**Pandemic Plan**

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## **Introduction**

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| **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. |
| **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 recovery process * building of a resilient health and disability sector. |
| **Scope** | The organisations premises, service users and their families/supports, personnel 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). |
| **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)  [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** | [Auckland District Health Board Health Emergency Plan](http://www.adhb.govt.nz/documents/ADHB_Health_Emergency_Plan_2014_2017.pdf)  [Civil Defence Pandemic Influenza](http://www.civildefence.govt.nz/assets/Uploads/publications/consistent-messages-part-B-pandemic-influenza.pdf)  [Counties Manukau District Health Board Health Emergency Plan](http://www.countiesmanukau.health.nz/assets/About-CMH/2015-CM-Health-emergency-plan.pdf)  [Disability Disaster Emergency Preparedness](file:///C:\Users\Sarah_2\Documents\julyjobqueries2015\navigate\Disability%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)  [Waitemata District Health Board Health Emergency Plan](http://www.waitematadhb.govt.nz/assets/Documents/emergency-planning/HealthEmergencyPlanWDHBNov12.pdf) |
| **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 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 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/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) |

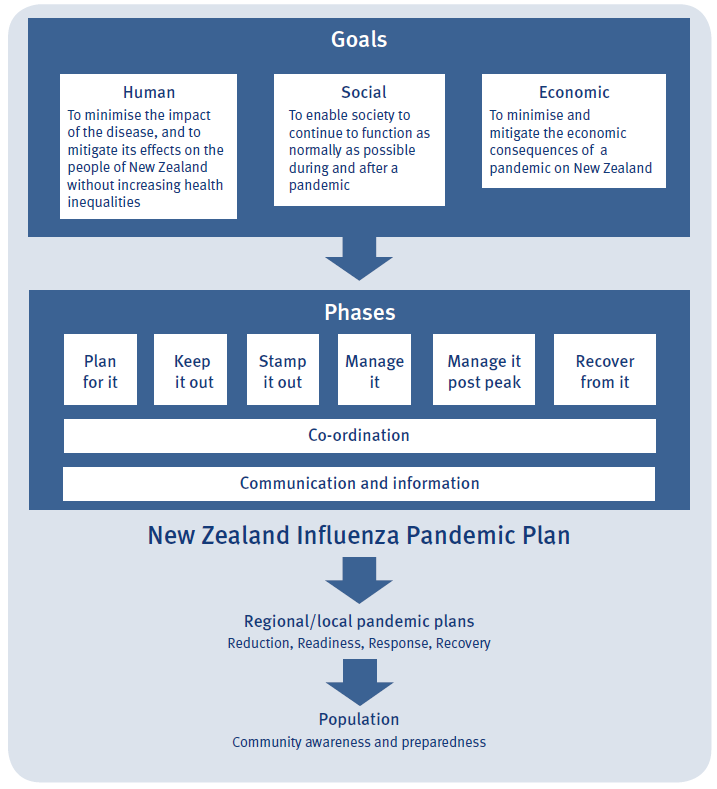
### Relevant Contacts

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| --- | --- | --- |
| **Organisation** | **Contact** | **Role** |
| NGO telephone tree |  | 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. | **Via DHB funding and planning team.**  **Waitemata and Auckland DHB’s:**  Trish Palmer (09) 487 2234,  **Trish.Palmer@waitematadhb.govt.nz** | 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

**Ministry of Health**

Declares the pandemic alert phase.

Throughout New Zealand.

[On their website:](http://www.health.govt.nz/our-work/emergency-management/pandemic-planning-and-response)

* [code red](http://www.health.govt.nz/our-work/emergency-management/pandemic-planning-and-response/pandemic-influenza-alert-status)
* [code yellow](http://www.health.govt.nz/our-work/emergency-management/pandemic-planning-and-response/pandemic-influenza-alert-status)
* [code white](http://www.health.govt.nz/our-work/emergency-management/pandemic-planning-and-response/pandemic-influenza-alert-status)
* [code green](http://www.health.govt.nz/our-work/emergency-management/pandemic-planning-and-response/pandemic-influenza-alert-status)

On their website: [Waitemata](http://www.waitematadhb.govt.nz/), [Auckland,](http://www.adhb.health.nz/) [Counties Manukau](http://www.countiesmanukau.health.nz/), [Northland.](http://www.northlanddhb.org.nz/Home.aspx)

* on facebook 
* on twitter 

**District Health Board/Public Health**

Declares the pandemic phase for New Zealand and clusters in their region.

DHB funder and Planner:

Auckland DHB and Waitemata DHB:

[Trish Palmer](mailto:Trish%20Palmer%20(WDHB)%20%3cTrish.Palmer@waitematadhb.govt.nz%3e)

[Jean-Marie Bush](mailto:Jean-Marie%20Bush%20(WDHB)%20%3cJean-Marie.Bush@waitematadhb.govt.nz%3e)

Counties Manukau DHB:

Northland DHB:

**District Health Board/Funding and Planning**

**Mental Health and Addiction**

Provides information and communication on the pandemic management processes

Email, twitter, facebook, telephone and face to face communication.

Contact via Navigate and [Platform](https://www.platform.org.nz/) websites, facebook and twitter.

**NGO Mental Health and Addiction**

**Collective**

Exchange information, share resources, provision of support.

Websites, facebook and twitter.

**This Organisation**

Provide information, share resources for service users, their families/supports.

## **Organisational Pandemic Plan**

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| **Phase:**  **Plan, prepare, and keep it out.** | **Organisational Activities and Processes** |  | **Responsibility** |
| **Environment** | Stockpile of personal protective equipment 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. |  |
| * Stock-pile cleaning products. |  |
| * First-Aid kit. |  |
| **Service Delivery**  **Deliver services as usual.** | Service user training in infection prevention and control. |  |  |
| Service users are provided with information on [pandemic preparedness.](https://www.healthed.govt.nz/resource/getting-ready-flu-pandemic-english-version) |  |
| Maintain at least provision of food and water for one week (preferable two weeks). |  |
| Encourage service users to have influenca vaccination. |  |
| Support service users to have advanced directives for pandemic influenca situations: whom to communicate with, where they could stay, burial arrangements (will). |  |

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| **Phase:**  **Plan, prepare, and keep it out.** | **Organisational Activities and Processes** |  | **Responsibility** |
| **Human Resource** | Staff training in infection prevention and control and emergency procedures. |  |  |
| Provision of information to staff on [pandemic preparedness](http://www.health.govt.nz/your-health/healthy-living/emergency-management/influenza-pandemic/being-prepared-pandemic). |  |
| Identify during the yearly performance appraisal: |  |
| * Staff ability to work during a pandemic. |  |
| * Address and contact details are current. |  |
| * Employee emergency contact is current. |  |
| Encourage staff to have influenca vaccination. |  |

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| **Phase:**  **Stamp It Out**  **Cluster control** | **Organisational Activities and Processes** |  | **Responsibility** |
| **Environment** | Ensure that cars have a full petrol tank. |  |  |
| Consider the purchase of extra petrol. |  |
| Ensure computer and mobile phone batteries are full. |  |
| 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. |  |
| Check [Public Health Surveillance](https://surv.esr.cri.nz/virology/influenza_weekly_update.php) updates. |  |
| 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. |  |
| **Service Delivery**  **Continue to deliver services with some limitations.** | Alert service users of the change in pandemic status. |  |  |
| Cancel activities that involve travelling into an unsafe zone. |  |
| 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 an option. |  |
| Support service users in activating their own [pandemic plan](https://www.healthed.govt.nz/resource/getting-ready-flu-pandemic-english-version). |  |
| Limit visitors and decline visitors that have been in a pandemic area. |  |
| Liaise with the clinical responsible service about the need of antivirals for identified vulnerable service users. |  |
| Work with service users to ensure 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 during a pandemic. |  |
| Communicate with service users family/supports to ascertain their roles during and after the pandemic. |  |
| Ensure processes between DHB/ACC/MOH and the organisation are known to service users. |  |
| 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. |  |

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| **Phase:**  **Stamp It Out**  **Cluster control** | **Organisational Activities and Processes** |  | **Responsibility** |
| **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 have been in a pandemic area within the past two weeks. |  |
| Keep records of all staff related interactions. |  |
| **Any other issue requiring attention** | |  |  |
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| **Phase:**  **Pandemic management.** | **Organisational Activities and Processes** |  | **Responsibility** |
| **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. |  |
| ‘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. |  |
| Check [Public Health Surveillance](https://surv.esr.cri.nz/virology/influenza_weekly_update.php) updates. |  |
| Follow the Ministry of Health/[Public Health Surveillance](https://surv.esr.cri.nz/virology/influenza_weekly_update.php) quarantine instructions. |  |
| Provide information on pandemic status and organisational processes on the website, facebook and twitter. |  |

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| **Phase:**  **Pandemic management.** | **Organisational Activities and Processes** |  | **Responsibility** |
| **Service Delivery:**  **No day programmes are delivered.**  **Community support will be mainly by phone or internet.**  **Housing and recovery and respite services operate with 2 rosters only.** | Alert service users of the change in pandemic status. |  |  |
| Ensure processes between DHB/ACC/MOH and the organisation are known to service users. |  |
| Daily welfare checks with service users that live in the community (text, phone, email, website, twitter, facebook, LinkedIn etc.). |  |
| Housing and recovery/Respite: Isolate service users if they get sick. Especially if they have flu-like symptoms. |  |
| Isolate sick service users. |  |
| Allocate staff to sick service users and keep staff fulfilling this role limited. |  |
| Notify sick clients to Pandemic centre/DHB – follow instructions. |  |
| 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. |  |
| Only give Paracetamol to reduce fever and pain.  Do [**not give Aspirin to people with the flu.**](http://www.sciencedirect.com/science/article/pii/S2214999615012308) |  |
| Communicate with service users’ family/supports: provide updates on their loved ones and information. |  |
| Use of personal protective equipment for service users and staff. |  |
| Provide recreational activities in-house. |  |
| Update advanced directive and implement any parts relating to this phase. |

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| **Phase:**  **Pandemic management.** | **Organisational Activities and Processes** |  | **Responsibility** |
| **Organisational Management** | Review/test essential business continuity measure – including training for those in specific roles. |  |  |
| Inform the funding agencies if services can no longer be delivered. |  |
| Provide daily updates to the Chairperson of the Board. |  |
| Inform the DHB if the organisation can no longer provide services. |  |
| **Human Resource** | Alert staff of the change in pandemic status |  |  |
| Check on staff availability status daily and amend rosters accordingly. |  |
| Implement pandemic rosters:  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. |  |
| Communicate with staff that they cannot come to work if sick or have been in contact with people who are of have had a transmittable disease including [flu-like symptoms](http://www.health.govt.nz/your-health/conditions-and-treatments/diseases-and-illnesses/influenza) |  |
| Make daily staff welfare calls. |  |
| Communicate with other service providers for information and support. |  |
| [Obligations of Nurses and NZNO guidelines for pandemic influenza.](https://www.nzno.org.nz/support/pandemic_influenza_preparedness) |  |
| Keep records of all staff related interactions. |  |
| **Any other issue requiring attention** | |  |  |
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| **Service user’s death** | **Organisational Activities and Processes** |  | **Responsibility** |
|  | Implementation of rigorous infection control measures while handling the body. Follow instructions from the pandemic centre/public health. |  |  |
| [Ascertain authority to issue death certificate](https://www.govt.nz/browse/family-and-whanau/death-and-bereavement/what-you-need-to-do-when-someone-dies/). |  |
| Communication with family need to occur. |  |
|  | Contact the DHB pandemic centre to inform them of the death and follow their instructions. |  |  |
|  | [Funeral Directors Association](https://www.fdanz.co.nz/) will have a pandemic response for their members. |  |  |
|  | Follow service users advanced directives if possible. |  |  |
|  | Ensure [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 are adhered to. |  |  |
| De-brief service users and staff. |  |
| **Any other issue requiring attention** | |  |  |
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| **Phase:**  **Recovery** | **Organisational Activities and Processes** |  | **Responsibility** |
| **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)

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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. |

## **Consultation**

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| Group/Role | Date |
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