

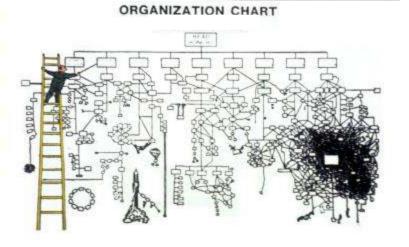
## Lessons Learnt / Identified from H1N1 and Cholera Preparedness



Lealou Reballos 16th March 2011



- H1N1 largely seen as health issue but response required a well-coordinated multi-sectoral approach involving a wide cross-section of stakeholders
- Decisions based on national realities
- Work within existing structure





## **Planning**

- Multi-hazard plans, simulation
- Planning process is more important that the plan itself
- Hard-to-reach groups included
- Know your local situation in order to anticipate and plan for challenges



## Communication

- Timely & transparent communication to the public
- Diffuse tension by saying "this is what we know so far"
- Sensitization sessions in both public and private sectors
- Use of web-based technology

## **Healthcare Workers**

- They should protect themselves adequately
- Train the right people to do the right thing all the time
- Adapt guidelines for all staff
- Volunteers (non technical health roles)



- We should go beyond the numbers & pay attention to the human factor
- Countries faced challenges that can have a negative impact on tourism
- Provide cruise ships co.
  the guidelines/protocols



