

I work alone – how will I know what to do in a given situation during an influenza pandemic?

FACT SHEET FOR HEALTH CARE PROVIDERS

This fact sheet is for public health care providers in an influenza pandemic. If you work alone you should be aware of a number of credible sources of information.

How do I get information in an emergency?

During an influenza pandemic, the Ministry Emergency Operations Centre will:

- Act as a Call Centre for health care providers who need information on appropriate procedures and protocols for their work environment
- Staff the Call Centre with health care professionals from the acute, community and public health sectors
- Create a hotline that you can call - the number will be available on the ministry's website at: www.health.gov.on.ca/pandemic or by calling INFOLine at 1-866-801-7242.

In addition, the ministry has developed a Daily Information Cycle for a Health Emergency to ensure that:

- Provincial health care associations and health regulatory colleges receive regular timely reports
- Information is provided and briefings are conducted at regularly scheduled times each day.

If you are a member of a health care provider association or regulatory college, you should become familiar with how these organizations

will communicate with their members during a pandemic. A graphic of the Information Cycle is included at the end of this fact sheet.

More information on staying informed is available in the fact sheet, *How will I be kept informed during a flu pandemic?*

Where can I get information now?

- A website is in place to inform health care providers on pandemic preparedness. It is located at: www.health.gov.on.ca/pandemic
- You can contact the Emergency Management Unit directly at 1-866-212-2272 or by e-mail at: emergencymanagement@ontario.ca

Where can I get information about my community's plans for a pandemic?

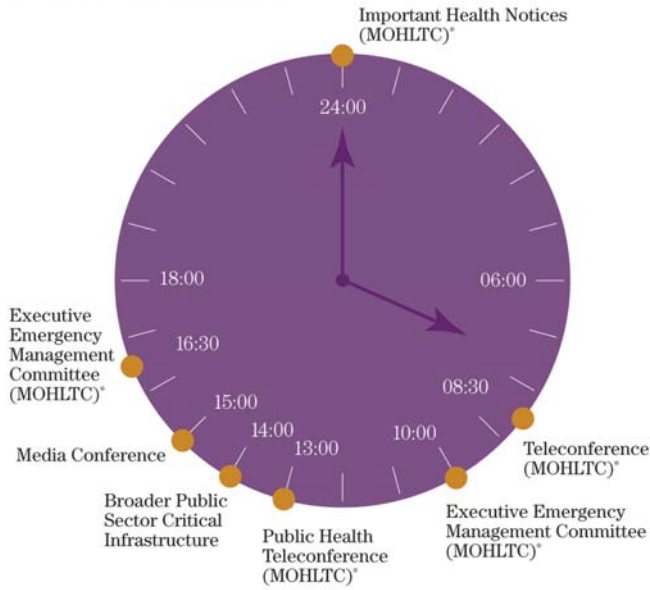
Public health units are leading the coordination of local planning for the health care system.

The way in which local health organizations will communicate with their public health units will vary according to each public health unit's plan.

It is important that you understand what mechanisms are in place for your community before a pandemic happens. Contact your local public health unit for more information.

To find out which public health unit serves your community, visit the ministry website at: www.health.gov.on.ca/english/public/contact/phu/phuloc_mn.html

Information Cycle



For more information

Visit our website at:

www.health.gov.on.ca/pandemic

Or call INFOline 1-866-801-7242

*Ministry of Health and Long-Term Care