**Generic**

**Pandemic**

**Planning**

Contents

[Introduction 3](#_Toc85208809)

[Detailed Scope and Responsibilities 4](#_Toc85208810)

[Services included in this pandemic plan – detailed scope 4](#_Toc85208811)

[Organisations Roles and Responsibilities 4](#_Toc85208812)

[Intersectoral pandemic group work streams 5](#_Toc85208813)

[National approach to pandemic planning and preparedness strategy 6](#_Toc85208814)

[Overview of the six-phase strategy: New Zealand pandemic planning 7](#_Toc85208815)

[Communication Pathways 8](#_Toc85208816)

[Pandemic Plan – phase 1 planning and preparedness 9](#_Toc85208817)

[Pandemic Plan – phase 2 keep it out 12](#_Toc85208818)

[Pandemic Plan – phase 3 stamp it out – cluster control 13](#_Toc85208819)

[Pandemic Plan – phase 4 pandemic management 17](#_Toc85208820)

[Pandemic Plan – phase 5 pandemic management 20](#_Toc85208821)

[Pandemic Plan – phase 6 recovery 21](#_Toc85208822)

[Appendix 23](#_Toc85208823)

[Ethical framework for New Zealand pandemic planning 23](#_Toc85208824)

## Introduction

|  |  |
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| **Policy** | Our organisation is committed to effectively meet the health needs of people engaged with our services, employees, visitors and the wider community during a health emergency/pandemic. This is a guideline and must be amended to fit the specific pandemic event during an outbreak. This plan is about preparing our organisation for such an outbreak. |
| **Purpose** | This guide is a resource to assist in the * response to a pandemic event
* minimisation of the impacts of the pandemic on the health of individuals and the community
* facilitation of the pandemic recovery process
* building of a resilient mental health and addiction sector.
 |
| **Scope** | The organisations premises, people engaged with our services and their whānau, hapu/iwi/families/, staff, contractors and visitors.The systems described in the plan are to be applied in a pandemic event. All other civil emergencies/disaster processes are noted on the named organisational documents (see below – last section of references).This document identifies the processes that need to be developed for each specific pandemic event.  |
| **Definition** | A health emergency/pandemic is defined as any event which: 1. Presents a serious threat to the health status of the community.
2. Loss of services which prevent a healthcare facility or service from continuing to care for people engaged with our services.
 |
| **References** |
| **Legislation** | [Epidemic Preparedness Act 2006](http://www.legislation.govt.nz/act/public/2006/0085/27.0/DLM404459.html)[Health (Burial) Regulations 1946](http://www.legislation.govt.nz/regulation/public/1946/0132/latest/DLM2944.html?search=ts_regulation_Health+(Burial)+Regulations_resel&p=1&sr=1)[Health Act 1956](http://www.legislation.govt.nz/act/public/1956/0065/latest/DLM305840.html?search=ts_act_Health+Act+1956_resel&p=1&sr=1)[Health (Infectious and Notifiable Diseases) Regulations 1966](http://www.legislation.govt.nz/regulation/public/1966/0087/latest/DLM24207.html?search=ts_regulation_Health+(Infectious+and+Notifiable+Diseases)+Regulations+1966_resel&p=1&sr=1)[Health (Quarantine) Regulations 1983](http://www.legislation.govt.nz/regulation/public/1983/0052/latest/DLM85073.html?search=ts_regulation_Health+(Quarantine)+Regulations+1983_resel&p=1&sr=1)[Medicines Act 1981](http://www.legislation.govt.nz/act/public/1981/0118/latest/DLM53790.html?search=ts_act_Medicines+Act+1981_resel&p=1&sr=1)[National Civil Defence Emergency Management Plan Order 2015](http://www.legislation.govt.nz/regulation/public/2015/0140/latest/DLM6485804.html)[New Zealand Public Health and Disability Act 2000](http://www.legislation.govt.nz/act/public/2000/0091/66.0/DLM80051.html) |
| **Guidelines and Information** | [Civil Defence Pandemic Influenza](http://www.civildefence.govt.nz/assets/Uploads/publications/consistent-messages-part-B-pandemic-influenza.pdf)[Disability Disaster Emergency Preparedness](file:///C%3A%5CUsers%5CSarah_2%5CDocuments%5Cjulyjobqueries2015%5Cnavigate%5CDisability%20Disaster%20Preparedness.pdf)[International Health Regulations 2005](http://apps.who.int/iris/bitstream/10665/43883/1/9789241580410_eng.pdf)[National Health Emergency Plan - A framework for the health and disability sector (2015)](http://www.health.govt.nz/publication/national-health-emergency-plan-framework-health-and-disability-sector)[National Health Emergency Plan: Infectious Diseases (2004)](http://www.health.govt.nz/system/files/documents/publications/nationalhealthemergencyplan.pdf)[New Zealand Influenza Pandemic Plan - A framework for action (2017)](https://www.health.govt.nz/system/files/documents/publications/influenza-pandemic-plan-framework-action-2nd-edn-aug17.pdf)[The New Zealand Co-ordinated Incident Management System: Safer communities through integrated emergency management (ODESC 2014](http://www.civildefence.govt.nz/assets/Uploads/publications/CIMS-2nd-edition.pdf))[Planning for Individual and Community Recovery in an Emergency Event Principles for Psychosocial Support National Health Emergency Plan](https://www.health.govt.nz/system/files/documents/publications/planning-individual-community-recovery-in-emergency-event.pdf) |
| **Organisational Documents** | Business ContinuityEmergency and Security ManagementInfection Prevention and Antimicrobial StewardshipRisk Analysis for Health EmergencySelf-Assessment Health Emergency Plan  |
| **Definitions** |
| **Pandemic** | An epidemic that becomes very widespread and affects a whole region, a continent or the world. |

## Detailed Scope and Responsibilities

### Services included in this pandemic plan – detailed scope

|  |  |  |
| --- | --- | --- |
| Name/address of service | Nature of the service | Number of service users |
|  | Housing and Recovery |  |
|  |  |  |
|  | Respite Services |  |
|  |  |  |
|  | Community Support Services |  |
|  |  |  |
|  | Day Programme |  |
|  |  |  |

## Organisations Roles and Responsibilities

|  |  |  |  |
| --- | --- | --- | --- |
| Title of organisational role – role during pandemic | Contact details (phones and email) | Role during phases of a pandemic | Additional authorities |
| CEO - Pandemic Activator |  | Will communicate to employees, service users and the Board any changes of the Pandemic phases. |  |
| Operational Manager - Pandemic Coordinator |  | * Is the contact person for external communication.
* Will update the organisation’s Board/Governance during a pandemic
 | Budget up to $ 10 000.00  |
| Alternative Pandemic Coordinator |  | As delegated by and in absence of the Pandemic Coordinator.  |  |
| Health and Safety Representative |  | Contacts staff as directed by the Human Resource Manager.Alerts the Pandemic Coordinator of any staff welfare issues. |  |
| Human Resource Manager |  | Makes welfare contact with staff during a pandemic. |  |
| Infection Prevention and Antimicrobial Stewardship Coordinator |  | Oversees the resources required to implement infection control processes before, during and after a pandemic. Monitors infection prevention and control practices during a pandemic. | Budget up to $ 5000.00  |

## Intersectoral pandemic group work streams

|  |  |
| --- | --- |
| Work stream | Work stream lead agency |
| Health | [Ministry of Health](http://www.health.govt.nz/our-work/emergency-management/pandemic-planning-and-response), [Public Health Surveillance](https://surv.esr.cri.nz/virology/influenza_weekly_update.php) |
| [Biosecurity](https://www.massey.ac.nz/massey/fms/Colleges/College%20of%20Sciences/Epicenter/docs/MAF%20Massey/BrendanPollard.pdf?22BA000EA43446F1A10A1CDA61C99373) | [Ministry for Primary Industries](http://www.mpi.govt.nz/) |
| Law and order and emergency services | [New Zealand Police](http://www.police.govt.nz/about-us/publication/briefing-incoming-minister-2005/crime-national-security-new-threats) |
| [Civil defence emergency](http://www.civildefence.govt.nz/cdem-sector/cdem-framework/the-4rs/readiness-and-response/nz-influenza-pandemic-action-plan-information-for-cdem-groups/) | [Ministry of Civil Defence and Emergency Management](http://www.civildefence.govt.nz/assets/Uploads/publications/consistent-messages-part-B-pandemic-influenza.pdf) |
| Welfare | [Ministry of Civil Defence and Emergency Management](http://www.civildefence.govt.nz/assets/Uploads/publications/arrangements-for-welfare-support-during-influenza-pandemic.pdf) |
| Education | [Ministry of Education](https://education.govt.nz/ministry-of-education/specific-initiatives/health-and-safety/work-place-management/pandemic-planning-kit/pandemic-planning-guide) |
| Border | New Zealand Customs Service |
| External | Ministry of Foreign Affairs and Trade |
| Economy | The Treasury |
| Infrastructure | [Ministry of Business, Innovation and Employment](http://www.mbie.govt.nz/about/our-people/contact-us) |
| Workplaces | [Ministry of Business, Innovation and Employment](http://www.mbie.govt.nz/about/our-people/contact-us) / [WorkSafe New Zealand](http://www.worksafe.govt.nz/worksafe/news/alerts) |

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## National approach to pandemic planning and preparedness strategy

Figure 1: New Zealand strategic approach to a pandemic (New Zealand Influenza Pandemic Plan - A framework for action, MOH August 2017):



## Overview of the six-phase strategy: New Zealand pandemic planning

(New Zealand Influenza Pandemic Plan - A framework for action, MOH August 2017):

|  |  |  |
| --- | --- | --- |
| Phase | Potential trigger | Specific objectives |
| Plan for it - Planning and preparedness | Level of influenza at normal seasonal levels | Plan and prepare to reduce the health, social and economic impact of a pandemic on New ZealandDeal with disease in animals if they carry infections transmittable to humans. |
| Keep it out -Border management | Sustained human-to-human transmission of a novel influenza virus overseas in two or more countries | Prevent, or delay to the greatest extent possible, the arrival of the pandemic virus in New Zealand |
| Stamp it out - Cluster control | Novel influenza virus or pandemic virus detected in case(s) in New Zealand | Control and/or eliminate any clusters found in New Zealand |
| Manage it -Pandemic management | Multiple clusters at separate locations, or clusters spreading out of control | Reduce the impact of pandemic influenza on New Zealand’s population |
| Manage it - Post-peaktransition to recover from 4th phase, and planning for a resurgence or second wave | New Zealand wave decreasing | Expedite recovery, and prepare for a re‑escalation of response |
| Recover from it - Recovery | Population protected by vaccination, or pandemic abated in New Zealand | Expedite the recovery of population health, communities and society where affected by the pandemic, pandemic management measures, or disruption to normal services |

## Communication Pathways

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Activity** | **How** |
| NZ Government/Ministry of Health | Declares the pandemic alert phase throughout NZ | All media and MOH websites. |
| District Health Board/Public Health | Declares the pandemic phase for clusters in their region and expectations for service delivery. | E-mails and meetings. |
| Northern Regional Alliance | Overall coordination of ensuring that pandemic planning has occurred.Oversee that service delivery occurs in line with MOH and DHB requirements. | Emails.Zoom-meetings. |
| District Health Board/Funding and PlanningMental Health and Addiction | Provides information and communication on the pandemic management processes. | Email communication.Participation in zoom meetings. |
| NGO Mental Health and Addiction Collective | Exchange information, share resources, provision of support. | Email, twitter, facebook, telephone and face to face communication.Contact via Navigate and [Platform](https://www.platform.org.nz/) websites, facebook and twitter and other social media. |
| Our Organisation | Provide information, share resources with staff and people engaged with our service including their whānau/families/supports.  | Pandemic information and updates on service provision and support: Websites, phone messages, facebook and twitter and other social media. |

## Pandemic Plan – phase 1 planning and preparedness

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| ***We will monitor phase 1 requirements are in place at all times via internal audit processes. Frequency of internal audits: 2-monthly. Enter the date of the successful outcome of the internal audit in the ‘task completed on’ column below.*** |
| **Context** | **Our activities and processes** | **Services this applies for** | **Person/role responsible for implementing** | **Tasks completed on:** |
| **People engaged with our service and their whānau** | We provide information on [pandemic preparedness.](https://getready.govt.nz/prepared/special-requirements/) | all services | Click here to enter text. | Click here to enter a date. |
| We support people/whānau having their own pandemic plan. | all services | Click here to enter text. | Click here to enter a date. |
| We provide education on infection prevention. | all services | Click here to enter text. | Click here to enter a date. |
| We engage culturally/ethnically appropriate people to provide information on infection prevention and pandemic preparedness. | all services | Click here to enter text. | Click here to enter a date. |
| We encourage and support participation in vaccinations.  | all services | Click here to enter text. | Click here to enter a date. |
| We update health records to ensure peoples’ current medical conditions are identified. | all services | Click here to enter text. | Click here to enter a date. |
| We encourage and support people and their whānau to have food and water stored for one week. | community support services without accommodation | Click here to enter text. | Click here to enter a date. |
| We encourage and support people and their whānau to have face masks/coverings in storage.  | community support services without accommodation | Click here to enter a date. | Click here to enter a date. |
| **Organisational** | We review our business contingency plan to ensure it is current. | all services and departments | Click here to enter text. | Click here to enter a date. |
| We review our delegation procedures to ensure they are current. | all services and departments | Click here to enter text. | Click here to enter a date. |
| We ensure that our yearly budget includes financial allocation for pandemic preparation. | all services and departments | Click here to enter text. | Click here to enter a date. |
|  | We complete the self-assessment: health emergency plan. | one plan for the organisation | Click here to enter text. | Click here to enter a date. |

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| **Pandemic Plan – phase 1 planning and preparedness –** *cont.* |
| **Context** | **Our activities and processes** | **Staff this applies for** | **Person/role responsible for implementing** | **Tasks completed on:** |
| **Service delivery** | Services are delivered as usual. |
| **Human resource** | We provide training in infection prevention and pandemic preparedness.  | all staff | Click here to enter text. | Click here to enter a date. |
| We support staff to develop their own pandemic plan. | all staff | Click here to enter text. | Click here to enter a date. |
| We identify during performance reviews: |
| * Staff ability to work during a pandemic.
 | all staff | Click here to enter text. | Click here to enter a date. |
| * Contingency working arrangements.
 | all staff | Click here to enter text. | Click here to enter a date. |
| * Address and contact details are current.
 | all staff | Click here to enter text. | Click here to enter a date. |
| * Employee emergency contact is current.
 | all staff | Click here to enter text. | Click here to enter a date. |
| * With agreement of staff, identify any specific vulnerabilities and needs to be considered during a pandemic or other health emergency.
 | all staff | Click here to enter text. | Click here to enter a date. |
| We encourage staff to have vaccinations. | all staff | Click here to enter text. | Click here to enter a date. |
| We encourage staff to have food, water and masks/face covering for themselves and their whānau. | all staff | Click here to enter text. | Click here to enter a date. |

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| **Pandemic Plan – phase 1 planning and preparedness –** *cont.* |
| **Context** | **Our activities and processes** | **Area this applies to** | **Person/role responsible for implementing** | **Tasks completed on:** |
| **Environment** | First-Aid kits complete and intact. | all premises | Click here to enter text. | Click here to enter a date. |
| Stockpile of personal protective equipment is maintained. | all premises | Click here to enter text. | Click here to enter a date. |
| Stockpile of detergent, disinfectant, hand-sanitizer is maintained. | all premises | Click here to enter text. | Click here to enter a date. |
| Implementation of cleaning and laundry processes are audited. | all premises | Click here to enter text. | Click here to enter a date. |
| Emergency supplies are maintained and monitored: |
| * Generator.
 | all premises | Click here to enter text. | Click here to enter a date. |
| * Radio – preferably solar powered.
 | all premises | Click here to enter text. | Click here to enter a date. |
| * Torches – including movement activated ones.
 | all premises | Click here to enter text. | Click here to enter a date. |
| * Camping lights.
 | all premises | Click here to enter text. | Click here to enter a date. |
| * Solar powered outside lights.
 | all premises | Click here to enter text. | Click here to enter a date. |
| * BBQ/ gas camping oven.
 | all premises | Click here to enter text. | Click here to enter a date. |
| * Consider maintaining a vegetable garden.
 | all premises | Click here to enter text. | Click here to enter a date. |
| * Tissues and toilet paper.
 | all premises | Click here to enter text. | Click here to enter a date. |
| * Rubbish bins with lid.
 | all premises | Click here to enter text. | Click here to enter a date. |
| **Pandemic Plan – phase 1 planning and preparedness –** *cont.* |
| **Context** | **Our activities and processes** | **Area this applies to** | **Person/role responsible for implementing** | **Tasks completed on:** |
| **Environment** | * Spill kits
 | all premises | Click here to enter text. | Click here to enter a date. |
| * Options to isolate people
 | Choose an item. | Click here to enter text. | Click here to enter a date. |

## Pandemic Plan – phase 2 keep it out

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| Sustained human-to-human transmission of a novel influenza virus overseas in two or more countries. |
| **Context** | **Our activities and processes** | **Area this applies to** | **Person/role responsible for implementing** | **Process commenced on:** |
| **People our services will be interacting with** | We will screen:* people engaged with our services
* people seeking our services
* staff
* visitors
* contractors

to ascertain whether they have been in an area where sustained human to human transmission of a virus occurs overseas in two or more countries. | all services | Click here to enter text. | Click here to enter a date. |
| We will follow public health or Ministry of Health directives and/or guidelines. | all services | Click here to enter text. | Click here to enter a date. |

## Pandemic Plan – phase 3 stamp it out – cluster control

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| --- |
| **Provision of services with some limitations.****Pandemic virus detected in Aotearoa/New Zealand.** |
| **Context** | **Our activities and processes** | **Services this applies to** | **Person/role responsible for implementing** | **Tasks completed on:** |
| **People engaged with our service and their whānau** | Provide information on the status of the pandemic and how this will impact on the service. | services that include accommodation | Click here to enter text. | Click here to enter a date. |
| Work with the person and their whānau to activate their pandemic plan. | all services | Click here to enter text. | Click here to enter a date. |
| Educate the person and their whānau on when and how to apply PPE. | all services | Click here to enter text. | Click here to enter a date. |
| Provide information on standard precautions. | all services | Click here to enter text. | Click here to enter a date. |
| Educate on the use of PPE. | all services | Click here to enter text. | Click here to enter a date. |
| We support people and their whānau to have access to wellbeing resources. | all services | Click here to enter text. | Click here to enter a date. |
| Discuss remote/virtual service delivery and develop a contact plan.  | community support services without accommodation | Click here to enter text. | Click here to enter a date. |
| Provide emergency services contact information. | community support services without accommodation | Click here to enter text. | Click here to enter a date. |
| **Organisational** | Our governance group evaluates the Business Contingency Plan and ensures it is ready for implementation. | the whole organisation | Click here to enter text. | Click here to enter a date. |
| The specific pandemic plan roles are activated. | Click here to enter text. | Click here to enter a date. |
| Ensure allocated budget for the pandemic is available. | Click here to enter text. | Click here to enter a date. |
| Ensure receiving public health and Ministry of Health daily updates. | Click here to enter text. | Click here to enter a date. |
| Update the organisation’s website to include current status of the pandemic and how it impacts on the services provided. | Click here to enter text. | Click here to enter a date. |
| We check if people engaged with our service have access to devices that enable communication remotely and virtually. If not, we attempt to access funding to enable access. | Click here to enter text. | Click here to enter a date. |

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| **Pandemic Plan – phase 3 stamp it out – cluster control – *cont.*** |
| **Context** | **Our activities and processes** | **Services this applies to** | **Person/role responsible for implementing** | **Tasks completed on:** |
| **Service delivery** | We have food and other necessities stored that will last for two weeks. | services with accommodation | Click here to enter text. | Click here to enter a date. |
| Ensure fresh and safe water is available for at least Choose an item. days. 3 litres per person per day minimum. | services with accommodation | Click here to enter text. | Click here to enter a date. |
| Make arrangements to ensure no interruption to medication supply. | all services | Click here to enter text. | Click here to enter a date. |
| Check and get sufficient recreational supplies. | all services | Click here to enter text. | Click here to enter a date. |
| Admission screening is defined and implemented. | all services | Click here to enter text. | Click here to enter a date. |
| We may limit number of visitors. | services with accommodation | Click here to enter text. | Click here to enter a date. |
| We monitor people engaged with our service daily for symptoms of the infection that caused the pandemic. | services with accommodation | Click here to enter text. | Click here to enter a date. |
| We cancel activities that involve having contact with people that are part of a cluster or are at risk of being infected. | all services | Click here to enter text. | Click here to enter a date. |
| Staff to only travel for essential provision of services. | all services | Click here to enter text. | Click here to enter a date. |
| Cancel activities that involve travelling into an unsafe zone. | all services | Click here to enter text. | Click here to enter a date. |
| Develop a list that identifies the monitoring requirements for each service user. | services that do not include accommodation | Click here to enter text. | Click here to enter a date. |
| Liaise with the clinically responsible service/team about crisis and safety plans for people engaged with our services and their whānau. | all services | Click here to enter text. | Click here to enter a date. |

|  |
| --- |
| **Pandemic Plan – phase 3 stamp it out – cluster control – *cont.*** |
| **Context** | **Our activities and processes** | **Staff this applies to** | **Person/role responsible for implementing** | **Tasks completed on:** |
| **Human resources** | Provide information and discuss the status of the pandemic and how this will impact on work. | all staff | Click here to enter text. | Click here to enter a date. |
| Negotiate with staff the cancellation of leave and/or leave arrangements. | all staff | Click here to enter text. | Click here to enter a date. |
| Develop contingency rosters and work schedules. | all staff | Click here to enter text. | Click here to enter a date. |
| Screen staff daily for symptoms and movement. | all staff | Click here to enter text. | Click here to enter a date. |
| Advise staff to stay home if they are showing symptoms. | all staff | Click here to enter text. | Click here to enter a date. |
| Commence allocating work in a manner to maintain staff health. | all staff | Click here to enter text. | Click here to enter a date. |
| Educate staff on the use of PPE. | all staff | Click here to enter text. | Click here to enter a date. |
| Encourage staff to update and implement their personal pandemic plan. | all staff | Click here to enter text. | Click here to enter a date. |
| **Environment** | Display posters about visiting arrangements and standard precautions. | all premises |  |  |
| Specific cleaning programmes are developed and implemented. | all premises | Click here to enter text. | Click here to enter a date. |
| Stock up on hand-sanitizers, cleaning and disinfecting products and materials.  | all premises | Click here to enter text. | Click here to enter a date. |
| Stock up on tissues and toilet paper. | all premises | Click here to enter text. | Click here to enter a date. |
| Isolation area(s) are ready for occupation if needed. | selected premises | Click here to enter text. | Click here to enter a date. |
| Stock up on PPE. | all premises | Click here to enter text. | Click here to enter a date. |
| Check emergency kits are stocked. | all premises | Click here to enter text. | Click here to enter a date. |

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| --- |
| **Pandemic Plan – phase 3 stamp it out – cluster control – *cont.*** |
| **Context** | **Our activities and processes** | **Staff this applies to** | **Person/role responsible for implementing** | **Tasks completed on:** |
| **Environment** *cont.* | Display posters about standard precautions. | all premises | Click here to enter text. | Click here to enter a date. |
| Ensure cars have a full petrol tank. Do not let petrol go lower than half full. | all business cars | Click here to enter text. | Click here to enter a date. |
| Screen visitors/contractors for symptoms and movement. | all premises | Click here to enter text. | Click here to enter a date. |
| Maintain a record of visitors. | all premises | Click here to enter text. | Click here to enter a date. |
| Provide hand sanitizer on service and office entrances. | all premises | Click here to enter text. | Click here to enter a date. |

## Pandemic Plan – phase 4 pandemic management

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| **Multiple clusters at separate locations, or clusters spreading out of control.**  |
| **Context** | **Our activities and processes** | **Services this applies to** | **Person/role responsible for implementing** | **Tasks arranged on:** |
| **People engaged with our service and their whānau** | Daily health/symptom and exposure screening. | all services | Click here to enter text. | Click here to enter a date. |
| Alert service users of the change in pandemic status and its processes. | all services | Click here to enter text. | Click here to enter a date. |
| Make daily welfare checks. | all services | Click here to enter text. | Click here to enter a date. |
| Support the implementation of individuals’ pandemic plans. | all services | Click here to enter text. | Click here to enter a date. |
| Support access to PPE. | all services | Click here to enter text. | Click here to enter a date. |
| Support access to food. | community support services without accommodation | Click here to enter text. | Click here to enter a date. |
| Support access to virtual activities and interactions. | all services | Click here to enter text. | Click here to enter a date. |
| Support access to cultural supports. | all services | Click here to enter text. | Click here to enter a date. |
| Support participation in spiritual activities.  | all services | Click here to enter text. | Click here to enter a date. |
| **Organisational** | Pandemic management responsibilities are fully in place. | the whole organisation | Click here to enter text. | Click here to enter a date. |
| Daily updates are accessed from the MOH or public health. | Click here to enter text. | Click here to enter a date. |
| Maintain contact with funder/planner and other service providers to ensure communication flow and support. | Click here to enter text. | Click here to enter a date. |
| Release pandemic management budget as required. | Click here to enter text. | Click here to enter a date. |
| Implementation of directives by health officials is enabled and monitored. | Click here to enter text. | Click here to enter a date. |

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| **Pandemic Plan – phase 4 pandemic management –** *cont.* |
| **Context** | **Our activities and processes** | **Services this applies to** | **Person/role responsible for implementing** | **Tasks arranged on:** |
| **Organisational – *cont.*** | Guidelines specific to the outbreak are developed and communicated to staff and people engaged with our services. | the whole organisation | Click here to enter text. | Click here to enter a date. |
| Our website and use of social media communicates changes in service provision and the resources available. | Click here to enter text. | Click here to enter a date. |
| The appropriate authorities are informed if a person engaged with the service or staff have been infected. | Click here to enter text. | Click here to enter a date. |
| Inform the funding agencies if services can no longer be delivered. | Click here to enter text. | Click here to enter a date. |
| Review/test essential business continuity measures.  | Click here to enter text. | Click here to enter a date. |
| **Service delivery** | Only essential services are provided (decision is made by MOH or DHB).  | specified services | Click here to enter text. | Click here to enter a date. |
| Access medical and emergency services in line with current health official’s directives.  | all services | Click here to enter text. | Click here to enter a date. |
| Ongoing supply of medication to be arranged. | all services | Click here to enter text. | Click here to enter a date. |
| Activities within the service context are provided. | all services | Click here to enter text. | Click here to enter a date. |
| If a person engaged with our service dies, we follow the specific pandemic directives from the NZ government. | all services | Click here to enter text. | Click here to enter a date. |
| **Human resources** | Staff will be screened for symptoms and possible exposure before entering the premises or doing home visits. | all services | Click here to enter text. | Click here to enter a date. |
| Sick staff are not allowed to work. | all services | Click here to enter text. | Click here to enter a date. |
| Vulnerable staff work from home. | all services | Click here to enter text. | Click here to enter a date. |
| Pandemic rosters are implemented. | all services | Click here to enter text. | Click here to enter a date. |
| Contingency rosters are in place (assuming 40% of staff available for work). | all services | Click here to enter text. | Click here to enter a date. |
| **Pandemic Plan – phase 4 pandemic management –** *cont.* |
| **Context** | **Our activities and processes** | **Services this applies to** | **Person/role responsible for implementing** | **Tasks arranged on:** |
| **Human Resources -** *cont* | Daily staff welfare checks. | all services | Click here to enter text. | Click here to enter a date. |
| **Environment** | Condition of entry displayed at the entrance. | services with accommodation | Click here to enter text. | Click here to enter a date. |
| Emergency/contingency supplies are managed prudently and immediately stocked up.An inventory of all emergency/contingency supplies is maintained. | all services | Click here to enter text. | Click here to enter a date. |
| Full implementation and monitoring of infection prevention and control practices. | all services | Click here to enter text. | Click here to enter a date. |
| Isolate or initiate isolation/quarantine for sick service users. | all services | Click here to enter text. | Click here to enter a date. |
| Ensure that all premises are secured – to prevent unauthorised people entering the service/premises.  | services with accommodation | Click here to enter text. | Click here to enter a date. |
| Display standard and transmission precautions posters. | services with accommodation | Click here to enter text. | Click here to enter a date. |
| Entry to premises are strictly regulated. | services with accommodation | Click here to enter text. | Click here to enter a date. |
| Pandemic specific cleaning, laundry and transmission based precautions are implemented. | services with accommodation | Click here to enter text. | Click here to enter a date. |

## Pandemic Plan – phase 5 pandemic management

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| **Manage it – post-peak – transition to recover from 4th phase, and planning for a resurgence or second wave.** |
| **Context** | **Our activities and processes** |
| **All contexts** | It is highly likely that as part of a transitional phase to recovery, pandemic level three and then two will need to be (re)implemented. |
| It is highly likely during a resurgence or second wave, pandemic levels three and four will need to be implemented. |
| We follow the Ministry of Health and/or public health directives. |

## Pandemic Plan – phase 6 recovery

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| **Population protected by vaccination or pandemic abated in Aotearoa/New Zealand** |
| **Context** | **Our activities and processes** | **Services this applies to** | **Person/role responsible for implementing** | **Actions completed by:** |
| **People engaged with our services and their whānau** | Alert service users of the change in pandemic status. | all services | Click here to enter text. | Click here to enter a date. |
| Offer de-brief sessions. | all services | Click here to enter text. | Click here to enter a date. |
| Re-negotiate services and supports.  | all services | Click here to enter text. | Click here to enter a date. |
| Spiritual and cultural pro-active support arranged. | all services | Click here to enter text. | Click here to enter a date. |
| **Organisational**  | Provide information on pandemic status and organisational processes on the website and social media. | the whole organisation | Click here to enter text. | Click here to enter a date. |
| Analyse the response to the pandemic event:* What worked well?
* Anything we need to do differently?
* What have we learned?
 | Click here to enter text. | Click here to enter a date. |
| Re-assess hazards and their management. | all premises and services | Health and safety representative | Click here to enter a date. |
| Review service delivery requirements. | the whole organisation | Click here to enter text. | Click here to enter a date. |
| Communicate with funding agencies about current status of staffing and service delivery. | Click here to enter text. | Click here to enter a date. |
| Attend post pandemic support sector meetings. | Click here to enter a date. | Click here to enter a date. |
| Develop a ‘return to business as normal’ (or as funded) plan and implement it. | Click here to enter a date. | Click here to enter a date. |
| Initiate the review of pandemic relevant policies and procedures. | Click here to enter a date. | Click here to enter a date. |

|  |
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| **Pandemic Plan – phase 6 recovery** *cont.* |
| **Context** | **Our activities and processes** | **Services this applies to** | **Person/role responsible for implementing** | **Tasks arranged on:** |
| **Service Delivery** | Do a review of the needs assessment/goal setting/wellbeing plan. | all services | Click here to enter text. | Click here to enter a date. |
| Deliver services in line with contractual obligations. | all services | Click here to enter text. | Click here to enter a date. |
| Routine medical checks and screening to re-commence. | all services | Click here to enter text. | Click here to enter a date. |
| **Human resources** | Alert staff of the change in pandemic status. | all services | Click here to enter text. | Click here to enter a date. |
| Acknowledge staff for their work during the pandemic. | all services | Click here to enter text. | Click here to enter a date. |
| Dependent on the circumstances, arrange a de-brief session. | all services | Click here to enter text. | Click here to enter a date. |
| Assess availability of staff to return to normal duties. | all services | Click here to enter text. | Click here to enter a date. |
| Manage return to business with available staff. | all services | Click here to enter text. | Click here to enter a date. |
| **Environment** | All emergency stocks are replenished and the inventory is updated. | all services | Click here to enter text. | Click here to enter a date. |
| Clean the premises thoroughly. | all services | Click here to enter text. | Click here to enter a date. |
| Wash all laundry thoroughly. | all services | Click here to enter text. | Click here to enter a date. |
| Remove posters and items no longer relevant in a post-pandemic Aotearoa/New Zealand. | all services | Click here to enter text. | Click here to enter a date. |

## Appendix

## Ethical framework for New Zealand pandemic planning

(New Zealand Influenza Pandemic Plan - A framework for action, MOH August 2017)

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| --- |
| In good decision-making processes we are: |
| *Open* | ***Inclusive*** | ***Reasonable*** |
| * Letting others know what is to be decided, how and on what basis.
* Letting others know what decisions we have made on that basis.
* Letting others know what will come next.
 | * Including those who will be affected.
* Including people from all cultures.
* Taking everyone’s contribution seriously.
* Striving for acceptance of our process, even by those who might not agree with the decisions we make through that process.
 | * Working with alternative options and ways of thinking.
* Working with and reflecting diversity of culture.
* Using a fair process to make decisions.
* Basing our decisions on shared values, and on the best evidence available.
 |
| *Responsive* | ***Responsible*** |
| * Willing to make changes and be innovative.
* Changing when relevant information or context changes.
* Enabling others to contribute wherever we can.
* Enabling others to challenge our decisions and actions.
 | * Being responsible to others for our decisions and actions.
* Helping others to take responsibility for their decisions and actions.
 |
| Good decisions are those we base on: |
| *Minimising harms* | ***Respect*** | ***Fairness*** |
| * Protecting one another from harm.
* Not harming others.
 | * Supporting others to make their own decisions wherever possible.
* Supporting those who make decisions for people who can’t make their own decisions.
* Restricting freedom as little as possible, if freedom must be restricted for the public good.
 | * Supporting others to get what they are entitled to.
* Ensuring that everyone gets a fair go.
* Minimising health and disability inequalities.
* Prioritising fairly when there are not enough resources for all to get the services they seek.
 |
| *Neighbourliness/whanaungatanga* | ***Reciprocity*** | ***Unity – kotahitanga*** |
| * Helping and caring for our neighbours and relations.
* Working together where there is a need to be met.
 | * Helping one another.
* Agreeing to extra support for those who have extra responsibilities to care for others.
 | * Being committed to seeing this through together.
* Being committed to strengthening individuals and communities.
 |