



Flu Vaccination Clinics

June 18, 2009

Shepell·fgi Contact: Paula Allen
Vice President
Organizational Solutions & Training
416-355-5495
1-800-461-9722 ext. 5495
pallen@shepellfgi.com

www.shepellfgi.com

Flu Vaccination Clinics

INTRODUCTION

Thank you for the opportunity to present details of Shepell-fgi's Influenza Immunization Program. Many organizations like yours recognize the value of onsite flu clinics at their workplaces to protect against the consequences and costs of seasonal flu. Seasonal flu affects 10-25% of Canadians and result in an average of 20,000 hospitalizations and 4,000 deaths in Canada each year.¹ The impact on productivity is substantial, as viruses are typically easily transmitted at workplaces, and flu-related absenteeism ranges from one to five days per employee.

This year conducting seasonal flu clinics is even more critical, given the possibility of contracting both seasonal and swine (H1N1) flu at the same time. The combination of animal and human flu viruses was the cause of the last two pandemics, and this year's H1N1 pandemic has been linked with unusual seasonal flu activity. While the seasonal flu shot does not protect against H1N1, it does protect immune systems from being compromised, and thereby more vulnerable to other illnesses like H1N1, or other serious complications.

Although public flu clinics are available in many areas, employees may need to take time off of work to attend an external clinic, and may also be charged for the flu shot (outside of Ontario), making it less likely that employees and their families will get immunized. In fact, studies show that up to **45 percent of employees** are more likely to get a flu shot if they had access to immunization in the workplace. Research also shows that workplace flu vaccination programs result in substantial cost savings, including 34% reduction in days of illness and up to 45% reduction in lost work days.²

Important Note: Due to the H1N1 threat, we expect a greater demand for and earlier start to immunization programs this year; it is therefore essential to book clinics as soon as possible to ensure availability of clinics and serum.

SHEPELL-FGI'S ONSITE FLU VACCINATION PROGRAM

As a leading provider of health and productivity solutions, Shepell-fgi understands the importance of timely and efficient immunization to protect your employees and your business. We have extensive experience in delivering workplace flu clinics that meet the unique needs of our clients, providing substantial benefits to organizations, including the following:

Accommodating Unique Operating Environments

Shepell-fgi's expanded infrastructure allows us to meet your organization's unique needs. We are not only equipped to provide flu clinics across Canada, but can also serve our Canadian customers with office/branch locations in the US. For clients with shiftwork environments, we can conduct clinics during evening and weekend hours. We can also support clients who operate in remote worksites by developing alternative programs; for example, administering a program to reimburse employees who are immunized at public healthcare or community facilities.

¹ Public Health Agency of Canada

² University of Minnesota

PROJECT MANAGEMENT APPROACH TO IMPLEMENTATION

Unlike other providers, the success of our service is due in large part to our strong team of Project Managers who plan and implement the Influenza Immunization program, which removes substantial administrative burden from your staff. Your organization will have the support of a highly experienced Program Manager, who will oversee the program and liaise with key contacts to ensure that timelines are met and that all aspects of the program are delivered to or beyond the expectations of your organization. Clinic services will be delivered by highly experienced Registered Nurses in compliance with the Ministry of Health and Long-term Care requirements.

EFFECTIVE PROGRAM PROMOTION

We believe a successful program requires an effective communication strategy to promote participation in the clinic. Our program provides print-ready templates that can be used to inform and educate employees about the benefits of receiving a flu shot, including:

- Launch email/letter
- Posters
- Fact Sheets
- Reminder emails
- Orientation Presentation

We can also work with you to explore incentive strategies if your participation rates are typically lower than average, such as draws or cross-department competitions.

INTEGRATION WITH OTHER PANDEMIC SUPPORT AND HEALTH PROMOTION SERVICES

A key benefit of our Influenza Immunization program is the ease with which you can include other health promotion and/or pandemic planning activities to the flu shot appointment to maximize the time and value of the appointment. For example, our antiviral medication prescription and dispensation program can easily be integrated with the flu clinic. In addition, we can screen for biometric risk factors (e.g. cholesterol, blood pressure, glucose, etc.) and provide a flu shot at the same appointment. We can even distribute wellness surveys to each participant to complete while waiting for their appointment time. The combination of services such as these can help you target several health and productivity issues concurrently.

CLINIC OVERVIEW

QUALIFIED BY THE MINISTRY OF HEALTH AND LONG-TERM CARE

Our clinic protocols comply with the Ministry of Health and Long-Term Care's formalized set of requirements:

- There must be an affiliated physician who will provide medical direction to the program and be responsible for the administration of the influenza vaccine.
- The vaccine must be stored under the required cold chain conditions and have had a documented cold chain inspection.
- Receipt of vaccine is subject to providing the ministry and/or local public health unit with any and all information as may be requested.
- The organization must have the required liability insurance.

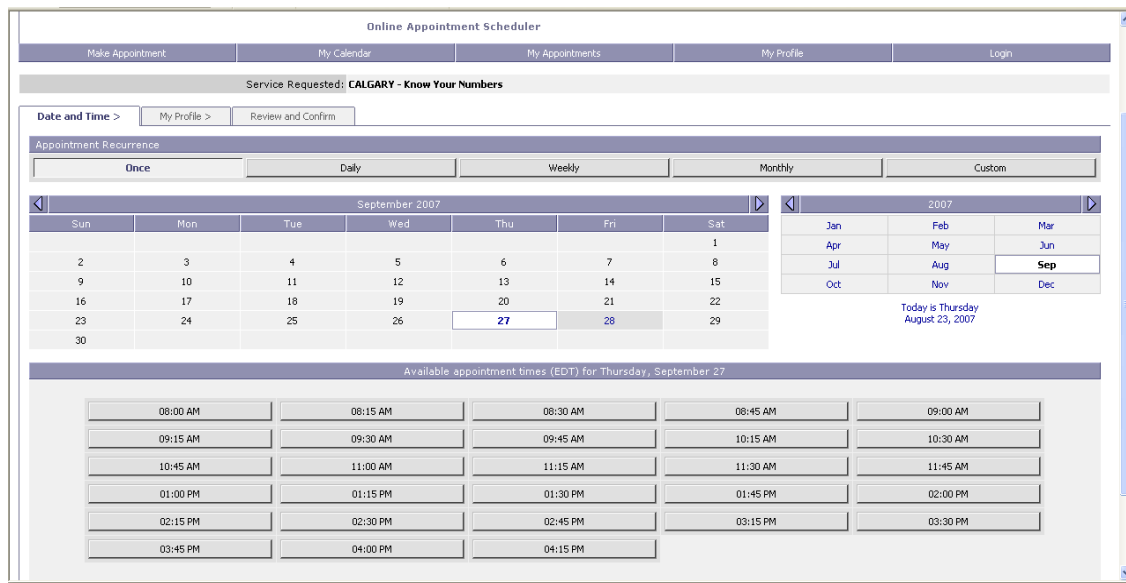
In addition, our protocols go above and beyond the Ministry's set of requirements to include our best practices:

- We maintain records of a cold chain from the time of receipt from the Ministry to injection to the employee.
- Employees are required to wait a minimum of 15 minutes in the vicinity of the nurses for all clinics administered by Shepell•fgi.
- Each patient is provided with a handout covering possible reactions to look for.
- The nurse will keep a comprehensive record of each individual to whom the immunization is administered, detailing contact information, clinic date, gender, age group, nurse who administered immunization, any adverse reactions, and follow-up provided.

CLINIC SET-UP & APPOINTMENT SCHEDULING

Shepell•fgi will work with your organization to determine the appropriate number and length of clinics to be delivered. We will also help you identify venue and space requirements; for example, to ensure privacy during the influenza immunization clinics, some clinics will require 2 separate areas – one for each nurse administering the immunization.

In our experience, we have found that a convenient sign-up process facilitates and increases employee participation. That is why we suggest that booking for clinics is handled through our Online Appointment Scheduler (shown below), which allows employees to make or change appointments based on real-time availability. Once an appointment is made, the Scheduler sends an email confirmation of the appointment to the employee, as well as a reminder email on the day of the appointment. For those locations where do not have adequate access to a computer, we can also provide a paper-based sign up process. The Online Scheduler also allows us to accurately track the expected number of participants so that appropriate resources can be deployed efficiently.



CLINIC DELIVERY

Our Registered Nurse(s) will manage all aspects of the clinic upon arrival, including set up at the designated venue, confirmation of emergency systems, and provision of the necessary clinical materials, including syringes, vaccine, and alcohol swabs.

Participants will have private and confidential appointments with the Registered Nurse at their scheduled appointment time. During the appointment, the Registered Nurse will:

- Ensure each participant is comfortable with the protocols
- Obtain written consent from the employee
- Review the employee vaccination questionnaire
 - Should the participant indicate any risk on the questionnaire any risk due to allergies, evidence of previous reactions, neurological conditions, or current use of anti-coagulant, the nurse will direct the individual to his/her family doctor
 - If no risks are present, the nurse will continue with the procedure
- Perform the vaccinations
- Provide an Influenza Information Sheet
- Monitor the employee after the vaccination has been administered

Once the clinic is complete, Shepell•fgi will provide a clinic report to the organization, which will include a breakdown of the number of participants and locations.

CONFIDENTIALITY

As providers of health and wellness solutions for 29 years, we understand that confidentiality and client trust are the cornerstones of all of our services. We also recognize that by adhering to stringent standards to ensure that we respect the privacy of our clients, we can gain the trust of employees, managers, and union representatives. That is why we not only comply rigorously with all privacy regulations (Canadian Federal Privacy Legislation, Canadian Standards Association's *Model Code for the Protection of Personal Information*, the B.C. Freedom of Information and Protection of Privacy Act (FIPPA), the U.S. Health Insurance Portability & Accountability Act (HIPAA) of 1996, and the Personal Information Protection & Electronic Documents Act (PIPEDA). In addition, we meet all of the audited confidentiality and privacy requirements as established by the Council on Accreditation (COA). Within that framework, we have also established standards and protocols around maintaining the confidentiality of information we generate, transmit, and store. For our Influenza Immunization Program, all information provided to us through consent forms and pre-screening questionnaire is double-locked in a secure facility and kept for medical/legal reasons for 7 years. At the conclusion of this time period, the data is destroyed.

INVESTMENT SUMMARY

To facilitate timely administration, we can include this program as an addendum to your existing Shepell•fgi service contract.

ASSUMPTIONS:

- 20 employees will be eligible for the program
- Clinics will be required in one location in Victoria
- For employees outside Ontario, Serum fee will be charged at cost (there is no Serum fee within Ontario).

ESTIMATED FEES:

Item	Description of Fees	Estimated Requirement	Total Cost
Clinic Set-up	\$100.00 for up to 5 locations	One location	\$100.00
Travel fees	\$1.20 per kilometer for mileage and travel time outside of corporate city limits, in excess of fifty (50) kilometres		
On site Clinic Time	\$125.00 per hour with a 2 hour minimum per location. Twelve (12-14) people can be seen per hour.	2 hours, which includes the minimum 2 hour time	\$250.00
Vaccine Serum (outside Ontario)	Serum cost \$8.95/ shot	20 employees outside Ontario	\$179.00
Total Estimated Fees: Actual fees are reconcilable based upon actual hours defined during implementation.			\$529.00

Please note that quoted prices are based on the above-noted population and will be subject to adjustment with any significant change in population at implementation. This proposed rate is guaranteed for 90 days from receipt of this proposal.

Please note that all fees are exclusive of applicable taxes.