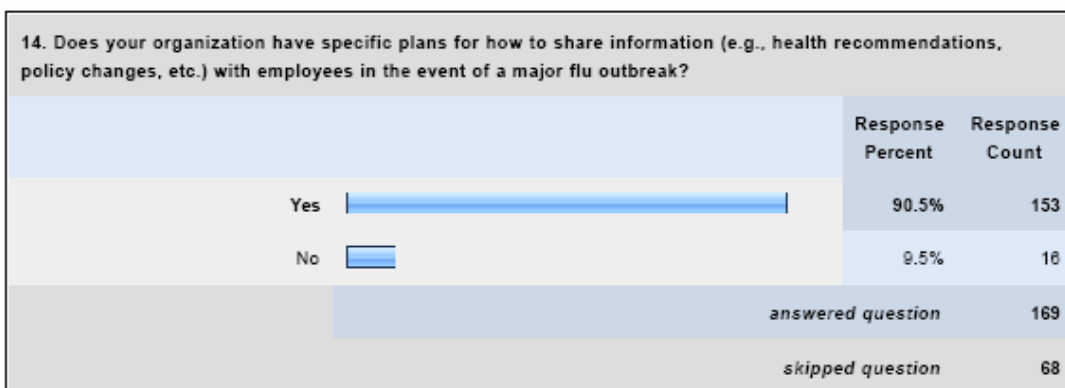
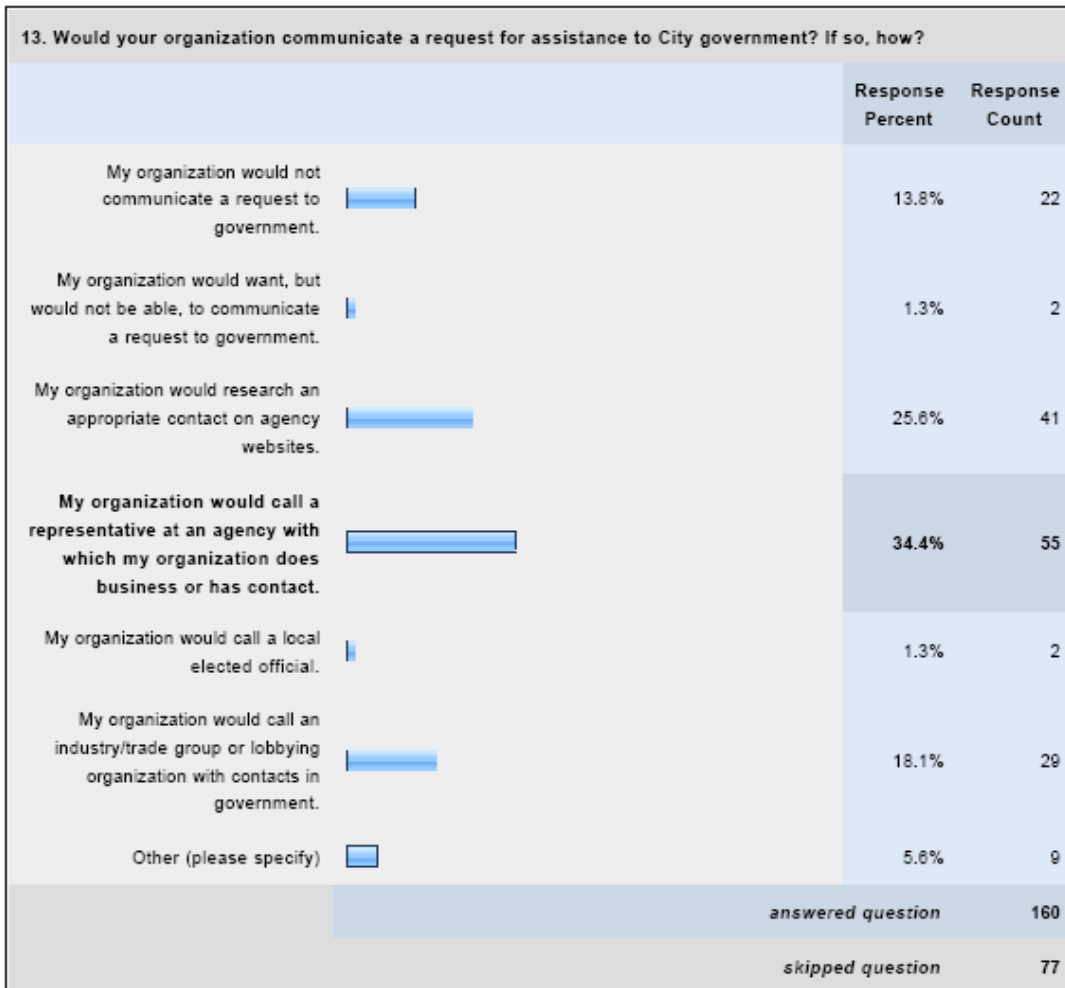
	1. Most preferred	2.	3.	4.	5.	6.	7. Least preferred	Rating Average	Res C
E-mail	82.9% (136)	10.4% (17)	4.8% (8)	0.6% (1)	1.2% (2)	0.0% (0)	0.0% (0)	1.27	
Information posted on agency websites	6.1% (8)	35.4% (52)	23.1% (34)	17.7% (26)	11.6% (17)	5.4% (8)	0.7% (1)	3.12	
Televised press conferences	0.7% (1)	14.5% (21)	23.4% (34)	26.9% (39)	17.2% (25)	14.5% (21)	2.8% (4)	4.00	
Television news reports	0.7% (1)	10.5% (15)	18.9% (27)	18.9% (27)	25.2% (36)	12.6% (18)	13.3% (19)	4.48	
Open conference calls (organizations can dial-in to receive information)	14.3% (22)	27.3% (42)	18.8% (29)	13.0% (20)	19.5% (30)	4.5% (7)	2.6% (4)	3.20	
Through a trade/industry organization	1.4% (2)	3.5% (5)	12.5% (18)	11.1% (16)	9.0% (13)	31.3% (45)	31.3% (45)	5.42	
Webinars	0.6% (1)	3.9% (6)	5.2% (8)	13.5% (21)	15.5% (24)	21.9% (34)	39.4% (61)	5.63	
Other (please specify)									
<i>answered question</i>									
<i>skipped question</i>									

10. During a major flu outbreak, how often would your organization look to local government for updated information?		
		Response Percent Response Count
More than once a day		60.4% 102
Once a day		30.8% 52
Several times a week		7.7% 13
Once a week		1.2% 2
Less than once a week		0.0% 0
My organization would not look to government for information.		0.0% 0
		<i>answered question</i> 169
		<i>skipped question</i> 68

11. What types of information would your organization find useful during a major flu outbreak? Please rank the usefulness of the following pieces of information:				
	Extremely useful	Somewhat useful	Not useful	Response Count
Who should seek medical care	70.0% (119)	27.6% (47)	2.4% (4)	170
Measures to prevent transmission	84.0% (142)	14.8% (25)	1.2% (2)	169
Workplace safety recommendations	82.4% (140)	16.5% (28)	1.2% (2)	170
Who should use masks	54.5% (91)	41.3% (69)	4.2% (7)	167
Who should use antivirals	57.9% (99)	38.0% (65)	4.1% (7)	171
School closings	43.2% (73)	42.6% (72)	14.2% (24)	169
Public event closings/recommendations	51.5% (88)	37.4% (64)	11.1% (19)	171
Transportation recommendations	77.1% (131)	20.6% (35)	2.4% (4)	170
City response efforts	76.6% (131)	23.4% (40)	0.0% (0)	171
Opportunities to receive vaccinations	75.7% (128)	22.5% (38)	1.8% (3)	169
Number of new cases	46.8% (80)	46.8% (80)	6.4% (11)	171
Number of hospitalizations	39.9% (67)	47.6% (80)	12.5% (21)	168
Number of deaths	47.0% (78)	42.2% (70)	10.8% (18)	166
		What other information would you find useful?		20
		<i>answered question</i>		173
		<i>skipped question</i>		64

12. What types of information would your organization be willing to share with City government during a major flu outbreak to help us gauge the effect of the virus on private sector organizations?


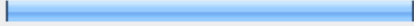


	Response Percent	Response Count
Levels of worker absenteeism 	76.9%	120
Numbers of sick employees 	58.3%	91
The effects of absenteeism on your organization's operations 	54.5%	85
Economic losses sustained as a result of the virus 	19.2%	30
Critical resources your organization is experiencing difficulty obtaining 	72.4%	113
<i>answered question</i>		156
<i>skipped question</i>		81

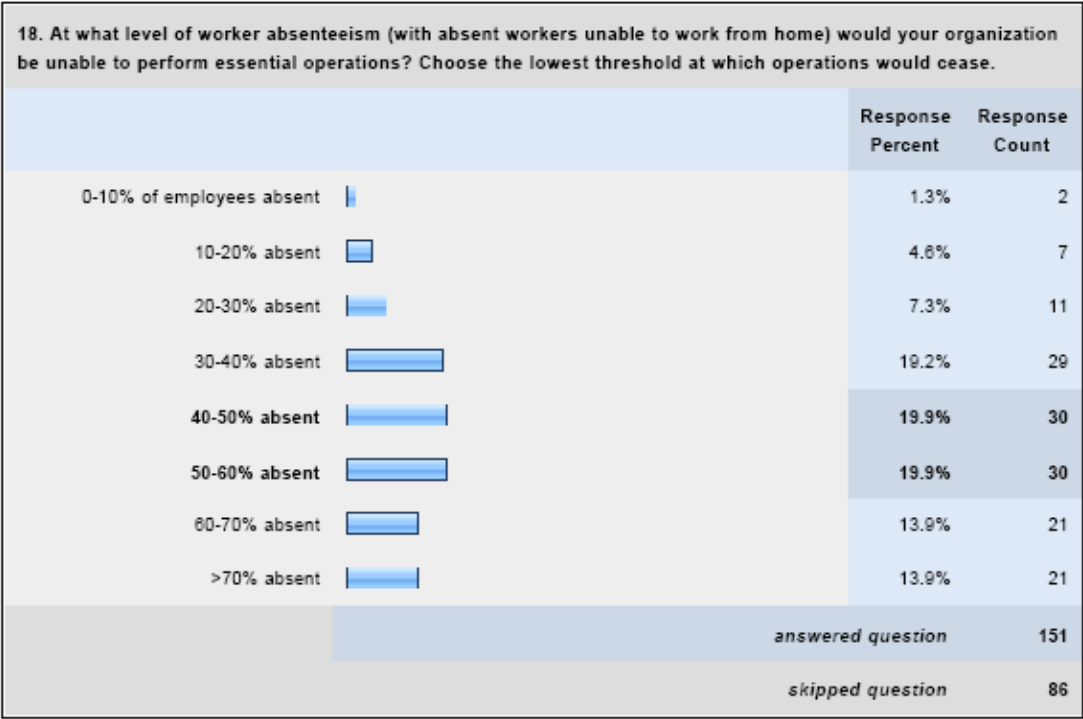
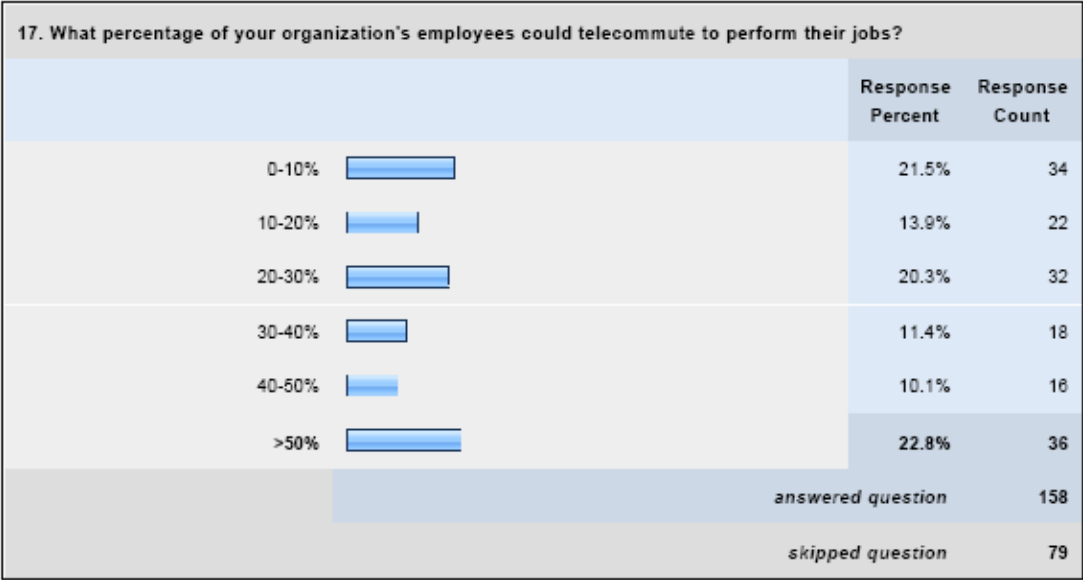


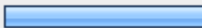
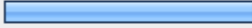

15. If your organization has used these forms of communication, how effective in distributing information has your organization found the following:

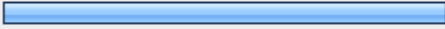
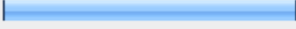
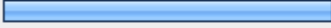
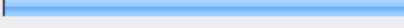
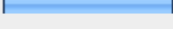
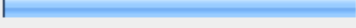
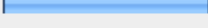
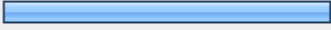
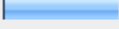
	Very effective	Somewhat effective	Somewhat ineffective	Not effective at all	Not used	Response Count
Conference Call	49.7% (81)	28.2% (46)	3.1% (5)	0.6% (1)	18.4% (30)	163
Video Conference Call	23.8% (36)	27.2% (41)	5.3% (8)	2.0% (3)	41.7% (63)	151
Webinar	13.9% (21)	31.8% (48)	10.6% (16)	4.0% (6)	39.7% (60)	151
<i>answered question</i>						164
<i>skipped question</i>						73

16. Is telecommuting/working from home a viable option for employees of your organization?

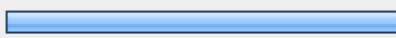
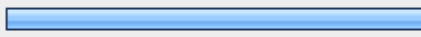
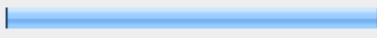
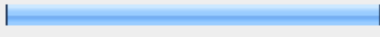
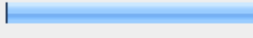
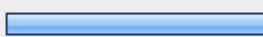
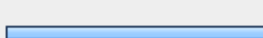
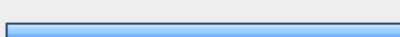
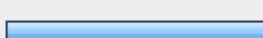
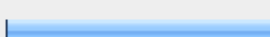

	Response Percent	Response Count
Yes, for all employees. 	7.1%	12
Yes, for select staff. 	83.5%	142
No. 	6.5%	11
Not applicable for my organization. 	2.9%	5
<i>answered question</i>		170
<i>skipped question</i>		67

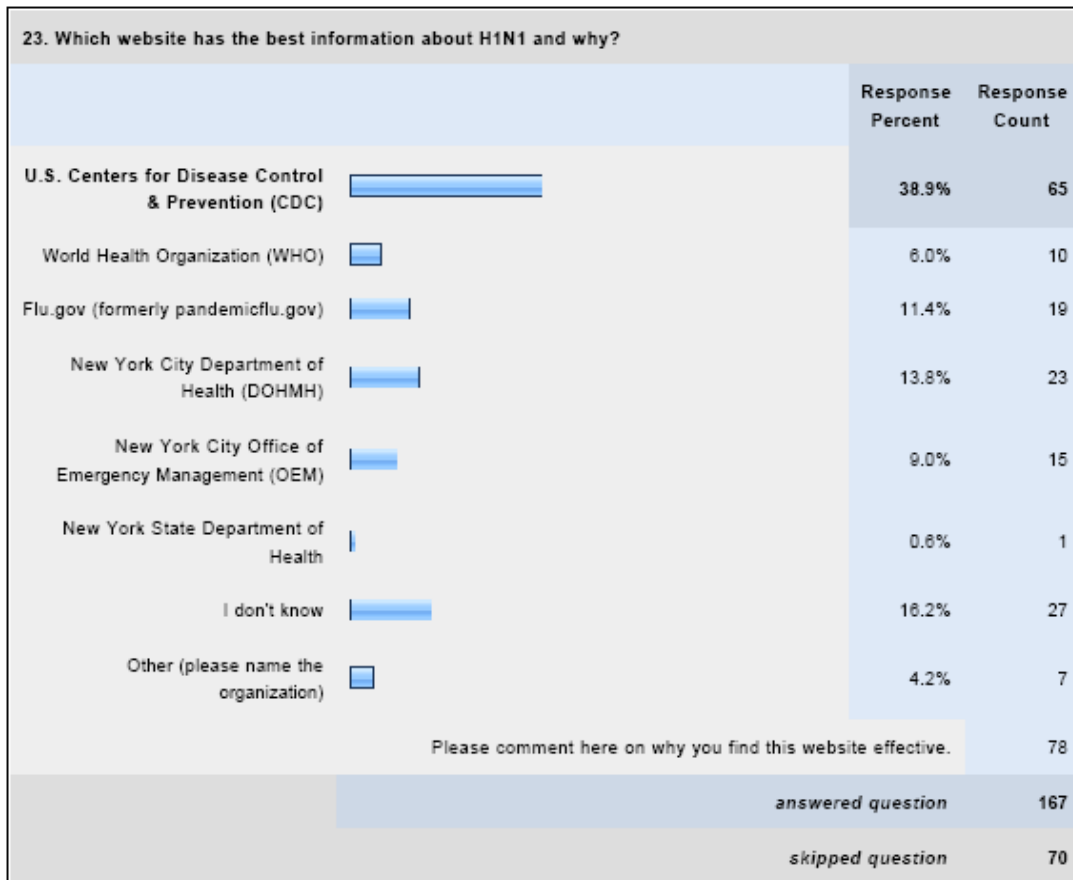


19. Is your organization planning for a major flu outbreak?			Response Percent	Response Count
Yes, we are developing a stand-alone flu plan.			39.9%	67
Yes, we are planning as part of our broader continuity planning efforts.			50.6%	85
No.			0.5%	10
<i>answered question</i>				168
<i>skipped question</i>				69

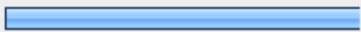
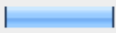

20. Which of the following actions are included in your organization's pandemic plans?			Response Percent	Response Count
Make hand sanitizer available in all public areas.		90.8%	148	
Purchase face masks for employees.		60.1%	98	
Institute flexible work schedules and/or more liberal work from home policies.		67.5%	110	
Discourage large in-person meetings and training.		60.7%	99	
Increase cleaning activities.		82.8%	135	
Shift employees engaged in critical operations out of concentrated work areas.		34.4%	56	
Encourage employees to stay home if they are sick by using their own sick time.		72.4%	118	
Encourage employees to stay home if they are sick AND provide an alternative to using their own sick time.		41.7%	68	
Institute a policy that requires an employee to leave the office if flu symptoms are present.		66.9%	109	
Suspend requirements for doctor's approval notes for employees wishing to return to work after illness.		23.3%	38	
			<i>answered question</i>	163
			<i>skipped question</i>	74

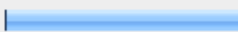

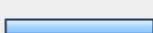

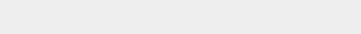

21. Has your organization purchased, or are you planning to purchase, the following items in preparation for the fall 2009 flu season?			
	Yes	No	Response Count
Hand sanitizer gel	94.4% (152)	5.6% (9)	161
Soap	90.8% (138)	9.2% (14)	152
Disinfectant wipes for hands and/or surfaces	83.4% (126)	16.6% (25)	151
Germicidal disinfectant	78.4% (109)	21.6% (30)	139
Mask, N95 healthcare respirator	59.5% (72)	40.5% (49)	121
Mask, surgical mask	70.1% (94)	29.9% (40)	134
Gloves	71.0% (93)	29.0% (38)	131
		Other (please specify)	11
		<i>answered question</i>	166
		<i>skipped question</i>	71

22. What kind of technical guidance would be helpful as your organization further develops and improves its pandemic influenza plan?			Response Percent	Response Count
Best practices for pandemic influenza planning.		79.6%	133	
Information about City, State, and Federal response efforts.		85.0%	142	
Best practices in human resources during a pandemic.		76.0%	127	
Methods for preventing virus transmission in the workplace.		76.6%	128	
Guidance specific to my industry/sector.		50.3%	84	
A downloadable exercise or drill to help my organization test and evaluate its plans.		52.7%	88	
Detailed medical information about the virus.		52.7%	88	
Information about vaccines and vaccine availability.		80.8%	135	
Information about the use of surgical masks and respirators.		52.7%	88	
Information about the use of antiviral medicines.		54.5%	91	
Other (please specify)		3.6%	6	
			<i>answered question</i>	167
			<i>skipped question</i>	70



25. Please indicate which of the following elements your organization's plan includes:				
	Yes	No	N/A	Response Count
Identification of critical operations and staff	95.5% (147)	1.0% (3)	2.6% (4)	154
Designated back-ups for critical staff	91.1% (133)	6.2% (9)	2.7% (4)	146
Evacuation procedures for personnel	92.5% (136)	4.8% (7)	2.7% (4)	147
List of key resources	93.8% (135)	3.5% (5)	2.8% (4)	144
Plan for how to access key resources	90.7% (127)	5.0% (7)	4.3% (6)	140
Plans for securing and preserving records and other resources	90.9% (130)	5.6% (8)	3.5% (5)	143
Plans to shelter personnel in place in the event of a rapid-onset emergency	78.9% (112)	18.3% (26)	2.8% (4)	142
Plans for communication with staff	96.7% (146)	2.0% (3)	1.3% (2)	151
Plans for communication with clients	92.5% (136)	3.4% (5)	4.1% (6)	147
Plans for communication with suppliers	84.5% (120)	12.0% (17)	3.5% (5)	142
Please feel free to comment on your organization's continuity plans (optional).				6
<i>answered question</i>				156
<i>skipped question</i>				81

26. Has your organization tested or drilled components of its continuity plans?		
		Response Percent Response Count
Yes.		72.0% 118
No.		21.3% 35
My organization has not formed a plan.		6.7% 11
		<i>answered question</i> 164
		<i>skipped question</i> 73

27. Which of the following items would be helpful as your organization further develops and improves its plan:		
		Response Percent Response Count
Prioritizing issues in the planning process		47.1% 73
Getting more internal staff to participate in planning		36.1% 56
Getting more external agencies to participate in planning		29.7% 46
Information on specific natural disasters likely to impact NYC		55.5% 86
Information on emergency management and the City's response to emergencies		72.3% 112
Other (please specify)		1.9% 3
		<i>answered question</i> 155
		<i>skipped question</i> 82

Appendix C: Cross-Tabulations

2. During an emergency, how would your organization prefer to receive information from City agencies and leaders? Please rank the following from most preferred to least preferred method of receiving information.						
Answer Options	Which of these options best describes the size of your organization?				Rating Average	Response Count
	1-100 employees	100-250 employees	250-500 employees	>500 employees		
E-mail						
1. Most preferred	17	21	10	89		
2.	1	0	2	15		
3.	0	0	0	8		
4.	0	0	0	1		
5.	0	0	0	2		
6.	0	0	0	0		
7. Least preferred	0	0	0	0		
	1.06	1.00	1.17	1.37	1.27	166
Information posted on agency websites						
1. Most preferred	1	0	1	7		
2.	10	9	2	32		
3.	4	0	3	28		
4.	0	3	1	22		
5.	0	3	3	11		
6.	1	1	0	6		
7. Least preferred	0	0	0	1		
	2.44	3.19	3.30	3.19	3.11	149
Televised press conferences						
1. Most preferred	0	0	0	1		
2.	3	2	3	13		
3.	5	6	3	20		
4.	4	1	2	33		
5.	3	2	1	20		
6.	0	4	2	15		
7. Least preferred	0	1	0	3		
	3.47	4.19	3.64	4.10	4.01	147
Television news reports						
1. Most preferred	1	0	0	0		
2.	0	4	0	11		
3.	3	6	2	16		

4.	6	2	4	16		
5.	3	2	3	29		
6.	2	1	1	14		
7. Least preferred	1	2	1	15		
	4.25	3.76	4.55	4.63	4.48	145
Open conference calls (organizations can dial-in to receive information)						
1. Most preferred	1	2	1	19		
2.	1	4	4	33		
3.	4	3	3	20		
4.	0	4	2	14		
5.	4	3	2	21		
6.	3	2	0	2		
7. Least preferred	3	1	0	0		
	4.63	3.63	3.00	2.92	3.19	156
Through a trade/industry organization						
1. Most preferred	0	0	0	2		
2.	0	0	0	5		
3.	1	2	1	14		
4.	2	2	1	11		
5.	1	4	1	7		
6.	5	4	2	35		
7. Least preferred	6	6	5	29		
	5.87	5.56	5.90	5.30	5.43	146
Webinars						
1. Most preferred	0	1	0	0		
2.	0	0	1	5		
3.	0	1	0	7		
4.	3	6	2	10		
5.	6	2	0	16		
6.	4	3	4	24		
7. Least preferred	4	7	4	47		
	5.53	5.25	5.64	5.72	5.64	157
Other (please specify)						4
<i>answered question</i>						175
<i>skipped question</i>						64

4. What types of information would your organization find useful during a major flu outbreak? Please rank the usefulness of the following pieces of information:					
Answer Options	Which of these options best describes the size of your organization?				Response Count
	1-100 employees	100-250 employees	250-500 employees	>500 employees	
Who should seek medical care					
Extremely useful	15	15	8	83	172
Somewhat useful	4	5	4	34	
Not useful	0	3	0	1	
Measures to prevent transmission					
Extremely useful	19	21	9	95	171
Somewhat useful	1	2	3	19	
Not useful	0	0	0	2	
Workplace safety recommendations					
Extremely useful	16	19	10	96	172
Somewhat useful	3	4	2	20	
Not useful	0	0	0	2	
Who should use masks					
Extremely useful	12	11	7	62	169
Somewhat useful	6	10	4	50	
Not useful	1	2	1	3	
Who should use antivirals					
Extremely useful	11	13	11	65	173
Somewhat useful	7	7	1	51	
Not useful	1	3	0	3	
School closings					
Extremely useful	6	7	6	55	171
Somewhat useful	8	12	6	47	
Not useful	5	4	0	15	
Public event closings/recommendations					
Extremely useful	7	10	5	67	117
Somewhat useful	9	8	6	42	

Not useful	3	6	1	9	
	19	24	12	118	173
Transportation recommendations					
Extremely useful	13	19	12	88	
Somewhat useful	5	3	0	28	
Not useful	1	2	0	1	
	19	24	12	117	172
City response efforts					
Extremely useful	11	21	10	91	
Somewhat useful	8	3	2	27	
Not useful	0	0	0	0	
	19	24	12	118	173
Opportunities to receive vaccinations					
Extremely useful	14	19	10	87	
Somewhat useful	5	4	1	28	
Not useful	0	0	1	2	
	19	23	12	117	171
Number of new cases					
Extremely useful	8	8	7	59	
Somewhat useful	8	15	4	53	
Not useful	3	0	1	7	
	19	23	12	119	173
Number of hospitalizations					
Extremely useful	8	9	4	46	
Somewhat useful	6	13	6	57	
Not useful	5	1	2	13	
	19	23	12	116	170
Number of deaths					
Extremely useful	8	11	6	53	
Somewhat useful	5	11	4	52	
Not useful	6	1	1	10	
	19	23	11	115	168
What other information would you find useful?					20
					answered question
					175
					skipped question
					64

Question 13:

Which of the following actions are included in your organization's pandemic plans?					
	Which of these options best describes the size of your organization?				Response Totals
	1-100 employees	100-250 employees	250-500 employees	>500 employees	
Make hand sanitizer available in all public areas.	82.4% (14)	89.5% (17)	100.0% (12)	91.5% (107)	90.9% (150)
Purchase face masks for employees.	52.9% (9)	63.2% (12)	91.7% (11)	57.3% (67)	60.0% (99)
Institute flexible work schedules and/or more liberal work from home policies.	41.2% (7)	52.6% (10)	91.7% (11)	70.9% (83)	67.3% (111)
Discourage large in-person meetings and training.	47.1% (8)	42.1% (8)	66.7% (8)	65.0% (76)	60.6% (100)
Increase cleaning activities.	70.6% (12)	84.2% (16)	91.7% (11)	83.8% (98)	83.0% (137)
Shift employees engaged in critical operations out of concentrated work areas.	17.6% (3)	36.8% (7)	58.3% (7)	34.2% (40)	34.5% (57)
Encourage employees to stay home if they are sick by using their own sick time.	82.4% (14)	63.2% (12)	75.0% (9)	72.6% (85)	72.7% (120)
Encourage employees to stay home if they are sick AND provide an alternative to using their own sick time.	29.4% (5)	31.6% (6)	41.7% (5)	44.4% (52)	41.2% (68)
Institute a policy that requires an employee to leave the office if flu symptoms are present.	64.7% (11)	68.4% (13)	75.0% (9)	66.7% (78)	67.3% (111)
Suspend requirements for doctor's approval notes for employees wishing to return to work after illness.	17.6% (3)	10.5% (2)	41.7% (5)	23.9% (28)	23.0% (38)
<i>answered question</i>	17	19	12	117	165
				<i>skipped question</i>	74

Question 19:

Has your organization tested or drilled components of its continuity plans?						
		Which of these options best describes the size of your organization?				
		1-100 employees	100-250 employees	250-500 employees	>500 employees	Response Totals
	Yes.	27.8% (5)	38.1% (8)	83.3% (10)	84.3% (97)	72.3% (120)
	No.	55.6% (10)	38.1% (8)	16.7% (2)	13.0% (15)	21.1% (35)
My organization has not formed a plan.		16.7% (3)	23.8% (5)	0.0% (0)	2.6% (3)	6.6% (11)
<i>answered question</i>		18	21	12	115	166
<i>skipped question</i>						73