

WAIMAKARIRI DISTRICT COUNCIL

PANDEMIC INFLUENZA

Business Continuity Plan



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Plan

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WAIMAKARIRI DISTRICT COUNCIL

Pandemic Influenza Business Continuity Plan

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Aim and Objectives

This plan aims to manage the impact of pandemic influenza on employees and business via the health impacts on two main strategies:

- a. Containment of the disease by reducing spread within Council facilities; and
- b. Maintenance of services that is essential to sustainment of the Waimakariri community.

The plan will provide guidance on the following:

a. Background Information:

- (1) Pandemic influenza clinical information
- (2) Business continuity planning

b. Maintenance of Essential Council Activities:

- (1) Identification of essential staff and essential services
- (2) Resources to maintain these services

c. Protection of Staff:

- (1) Reducing risk of infected persons entering workplaces
- (2) Management of cases at work
- (3) Social distancing
- (4) Cleaning

d. Communication:

- (1) Business planning for absence
- (2) Transition through Ministry of Health (MoH) pandemic phases
- (3) Communication to employees and the public
- (4) Knowledge and fear management
- (5) Employment issues
- (6) Staff Welfare
- (7) Travel advisories

e. Resources:

- (1) Medication
- (2) Personal Protective Equipment
- (3) Cleaning Products

Background Information

Influenza pandemics with novel viruses are recurring events. They are unpredictable and result in serious health effects to large proportions of the population, with significant disruption to social, economic and security concerns of the community.

The recent appearance of the Highly Pathogenic Swine Influenza Virus A / H1 N1 has raised concerns that this virus may mutate to create a novel virus capable of causing a significant global influenza pandemic.

Pandemic influenza may affect regions of New Zealand and the world differently in terms of timing, severity and duration. Some regions may be hit earlier, longer or harder. Restrictions on movement of people from region to region may be imposed, and rotation of staff may therefore be difficult.

The Government of New Zealand has determined that the Ministry of Health (MOH) will lead the nation's response to pandemic influenza and other agencies in particular Civil Defence Emergency Management (CDEM), will play a supporting role.

It is difficult for MOH to accurately predict how long a pandemic may last. There could be more than one wave of infection during a pandemic period. Each wave could typically last about 8 weeks, building to a peak in week 4 before abating again.

Predicted spread and virulence:

- Illness rates in population: 40% predicted to become infected
- Mortality rate: 2%¹ of the infected people
- Global deaths: Up to 50 million
- Global spread in: 3 months
- Vaccine availability: 6 months after initial outbreak
- Anti-viral treatment: Tamiflu shortage² – effect not guaranteed.

Potential Effects:

- Widespread disruption to business: Up to 50% of the working population could be unable to work for 2-4 weeks at the height of a severe pandemic wave. Each wave may last about 8 weeks.
- Significant death rate – loss of people and expertise.
- Loss of emergency and essential services:

¹ As at June 2007 statistics showed 80% mortality rate of people affected in Indonesia by H5N1 in the preceding 18 months.

² As at June 2007 global supplies of Tamiflu anti-viral medication had increased significantly with Roche Pharmaceuticals producing at only 50% of its capacity. This shows they are capable of producing much greater quantities.

- electricity, water, wastewater, waste collection and disposal, Civil Defence, Fire, St John Ambulance, Police
- Loss of other services – retail, transport, government departments, etc.

Effect for Council:

- Staff losses (either temporary or permanent)
- Loss of services from suppliers
- Impact on Council services
- Council travel will be affected
- Minimisation of meetings to reduce potential virus spread among staff

To ensure business continuity in a pandemic, short term planning with a health focus is paramount. Succession planning in the event of staff deaths or long-term disability during the pandemic and back-up planning is also essential. Emergency management and overall national recovery is greatly facilitated if essential services are available without significant interruption. Continuity planning for a pandemic should include:

- Identification of essential business activities (and the core people and skills to keep them running), and ensuring that these are backed-up with alternative arrangements;
- Mitigation of business/economic disruptions including possible supply shortages; and
- Minimising illness in employees and customers.

New Zealand Ministry of Health Pandemic Management Strategy

STAGE	STRATEGY	MOH ALERT CODE
1	Plan for it (business/ response plans)	WHITE (Advisories)
		YELLOW (Standby)
2	Keep it out (International border control)	RED (Activation)
3	Stamp it out (Control in clusters)	
4	Manage it (General outbreak occurred)	
5	Recover from it (Recovery)	GREEN (Stand down)

WAIMAKARIRI DISTRICT COUNCIL BUSINESS CONTINUITY PLAN

Council’s plan is to maintain normal business operations as much as possible while being prepared to reduce activities if necessary to a specified minimum credible level that can still sustain essential community services. To achieve this Council will need to modify its structure, levels of service to the community and methods of delivering those services.

Structure

Council will use the following structures in response to a pandemic threat:

- **Crisis Management Team (CMT).**
This staff group is formed to initially manage a pandemic response short of a declared civil defence emergency. The CMT is largely a business structure that makes management decisions about Council's internal business operations. The CMT members are listed at Annex A.
- **Essential Services and Essential Staff.**
The essential services that Council must continue to maintain and the essential staff that are primarily responsible for them are listed at Annex B.
- **Desirable Services and Required Staff.**
Annex C list other Council services that are desirable to maintain if possible, and the associated staff responsible for them.
- **Worksite Influenza Managers.**
Specified staff (see Annex D) will be appointed as *Flu Managers* and will be responsible to the *Health Coordinator*. Their primary role in this capacity is to assist management of staff that become sick at work and assist implementation of safe and healthy practices within their work area.
- **Health Coordinator.**
Michael Prisk is this Council's Human Resource Manager and Health Coordinator during a flu pandemic. In this capacity he is responsible for interpreting health messages from regional authorities; liaison between the health sector (external and internal to Waimakariri and Council); coordinating Council's Influenza Managers and assisting MoH contact tracing. The Deputy Health Coordinator is Janine O'Loughlan
- **Emergency Operations Centre (EOC).**
Should the situation escalate to a declared emergency under the Civil Defence Emergency Management (CDEM) Act 2002, Council's EOC will then assume control from the CMT. However the CMT will continue to manage Council's internal business decisions. The EOC structure will be determined at the time as its structure will be dependent on staff availability and the level of threat posed by the pandemic virus.

Plan Implementation

When Government or the MOH formally announces a threat of pandemic influenza when one of the following occurs. The CMT will convene in person if it is safe to do so, otherwise by teleconference, to determine the actual threat to Council and decide whether to execute this plan or not. To assist in making those decisions the CMT will consider the following potential triggers:

- A specific direction from the MOH, Ministry of Civil Defence Emergency Management (MCDEM) or Canterbury CDEM Group to take all necessary precautions.
- Detection of pandemic cases in Canterbury north of the Waimakariri River.
- Significant incidents of business closures within the Waimakariri or Council staff taking leave as a precautionary measure.

Once the decision to execute is made, the HR Manager will brief all staff and elected members either personally or by phone, e-mail or fax as appropriate¹. The brief will ensure that everyone understands how Council will operate and how they will be managed during the pandemic alert.

Leading up to a pandemic alert, managers may wish to encourage certain staff to work from home and “give it a go”, perhaps fortnightly, to aid familiarity and “iron out” any information technology issues.

¹ If there is no immediate threat of viral contamination to staff, initial advice of the situation and plan implementation will be delivered verbally through a staff gathering. If there is a risk of exposure to the virus staff gatherings will be avoided where possible and information will be delivered by e-mail, phone or fax.

PLAN OF ACTION

Graduated Reduction of Services or Closedown

The CMT will decide based on the risk to staff and the public whether to continue business as usual or to closedown certain services and therefore release staff. As a minimum the *Essential Services* prescribed at Annex B, will be maintained at all times.

The CMT may decide to have non-essential staff “stand down” with continuity of pay during the Code Red phases to help minimise staff exposure to the influenza virus.

On conclusion of the CMT meeting, the HR Manager will release a Council-wide communication advising of the decision. Department managers will then oversee the reduction of services relative to their areas of management. The HR Manager will also arrange notification to the public of Council’s modified levels of service and how to access those services.

Maintenance of Essential Services

It is important that essential services – water, wastewater, cemeteries, civil defence, rural fire, rubbish disposal and public health are maintained in the event of an influenza pandemic. Every effort will be made to provide continuity of these essential services but these and non-essential services may well be disrupted due to staff, contractor and volunteer sickness.

Council will maintain its designated Essential Services by designating specific staff to maintain them during a pandemic and providing those staff with personal protection and the resources to monitor and maintain those services from work and home.

Designated staff and departmental managers will need to identify where contractors are used to maintain any of the essential services, and make arrangements with them to guarantee their continued service during a pandemic. Where possible written agreements should be secured that outline the agreed service levels during a pandemic.

Burial Services

Council is responsible for providing burial grounds and burial services during a pandemic. It is likely that mass burial arrangements will be required for deceased persons whose deaths are directly caused by the pandemic virus. Such arrangements will ensure concentration of such victims in one location with easy exhumation access for subsequent health sector examinations if required.

Council's cemetery coordinator will need to make arrangements with contractors to ensure this level of service can be provided and identify early the location(s) for such burial sites. In doing this it may be necessary to provide contractors with personal protective equipment (masks, gloves, Tamiflu, personal cleaning products and body bags) or ensure as part of the contract arrangements, that they can provide it themselves.

Water Works and Sewage

Pandemic influenza is not likely to affect hardware and physical assets, rather the staff that use or manage them. Council's effort in this regard is to provide sufficient personal protective equipment to allow these staff to continue their normal work and for these staff to be scrupulous in the application of good personal hygiene and social distancing to reduce their chances of infection. There is no threat of viral contamination transferring through water ways and sewer systems: it will dissolve in these environments.

In order to maintain these services, Council will provide the Manage Utilities with the resources to monitor our water services from work and home using satellite broadband that is independent of the Telecom network. He will then communicate via the normal means with field staff and by satellite telephone if it is necessary for them to work from home or some other remote location.

Information Technology

Similarly Council will provide the IT Manager with satellite broadband and a satellite telephone at work and home to enable continued maintenance of the server and network without reliance on the Vodaphone network. This level of service is necessary to enable water works staff to monitor the water works SCADA network and the Emergency Operations Centre to continue communicating with regional and national CDEM and health organisations.

Waste Removal and Disposal

Given the potential 8 week cycle of pandemic influenza, it is essential that Council maintains a waste management service. Council's Solid Waste Asset Manager will also need to make arrangements with contractors to ensure a continued level of service and that the staff involved have adequate personal protection from viral infection.

It is likely that the agreed service level may differ in shape and frequency from normal waste management services and that is acceptable provided we can still maintain an adequate service. What that service level is should be determined by the Solid Waste Asset Manager in concert with the Manager Utilities and Roading and the respective contractors. These arrangements must then be shared with Council's Communications Advisor to enable public notification.

Emergency Management

CDEM and Rural Fire will continue under their respective legislation. It is anticipated that CDEM efforts during a pandemic will largely involve:

- Liaison to ensure regional and national health measures are communicated clearly to local health sector staff.
- Coordination of logistic support to local medical facilities that provide primary care for members of the public infected by the pandemic virus.
- Coordination of Community welfare support to local medical facilities and members of the public.

In providing these levels of support, Council's Emergency Operations Centre (EOC) is likely to involve fewer staff due to staff shortages and the need for *social distancing*. Council's Emergency Management Officer will need to arrange temporary *living facilities* within the Rangiora Office for EOC staff.

Other Services

All other Council services can be maintained through normal arrangements. If necessary, staff will be able to work from home using a *Terminal Service* arrangement that the IT Services Manager is establishing and by normal telephone arrangements where the Telecom network can support it.

The majority of Council's operations can be managed remotely by staff having telephone communications. Only the essential services of water management, IT and emergency management require communications that is independent of the Telecom network.

How Can We Protect Staff and Public From Getting Sick?

The main strategies to minimise the risk of spreading pandemic flu among staff and customers include:

- Restricting workplace entry of infected people;
- Managing staff that become ill at work with flu-like symptoms.
- Closing Council-owned communal amenities and facilities such as libraries Community Halls and Service Centres;
- Practising good personal hygiene and workplace cleaning habits;
- Increasing social distancing (e.g. working from home where possible, avoiding face-to-face contact with customers);

Restricting Access and Managing Sick People

Employees will be advised not to come to work when they are feeling unwell, particularly if they are exhibiting any flu-like symptoms. We will provide more education to staff on the differences in symptoms between influenza and a common cold. Unwell employees will be advised to contact a doctor and stay at home until symptoms resolve.

Council's Influenza Managers will manage internal health-related activities under the direction of Council's Health Coordinator. This includes:

- a) Setting up prominent notices at all entry points to facility, advising staff and visitors not to enter if they have flu-like symptoms.
- b) Setting up infection control notices at workplace entrances, notice boards, meeting rooms and toilets.
- c) Ensuring adequate supplies of tissues, medical and hand hygiene products, cleaning supplies as well as masks for people who become ill at work.
- d) Providing details of staff that become ill to enable their quick and safe management, removal to home or a medical facility if necessary, and for MOH contact tracing purposes.

Council's intention is that employees that become ill should return home; convalesce thoroughly and *are healthy* before being allowed to return to work.

Management of Cases at Work

Council's Health Coordinator will coordinate with Influenza Managers the establishment of notices on what to do if people get sick at work. In doing this the Health Coordinator will access the latest MoH advice regarding management of sick staff, contact definition and contact management. He will also arrange dissemination of the same information by email to all staff highlighting the key message: **If they feel unwell, don't come to work.**

If a person feels ill, or if someone observes that another person is exhibiting symptoms of influenza at work, they are to contact their Influenza Manager by telephone if at all possible.

Influenza Managers:

1. Should avoid visiting this person if it can be avoided, and manage the process over the phone;
2. Check if the employee has any flu symptoms (see Annex G for a guide).

3. If the employee does not have flu-like symptoms, they are unlikely to have influenza, and should be reassured but advised to contact their GP if they are still concerned.
4. If the employee does have flu-like symptoms, they should be treated as a “suspect case” and their details given to Council’s Health Coordinator. The Health Coordinator will complete the Staff Influenza Notification Form (Annex E), including details of any other staff or visitors that the employee has been in contact with. This information will permit monitoring of the whereabouts and well-being of infected or suspected staff during the pandemic.
5. The employee should be given a mask and instructed to wear it immediately to protect other staff from being contaminated.
6. The employee should leave work immediately and be advised to contact their GP **by telephone**.
7. The Influenza Manager is to advise the employee’s manager that the staff member has left work.
8. Contact management – Council’s Health Coordinator will:
 - Identify contacts (once an employee is confirmed as or suspected of being infected);
 - Advise relevant staff that they have been in contact with a person suspected of having influenza; and
 - Ask contacts to go home, and stay at home until advised otherwise.
9. The employee’s work station is to be cleaned and disinfected immediately.
10. Return to work after sickness:
 - Council’s Health Coordinator is to advise sick staff members on how long to stay away from work (MOH guidance may be required).
 - The HR Manager is to check on the staff member during his/her absence from work.
 - Staff must provide written confirmation from a GP to Council’s Health Coordinator that they can return to work.
 - Council’s Health Coordinator is to advise the employee’s manager and Influenza Manager when the staff member is returning to work.
11. Staff that recover from pandemic influenza will be permanently immune to that specific virus and should therefore be encouraged to return to work as soon as they are well.

Social Distancing

Social distancing refers to strategies to reduce the frequency of contact between people. Generally it refers to mass gatherings but the same strategies can be used in the workplace. Social distancing strategies include:

- a) Avoid meeting people face to face: use the telephone, video conferencing and the Internet to conduct business as much as possible, even when participants are in the same building.
- b) Lock the second entry door at the main entrance to the Rangiora Office and allow customers to use a speaker phone instead of speaking directly to staff.
- c) Avoid car pooling.
- d) If possible, arrange for employees to work from home or work flexible hours to avoid crowding at the workplace.
- e) Avoid any unnecessary travel and cancel or postpone non-essential meetings / gatherings / workshops / training sessions.
- f) Bring lunch and eat at your desk or away from others (avoid the cafeteria). Introduce staggered lunchtimes so numbers of people in the lunch room are reduced.
- g) Do not congregate in the cafeteria or other areas where people socialise. Do what needs to be done and then leave the area.
- h) If a face-to-face meeting with people is unavoidable, minimise the meeting time, choose a large meeting room and sit at least one meter away from each other if possible; avoid shaking hands or close physical contact.
- i) Establish systems where customers can pre-order/request information via phone / email / fax and have order information ready for fast pick-up or delivery.
- j) Encourage staff to avoid recreational or other leisure classes / meetings etc. where they might come into contact with infected people.

Cleaning

The frequency and degree of office cleaning should be increased during a pandemic. The Property Manager in conjunction with Council's Health Coordinator shall establish an agreed service level with Council's cleaning contractor that includes:

- A guaranteed minimum level of service throughout a pandemic;
- An agreed frequency of cleaning; and
- An agreed inventory of cleaning products to be used and made available for use by staff in the work place. See Annex F for a recommended list of cleaning solutions.

Air conditioning systems should not be used as a general rule as they can increase the spread of bacteria and viruses. However if they have to be used the filters should be commercially cleaned with anti-bacterial solution.

Telephone sets, door handles and light switches in common areas should be cleaned daily.

Cleaning solutions should be applied to all common areas, counters, railings, washbasins, toilet bowls, urinals and septic tanks daily. Details of suitable cleaning products can be found at Annex H.

COMMUNICATION

New Zealand Government Communication

- 1) The designation of global phases is made by the Director General of the World Health Organisation (WHO).
- 2) Communication of the New Zealand situation with regard to the pandemic and the response will be driven by the MOH via a variety of sources:
 - a) Health free phone call advice centres have been established:
 - i) Health phone line: 0800 611-1166 – this line exists already for general health enquiries.
 - ii) Pandemic Phone line: 0800 AVN FLU - this line will be activated by the MOH once a threat is confirmed within New Zealand.
 - b) Website www.MoH.govt.nz (Ministry of Health) for current status, fact sheets and FAQ, general information on vaccines, medication and treatment guidelines.

Staff Communications and Employment Issues

Council's primary communication channel will be e-mail and telephone.

- 1) The Council's HR Manager/Health Coordinator will establish an employee communications package on health matters that includes pandemic influenza fact sheets, infection control and social distancing measures.
- 2) Web links to relevant business or external sites will be included (e.g. NZ Ministry of Health, WHO, etc).

Further information about how to stay well during an influenza pandemic is available from [http:// www.fluinfo.org.nz](http://www.fluinfo.org.nz) for

Managing Fear

- 1) It is likely there will be anxiety regarding the pandemic situation and this is likely to contribute to increased work absence and stress on staff. We will manage this by:
 - a) Communicating the possibility of a pandemic and the Council's preparedness to manage it very early to staff;

- b) Having a comprehensive management plan in place which is clearly communicated to staff;
- c) Providing clear communications on how the Council is handling the situation when the pandemic does occur; and
- d) Providing clear, timely and proactive communications to staff when things are changing;
- e) Providing counselling services through the Employee Assistance Program.

Overseas Travel

Not all countries have the means to cope with a pandemic. Staff temporarily outside of New Zealand may experience increased rates of illness and absence. Staff returning to New Zealand are likely to encounter strict border control measures that may result in quarantine or prevent their return to work.

Travel Advisories

New Zealand travel advisories are communicated by the Ministry of Foreign Affairs and Trade (www.mfat.govt.nz).

Staff should check for travel advisories immediately to avoid potential for being stranded overseas if flights etc are cancelled to minimise the risk of spread. Those returning to NZ may be required to undergo screening and quarantine, and maybe also be subject to exit screening at their point of departure.

Restricting Council Travel to Infected Areas

On direction of the Chief Executive Officer The HR Manager is to notify relevant Travel Agents that all Waimakariri District Council travel bookings to destinations where pandemic influenza has been declared, are to be cancelled immediately and until further notice.

Managing Those Already in Infected areas

- 1) The HR Manager is to contact respective NZ Travel Agents and MFAT if necessary, to confirm if Council staff are still in infected areas.
- 2) It is anticipated that travel agents will provide advice regarding infection control precautions and potential for travel home to business travellers already in infected areas.

Those recently returned from Infected Areas

- 1) The Council's HR Manager / Health Coordinator is to provide details of staff that have recently returned from infected areas..
- 2) The Health Coordinator is to provide such staff members with advice regarding self-checking for symptoms and seeking medical advice by phone if symptoms occur. Such staff should report their travel history to any health staff that they are referred to.

Human Resource Obligations

Compliance with the Health and Safety in Employment Act 1992

In addition to the requirements under the Civil Defence Emergency Management Act 2002, continuity planning will be helpful in order for lifeline utilities to meet their obligations under the Health and Safety in Employment Act 1992:

- *Section 6: All practicable steps*

“Every employer shall take all practicable steps to ensure the safety of employees while at work; and in particular shall take all practicable steps to:

 - Provide and maintain for employees a safe working environment
 - Provide and maintain for employees while they are at work facilities for their safety and health...”
- *Section 28: Employees may refuse to perform work likely to cause serious harm*

“An employee may refuse to do work if the employee believes that the work that the employee is required to perform is likely to cause serious harm to him or her....”

Independent contractors and volunteer workers have the right to withdraw their labour or services at any time, including when they feel the work environment presents an unsatisfactory level of risk.

Employers must take all practicable steps to mitigate the risk and protect employees, especially those at high risk such as health care personnel, support staff and emergency service staff from pandemic influenza. Employers need to actively plan to cover the risks to their business, their staff and their customers.

Compliance with Other Human Resource Legislation

In assessing the threat and implementing this plan potentially under emergency legislation (Epidemic Preparedness Act 2006, Health Act 1956, CDEM Act 2002), we must remember that other legislation may impact on management decisions. The following employment relations legislation will continue to apply:

- Health & Safety in Employment Act 1992.
- Employment Relations Act 2000;
- Holidays Act 2003 (sick, bereavement and annual leave, and public holidays); and
- Wages Protection Act 1983.

In all cases, it will be useful to discuss any likely impacts with staff, unions and others that may be affected beforehand. Whatever agreement and clarification can be achieved before a pandemic will prove a valuable investment should the emergency occur.

The Department of Labour website (www.dol.govt.nz) provides further information regarding human resource issues in a pandemic.

RESOURCES

In order to minimise the risk of staff becoming infected Council will immediately fund the purchase of Tamiflu for essential personnel once a pandemic influenza threat to New Zealand is confirmed.

Prior to the infection reaching the Waimakariri Personal Protective Measures (Annex F) and Personal Protective Equipment (see Annex G) will be made available to staff, particularly in public places like the Customer Service counters and for field staff that have direct interaction with the public.

As soon as the flu virus is present in the Waimakariri/Canterbury community, all staff who are not performing essential functions will be isolated to the greatest extent possible. In most cases, this will be best achieved by working from home and not coming into contact with other people. For those who need to come to work, Personal Protective Equipment will be available and must be used (*e.g.* face masks, alcohol-based hand gel and disinfectant wipes available to all staff; surgical gloves and disinfectant to clean work areas).

Anti-Viral medication

Council's Health Coordinator will access the latest MOH information on the use of Tamiflu anti-viral medication in New Zealand. Tamiflu will be currently available in New Zealand under certain conditions:

- a) From 1 June to 30 September pharmacies can sell Tamiflu to adults without a prescription provided that person is sick and presents common flu symptoms. Such supplies are limited to treating the existing flu condition and are deliberately intended not to provide a bulk quantity for *'just in case'* scenarios.
- b) Outside this period pharmacies can only sell Tamiflu to people who have a medical prescription.

As soon as national policy permits, Council's Emergency Management Officer will arrange Tamiflu for all *"Essential Staff"* as prescribed in Annex B. It is anticipated that once pandemic flu threat to New Zealand is confirmed, certain agencies including Local Government, will be able to procure Tamiflu in limited quantities for personnel that are required to maintain essential community services.

Tamiflu should not be regarded as a "silver bullet" as there is no evidence to guarantee it will work against H5N1 or H1N1 influenza. It has been successful in treating common influenza and for that reason is expected to be useful although not a guaranteed solution to H5N1 or H1N1 influenza.

Flu Vaccine

Common flu vaccinations are considered useful in that they have a proven ability to assist in reducing fevers associated with flu. This suggests therefore that they will be useful in treating some of the symptoms of H5N1 and H1N1 influenza.

Similarly common medicines such as paracetamol will also help treat some symptoms such as fever, aches and pain that are associated with influenza.

Supply Shortages

How might shortages of supplies affect Council operations?

Shortages of supplies may occur because of increased demand during the pandemic (i.e. roading materials, water pipes etc). Staff should consider the need for ensuring adequate availability of essential supplies.

Shortages may also occur because of disruptions in transportation systems or inability of suppliers to meet demands because of their own staff shortages. Some New Zealand supplies travel considerable distances by truck, train, ship or aircraft, and are vulnerable to any disruption. Absences of workers/drivers and other transportation staff may affect both the production and delivery of needed supplies.

Supply lines may also be affected by mandated or self-imposed travel restrictions (e.g. transporters unwilling to travel through or to infected areas). Staff should discuss with key suppliers a plan for regular shipments in the event of shortages or disruptions in transportation systems.

Annexes:

- A. Crisis Management Team
- B. Essential Services and Essential Staff
- C. Other Services and Staff
- D. Influenza Managers
- E. Staff Influenza Notification Form
- F. Personal Protective Measures
- G. Personal Protective Equipment
- H. Recommended Cleaning Solutions
- I. Influenza Symptoms – Basic Guide
- J. How You Can Prepare for Pandemic Influenza Now

Acknowledgements:

This Business Continuity Plan borrows in content and style from the following sources:

- Shell Oil Company, *Pandemic Business Continuity Planning Guide*
- Ministry of Economic Development, *Influenza Pandemic Planning: Business Continuity Planning Guide, October 2005*
- Ministry of Health, *National Influenza Pandemic Action Plan*
- New Zealand Local Authority and CDEM Group, *Pandemic Planning*
- *Hurunui District Council Pandemic Plan*

ANNEX A: CRISIS MANAGEMENT TEAM

NAME	ROLE
• Jim Palmer	<i>Convenor / CEO</i>
• Nick Harrison	<i>Environmental Services Manager</i>
• Gerard Cleary	<i>Manager Utilities and Roading</i>
• Michael Prisk	<i>Human Resources Coordinator Staff Welfare / Health Coordinator</i>
• Jeff Millward	<i>Manager Finance & Business Support</i>
• Bruce Thompson	<i>Local Controller</i>
• Wynand Goosen	<i>Information Technology Services Manager</i>
• Leslie Pester	<i>Emergency Management Officer</i>
• Rory Christie	<i>Internal Communications</i>
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ANNEX B: ESSENTIAL SERVICES AND ESSENTIAL STAFF

- Management Team:
 - CEO
 - Manager Utilities and Rooding
 - Human Resources Coordinator
 - Manager Planning & Regulation
- Emergency Management Officer
- Health liaison
 - Environmental Health
 - IT Services Manager
- ICT Team Leader
- Utilities Manager
- Water Unit Manager
- All water Unit and sewage works field staff
- Solid Waste Asset Manager
- Customer Services
- Cemetery coordinator

Jim Palmer
Gerard Cleary
Michael Prisk
Bruce Thompson

Leslie Pester
Madeline Burdon
Nick Harrison
Wynand Goosen
Lee Harris

Gary Boot

- George Chapman
- Rob Frizzell
- Suresh Mudlier

Ian Loffhagen

Kitty Waghorn

Maree Harris

Russel Wedge

Remote Server Access¹

- Emergency Services Manager
- Health Liaison
- IT Manager
- IT Assistant
- Utilities Engineer
- Operations Engineer Utilities
- Cemetery Coordinator

Broadband²
Terminal service¹
Satellite Broadband³
Broadband
Terminal service
Satellite Broadband⁴
Terminal service

¹ All of the *Essential Staff* need to have telephone communications (be it landline, mobile or satellite) however some will also need remote access to Council's computer server.

² Access to Satellite Broadband via Council Server for the Emergency Operations Centre. Private broadband from home.

³ At home and on the Council Server at Rangiora Office.

⁴ For SCADA.

ANNEX C: OTHER SERVICES AND STAFF

DESIRABLE SERVICES

Roading Ken Stevenson

Drainage Murray Binnie

Administration Kevin Lamb

**Information Centre
Media Liaison** Rory Christie

ANNEX D: INFLUENZA MANAGERS

<u>NAME</u>	<u>WORKPLACE</u>
• Maree Harris	<i>Rangiora Office</i>
• Mark O’Connell • Shirley Farrell	<i>Kaiapoi Service Centre</i> <i>Oxford Service Centre</i>
• Ian Loffhagen	<i>All Water and Wastewater depots:</i> • <i>Southbrook</i> • <i>Oxford</i>
• Simon Burge	<i>Rangiora Library–</i>
• Simon Hart	<i>Aquatic Facilities Manager</i>
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ANNEX E: STAFF INFLUENZA NOTIFICATION FORM

ANNEX F: PERSONAL PROTECTION MEASURES

Outside the Work Place

1. The key to protection is good personal hygiene and isolation until the flu pandemic has passed. Personal hygiene measures involve:
 - a. Washing your hands before and after eating, grooming, smoking or any other activity that involves hand-to-face contact. Wash your hands with soap and water or alcohol-based hand rub or antiseptic hand wash. Dry them thoroughly, ideally with disposable tissues/hand towels and use these to open the door.
 - b. Covering your mouth and nose with the inside of your elbow when coughing/sneezing. Ideally use disposable tissues; dispose of the tissue immediately after coughing/sneezing and wash your hands.
 - c. Keep hands below the chin in order to avoid contact with the mucous membranes of the eyes, mouth and nose as much as possible.
 - d. Thoroughly wiping hard surfaces with cleaning solvents if someone who is infected or suspected of being infected, has touched the same surfaces. Transmission through hard surfaces is not common however flu virus can survive on hard surfaces for up to 24 hours.
 - e. Avoid bringing dirty footwear inside as much as possible.
2. Isolation measures will vary from individual to individual but could involve:
 - a. Staying home as much as possible and avoiding contact with other people that do not reside with you, until the pandemic has passed.
 - b. If you have to leave home, go only to the places that you need to go (e.g.: work, hospital, food store) and as much as possible avoid public places.
 - c. If you become sick it may be difficult to obtain medical care from GP's and hospitals, as they will be struggling to meet customer needs. So RING your GP or a medical clinic first as they may well be able to give you all the necessary help over the phone. Pandemic flu assessment centres will be established in specific locations within the District and "0800 Helplines" will also be established and advertised. Also www.fluinfo.org.nz

- d. People who have recovered from pandemic flu will have developed immunity from it in the process of their recovery and cannot be re-infected¹. Subject to medical clearance, you should plan to return to work.
- e. If you become sick with other than flu symptoms still ring your GP or a medical clinic first to avoid unnecessary risk to yourself or medical staff. People with non-flu symptoms are likely to be treated at different medical facilities to people who have flu symptoms.

Inside the Work Place

- 3. Personal hygiene and isolation are equally important in the work place to protect staff at work and to reduce risk to clients or the public.
- 4. Work place hygiene measures additional to personal hygiene may include:
 - a. Provision of alcohol-based or antiseptic hand wash products at all sinks and toilet facilities. Quantities of these products have now been procured and will be made available upon implementation of this plan.
 - b. Provision of disposable tissues and hand towels in lieu of cloth hand towels. These are already in place.
 - c. More regular contract cleaning of work premises. The Property Officer is to arrange this with the Service contractor when the MOH alert code changes from *'White'* to *'Yellow.'*
 - d. Specific contract cleaning of a work station where a staff member has been removed due to flu. The Property Officer is to arrange this facility with the Service contractor when the MOH alert code changes from *'White'* to *'Yellow.'*
 - e. Provision of disposable drinking cups and eating utensils otherwise bring your own.
 - f. Removal of newspapers and magazines from waiting rooms and cafeterias to reduce transmission media. Service Centre Managers are to implement this precaution when the MOH alert code changes from *'White'* to *'Yellow.'*
 - g. Provision of disposable surgical face masks in all work places. Stocks of these are already in place and will be made available when the MOH alert code changes from *'White'* to *'Yellow.'*

¹ MED and Ministry of Health Influenza Pandemic Planning: Planning Guide for Infrastructure Providers, October 2005.

- h. Turning off air conditioning units and using natural ventilation.
5. Isolation measures in the work place include:
- a. Advising your supervisor immediately if you feel unwell or suspect you have flu symptoms.
 - b. Prohibiting access to persons who are ill. On confirmation of a flu pandemic, notices should be erected at work place entry points advising staff and people not to enter if they have flu-like symptoms. Asset Manager Property is to arrange installation of these when the MOH alert code changes from *'Yellow'* to *'Red.'*
 - c. If staff develop flu-like symptoms during the course of their work, they should be isolated from other staff immediately, and provision made for them to seek medical care and go home. Medical care should start with a phone call to a medical practitioner so the staff member can explain their symptoms and allow the medical practitioner to determine a course of without risking exposure. Unit Managers and Service Centre Managers are to implement these procedures when the MOH alert code changes from *'White'* to *'Yellow.'*
 - d. Social Distancing:

This refers to minimising contact with people and also includes staff-to-staff contact where possible. This could include:
 - (1) Avoid meeting people face-to-face. Use the phone or e-mail if possible.
 - (2) Avoid unnecessary travel and be prepared to cancel meetings, gatherings, workshops etc. Executive Management will decide when this precaution will be implemented, which is likely to be when the MOH alert code changes from *'White'* to *'Yellow.'*
 - (3) If possible, arrange for staff members to work from home or work variable hours to avoid crowding in the work place. Executive Management will decide when this precaution will be implemented, which is likely to be when the MOH alert code changes from *'White'* to *'Yellow.'*
 - (4) Closing the work cafeteria and eating lunch at your desk. Service Centre Managers are to implement this precaution when the MOH alert code changes from *'Yellow'* to *'Red.'*

- (5) Avoid using public transport and car pooling to and from work.
- (6) If possible arrange systems where clients can pre-order, request information over the phone/ internet/ fax and arrange fast pickup/ delivery systems. Service Centre Managers are to implement this precaution when the MOH alert code changes from '*Yellow*' to '*Red*.'

Table 1 Summary of Influenza Protection Measures

Protection measure	Where applicable
<p>Cover your coughs with the inside of you elbows rather than your hand. Ideally cough into disposable tissues and dispose of them in a covered bin immediately after use.</p> <p>Healthy and hygienic hands means washing them thoroughly with cleaning products for at least 20 seconds, and drying them thoroughly. Dry with disposable tissues and discard them into a covered bin immediately after use.</p> <p>Isolation: avoid unnecessary gatherings of people and keep your distance (1 – 2 metres) from others to reduce the risk of exposure to the virus.</p> <p>Reduce germs by properly cleaning surfaces that you touch if you have flu symptoms or cleaning areas where infected people have been. Recommended cleaning products should be used for this.</p> <p>Preparation means learning good personal hygiene now and developing a plan for what you will do when pandemic strikes. Prepare pandemic survival kits (basic survival kit and emergency food stocks) now.</p>	<p>Everyone, all the time.</p> <p>Wherever a threat of pandemic virus infection exists.</p>
Social distancing	Everyone, whenever practical
Protective barriers	Rangiora Office will have a speaker phone provided for customers in the entrance area when the doors are locked to the public
Disposable masks, gloves and wipes	These have been purchased

ANNEX G: PERSONAL PROTECTION EQUIPMENT

The following items of equipment will be provided in the workplace as additional equipment in the event of an outbreak of pandemic flu:

- a. **Disposable basic surgical face masks.** These should be worn by people who are sick to avoid infecting others that are not sick. People who are not sick **SHOULD NOT** wear masks as this may lead to a false belief of protection.
- b. **Disposable gloves.** These should be worn by people who are working in the close proximity to infected people and people who are cleaning areas used by infected people.
- c. **Alcohol-based hand cleansing gel** has good sterilizing qualities and does not require water. Bulk containers of this product will be placed in all wet areas of Council once the plan is executed. Individual small refillable containers will be issued to staff that remain at work.
- d. **Tamiflu** anti-viral medication for *Essential Staff* who will be required to maintain Council's *Essential Services*.

ANNEX H: RECOMMENDED CLEANING SOLUTIONS

Disinfectants	Recommended use	Precautions
<p>Sodium hypochlorite:</p> <p>1000 parts per million of available chlorine, usually achieved by a 1 in 5 dilution of hospital grade bleach.</p>	<p>Disinfection of material contaminated with blood and body fluids.</p>	<p>Should be used in well-ventilated areas.</p> <p>Protective clothing required while handling and using undiluted bleach.</p> <p>Do not mix with strong acids to avoid release of chlorine gas.</p> <p>Corrosive to metals.</p>
<p>Granular chlorine:</p> <p>E.g. Det-Sol 5000 or Diversol, to be diluted as per manufacturer's instructions.</p>	<p>May be used in place of liquid bleach, if it is unavailable.</p>	<p>Same as above.</p>
<p>Alcohol:</p> <p>E.g. Isopropyl 70%, ethyl alcohol 60%.</p>	<p>Smooth metal surfaces, tabletops and other surfaces on which bleach cannot be used.</p>	<p>Flammable and toxic. To be used in well-ventilated areas. Avoid inhalation.</p> <p>Keep away from heat sources, electrical equipment, flames, and hot surfaces.</p> <p>Allow it to dry completely, particularly when using diathermy, as this can cause diathermy burns.</p>

ANNEX I: INFLUENZA vs COLD SYMPTOMS

Flu and Cold Symptoms Comparison

SYMPTOM	FLU	COMMON COLD
Fever	Usual, sudden onset 38 – 40 degrees Celsius and lasts 3 – 4 days	Rare
Headache	Usual and can be severe	Rare
Aches and pains	Usual and can be severe	Rare
Fatigue and weakness	Usual and can last 2 – 3 weeks or more after the acute illness	Sometimes, but mild
Debilitating fatigue	Usual, early onset can be severe	Rare
Nausea, vomiting, diarrhoea	In children < 5 years old	Rare
Watering of the eyes	Rare	Usual
Runny, stuffy nose	Rare	Usual
Sneezing	Rare in early stages	Usual
Sore throat	Usual	Usual
Chest discomfort	Usual and can be severe	Sometimes, but mild to moderate
Complications	Respiratory failure; can worsen a current chronic condition; can be life-threatening	Congestion or ear ache
Fatalities	Well recognised	Not reported
Prevention	Flu vaccine; frequent hand washing; cover your cough Paracetamol for Temperature	Frequent hand washing; cover your cough

ANNEX J: HOW YOU CAN PREPARE FOR PANDEMIC INFLUENZA NOW

1. Have a plan and talk to friends and family about their plans. Write a list of the things you need to remember.
2. Talk to your family and friends about CHIRP (Covering coughs, Hand hygiene, Isolation, Reducing germs. Preparedness).
3. Make sure you have an emergency survival kit. Plan for at least a week's worth of essential supplies such as non-perishable food, as well as plenty of fluids. For further information see the Ministry of Civil Defence and Emergency Management website on What To Do at:
[http://www.civildefence.govt.nz/memwebsite.nsf/wpg_URL/Being-Prepared-What-to-do-Index?OpenDocument&ExpandView in a disaster](http://www.civildefence.govt.nz/memwebsite.nsf/wpg_URL/Being-Prepared-What-to-do-Index?OpenDocument&ExpandView%20in%20a%20disaster). www.fluinfo.org.nz also www.moh.govt.nz
4. Include paracetamol (for fever) and/or Tamiflu in your home emergency survival kit.
5. Have a plan for what you and your family would do if you had to stay at home during a pandemic.