**COVID-19**

**Pandemic Plan**

**(Please remove the ‘Created by: GSHarnisch’ once you have amended this document and made it your own)**

Contents

[Introduction 3](#_Toc39060403)

[Detailed Scope and Responsibilities 4](#_Toc39060404)

[Primary mental health and addiction services 4](#_Toc39060405)

[Organisations Roles and Responsibilities 4](#_Toc39060406)

[Intersectoral Pandemic Group work streams 5](#_Toc39060407)

[Relevant Contacts 5](#_Toc39060408)

[Pandemic planning and preparedness strategy 6](#_Toc39060409)

[National Approach 6](#_Toc39060410)

[**Overview of the six-phase strategy of New Zealand pandemic planning** 7](#_Toc39060411)

[Communication Pathways 8](#_Toc39060412)

[Organisational Pandemic Plan for COVID-19 9](#_Toc39060413)

[Ethical framework for New Zealand pandemic planning 22](#_Toc39060414)

[**Consultation** 23](#_Toc39060415)

## Introduction

|  |  |
| --- | --- |
| **Policy** | This organisation is committed to effectively meet the health needs of service users, employees, visitors and the wider community during a health emergency/pandemic in an appropriate and sustainable manner.  This guideline will be updated as the pandemic evolves. |
| **Purpose** | This guide is a resource to assist in the   * response to a pandemic event – COVID-19 * minimisation of the impacts of the pandemic on the health of individuals and the community * facilitation of the recovery process * building of a resilient health and disability sector |
| **Scope** | The organisations premises, service users/residents/guests/tangata whai ora/ people engaged with the service and their families/supports, personnel and visitors.  The systems described in the plan have been and will be applied during the COVID-19 pandemic... |
| **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 service users. |
| **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)  [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/latest/DLM80051.html) |
| **Guidelines and Information** | [COVID-19 Ministry of Health Website](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus)  Health Quality and Safety Commission COVID-19 Information  [International Health Regulations 2005](http://apps.who.int/iris/bitstream/10665/43883/1/9789241580410_eng.pdf)  [National Emergency Management Agency](https://www.civildefence.govt.nz/?s=2020-04-14%2013:41:29)  [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)  [WHO COVID-19 Information](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance) |
| **Organisational Documents** | Business Continuity  Emergency and Security Systems  Infection Prevention and Control  Risk Analysis for Health Emergency  Self-Assessment Health Emergency Plan |
| **Definitions** | |
| **Pandemic** | An epidemic that becomes very widespread and affects a whole region, a continent or the world. |
| **Influenza** | A contagious viral disease of the respiratory tract. |

## Detailed Scope and Responsibilities

Services included in this pandemic plan – detailed scope

|  |  |  |
| --- | --- | --- |
| Name/address of service | Nature of the service | Number (capacity) of service users/guests |
|  | Housing and Recovery |  |
|  |  |  |
|  | Respite Services |  |
|  |  |  |
|  | Community Support Services |  |
|  |  |  |
|  | Day Programme |  |
|  |  |  |
|  | Primary mental health and addiction services |  |
|  |  |  |

## 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 Control 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  $ 5 000.00 |

## 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/index.php?we_objectID=5094) |
| Law and order and emergency services | [New Zealand Police](https://www.police.govt.nz/major-events/covid-19-novel-coronavirus) |
| [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](https://www.civildefence.govt.nz/resources/news-and-events/news/information-about-covid-19-novel-coronavirus/) |
| Welfare | [Ministry of Social Development](https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2020/covid-19/index.html) |
| Infrastructure | [Ministry of Business, Innovation and Employment](https://www.mbie.govt.nz/about/contact-us/) |
| Workplaces | [WorkSafe New Zealand](https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid-19/) |

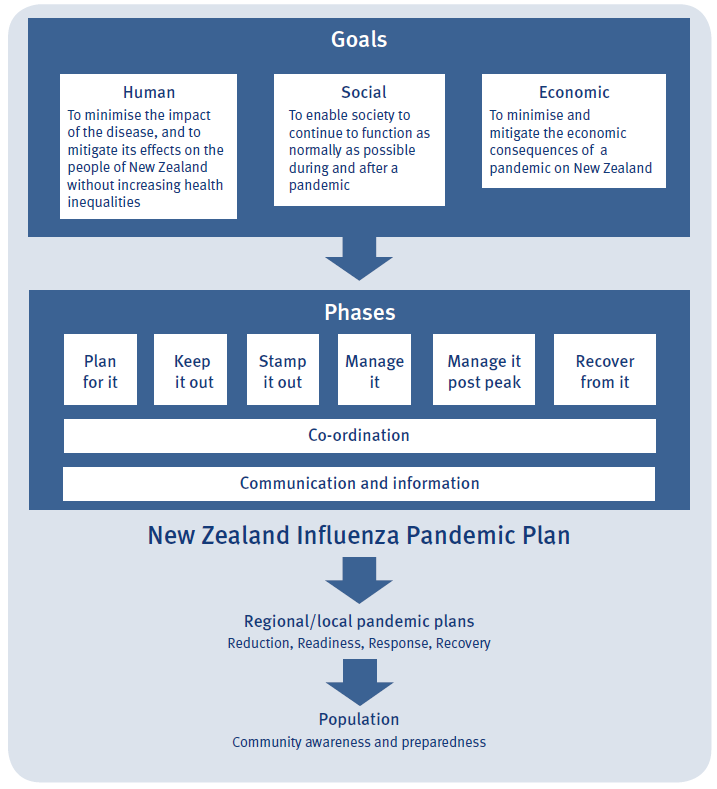
## Relevant Contacts

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Contact** | **Role** |
| NGO telephone tree and sector support | [Platform](https://www.platform.org.nz/) | System of communication between mental health and addiction NGO’s. |
| Auckland Regional Public Health Service **Emergency Planner** | **(09) 623 4600** | [Information](http://www.arphs.govt.nz/health-information/emergency-planning-and-response/arphs-emergency-activities) |
| DHB Emergency Systems Planner and Emergency Response Advisor. |  | Planning with Community  services, NGOs and contracted  health services.  Provision of communication and support. |

## Pandemic planning and preparedness strategy

### National Approach

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 of 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 Zealand  Deal with disease in animals, if required |
| 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-peak  transition to recover from it 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 [On their website:](https://covid19.govt.nz/assets/COVID_Alert-levels_v2.pdf) |
| 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 Planning  Mental 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. |
| This Organisation | Provide information, share resources for service users, their families/supports. | COVID-19 information and updates on service provision and support:  Websites, facebook and twitter. |

## Organisational Pandemic Plan for COVID-19

(This plan needs to be contextualised by each service – delete what does not apply to your service)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Phase:**  **Plan, prepare, and keep it out.**  **(Yearly review)** | **Organisational Activities and Processes** | **Date completed** | **Responsibility** | **Services the actions apply to:** |
| **Environment** | First-Aid kits complete and intact. |  |  |  |
| [Stockpile of personal protective equipment](https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid-19/managing-supply-issues-for-ppe/) is maintained. |  |
| Stockpile of detergent, disinfectant, hand-sanitizer is maintained. |  |
| Implementation of cleaning and laundry processes are audited. |  |
| Emergency supplies are maintained and monitored: |  |
| * Generator. |  |
| * Radio – preferable solar powered. |  |
| * Torches – including movement activated ones. |  |
| * Batteries for cell phones and lap-tops. |  |
| * Camping lights. |  |
| * Solar powered outside lights. |  |
| * Candles. |  |
| * BBQ/ gas camping oven. |  |
| * Consider maintaining a vegetable garden. |  |
| * Tissues, toilet paper. |  |
| * Rubbish bins with lid. |  |
| * Options to isolate service users/guests |  |
| * Spill kits |  |
|  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Delivery**  **Deliver services as usual.** | Service user/guest training in infection prevention and control/standard precautions. |  |  |  |
| Service users are provided with information on [pandemic preparedness.](https://getready.govt.nz/prepared/special-requirements/) |  |
| Maintain at least provision of food and water for one week (preferable two weeks). Water: 3 litres per day per person 3 day supply. |  |
| Encourage service users to have influenza vaccination. |  |
| Support service users to have advanced directives for pandemic influenza situations: whom to communicate with, where they could stay, burial arrangements (will). |  |
| Ensure service users/guests medical conditions are identified in the health records and up to date. (Regular internal record audits) |  |  |  |
| **Human Resource** | Staff training in infection prevention and control and emergency procedures. |  |  |  |
| Provision of information to staff on influenza – updates as required. |  |
| Identify during the yearly performance appraisal: |  |
| * Staff ability to work during a pandemic. |  |
| * Address and contact details are current. |  |
| * Employee emergency contact is current. |  |
| * With agreement of staff, identify any specific vulnerabilities and needs that need to be considered during a pandemic or other health emergency. |  |
| Encourage staff to have influenza vaccination. |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **This part of the plan requires a weekly review during a pandemic– amendments need to be made more often in response to Government Agency directives and guidelines.**  **Summary of changes made to service provision:** | | | | |
| **Phase:**  **Stamp It Out**  **Cluster control** | **Organisational Activities and Processes** | **Date completed** | **Responsibility** | **Services the actions apply to** |
| **Community readiness** | |
| **Community mild impact** | |
| **Community moderate impact** | |
| **Level 1 prepare** |  |
| **Environment** | A specific [covid-19 cleaning process](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/general-cleaning-information-following-suspected-probable-or-confirmed-case-covid-19) and schedule is developed and implemented. |  |  |  |
| Isolation area(s) are ready for occupation if needed. |  |
| A specific Covid-19 isolation area cleaning process and schedule is developed. |  |
| Ensure that cars have a full petrol tank. |  |
| Consider the purchase of extra petrol. |  |
| Systems are in place to ensure computer, mobile phones, communication apps have full batteries. |  |
| Check that emergency/contingency food and equipment are stocked. |  |
| The Board evaluates the Business Contingency Plan and ensures it is ready for implementation. |  |
| Purchase additional contingency supplies. |  |
| Have a system in place to ensure [Ministry of Health updates](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus) are checked daily. |  |
| Check that sufficient recreational equipment is available during a pandemic quarantine. |  |
| Provide information on pandemic status and organisational processes on the website, facebook and twitter. |  |
| Sufficient PPE in case of an outbreak is in stock. |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Delivery**  **Continue to deliver services with some limitations.** | Alert service users of the change in pandemic status. |  |  |  |
| [WHO videos on transmission and protection of COVID-19 offered.](https://www.who.int/emergencies/diseases/novel-coronavirus-2019) |
| [Covid-19 prevention measures](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public#symptoms) have been communicated. Posters have been displayed. |  |
| Admission screening processes are documented and implemented.  Including [covid-19 symptoms](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public#symptoms) and [exposure](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public#exposed) |  |
| Health alerts to identify specific [covid-19 high risk](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public#risk) of severe responses and vulnerable service users/guests are updated. |  |
| Service delivery pathways for COVID-19 confirmed, suspected and non COVID-19 service users developed and implemented. |  |
| Monitor daily for [covid-19 symptoms](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public#symptoms). |  |
| Ensure access to [wellbeing strategies and resources.](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-mental-health-and-wellbeing-resources) |  |
| Cancel activities that involve having contact with people that are part of a covid-19 cluster or are at risk of being infected. |  |
| Only travel for essential activities. |  |
| Organise medication supplies for service users with the pharmacy and prescriber. |  |
| Develop a list that identifies the monitoring requirements for each service user. |  |
| Identify and initiate alternative living arrangements for service users for whom this is a safe option. |  |
| Support service users in activating their own [pandemic plan](https://www.healthed.govt.nz/resource/getting-ready-flu-pandemic-english-version). |  |
| Decide on visitor screening and/or visitor status |  |
| Liaise with the clinical responsible service/team about crisis and safety plans for service users/guests. |  |
| Work with service users to ensure virus specific standard precautions are known and implemented. |  |
| Check with service users that their pandemic preparedness plan is up to date, including family and other supports available. |  |
| Communicate with service users family/supports to ascertain their roles during and after the pandemic. |  |
| Discuss with service users remote/virtual service delivery and develop a contact plan with each service user. |  |
| Provide service users with emergency contact details. |  |
| Update advanced directive and implement any parts relating to this phase. |  |
| Keep records of all service user related activities, observations and interactions. |  |
| **Human Resource** | Negotiate with staff the cancellation of leave and/or leave arrangements. |  |  |  |
| Design an alternative roster for service delivery. |  |
| Advise staff to stay at home if they are sick. |  |
| Introduce enhanced staff surveillance and sickness reporting. |  |
| Do not allow staff to come to work if they pose a risk of COVID-19 infection:   * have returned from overseas within the past 14 days * have been in contact with someone who has returned from overseas within the past 14 days * have covid-19 symptoms * have been in contact with people from a covid-19 cluster * have confirmed covid-19 |  |
| Keep records of all staff related interactions. |  |
| **Any other issue requiring attention** | | | | |
|  | |  |  | |
|  | |  |  | |
|  | |  |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **This part of the plan requires a weekly review – amendments need to be made more often in response to Government Agency directives and guidelines.**  **Summary of changes made to service provision:** | | | | |
| **Phase: Pandemic management.** | **Organisational Activities and Processes** | **Date completed** | **Responsibility** | **Services the actions apply to** |
| **Community moderate impact** | |
| **Community severe impact** | |
| **COVID-19 Alert Levels 3 and 4** |  |
| **Environment** | Ensure emergency/contingency supplies are managed prudently and immediately stocked up.  Maintain an inventory of all emergency/contingency supplies. |  |  |  |
| Full implementation and monitoring of infection prevention and control practices. Daily check-list that equipment available and cleaning done. |  |
| ‘No visitor’ display at the premises. |  |
| If travelling: ensure the car is always filled up with petrol if petrol is still available. |  |
| If electricity still works, ensure mobile and laptop batteries are full. Top-up daily. |  |
| Ensure that all premises are secured – to prevent looting and to maintain service user and staff safety. |  |
| Have a system in place to check [Ministry of Health updates](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus) daily. |  |
| Follow the Ministry of Health isolation/quarantine instructions. |  |
| Provide information on pandemic status, service delivery and organisational processes on the website, facebook and twitter. |  |
| Implement isolation processes for service users with suspected or confirmed COVID-19. Emerge Aotearoa provided an example for planning isolation for this situation: |  |
| [Implement cleaning schedule and processes for suspected or confirmed COVID-19 isolation areas.](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/general-cleaning-information-following-suspected-probable-or-confirmed-case-covid-19) Odyssey Auckland provided an example of service delivery during COVID-19 Alert Level 3 and 4: |  |
| Specific car cleaning protocols are documented and implemented. An example is the Odyssey House car cleaning process that you might want  to adapt: |  |
| [Safe shopping arrangements are implemented.](https://covid19.govt.nz/individuals-and-households/shopping/shopping-safely/) |  |
| Arrangements for the safe delivery of parcels in place. |  |
| Arrangements for safe engagement with trades people and contractors in place. |  |
| PPE available for staff and service users/guests. [Guidelines for its use is displayed](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-advice-essential-workers-including-personal-protective-equipment/personal-protective-equipment-use-health-care) and training occurred. |  |
| Develop and implement a home and work plan for staff. Example: |  |
| Hand-sanitizer and tissues provided though-out the service:   * entrance * exits * offices * communal rooms * dining room * kitchen * corridors |  |
| [Posters on standard precautions distributed throughout the premises.](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources) |  |
| **Service Delivery** | Alert service users of the change in pandemic status. |  |  |  |
| Processes to access the organisations’ services are documented and implemented. |  |
| Implement [MOH guidelines for service delivery COVID-19 Alert level 4.](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-disability-and-aged-care-providers) |  |
| Ensure processes between different services providers are known to service users. |  |
| Daily welfare checks with service users that live in the community (text, phone, email, website, twitter, facebook, LinkedIn etc.). |  |
| Support service users to isolate themselves if they get sick. Especially if they have flu-like symptoms. (you might want to utilise the procedure  included in this document for residential services: |  |
| Ensure the following contacts are initiated if symptoms of COVID-19 are present:   * call the GP for advise   call the COVID-19 healthline for advise [0800 358 5453](tel:08003585453) |  |
| Contact mental health crisis services for acute and routine mental health clinical support ([Waitemata DHB,](http://www.waitematadhb.govt.nz/hospitals-clinics/clinics-services/district-mental-health-services/) [Auckland DHB](http://www.adhb.health.nz/our-services/mental-health-and-addictions/), [Counties Manukau DHB](http://www.countiesmanukau.health.nz/our-services/mental-health/), [Crisis assessment services](http://www.health.govt.nz/your-health/services-and-support/health-care-services/mental-health-services/crisis-assessment-teams),  Implement agreed plan with GP’s for acute and routine physical health support.  Implement agreed plan with Pharmacies for ongoing supply of medications.  Or call the freephone Healthline 0800 611 116. |  |
| Keep records of all service user related activities, observations and interactions. |  |
| Support service users to access family/whānau/peer support and other supports. |  |
| [Use of personal protective equipment for service users and staff.](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-advice-essential-workers-including-personal-protective-equipment/personal-protective-equipment-use-health-care) |  |
| Provide recreational activities in-house. |  |
| Update risk and safety issues weekly in the service users’ health record. |  |
| Update advanced directive and implement any parts relating to this phase. |  |
| **Organisational Management** | Review/test essential business continuity measure – including training for those in specific roles. |  |  |  |
| Inform the funding agencies if services have changed or can no longer be delivered. |  |
| Provide daily updates to the Chairperson of the Board. |  |
| Close liaison with other service providers to share resources, information and knowledge. |  |
| Assess budget requirements. |  |
| **Human Resource** | Alert staff of the change in pandemic status |  |  |  |
| [Guidance for essential workers and essential businesses during COVID-19 Alert Level 4](https://www.employment.govt.nz/leave-and-holidays/other-types-of-leave/coronavirus-workplace/scenario-2/) |  |
| Check on staff availability status daily and amend rosters accordingly. |  |
| Implement pandemic rosters for example:  2 x 12 hour rosters at housing and recovery/respite services.  8.00 – 18.00 roster for phone contacts with service users, their families and supports and the clinical responsible service provider.  Re-deploy staff. |  |
| Communicate with staff that they cannot come to work if they are:   * sick * have returned from overseas within the past 14 days * have been in contact with someone who has returned from overseas within the past 14 days * have covid-19 symptoms * have been in contact with people from a covid-19 cluster * have confirmed covid-19 |  |
| Make daily staff welfare calls. |  |
| Communicate with other service providers for information and support. |  |
| Staff working from home are supported to maintain a safe workplace. |  |
| Essential workers have a letter to identify them as such. |  |
| Keep records of all staff related interactions. |  |
| Leave arrangements are in place. |  |
| [Workplace response to COVID-19 is in place.](https://www.employment.govt.nz/about/news-and-updates/workplace-response-coronavirus-covid-19/) |  |
| **Service user’s death** | Do not handle the body of a person who died during the COVID-19 pandemic. Cover the person with a blanket and follow the processes of the guidelines below. |  |  |  |
| [COVID-19 death, funeral and tangihanga guidelines.](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-deaths-funerals-and-tangihanga) |  |
| [WHO guideline for safe management of a dead body COVID-19.](https://apps.who.int/iris/bitstream/handle/10665/331538/WHO-COVID-19-lPC_DBMgmt-2020.1-eng.pdf) |  |
| Communication with family occurred and ongoing support facilitated. |  |
| Contact the DHB pandemic centre to inform them of the death and follow their instructions or call the COVID-19 healthline 0800 358 5453. |  |
| We are cognisant of [spiritual](http://www.amemorytree.co.nz/customs.php)/[cultural](http://ip34.publications.lawcom.govt.nz/Chapter+2+-+How+we+approach+death/Approaches+to+death) processes and the impact on family/whānau/supports that COVID-19 pandemic might not allow for the observance of those processes. |  |  |  |
| De-brief service users and staff. |  |  |
| **Any other issue requiring attention** | | | | |
|  | |  | |  |
|  | |  | |  |
|  | |  | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Phase:**  **Recovery** | **Organisational Activities and Processes** | **Date completed** | **Responsibility** | **Services the actions apply to** |
| **Environment** | Provide information on pandemic status and organisational processes on the website, facebook and twitter. |  |  |  |
| All emergency stocks are replenished and the inventory is updated. |  |
| Clean the premises thoroughly. |  |
| Wash all laundry thoroughly. |  |
| Review ‘Business continuity management’ policy/procedure. |  |
| Review the /Pandemic Plan. |  |
| Health and safety representative to re-assess hazards and its management. |  |
| **Service Delivery**  **Depends on how many service users and staff have passed away.** | Alert service users of the change in pandemic status. |  |  |  |
| De-brief service users and provide support. |  |
| Start introducing service delivery as per contract and the staff available. |  |
| **Human Resource** | Alert staff of the change in pandemic status. |  |  |  |
| Assess availability of staff to return to normal duties. |  |
| Manage return to business with available staff. |  |
| De-brief staff and provide support. |  |
| Communicate with funding agency about current status of staffing and service delivery. |  |
|  |  |
| **Organisation** | Analyse the response to the pandemic event:   * What worked well? * Anything we need to do differently? * What have we learned? |  |  |  |
| Develop a ‘return to business as normal’ (or as funded) plan and implement it. |  |
| Attend any sector meetings. |  |
| Organisational Risk Management policy/procedure and plan to be reviewed. |  |

## Ethical framework for New Zealand pandemic planning

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

|  |  |  |
| --- | --- | --- |
| 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. |

## **Consultation**

|  |  |
| --- | --- |
| Group/Role | Date |
|  |  |
|  |  |
|  |  |
|  |  |