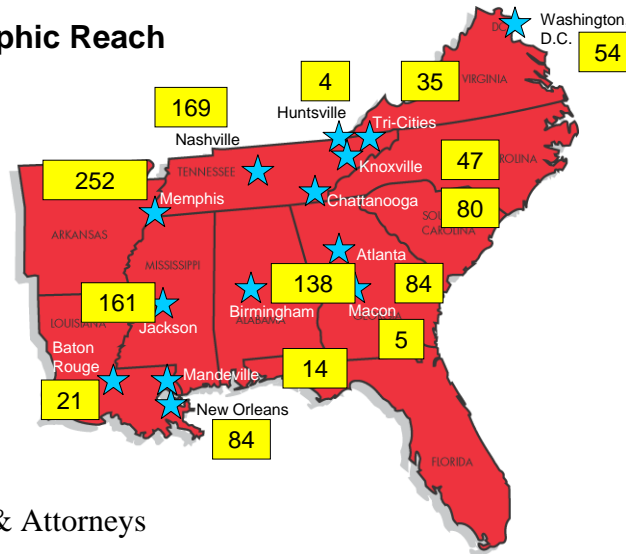


## PREPARING FOR HIGH-ABSENTEEISM

Information for Employers this Flu Season

### Preparing for High-Absenteeism

#### Geographic Reach



1,200 Total Staff & Attorneys

## Lessons from the Trenches: Hurricane Katrina



## Lessons from the Trenches: Hurricane Katrina

- **CHALLENGE: Finding Employees**
  - People scattered; went where they were most comfortable, not to alternate offices as planned
  - No local cell phone service for up to a month (text and email worked)
  - Local phones could not receive incoming calls, even out of town
- **Actions Taken**
  - Attorneys and other key personnel have Blackberry or Treo and laptop; they know how to text
  - Acquired satellite phones

### Lessons from the Trenches: Hurricane Katrina

#### Actions Taken (cont.)

- Emergency Information Cards
- Hotline for employees to call in during similar event to receive and give information
- Back-Up Email system

### Planning for Pandemic

- **Set up your Systems**
  - Plan for telecommuting
  - Account for high absenteeism for some functions when setting up general workflow
  - Establish and nurture trust and accountability

### Planning for Pandemic

– Review Policies

- Review “leave” policies and revise if changes are needed
- Imperative that employees do not fear losing their jobs if they are out sick
- Baker Donelson: we will not require doctor’s notes for extended absences during pandemic; if employee runs out of PTO, they will **not** lose benefits

### Planning for Pandemic

– COMMUNICATE

- Begin communications as early as possible
- Designate office liaisons to track information; designate one person to disseminate information
- Don’t just focus on workplace issues; also communicate about how to keep employees’ families healthy
- Baker Donelson: intranet site dedicated to flu season; communication in blogs and newsletters