Dear ████,

I refer to your official information request we received on 18 May 2020 requesting the following:

I'd like to make a Lgoima request for CCC's pandemic plan.

Council Decision

The information you have requested is attached. This includes:

- The Christchurch City Council Pandemic Plan – February 2020
- The Council Covid-19 Response – April 2020

We have decided to withhold a small amount of personal information under the following section of the LGOIMA:
- 7(2)(a) – to protect the privacy of natural persons

In the Council's view the reasons for withholding these details are not outweighed by public interest considerations in section 7(1) favouring their release.

You have the right to request the Ombudsman to review this decision. Complaints can be sent by email to info@ombudsman.parliament.nz, by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Kind regards,

Sean

Sean Rainey
Manager Official Information and Privacy Officer
Office of the Mayor and Chief Executive

Christchurch City Council

Covid 19 Response

April 2020

Our **Aims**

Our Response aims to:

- Provide essential Council services during the COIVD-19 pandemic.

- Minimise the social and economic consequences on the city and region and help support rapid recovery.

- Protect the health and wellbeing of staff, elected members and public.

- Ensure the coordination of accurate, timely and helpful internal and external communications.

- Support the City's rapid recovery.

Strategic **Pillars**

Our Response Plan has 8 Strategic Pillars:

Essential Services

Financial Relief

Kick-Start Capital

Sustaining Supplier Sector

Community Wellbeing Response

Ready to Go – Fast Transitions

Flattening the Job-Loss Curve

Keeping People Informed

Christchurch
City Council

1. Essential Services

Continuing to provide all essential services as well as providing many other services remotely to support the wellbeing of our communities and lessen the impact and disruption on our residents and local businesses.

Three Waters

- We have continued to supply our water services without interruption.

Transport

- We have continued essential maintenance work including: make-safe activities, pothole repairs, street cleaning and litter bin maintenance.

- We have continued to sweep the streets to stop drains getting clogged and causing flooding when it rains.

Parks

- Our parks have remained open. The Botanic Gardens are open at alert level 3.

Cemeteries

- Our Cemeteries have remained open to public access.

Kerbside Collection

- Kerbside collection has continued throughout the lockdown.

- Our recycling plant is planning to start processing material under alert level three. Ecodrop Recycling Centres at Parkhouse Road, Bromley and Styx Mill will reopen to the public for recycling of some items and hazardous items from Tuesday 28 April.

Transfer Stations

- The EcoDrop transfer stations at Parkhouse Road, Bromley and Styx Mill will be reopen to the public when the country moves to alert level three. People will be able to drop off rubbish, greenwaste, hazardous items and select recycling.

- The Barrys Bay transfer station on Banks Peninsula will also be open.

- Ecodrop Recycling Centres at Parkhouse Road, Bromley and Styx Mill will reopen to the public for recycling of some items and hazardous items.

Christchurch
City Council

1. Essential Services continued

Consenting Services
- We have continued 100% of our consenting functions processing. Building inspections will resume under level 3.

Library Services
- We have provided access to our online services 24/7 through our library website.
- We have continued to support people to sign up for a library membership online so they can access our digital online services.
- Our FingerTip Team is available to answer library questions and help people to access our online resources.

Art Gallery
- We have created digital exhibitions online while the gallery is physically closed.

Recreation Facilities
- Our group fitness instructors have run online classes to help people stay fit during the COVID-19 lockdown.

Council Decision-making
- Council meetings are currently scheduled to be held every 2nd and 4th Thursday of the month. Councillors attend virtually by audio or audiovisual link.

Christchurch
City Council

2. Financial Relief

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Reduce financial burden to residents and businesses.

Strategies

Rent Relief

- We have waived fourth quarter (2019/20) rent for community groups operating from our facilities.

Rent Holiday for Commercial Tenants

- We have provided a three month rent holiday for some of the businesses operating from Council facilities (such as cafes and restaurants).

Rates Deferral

- We will provide ability for businesses and homeowners to defer fourth quarter rates without penalty for 6 months.

Fees Relief and Refund

- We have refunded alcohol special licensing application fees for special license applications for events impacted by Government alert levels.

- We have frozen our pool and gym membership costs for the duration of the lockdown.

- We have refunded all cancelled bookings at our properties or facilities.

Car Parking

- We have provided free parking during Alert Level 4 to allow essential service workers to park close to work.

Christchurch
City Council

3. Kick-start Capital

Accelerating the pipeline of work to support local businesses recovery and keep people in jobs.

Strategies

Accelerate Work Programme

- We have an accelerated work programme ready to go as soon as restrictions are lifted.
- We continued planning, procurement and design while in lockdown so more projects could get in to the market quickly.

Shovel Ready

- We have submitted a package of "shovel ready" projects to support economic recovery.

Central Government Partnership

- We will work with central government to ease the supply chain.

Fair Approach to Cost

- We will take a fair and consistent approach to how contractor costs are covered and/or reimbursed.

Maintenance of Closed Sites

- We have supported the maintenance of closed sites to protect public health.

Health and Safety

- We are promoting the new health and safety guidelines to ensure the safe return to work.

Christchurch
City Council

4. Sustaining Supplier Sector

Keeping cash flowing in the sector and helping to maintain aggregate demand.

Strategies

Timely Payment
- We will ensure timely payments to all suppliers to help with immediate cash flow needs.

Buy Local
- We will support a "buy local" programme to encourage Cantabrians to buy from and support local businesses.

Contract Local
- We are reviewing our procurement practises to ensure there are no barriers to local business to get local work.

Speed up Procurement
- We are reviewing our procurement practices with a focus on rapid mobilisation of projects.

Reduce Carbon Footprint
- We will assist local business to get local work.
- We will look for ways to support our supply chain to reduce the carbon footprint.

Christchurch
City Council

5. Ready to Go – Fast Transitions

Ensure readiness to move in to lockdown and to restart services and accelerate projects when alert levels change.

Strategies

Emergency Response

- We established an Incident Management Team in January 2020 and stood up our EOC in March 2020 ahead of the Emergency Declaration.

- We have redeployed staff to support civil defence response.

Essential Services

- We have provided all essential services without interruption throughout the pandemic.

Stand up Alert Level

- We have plannd ahead to enable a fast transition to Alert 3 and then to Alert 2.

Christchurch
City Council

6. Community Wellbeing

Working with others to enhance community wellbeing. We support the city's most vulnerable.

Strategies

Support for Vulnerable

- We are delivering food to people in need, this includes food banks and meals on wheels.

Connecting with our People

- We have made outbound calls to residents over 70 years old in collaboration with Ministry of Social Development.

Keeping People Connected & Active

- We have developed online fitness programmes.
- We have our library open 24/7 online.
- We have our art gallery online.

Keeping Young Travelers Safe

- We relocated the occupants of freedom camping vehicles to our Spencer Beach Holiday Park.

Community Partners

- We have remained connected and engaged with communities and partner organisations to make sure that Council is best placed to support social recovery.

Social Housing Support

- We have reinstated and fast tracked the winter heating programme in Alert Level 3.

Repatriation

- We are supporting logistics at airport for repatriation flights of foreign nationals and our people returning home.

Local Planning

- We will revisit Community Plans to ensure relevance during COVID 19 response and recovery.

Community Based Assessment Centre

- We have used the CDEM Act to support the establishment of Community Based Assessment Centre.

Christchurch City Council

7. Flattening the Job Loss Curve

Partner with government and non-government agencies to develop employment programmes which substantially reduce unemployment and support aggregate demand.

Strategies

Employment Creation

- We are working with government and other partners to investigate options for job creation programmes.

Workforce Redeployment

- We have developed a workforce redeployment strategy to support areas of increasing demand, including deploying staff to other agencies.

Christchurch
City Council

8. Keeping People Informed

Ensure people have the information they need.

Strategies

- We are providing a range of COVID-19 Community Resources and Information on our website and Facebook pages.

- We are using multiple mediums to reach people including online, radio advertising, billboards, signage and messaging in supermarkets.

- We are providing ongoing communication to encourage social distancing and hygiene practises.

- We are targeting our communications to reach key cohorts, including multicultural communities.

- We are developing a Community Proud campaign to support local businesses, residents, and wellbeing.

- We are providing regular internal and external communications on COVID-19 issues, opportunities and engagement.

Christchurch
City Council

Christchurch City Council

Pandemic Plan

Christchurch
City Council

Content

Document Overview

Intended audience
The intended audience of this document is all Christchurch City Council employees.

Purpose
This pandemic plan has three main purposes:

1.   To provide Council with a framework for coordinating the operational responses involved   in the lead up to and during an influenza pandemic.
2.   To list the essential business processes that must be put in place by unit managers before an influenza pandemic.
3.   To educate and inform all Council staff and elected members on health, safety and wellbeing and human resources policies and procedures relating to a potential pandemic outbreak.

The focus will be on:

- Maintaining essential services and
- The health and safety of Council staff including reducing the spread of any disease

Document organisation
This document contains the following chapters:

Chapter 1   Introduction
              Background information about the flu pandemic and an outline of how Council will plan for and manage it

Chapter 2   Plan for it
              Readiness. How is the Council planning to reduce the impact of a pandemic?

Chapter 3   Keep it out
              Responses relating to border control.

Chapter 4   Stamp it out/Manage it/Manage it Post Peak
              Response. Communications, implementing reduction measures, and changes to service delivery

Chapter 5   Recovery
              Council's aftercare activities

              Appendices

Review Process
This policy will be review annually in October by Civil Defence and Emergency Management (CDEM). Specialist advice will be provided by the Manager, Health and Safety.
Last reviewed February 2020, to be reviewed February 2021.

All changes to Plan to be signed off by General Managers – Citizens and Community, with input from Heads of Human Resources, Public Information and Participation and CDEM.

Contact
For further information contact the Manager, Health & Safety or Civil Defence and Emergency Management.

Useful links
Use the following organisations useful links to find out more about planning for, and responding to a pandemic:
Ministry of Health
Department of Labour
Canterbury District Health Board

Chapter 1 - Introduction

Overview

Introduction

The Christchurch City Council has formulated its pandemic response plan on the basis of the following general principles:

1. The Council has a culture of excellence and aims to provide a healthy and well work environment in order to prevent harm to people. The Council is committed to risk reduction, readiness and response to possible infection within the organisation

2. Health, safety and wellbeing is a shared responsibility and staff will also be required to take personal responsibility through all stages of an outbreak and will be expected to put their health first, both at work and at home.

3. The Council understands that good communication is essential to ensure all staff are informed and aware of the preparation that Council has made for all stages of an outbreak. Council will keep staff advised of decisions and actions related to the outbreak.

4. The Council is a leading authority in Christchurch during an outbreak and should maintain a visible, high profile presence and will endeavour to provide essential services. Those staff required to perform these essential services will be provided with every available protection.

In this chapter

This chapter contains the following topics:

Pandemic influenza

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.

Characteristics of influenza
Influenza ("the flu") is a contagious viral disease of the respiratory tract. It is a major threat to public health worldwide because of its ability to spread rapidly through populations and to cause complications.
Relatively minor epidemics of influenza typically occur in New Zealand during winter, often affecting all age groups and causing many complications, including viral or bacterial pneumonia.
Influenza is a significant and under-recognised cause of mortality in the New Zealand population, including many cases where influenza contributes to an elderly or chronically ill person's death.
Influenza is characterised by rapid onset of respiratory and generalised signs and symptoms, including fever, chills, sore throat, headache, dry cough, fatigue and aching. Influenza is easily spread through droplets from an infected person (suspended in the air through coughing or sneezing) being inhaled by another person, or through contact with contaminated objects. The incubation period can range from one to seven days, but is commonly one to three days. There is limited evidence that adults are infectious for half a day to one day before most symptoms start, and until about day five of the illness. Children generally remain infectious for up to seven days after symptoms start, but may be infectious for up to 21 days.

Characteristics of pandemics
Influenza pandemics are characterised by the global spread of a novel type of virus, and may cause unusually high morbidity and mortality for an extended period. Most people are immunologically naive to the novel virus, and are therefore susceptible to infection. A severe pandemic can overwhelm the resources of a society due to the exceptional number of people affected.

A pandemic entails not only the emergence of a new viral subtype, but also the capacity of that virus to spread efficiently from person to person and cause significant human illness.

What is Coronaviris (CoV)
Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle ast Respiratory Syndrome (MER-CoV) and Severe Acute Respiratory Syndrome, Novel Coronavirus (COVID-19) is a new strain that has not been previously identified in humans.
Coronaviruses are zoonotic, meaning they are transmitted between animals and people. Detailed investigations found that SARS-CoV was transmitted from civet cats to humans and MERS-CoV from dromedary camels to humans. Several known coronaviruses are circulating in animals that have not yet infected humans.

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

What is the difference between a pandemic and an epidemic?
Pandemics are different from seasonal outbreaks of influenza (epidemics) because seasonal outbreaks are typically caused by subtypes of influenza viruses that are already in existence among populations. Pandemic outbreaks are caused by new subtypes, those that have never circulated among humans or have not been around for a long time.

How is pandemic influenza transmitted?
Human influenza mostly travels from one person to another in virus-laden droplets. These droplets are generated when an infected person coughs or sneezes. They can land in the nose and throat of people standing within two metres of an infected person and on nearby surfaces.

Viruses can live on hard surfaces (within a large droplet particle) for 24 - 48 hours, on cloths and tissues for 8 - 12 hours, and on hands for 5 - 20 minutes. The virus can also be transmitted if someone touches a surface and then touches their eye, nose, or mouth.

What is the incubation period for the flu?

Influenza has a 1-4 day incubation period and, if infected, you are infectious from the day before symptoms of illness to 3–7 days of illness. The current estimate of incubation of COVID-19 is between 2-14 days.

Infected individuals may infect others

- One day prior to showing symptoms, and
- Up to six days after symptoms first appear

They are most infectious during the first three days of illness.

Difference between cold & flu

Most people refer to a cold as the "flu" but influenza is a specific illness and is different from a cold. Both are caused by viruses with flu tending to occur in small outbreaks or epidemics. This chart helps you identify signs of influenza and the common cold.

Symptom or sign	Influenza	Common cold
Fever	Usual, sudden onset, 38°C-40°C 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 and early onset can be severe	Rare
Nausea, vomiting, diarrhoea	In children less than 5 years old	Rare
Watering of the eyes	Rare	Usual
Runny, stuffy nose	Rare	Usual
Sneezing	Rare in early stages	Usual
Chest discomfort	Usual and can be severe	Sometimes, but mild to moderate

Why are Health authorities concerned about new strains of influenza?

The World Health Organisation (WHO) is worried that these new influenza viruses have the ability to easily spread from person to person. People have not had previous contact with these new strains and therefore do not have immunity. An influenza pandemic can be triggered.

Why plan for a pandemic?

Introduction

In the event of pandemic influenza, businesses and other employers will play a key role in protecting employees' health, safety and wellbeing as well as limiting the negative impact to the economy and society. Planning for pandemic influenza is critical. Organisations like us that provide critical infrastructure services also have a special responsibility to plan for continued operation in a crisis and should plan accordingly. As with any catastrophe, having a contingency plan is essential.

Potential effects of an influenza pandemic

The impact of a pandemic would likely be widespread, even nationwide, not localised to a single area. There may be little outside assistance.

The potential effects of a pandemic are:

- Widespread disruption to businesses - 20-60% of staff unable to work for 2-4 weeks at the height of a severe pandemic wave. Each wave may last about 8 weeks.
- Death of staff – loss of people and expertise.
- Loss of emergency services – fire, police, and health services.
- Loss of other services - retail, transport, fuel etc.
- Closing of schools, banks etc.
- Staff absences due to illness, caring for ill relatives, or caring for children because of school closures.

How will Council operations and staff be affected?

The potential risks for the Council are:

- Loss of people to operate services (unable to continue providing an essential service).
- Difficulty for staff coping with deaths of colleagues.
- Loss of services from suppliers (can't get essential materials).
- In-house support (e.g. IT and HR) may be impacted. Demand for internet access may increase.
- Business travel will be affected.

It is important for the Council and all businesses to plan for a pandemic and to help reduce the impact of these risks.

What is NZ doing to prepare for a flu pandemic?

New Zealand has been planning for an influenza pandemic for some time. The Ministry of Health (MoH) has a national pandemic plan and District Health Boards have local plans.

The New Zealand Government, following the advice of the World Health Organization, is stockpiling anti-viral medicine to help reduce the impact of a pandemic on New Zealanders.

Refer to the MoH Website

What is the Council doing to prepare for a pandemic?

This pandemic plan outlines the measures, strategies, roles and responsibilities that we will adopt and undertake in relation to safe-guarding both employee welfare and the delivery of Council services.

Pandemic management strategy

Strategy

Work requirements will vary depending on the stage of the pandemic. The Ministry of Health has formulated a Pandemic Management Strategy including associated actions. In relation to this strategy, the following actions must be taken within the Council.

Stage	Strategy	City Council Actions
1	Plan for it (Readiness) Code WHITE	• Business operations as usual • Update Business Continuity Plans • Prepare Pandemic Plan and implement prevention strategies
	Standby Code YELLOW	• Business as usual • Prepare to implement Business Continuity Plans
2	Keep it out (Response) Code RED	• Business operations monitored • Implement strict infection control measures (i.e. travel restrictions)
3	Stamp it out (Response) Code RED	• Business operations monitored - areas may be quarantined • Workplaces within the affected areas may be closed • Strict infection control measures – hand washing/sanitising, social distancing, screens for customer services • Working from home/alternative duties • Monitor absenteeism daily
4	Manage it (Response) Code RED	• Business operating at reduced level of service • Business Continuity Plans implemented • All actions as in Stage 3
	Manage it Post Peak (transition Phase, Reponse /Recovery	• Debrief staff and collate lessons learnt • Evaluate effectiveness of measures used and update plans • Review usage of supplies • Implement activation of recovery arrangements as required • Ensure staff are given the opportunity to rest and recuperate
5	Recovery Code GREEN	• Business to return to normal level of service subject to staff availability

There are other phases within these stages that may be referred to by the Ministry of Health (see New Zealand Influenza Pandemic Action Plan).

Classifying employee exposure to pandemic influenza

Introduction
Employee risks of occupational exposure to influenza during a pandemic may vary from very high to high, medium, or lower (caution) risk. The level of risk depends in part on whether or not jobs require close proximity to people potentially infected with the pandemic influenza virus, or whether they are required to have either repeated or extended contact with known or suspected sources of the pandemic influenza virus.

Risk of exposure
Workplaces and work operations can be divided into four risk zones according to the likelihood of employees' occupational exposure to pandemic influenza. This table describes those risk zones.

Risk	Occupation Description	Example Occupations
Medium	Occupations include jobs that require frequent, close contact (within 6 feet) exposures to known or suspected sources of pandemic influenza virus.	• Employees with high-frequency contact with the general population (e.g. libraries, pools and recreation centres high population density work environments).
Low	Those occupations that do not require contact with people known to be infected with the pandemic virus, nor frequent close contact (within 6 feet) with the public.	• Employees who have minimal occupational contact with the general public and other co-workers (e.g. office employees).

Council's risk of exposure
Most of the Council's employees would fall within the Medium to Low exposure levels. Even at lower risk levels, however, we must be cautious and develop preparedness plans to minimise employee infections.

Plan for it (Readiness)

Overview

Introduction
To start planning for any potential influenza outbreak it is first important to understand the risk and attempt, where possible, to reduce its impact.

Planning activities are undertaken to ensure that the consequences of a pandemic remain manageable and do not escalate beyond a control situation. Planning (readiness) includes preparing the actual plans, training, simulation exercises to pre- test the plans, communications and other interfaces to inform staff and other stakeholders.

Pandemic plan
The Council has prepared this pandemic plan outlining the key steps to be taken before, during, and after any outbreak of influenza. This plan includes reduction measures to be taken in the workplace and steps to be taken to lower the risk of illness among staff and visitors.

The plan also identifies the core skills required to keep the business running and assesses whether there are sufficient back-ups for people and skills if there is a high level of absence.

Policy
When an influenza pandemic is identified, the Council and its employees have a shared responsibility to:

- Eliminate – remove the hazard and associated risk, or
- minimise through prevention, isolation and control and administrative measures or; if the risk still remains through personal protective equipment
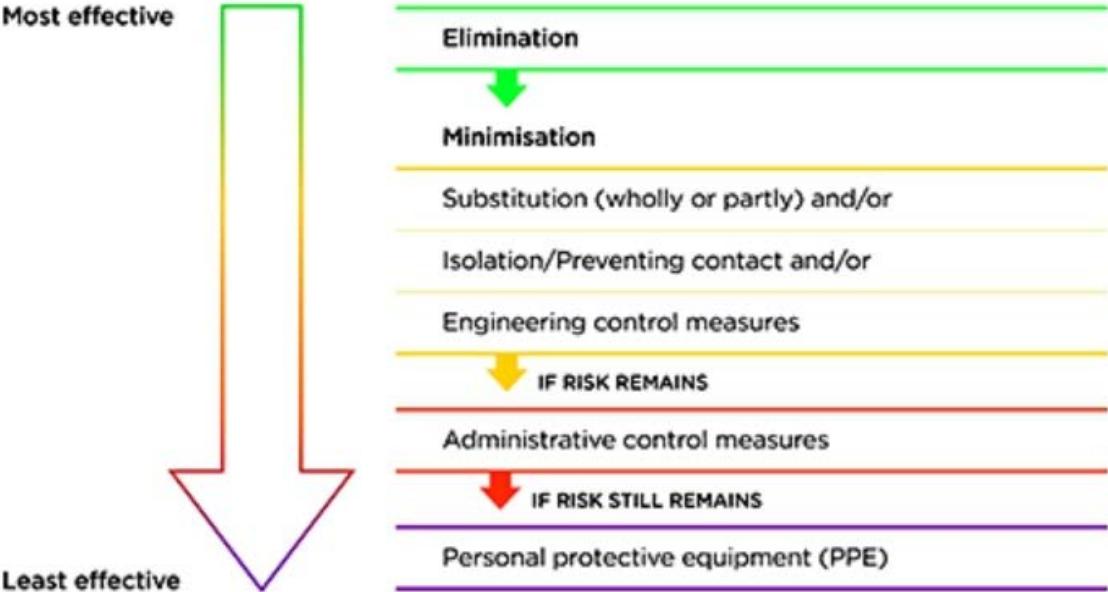
In this chapter
This chapter contains the following topics

Council's 'Plan for It' strategy

Objectives
The objectives of this planning stage are to:

- devise a plan to reduce the health, social and economic impact of a pandemic on New Zealand
- have full engagement of the whole of Government
- have consultation with and input from many agencies

Strategy
This table outlines the Council's 'Plan for it' strategy.

Action	Responsible Unit
Learn about pandemic influenza	• HR • CDEM
Hold awareness sessions to highlight pandemic plan	• HR
Identify essential services	• Executive Leadership Team
Plan for business continuity	• All Units
Estimate impact on employees	• All Units
Duplicate personnel capabilities	• All Units
Develop and review HR information	• HR
Identify ways to separate staff from public	• HR • Units with public interface
Develop and review infection management guidelines	• HR
Develop hygienic habits, offer vaccinations to staff	• HR
Develop support guidelines for sick staff	• HR
Inform staff of staff support services	• HR
Assess financial impact on local authority	• Finance and Commercial Group

Communications

Introduction
Christchurch City Council has developed a Communications Plan (Trim: 20/89313) for preparing for, and during, a pandemic outbreak. It clearly outlines the Council's role in communicating during a pandemic, emphasising the Ministry of Health is the lead agency, and responsible for any public health messaging. This page provides a summary of planned communication activities during the 'Plan for it' phase.

The full generic communications plan is available at the TRIM link above or see appendix A.

Objectives
The objectives of the communications during the 'Plan for it' phase are to:

- Encourage staff to practice good hygiene to keep themselves well, and look out for each other
- Create awareness among staff across all of our sites of the pandemic and how it could affect them and others
- Raise awareness that the Ministry of Health leads the response to a pandemic, and have responsibility for public health information.
- Reassure staff and encourage confidence in the Council's preparation and planning for a pandemic.
- Overcome apathy.
- Ensure that management and communications teams have systems, procedures, databases, and communication channels up to date and ready to respond with agility if the pandemic occurs.

Key messages (based on Ministry messaging)
- We are well prepared should a pandemic reach New Zealand.
- Our planning is focussed on the health of our staff, and following Ministry of Health advice to keep people well in the management of our facilities, events and services.
- To keep yourself, and others well, the Ministry advice is to:
  - Avoid close contact with people who have flu-like symptoms.
  - Wash your hands frequently, especially after contact with people who are sick, or their environment
  - If you are feeling unwell with flu-like symptoms, please stay home from work, advise your Manager
  - Cover coughs and sneezes with disposable tissues, then wash your hands. Also take care not to sneeze or cough too closely to others.
- For more information visit the Ministry of Health website health.org.nz

Tactics

Internal (staff)
- CEO's update and all staff dispatch emails as required
- Key messages for team leaders to share with teams
- Team leader and staff briefings
- The Hub – banner linking off the homepage to the HSW page
- Posters

Elected members
- Big Tin Can, briefings. Memos

External (library uses, pool and rec centre users, service centre visitors, wider public)
- E-newsletters
- In facility channels – noticeboards, plasma screens, posters
- Newsline
- Social media
- Mainstream media (The Press, Star, radio, TV)
- Paid marketing – e.g. radio ads, print media.

Immunisation

Introduction
Immunisation with vaccines is a means of flu prevention. The annual flu vaccine programme is the building block used to develop this pandemic vaccine response.

Vaccines for different flu strains
Vaccinations are developed for new strains of influenza viruses, however they are not available immediately.

Have your flu vaccine
Have your annual flu vaccination. The usual yearly flu jabs will not protect you against a new virus or pandemic, but they will help stop you getting ill from other influenza viruses. Because these viruses change all the time, you need to get vaccinated every year.

Free flu vaccines for staff
Vaccinations will be available free to all Council staff on an annual basis. The Council will pay for these.

In the case of a pandemic the Council, and/or the Ministry of Health, may extend the availability of this vaccination.

Where do I go for my free flu vaccine?
- Staff will be advised.
- Banks Peninsula staff may be vaccinated at Lyttelton or Akaroa Medical Centres.
- Vaccinations will also be provided at Service Centres once a year.

Human Resources will notify staff around April each year if there are any changes to the above.

Business planning

Legislation
The Civil Defence Emergency Management Act 2002 states that a local authority must ensure that it is able to function, albeit at a reduced level, during and after an emergency.

Business continuity plans (BCPs)
All Council units, or business activities e.g. water supply are to develop (or update) their Business Continuity Plan (BCP).

Each BCP should identify essential services and essential staff required including independent contractors. All units must develop methods for overcoming shortfalls in personnel, facilities, supplies, data, and utilities and update contact lists for internal and external resources.

Planning assumptions
Each unit's BCP should include reference to the pandemic plan and include provision for up to 20-60% staff absences for periods of 2 to 3 weeks at the height of the pandemic and lower levels of staff absences for a few weeks either side of this peak period.

Planned reduction measures

Introduction

All staff are required to protect themselves and their workplace by using the following methods to reduce the spread of infection:

- Hygienic coughing and sneezing habits
- Washing and drying hands properly
- Use hand sanitiser

Then during the pandemic:

- Social distancing – keep 1-2 metres distance from other staff
- Using personal protective equipment (PPE) – e.g. masks are provided if you develop symptoms at work and then proceed home.
- Health monitoring - which will be carried out by the Council Coordinated Response and Recovery Team (Also referred to as an Incident Management Team) .
- Workplace cleaning - the workplace will be cleaned daily, and on request if a staff member develops symptoms at work and then is required to go home. The desk area will need to be left and cleaned.

This section describes the preparations the Council will undertake to support these reduction measures.

Hygienic coughing and sneezing habits

We will:

- Make sure staff know about hygienic coughing and sneezing habits.
- Provide a supply of tissues.
- Provide plastic bags to line bins.
- Continue with providing clean bins.
- Provide hand washing facilities, including hot water, a basin, soap, and paper towels and/or alcohol gel dispensers. Provide a covered, lined bin for used paper towels.

Washing and drying hands properly

To promote proper washing and drying of hands, we will:

- Provide adequate supplies of soap, paper towels and other hygiene equipment (e.g. alcohol hand sanitizer gel).
- Post hygiene notices in workplace entrances, washrooms, hand washing stations, and public areas.
- Use newsletters, emails, employee notice boards, and The Hub to remind employees of the importance of good hygiene during a pandemic.

Social distancing

It's important that we make sure staff and visitors know about the importance of social distancing, and that we practice it in the workplace.

- Possibility of cancelling or postponing non-essential meetings, training sessions, and other gatherings.
- When meetings do take place it is important to maintain social distancing. Gel dispenser will be provided in meeting rooms and staff will be expected to use this when they first come into the room to prevent potential cross contamination.
- If face-to-face gatherings must take place, we will provide large rooms so people can sit at least one to two metres away from each other.

Using personal protective equipment (PPE)

 We will inform staff about the need to use masks and how these protections fit in with others such as hand washing. Masks will be provided for staff who become unwell at work and need to leave immediately.

Health monitoring

The Council's Incident Management Team will meet or communicate via teleconference facilities on a daily basis during the pandemic to assess risk and ensure that appropriate actions are taken.

Systems will be set up:

- To monitor the health of staff members.
- For staff to report suspected cases of flu and for dealing with suspected cases.
- To monitor staff absences daily.

An Occupational Physician will also be available for medical advice.

Ventilation

There is no current scientific evidence that influenza can be spread by air-conditioning units. However, there is evidence that it can be spread within a small enclosed space that does not have a functioning ventilation or air-conditioning system.

- Council has a well maintained air-conditioning system and will continue to monitor it.
- Where possible, tell your manager if you suspect the air- conditioning system is faulty.

Workplace cleaning

- Surfaces such as sinks, handles, railings and counters, will be cleaned with a detergent.
- Surfaces frequently touched by hands should be cleaned daily.
- Ensure cups, dishes, and cutlery are washed with soap and hot water. Do not share these items.

Equipment supplies

Management will ensure that adequate supplies of personal protective equipment and cleansing equipment have been purchased. This includes barriers, dispensing gel, tissues, and cleaning material for personal equipment e.g. telephones. Facilities PP&H will provide initial supplies and then your unit will purchase and provide ongoing supplies.

Impact on staff – HR information

Introduction
The New Zealand standard planning model, as developed by the Ministry of Health, assumes a pandemic wave in which 40% of the NZ population become ill over an 8-week period.

The New Zealand Ministry of Economic Development (MED) advise that during this period organisations should plan for 20-60% of their employees being way from work – employees who are ill, looking after ill family members or children who will be home because of schools being closed.

FAQs
See Appendix B: Novel coronavirus (COVID-19)
Please refer to the Council policy on Severe Weather and Other Disruptions (TRIM 19/467095)

Provision of staff absences
Business units have been advised to update Business Continuity Plans and include a provision for up to 20-60% staff absences for periods of 2 to 3 weeks at the potential height of the pandemic, and lower levels of staff absences a few weeks either side this peak period.

In addition, the Council must also plan for similar reduction of workers by other agencies that are consulting to the Council or contracting to provide services on behalf of council during of the epidemic.

Health information
Influenza has a 1-4 day incubation period and, if infected, you are infectious from the day before symptoms of illness to days 3-7 of illness.

Infected individuals may infect others:

- One day prior to showing symptoms, and
- Up to six days after symptoms first appear

They are most infectious during the first three days of illness.

Coronavirus:
Information is still emerging on the 2019 cornovirus (COVID-19) and how it spreads. Coronaviruses are generally thought to be spread most often by respiratory droplets. Some viruses are highly contagious (like measles), while other viruses are less so. At this time, it is unclear how easily or sustainably this virus is spreading between people.
Current estimates for COVID-19 incubation is up to 14 days.

We have developed HR policies and guidelines that you must follow to help reduce the spread of infection.

Should staff come to work?
The Council has a responsibility under the Health & Safety at Work Act 2015 to protect employees from harm. So far as reasonably practicable the Council will endeavour to reduce the risk to staff and others during a pandemic.

The Council's Incident Management Team will follow health notifications in relation to 'good workplace practices' during a pandemic. They will monitor daily whether Council's worksites are safe and will advise staff whether they should come to work.

It may be necessary to 'close a particular workplace or suspend business operations in order to reduce the spread of influenza in the code red phase 3 (Stamp it Out) and phase 4 (Manage it), particularly at the beginning of each wave of influenza.

Therefore, there will need to be flexibility in how many Council services will be provided. There is an expectation that employees who are well should continue to deliver Council services as advised, although these services may be at reduced levels. Employees do not lose any pay or holidays or leave entitlements

because they are absent while the workplace is closed or their work is suspended.

If you are not affected by the pandemic but have concerns about your health and safety at work, talk to your manager/HR Business Partner.

If you become ill at work

If you become unwell at work, or if you see that another person is showing flu symptoms:

- Contact your team leader or manager by telephone.

If you have a cold and you are coughing or sneezing, or you think you may have influenza:

- Your manager will inform you where to obtain an appropriate mask, then
- You should leave work immediately.

All cases of influenza need to be reported to your team leader or Manager. This information will be reported to the Incident Management Team and the Human Resources Team as required.

Sick leave during a pandemic

If you are experiencing symptoms of influenza you will be required to stay at home until you are fully recovered.

Use this table to help determine what type of leave this would be.

If…	And…	Then your leave will be…
You are sick due to the pandemic influenza or have a sick dependent		Utilise sick leave. If sick leave allocation used, you can ask that any annual leave entitlement is taken as sick leave or you can apply for Discretionary Leave
You are sick or have sick dependants, and have used sick leave and annual leave.	You do not have any leave owing	You can apply to your Manager or Team Leader for Additional discretionary Leave, then Sick Leave Without pay
Your workplace is closed or business operations are suspended	We are in stage 3 (Stamp it Out) or 4 (Manage it) of the pandemic	You will continue to be paid basic pay for your core hours
You have concerns over your safety (and have discussed this with your manager) and it is still recommended as safe to work, however it is agreed that you will remain at home	We are in stage 3 (Stamp it Out) or 4 (Manage it) of the pandemic	You can ask to use either accrued Time-in-Lieu or Annual Leave followed by Leave Without Pay

How to report sickness

Employees will be able to contact their Manager (or delegate) by telephone to report sickness. Your manager will complete the Council 'Report a Health, Safety & Wellbeing' event. This information will be collated and made available to Incident Management Team.

Employees must report that they will be away on sick leave as soon as possible and advise the day they expect to return to work. In the event that the employee will not be returning to work by the date they had advised, then they must again report that they will be away due to sickness and advise the new expected date they will return to work.

Payroll

SAP timesheets should be completed where possible. If the employee (or the Team Leader on behalf) is unable to complete a timesheet, Payroll needs to be formally advised via the generic email box payroll@ccc.govt.nz

In this circumstance, pay will be based upon the agreed working time recorded in SAP Payroll. In the event of being either overpaid or underpaid adjustments will need to be made once SAP timesheets are able to be completed.

Returning to work

If you have the flu, or coronavirus, do not come back to work until you are fully recovered, that is not sneezing or coughing as this is how the virus spreads. This may be up to 14 days.

If you are caring for a sick dependant at home, only come back to work if you are well.

Workplace closure

During a pandemic, the Medical Officer of Health may close premises either as a preventative measure or because those premises have been isolated or quarantined.

Closing premises to the public does not necessarily mean that employees cannot continue to work there (unless the directive is for the premises themselves to be isolated or quarantined).

Will I be paid if I can't work due to closure?
If a Council building is closed (or the level of service is decreased) and you are not able to work, or if you are requested to 'stand down' you will receive your basic pay. However, you may be required to work from home or to undertake alternative duties.

Alternative duties

Where Council premises have been closed to the public and staff (or the level of service is decreased), and you are not affected by the pandemic influenza, you may be requested to undertake other work that can be completed at home or engage in alternative duties. Your manager will discuss this with you at the time.

It is possible that employees will be asked to voluntarily undertake roles beyond their normal requirements. The extent and nature of these roles are currently unknown.

Where the Council asks employees to be involved in voluntarily activities, the agreement of individual employees will be necessary.

Working from home

Where possible, managers will prepare for 'key' staff to be able to work remotely (usually from home) to cover situations such as:

- Public transport is closed and some staff cannot reasonably get in to work, or the risk of staff being infected through the use of public transport cannot be reasonably managed.
- The workplace itself has been isolated or closed by a Medical Officer of Health.
- The staff member has sick family members requiring care but has no leave available to take.
- To control the spread of infection (as at Stage 3 & 4 of Code Red).

The CRRT will provide guidance on home access to the Council's computer network using CITRIX as long as the staff member has broadband. Additionally staff can work offline on laptop. Those staff deemed to be 'essential' will be identified and provided with access to council computer network in the event that they require to work from home.

Staff travel

Staff travel overseas will be restricted – the Council will follow and refer to Ministry of Health Guidelines.

Staff who are on work related business travel and return from an influenza affected country may be required to take at least 14days leave. This will be discussed with the returning employee at the time. Staff should only return to work if they do not have signs of influenza.

http://www.moh.govt.nz/moh.nsf/indexmh/pandemicinfluenza- guidelines-for travellers

See Appendix B: Novel coronavirus (COVID-19) Pandemic FAQ

Civil Defence responsibilities during a pandemic

Existing conditions of employment require employees to be involved with Civil Defence as and when required. In the event of a reduction in the level of service provided by the Council or workplace closures, employees may be requested to undertake civil defence duties by assisting with the community welfare response during a pandemic. In such cases, the staff member will be paid for this work.

As part of the readiness phase managers/team leaders should discuss this issue with their team members.

Areas where employees may be asked to assist with Civil Defence functions during the response phase include:

- Emergency Operation Centre, staffing & administration.
- Provision of identified facilities to act as community emergency assessment/welfare centres.
- Provision of staff to administratively support the operation of emergency assessment in a welfare role.
- Provision of Call Centre to support provision of community welfare services to house-bound families and public information.
- Provision of staff and resources (e.g. vehicles) to support the delivery of welfare services (e.g. food) to house-bound families.

Chapter 3 - Keep it Out

NZ strategy

Introduction

The objective of this stage is for authorities to keep a pandemic out of New Zealand. Activities will focus on border control.

For the Council this stage means:

- Overall business as usual
- Implement strict infection control measures
- Be prepared to implement Business Continuity Plans

'Keep it out' strategy

This table outlines New Zealand's 'Keep it out' strategy.

Action	Responsible Unit
Wide range of border management options: • Closure of NZ borders to all non-nationals • Quarantine of all returning NZ Citizens	• NZ Border Control
Enhance internal disease surveillance and notification	• NZ Border Control • MoH
Investigate and follow-up and suspect cases Hold awareness sessions Communications to all staff Monitor the situation	• NZ Border Control • MoH • HR • Public Information and Participation • HR • Incident Management Team

Chapter 4 – Stamp it out/Manage it/Manage it Post Peak (Response)

Overview

Introduction
Response is the step where activities are directed to controlling the pandemic, and to repressing direct outcomes (illness and death due to influenza) and indirect associated effects (social disruption). It involves a series of escalating and potentially varying (but harmonised) responses as the pandemic unfolds across the country. Implementation also involves documenting activities and outcomes to determine if a more extensive response is required or whether adjustments to the planned response are necessary.

In this chapter
This chapter contains the following topics.

Council's 'Stamp it out/Manage it/Manage it Post Peak' strategy

Objectives
Nationally, the objectives of this response stage are to:

- Control and/or eliminate any clusters that might be found in New Zealand.
- Isolate and treat patients and households – contact trace and treat all contacts.
- Restrict movements into/out of affected areas.
- Close schools and other places where people congregate, and prohibit mass gatherings.
- Reduce the impact of pandemic on New Zealand's populations – social distancing measures.
- Support people cared for at home and their family.
- Maintain border management.

Strategy

This table outlines the Council's 'Stamp it out/Manage it/Manage it Post Peak' strategy.

Action	Responsible Unit
Refer to existing response plans	• HR • CDEM
Undertake internal surveillance	• Customer Services • HR • All Units
Implement infection control measures	• HR • All Units
Close local authority facilities	• Executive Leadership Team in consultation with affected Units
Continue local authority business	• All Units
Inform staff	• HR • Public Information and Participation
Coordinate Council's responses the situation	• Incident Management Team/Executive Leadership Team
Review Actions and decisions	• HR • CDEM • Public Info & participation
Evaluate effectiveness of measures	• HR • CDEM • Public Info & participation
Collate resources and store material	• Facilities

Communications

Introduction

The Incident Management Team is responsible for providing up to date information and education on prevention and management of pandemic influenza to the Public Information and Participation Unit.

The Pandemic Communication Plan will detail the actions Council will follow during each of the various stages of a pandemic. The Public Information and Participation Unit will be responsible for maintaining and updating the communication plan and informing staff of pandemic information.

This page provides a summary of planned communication activities during the 'Response' phase. The full communications plan is available from the Communications Unit Manager or Appendix A.

There will be individual Pandemic Plans written for specific events (see Appendix A: Communication Plan 2020 Pandemic response).

Objectives

The objectives of the communications during the 'Response' phase are to:

- Put emergency systems in place to activate a pandemic communications team.
- Ensure communications staff are ready to act during a pandemic outbreak.
- Update emergency contact lists for communications team and emergency staff.
- Inform staff about their role during a pandemic outbreak, when to stay home and where to get more information.
- Set up tools and processes for information dissemination.
- Ensure consultation team database is ready to activate and is up to date.
- Ensure FAQs are ready and up to date.
- Reassure staff and external publics that the Council is prepared for a pandemic.

Key messages

- Good hygiene practices are essential to prevent the spread of viruses.
- Social distancing (one to two metres away) is essential to prevent the spread of influenza.
- Stay at home if you are sick.
- The signs and symptoms of influenza, and how to access health services if you need them when a pandemic strikes.
- Who to contact for staff information and for services information.
- Where to find more information for dealing with the Pandemic at home, when travelling or at work.

We will also let our customers and stakeholders know:

- The Council is well prepared for an influenza outbreak
- For publicly accessible buildings – do not enter the building (recreation centre/ service centre/ library/childcare centre) if you have influenza symptoms.
- Changes to service levels.

Tactics

Before a pandemic outbreak reaches Christchurch:

- Pandemic communications team members appointed and contact details circulated.
- Community Engagement Team to take responsibility for database collation and making contacts with groups and telling them about the plan and how they could be a conduit to the community.
- Ensure their community contact lists up to date and available.
- Appoint media contact person and media spokesperson and back-ups, depending on who is available.
- Update specialist media contact list.

When the pandemic outbreak reaches Christchurch:

- Once Incident Management Team is activated (see flow chart), Pandemic Communications Team meets.
- Pandemic Communications Team checks contact lists, confirms roles etc (depending on who is available).
- Confirm media contact person and the Council media spokesperson.
- Write and distribute media releases on a regular basis as appropriate.
- Update intranet and internet information in a timely fashion.
- Create and disseminate newsletters, posters, and letters to the public or fact sheets to the public through Council channels as required.
- Provide regular updates and FAQs to Service Centre staff re Council services (external) and staff requirements/messages (internal).
- Keep relevant external groups informed (via Engagement Team) through briefings, emails, newsletters and websites regarding Council facilities/services (e.g. rubbish collection, libraries, service centres etc.).
- If public counters or customer centre services are closed, identify how to inform the public of alternative methods of payments and enquiries.

Work organisation

The aim of planning and organising work is to maximise the safety of staff and ensure the continuation of services, particularly those services deemed to be 'essential'.

The Incident Management Team will be responsible for informing their staff of work requirements during the stages of pandemic.

Incident Management Team

The Incident Management Team will consist of the following positions (or some of the following depending on the stage of the Pandemic):

- Chief Executive Officer
- General Manager Strategy and Transformation
- General Manager City Services
- General Manager Citizens and Community
- General Manager Finance and Commercial
- General Manager Consenting and Compliance
- General Manager Corporate Services
- Head of Civil Defence Emergency Management
- Head of Public Information and Participation (or representative)
- Head of People and Capability (Human Resources)
- Manager, Health & Safety or Health and Wellbeing Advisor – requested for specialist advice

See Appendix C: Coordinated Response and Recovery Plan

This diagram illustrates the organisational chart the Council works within during a pandemic response.

Pandemic Response Plan Organisational Chart

Ministry of Health

Title
Canterbury CDEM Group

Other Agency (eg Police)

Christchurch City Council

Other Agency (eg Fire)

IMT

Public Information

Essential Service units

Enabling units

All other units
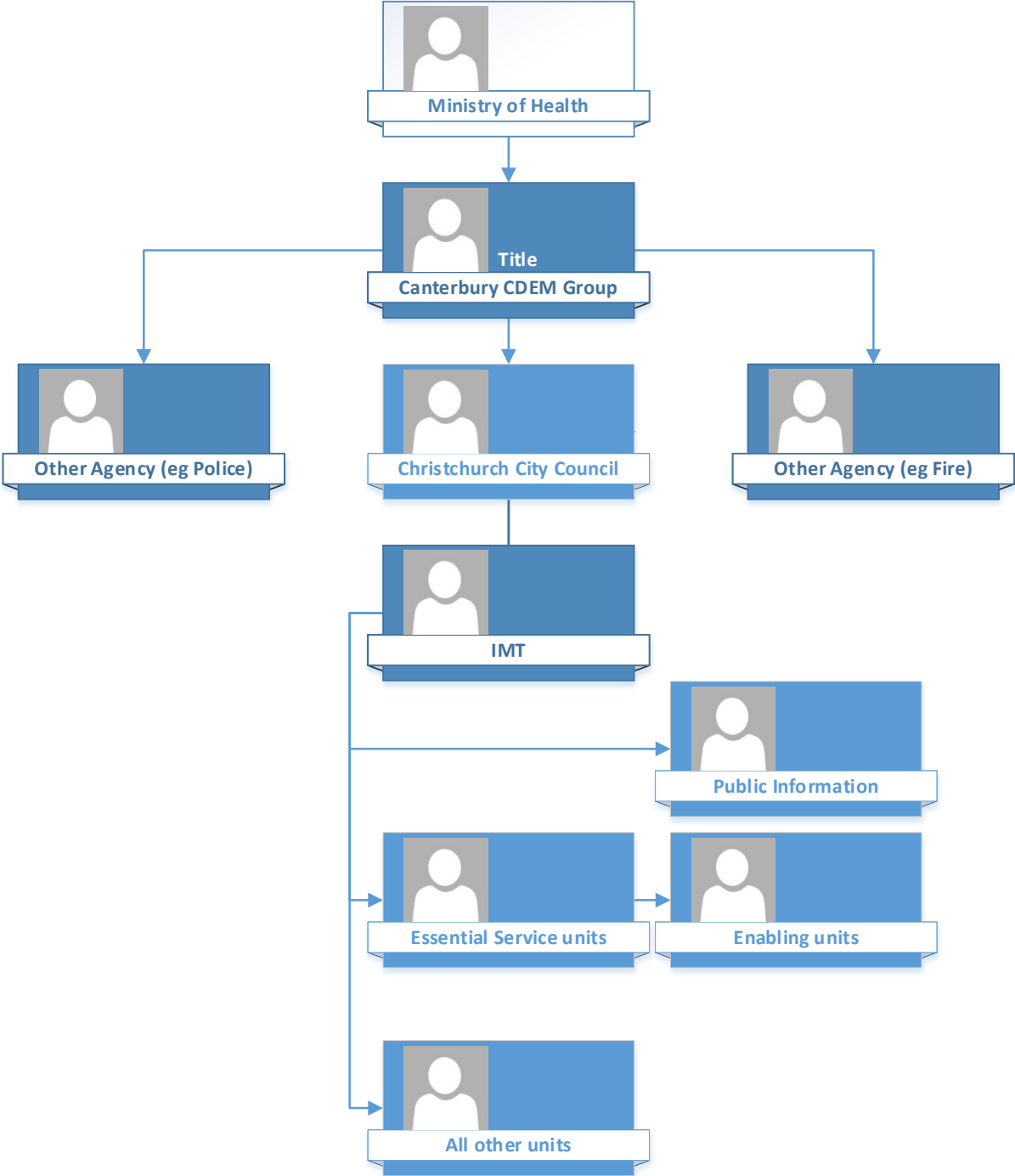
Reduction measures

Introduction
This section describes the procedures you must follow to protect your health and wellbeing and that of your colleagues.

FAQs
See Appendix B example: Novel coronavirus (COVID-19) FAQ

Staff responsibilities
All staff are required to stay at home if unwell. Staff need to become aware of how they will be able to protect themselves and their colleagues in the workplace by using the following methods to reduce the spread of infection:

- Hygienic coughing and sneezing habits
- Washing and drying hands properly
- Social distancing of 1 to 2 meters, especially at meetings.
- Understand that it will be necessary to use personal protective equipment (PPE) (masks) to leave building if sick at work
- Reporting suspected virus cases (health monitoring)

Hygienic coughing and sneezing habits
Follow these basic rules when coughing and sneezing:

- Use a tissue to cover your nose and mouth when you cough or sneeze.
- Keep away from other people.
- Place the tissue in a bin afterwards (do not throw the tissue as this may spread the virus).
- Wash your hands with soap and water regularly.
- Dry your hands well on a paper towel.
- People who are coughing or sneezing more than normal should be sent home.

Washing and drying hands properly
This is the most effective way of reducing the spread of infection:

- Wash and dry your hands regularly and properly using the methods shown on the next page.
- When you wash your hands use soap or an antiseptic hand wash.
- Dry your hands thoroughly, using a disposable towel. Use the towel to turn off the tap and open the door.
- Keep your hands away from your face as much as possible.
- Use of hand sanitiser.

Hand Hygiene with Soap and Water

1. Remove jewelry. Wet hands with warm water	2. Add soap to palms	3. Rub hands together to create a lather
4. Cover all surfaces of the hands and fingers	5. Clean knuckles, back of hands and fingers	6. Clean the space between the thumb and index finger
7. Work the finger tips into the palms to clean under the nails	8. Rinse well under warm running water	9. Dry with a single-use towel and then use towel to turn off the tap

Minimum wash time 10-20 seconds.

Source: Vancouver Coastal Health's Regional Pandemic Influenza Response Plan

Hand Hygiene with Alcohol-based Hand Sanitizer

1. Remove jewelry. Apply enough product to open palms.**	2. Rub hands together palms to palms	3. Rub in between and around fingers
4. Cover all surfaces of the hands and fingers	5. Rub backs of hands and fingers. Rub each thumb.	6. Rub fingertips of each hand in opposite palm

7. Keep rubbing until hands are dry.
**The volume required to be effective varies from product to product. Enough product to keep hands moist for 15 seconds should be applied.
Do not use these products with water. Do not use paper towels to dry hands.

Note: Wash hands with soap and water if hands are visibly dirty or contaminated with blood or other body fluids. Certain manufacturers recommend washing hands with soap and water after 5-10 applications of gel.

Source: Vancouver Coastal Health's Regional Pandemic Influenza Response Plan

Social Distancing

Follow these social distancing strategies:

- If you get influenza do not go to work until you are well again. That is you are not sneezing and coughing. This is usually around 4 days however it may be up to 7 days. But may be between 2-14 days for COVID-19.
- Avoid crowded places and large gatherings.
- Try to stay at least one to two metres away from other people.
- Where practical, avoid contact with sick people.
- Avoid public transport. If you have to use it, avoid the rush hour.
- Avoid face-to-face meetings. Use the phone, video conferencing, and email instead.
- Postpone or cancel non-essential meetings/gatherings/training courses.
- Bring lunch to work and eat at your desk or away from others.
- Do not congregate in tea rooms or other places where people socialise (If you use the tea nooks then maintain a minimum distance of one to two metres from each other at all times).
- If you must meet face-to-face, keep the meeting short, choose a large room or meet outside, and sit at least one to two metres away from each other.
- Avoid shaking hands, hongi or hugging.

Using personal protective equipment (PPE) Antiviral medication (or equivalent)

- Make sure you use any personal protective equipment (PPE) - P2 masks - that have been recommended. Staff who have symptoms need to wear a mask as they leave work. Team leaders/managers will inform staff on how to access masks for all staff.
- Wear a mask if you have symptoms – coughing or sneezing.
- Make use of barriers supplied by your employer, such as screens.
- If a staff member is identified as providing an essential service antiviral medication is offered if required/available and may be paid for by Council. Please see Health & Safety Advisor for further information.

Health monitoring

If you start feeling ill at work, follow these procedures:

- Tell your manager/team leader.
- If you are well enough, tell your manager/team leader the names of everyone you have been in close contact with and what you have been doing.
- Surgical masks are available, put one on.
- Leave work and immediately contact a health professional.

Depending on what happens during a pandemic, this could be a nurse, doctor, or special health centre. If someone else at work is showing signs of flu, inform your manager, or follow the system for reporting suspected flu cases.

Ventilation

The Council will make sure staff understand the importance of good ventilation, and how to help improve it. Where possible, we will open doors and windows.

We can confirm that air-conditioning maintenance is being provided in accordance with MoH guidelines.

Workplace cleaning

We will:

- Arrange for surfaces frequently touched by hands to be cleaned daily, using a detergent then a disinfectant.
- Ensure cups, dishes and cutlery are washed with soap and hot water.
- Remove all magazines and paper from reception areas and lunch rooms.

Essential services

Council essential services

It is a priority to provide essential services to the city. Throughout the period of the pandemic it is the aim of Council to maintain all its normal range of services (albeit at a reduced level) to Christchurch communities consistent with:

- Health, Safety & Wellbeing, and
- Ensuring essential services are maintained.

The following are identified as essential services, but these need to be reconfirmed by the Incident Management Team at the beginning stages of a pandemic:

- Maintaining the Council's water supply network, ensuring a potable water supply.
- Maintaining the Council's sewerage networks.
- Land Drainage.
- Ensuring domestic waste & refuse does not become a health hazard.
- Traffic signals and safety, ensuring roads are open & usable.
- Cemeteries
- Civil Defence emergency management.
- Community Support, Governance and Partnership
- Art Gallery (Climate Controls and Security)
- Procurement
- Legal Support
- Facilities Property and Planning
- Human Resources
- Financial Management (Payroll and cash availability)
- Customers Services (Call Centre)
- Communications (media)
- IT services to support essential services above.

Key utilities upon which Council relies upon to maintain its services are:

- Water & sewerage
- Electricity
- Telecommunications

Essential Services staff

Decisions on the management of essential services staff rest with their unit manager, subject to any corporate directive. Essential services include 'key' staff involved in the delivery of:

- Water Supply
- Waste Water
- Land Drainage
- Solid Waste
- Traffic Management
- Contact Centre
- Cemeteries
- Civil Defence Emergency Management

Staff which Enable Essential Services

- Procurement
- Facilities Property and Planning
- IT
- Human Resources, Health & Safety
- Financial Management
- Legal Support

Staff requirements

Units have identified what they consider to be the essential services they deliver and have identified the minimum number of staff required to deliver these essential services. If staffing numbers fall below the minimum figure, then it is likely that the 'normal' level of service delivery will be reduced.

Heads of units and team leaders will be required to monitor all staffing levels and in particular those staff that are associated with delivering essential services. Heads of units will be required to brief the Incident Management Team when essential services staffing levels are nearing minimum staffing level. Furthermore, if levels of service delivery are reduced Heads of units must, on a daily basis, advise the Incident Management Team of staffing trends and any other issues that may impact on the continuation of the 'REDUCED' delivery of essential services.

Closure of high risk facilities

Introduction
The Medical Officer of Health, pursuant to provisions of the Health Act, may close facilities and services, which by their nature are associated with a high risk of disease transmission. Facilities and services impacted by this decision are detailed in this section

Deciding which services to close
Services will be provided as long as is deemed safe for staff to do so.

Facilities may be closed by council or by the medical officer of health if the risk is deemed too high to staff. These decisions will be made on a daily basis by the Incident Management Team with advice from medical professionals

Hierarchy of actions
This is a hierarchy of how facilities and staff may be affected (this may change at the time in accordance with medical advice):

- Staff will be advised to implement strict infection control measures.
- Customer service staff will be advised of protection measures
  - Counters may be closed.
- Council buildings may be closed to the public (alternative methods of delivering services to the public will need to be considered).
- Staff who are well will be expected to come to work.
- Council buildings will be closed to the public and to staff.

Council buildings
An effective vaccine will not be available during the pandemic. The key management strategy imposed by either the Medical Officer of Health or Incident Management Team will be closure of areas of mass gatherings including events, public transport and public buildings such as schools and universities.

The following city facilities may be closed to the public:

- Libraries
- Halls
- Community Centres
- Recreation Centres
- Swimming Pools
- Art Galleries

The detail of these facilities are contained within each Business Continuity Plan.

In order to reduce the risk of disease transmission, the Council will introduce a "social distancing" policy at work places it manages. Social distancing may include:

- Closure of all public counters at identified customer service sites.
- Closing all working & office areas to persons other than employees and approved personnel.
- Possible other means of minimising the risk of spread includes:
  - Cancelling all Community Board meetings during the period of the pandemic.
  - Cancelling all Committee meetings during the period of the pandemic.
  - Closing all meetings of Council to attendance by members of the public during the pandemic

It is possible that some public customer services counters may be closed. This will affect the public's ability to make general enquires and pay parking fines, rates etc. The general public will be informed how to make alternative methods of payment and enquiries.

Chapter 5 - Recovery

Aftercare activities

Introduction
Recovery (after care) activities may start at different times across the country as the pandemic waves move through the various areas. These activities involve the organisation of post-event activities to ensure restoration. Activities would continue through the declaration of the end of the pandemic in New Zealand until the pre-pandemic status is restored.

Strategy
This table outlines the Council's 'Recovery' strategy.

Staff support
Staff support programme - counselling services will be available to staff either by telephone or one-to-one counselling.

Visits or telephone contact by Workplace & Staff Support Services will be available to support staff.

Human Resource Business Partners will be available to support business units.

Action	Responsible Unit
Support affected staff	• HR • GMs & Heads of units
Plan for vacancies	• HR • GMs, Heads of, TLs
Recover and reconstruct records	• All Units
Apply for financial assistance	• Corporate Services
Evaluate impacts	• HR • GMs • Executive Leadership Team
Communication	• HR • Communications
Monitor recovery	• Incident Management Team/Executive Leadership Team

Appendix A: Communications Plan Pandemic Response – January 2020

Purpose
This is communications plan to support the Council's planning for, and response to, a pandemic. The plan will outline **internal** communications for Council staff and **external** communications around management of our facilities, events and services during a pandemic outbreak.

Background
The Ministry of Health leads a pandemic response so any public health messaging will come from them. Any internal communications will be based on Ministry guidance and the latest information they provide. Our external communications will be aimed at people using Council facilities, attending events or accessing our services, and how the pandemic and the pandemic response could impact them.

Overall communications goal
Processes and plans are in place for an agile and effective communications response to a pandemic.

Council staff and elected members are well informed about where they can go for information about the virus, what it means for them and their work and workplaces.

Staff and elected members understand what they can do to reduce the risk of getting unwell and reassured that the Council is taking all necessary steps to help keep our staff well.

Residents visiting our facilities, attending our events and accessing our services understand how the pandemic and the pandemic response could impact on these.

They feel reassured that the Council is taking all steps that it can to prevent the spread of the virus and help keep people well.

Objectives

Internal communications
- Internal communications channels are established for good reach to all staff.
- Provide up-to-date clear, plain English about the virus, based on the latest Ministry information.
- Staff and elected members understand the response is led by the Ministry of Health, and they are the single source of truth for information about the virus.
- Staff and elected members feel informed about how the virus could impact on their work and place of work.
- Staff and elected members feel informed about what they can do to keep themselves well.
- Staff and elected members feel reassured that staff health and wellbeing is a top priority, and that the Council is responding appropriately.

External communications
- External communications channels are established for good reach to residents.
- Provide up-to-date, clear, plain English information about any impacts the virus may have on our facilities, events   and services.
- Residents understand the response is led by the Ministry of Health, and they should look to them for information about the virus
- Residents feel reassured that the Council is doing all it can to keep people healthy and prevent the spread of the virus within our facilities, events and through our provision of services.

Audiences

Audience	Tactic
Internal	
Staff	Dawn's update and all staff Dispatch emails as required Key messages for Team Leaders to share with their teams The Hub – banner linking off the homepage to the HSW page as the primary source of information for staff based on Ministry information and advice.
Elected Members	Memos, Big Tin Can, briefings
External	
Library Users	Libraries e-newsletter, plasma screens, posters, Newsline, social media
Pool and rec centre users	E-newsletter database, plasma screens, posters, Newsline, social media
Service Centre visitors	Posters, Newsline, social media
Wider public	Newsline, social media, e-newsletter databases, marketing channels including radio, print media, plasma screens at facilities

Key messages (these will change for each situation, and as the situation evolves)
As at 27/1/20

- In the wake of the Coronavirus (*COVID-19*) outbreak in China, we are closely monitoring information from the Ministry of Health about the virus.
- The health of our staff and making sure we're following Ministry advice about managing our facilities and events is our key focus.
- Currently there are no cases of the virus in New Zealand. Should the situation change, we will follow the lead of the Ministry, and our pandemic plan.
- You can read the Ministry's information about the virus and practical information to help reduce the general risk of infection here. This information will be continually updated as they learn more about this virus. We will also keep you updated.
- In the meantime, please be mindful of your hygiene practises, with practising handwashing and making the most of the hand sanitisers available in your work area and if you are feeling unwell with flu like symptoms, please stay at home until you feel better.

Strategy
All information and messaging about the virus and advice will be based on the latest information from the Ministry of Health. We will adapt this information for our audiences, and use a range of channels to share with staff and residents.

Roles and responsibilities

Role	Lead
Internal Communications	Sarah Duncan
External communications	Linda Bennett

Media spokesperson
TBA

Any media queries should be referred to the Council's Media Manager, Jocelyn Ritchie: 027 241 0244
Communications approval and sign-off

CORONAVIRUS - Frequently asked Questions:

About The Coronavirus: What is it all about?

What is the Coronavirus?

This virus is currently called COVID-19, which has caused a cluster of viral respiratory illnesses initially in Wuhan China. The symptoms reported are mainly fever (with a few cases having difficulty in breathing) and chest x-rays show these patients have pneumonia.

This virus has not previously been detected in humans or animals. Analysis shows it to be distantly related to SARS CoV.

Symptoms of Cornoavirus

Those who are suspected to have contracted COVID-19 will have

- a severe acute respiratory infection with a history of fever over 38 degrees Celsius and a cough onset within the last 10 days
- A history of travel to Wuhan, Hubei Province, China and any other areas with sustained outbreaks in the 14 days prior to symptom onset or
- A close contact of a confirmed case of COVID-19 infection while that person

How infectious is the Coronavirus?

The Ministry of Health considers that;

- the likelihood of limited person-to-person transmission is moderate
- the likelihood of sustained transmission and widespread outbreaks is low (although it might be high in institutions such as aged care facilities)
- there is evidence of some transmission before symptoms
- managing cases and contacts will limit the spread
- it does appear that this infection is only severe for a minority of those infected

Why is there concern about this virus?

It is because it is a new virus, therefore there is not a level of immunity in the population.

Currently it is thought that this virus is infectious during the incubation period when people do not have symptoms. That is why steps are being taken to isolate those who have been in mainland China.

How does a flu pandemic start?

Pandemics occur when a virus emerges that is different from previously circulating strains, that very few people have immunity to it. With a 'normal' flu, the virus although it changes, has been circulating in the general population and a number of people have developed some immunity.

How do I know if I have the flu or a cold?

The difference between flu and a cold

Symptom Or Sign	Influenza	Common Cold
Fever	Usual, sudden onset, 38°C-40°C and lasts	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 and early onset can be severe	Rare

Nausea, vomiting, diarrhoea	In children less than 5 years old	Rare
Watering of the eyes	Rare	Usual
Runny, stuffy nose	Rare	Usual
Sneezing	Rare in early stages	Usual
Chest discomfort	Usual and can be severe	Sometimes, but mild to

Is this Coronavirus at the stage of being a Pandemic?

On the 31st January 2020 by the World Health Organisation (WHO) that the outbreak now meets the criteria for a Public Health Emergency of International Concern.
At this stage a decision has not been made to declare a Pandemic; however, the Ministry of Health recommends that all local readiness and response plans are in place.

What is the Council doing?
The council has a comprehensive Pandemic Plan, and regularly meets to discuss readiness and response planning. Council is in regular contact with the Medical Officer of Health (MOH) and other medical advisors as required. Council will keep you updated on progress and latest information on the Coronavirus.

I have a team member who is due to return to work after spending time in China. Is it ok for them to come back to work?

The Ministry of Health advice is that if you have been in mainland China after 2 February 2020, you may have been exposed to novel coronavirus (COVID-19). In some people it may take up to two weeks before symptoms present if they have been infected. As a result, you should isolate yourself from other people for 14 days from when you arrive back in New Zealand from mainland China as you may have been exposed and infected with the virus.

If you are unsure if you should be self-isolating, or if you do not know where you are allowed to go, please contact Healthline for free on 0800 611 116.

I have a team member who has been in China and plans to self-isolate for two weeks before returning to work. Are they entitled to paid leave?

Use this table to help determine what type of leave this would be. Check the Register of Delegations to see who can approve the different types of leave request.

If…	And…	Then your leave will be…
You are sick due to the Coronavirus or have a sick dependent		Utilise sick leave. If sick leave allocation used, you can ask that any annual leave entitlement is taken as sick leave or you can apply for Discretionary Leave.
You are sick or have sick dependants, and have used sick leave and annual leave.	You do not have any leave owing	You can apply to your Manager or Team Leader for Additional discretionary Leave, then Sick Leave Without pay.

I have a team member who is due to return to work after spending time in China. They want to return to work immediately and don't want to self-isolate for 14 days. What should I do?

Please contact your HR Business Partner for advice.

How is a virus transmitted?
A virus mostly travels from one person to another, this virus is generated when an infected person coughs or sneezes. Viruses can live on hard surfaces for 24-48 hours (within a particle of fluid), on cloths and tissues for 8-12 hours, and on hands for 5-20 minutes. The virus can also be transmitted if someone touches a surface and then touches their eye, nose or mouth. Current information advises that if you are at risk on having contracted the virus you need to isolate yourself for 14 days.

Should I wear a mask?
For most people, personal protective equipment (PPE), face masks **are not recommended**, as there is limited evidence that the use of face masks prevents the spread of transmission of the disease. The use of a mask alone is insufficient to provide adequate level of protection.
The WHO recommends that there may be benefit in wearing a face mask to reduce the spread of infection from people **with symptoms** of an acute respiratory infection, but not for the general population unless there is a severe epidemic.

What can I do to reduce my risk of infection?
- Regularly washing hands (for at least 20 seconds with warm water and soap and dry thoroughly). Use alcohol-based hand sanitiser if hands are not visibly soiled.
- If coughing or sneezing cover nose and mouth with flexed elbow or paper tissue, dispose of tissue immediately after use and wash hands
- Refrain from touching eyes nose and mouth
- Avoid close contact with anyone with cold or flu-like symptoms

Should I go to work if I am unwell?
- You should stay at home to recover if you are unwell. You will be able to ring your General Practitioner or Healthline 0800 611 116 for advice.
- You need to advise your manager if you are unwell.
- If you are diagnosed with the coronavirus it is essential that you let your Manager know to enable Council to manage any risk posed to others.
- Leader/Managers must ensure the incident is reported to the Health, Safety & Wellbeing Team via the Report a Health and Safety HSW Event Tool
- In addition, the Leader/Manager must contact Facilities to ensure that all equipment contaminated is cleaned down prior to use. Log a call at Facilities Service Requests, facilities.service@ccc.govt.nz or contact Facilities at (03) 941 8111

Seek advice from your Health & Safety Team handsadmin@ccc.govt.nz for further information

Appendix C: Coordinated Response and Recovery Plan

Introduction

While some incidents may affect a single business unit, there is potential for incidents to affect several units, or indeed the Council as a whole. The Shirley Service Centre Library fire, in 1997, was a good example whereby personnel from several Units were affected by the business interruption. Should such an incident occur again it has been recognised that there is a need for a coordinated approach to be taken with respect to leadership and response by senior managers. This plan has been developed to provide a coordinated leadership and response to business interruption affecting more than one business unit. Leadership for such incidents will be provided by members of an Incident Management Team.

This Plan is intended to assist the Incident Management Team to address a range of possible business interruptions to Council operations including, but not limited to, the following where the incident affects more than one business unit:

- Lack of access to premises
- Loss of key personnel
- Large number of staff unable to work (e.g. pandemic, climatic conditions)
- Network server failure
- Loss of power to premises
- Fire within premises

Each individual business unit must ensure its own business continuity plan identifies how it will function during times when business operations are interrupted by the above.

Heads of units are to advise the GM Citizens and Community as soon as possible of any business interruption that impacts on the running of Council's operations (i.e. that which will impact on the staff's ability deliver services to the public).

Trigger for this plan

The Incident Management Team will meet following the GM Citizens and Community receiving a phone call (or other notification) from more than one unit manager advising of a business interruption. At this point the Team will ascertained to what extent the business interruption has affected operations

NB: It is imperative that decisions are made and communicated as quickly as possible to staff.

The responsibilities of the "Incident Management Team" (IMT) will include (but not limited to) the following:

- Communications: with internal staff, public, media, major customers and suppliers.
- HR issues: whether staff should be sent home, allocated to other duties etc.
- Finance: where expenditure is required and who is responsible for meeting costs. What are the financial priorities?
- Accommodation: whether alternative locations are to be arranged.
- Resources: who gets first use of available resources?
- Coordination with external agencies. .
- Managing political and public image aspects.

The structure and representation of the Team is dependent upon the extent and duration of the incident. Other staff member will be included on the Team as and when required. Team members may all meet initially, with the Team being downsized as the incident dictates.

Management response team:
- Chief Executive Officer
- General Manager City Services
- General Manager Consenting and Compliance
- General Manager Citizens and Community
- Head People and Capability, Human Resources
- General Manager Strategy and Transformation
- Manager, Civil Defence & Emergency Management
- Head of Public Information and Participation
- Affected Heads of

NB: It may not be necessary for all Managers to attend all meetings – this will depend upon the incident that has caused the disruption to business.

Key to these response arrangements is the General Manager Citizens and Community who will lead the decision making for the duration of the response and recovery process. In the absence of the General Manager Citizens and Community, the team should appoint another team member to act as the Coordinator.

The Incident Management Team provides a decision-making framework, and should be flexible in determining the actions resulting from various disruptions. It is important that key people understand the roles that they may be asked to fulfil, and that their initial actions are defined.

Roles & Responsibilities

General Manager Citizens and Community
- Notify and assemble relevant members of the Incident Management Team as soon as possible following the report of an incident.
- Chairs the decision-making process
- Coordinates management response during the response and recovery phase (or delegates as required)

General Manager Finance & Commercial
- Coordinates requests for alternative accommodations and organises the logistics of any relocations. .
- Coordinates decisions relating to expenditure required to aid the response or recovery actions.

Head of People and Capability, Human Resources
- Responsible for staff related issues that may develop during a crisis (i.e.: decision on Health and Safety matters, to send staff home, require certain staff to remain at work or come into work, or allocation of other duties).

Head of Public Information and Participation
- Work with Heads of units and their staff to provide necessary communications that may be required following a business interruption - internal and external communications.

General Manager Consenting and Compliance
- Ensure elected members are kept informed as to the impact of the disruption and effect on Council's operations.

Head of Customer Services
- Works with team members as required to assist in the prompt resumption of services.

Manager, Civil Defence & Emergency Management
- Provides expertise regarding aspects of the response and recovery operations

Manager, Health & Safety Manager Health specialists and provides up to date information

Essential Services staff

Decisions on the management of essential services staff rest with the Head of their unit, subject to any corporate directive. Essential services include 'key' staff involved in the delivery of:

- Incident Management Team
- Maintaining the Council's water supply network, ensuring a potable water supply.
- Maintaining the Council's sewerage networks.
- Land Drainage.
- Ensuring domestic waste & refuse does not become a health hazard.
- Traffic signals and safety, ensuring roads are open & usable.
- Cemeteries
- Civil Defence emergency management.
- Payroll
- IT services to support essential services above.

Operations Location

Assembly Point:
The General Manager Citizens and Community will call a meeting with the Incident Management Team.

Contact list for key staff in Coordinated Response and Recovery Plan (as at 27/01/2020)

Position	Name	Phone (wk)	Mobile	Email
Duty Civil Defence Advisor				
Chief Executive				
EA to Chief Executive				
GM Citizens & Community				
EA to GM Citizens & Community				
GM City Services				
EA to GM City Services				
GM Corporate Services				
EA to GM Corporate Services				
GM Consenting & Compliance				
EA to GM Consenting & Compliance				
GM Finance & Commercial				
EA to GM Finance & Commercial				
GM Strategy & Transformation				
EA to GM Strategy & Transformation				
Principal Advisor Ngāi Tahu Relationship				
Chief Advisor to CE				
Director of Office of Chief Executive				
Head of CDEM				
Head of Public Information & participation				
Head of People and Capability				
Health and Safety Manager				

What is Business Continuity Planning?

Business Continuity Planning or BCP is a process that identifies the key functions of an organisation (in this case the Christchurch City Council) and the likely threats to those functions. From this information plans and procedures can be developed which will ensure key functions can continue whatever the circumstances

When should this Plan be activated?

This Plan is activated when an incident affects more than one business unit's operations and a coordinated approach is required to restore operations e.g. fire at location where more than one unit is located; electricity failure to Civic Offices; storm or snow-storm where staff may need to leave work early to get safely home.

Who is responsible for bring the Management response Team together when a disruption to business occurs?

The General Manager Citizens and Community. In the absence of the above Manager another General Manager on the Incident Management Team.

Where does this Plan fit in relation to unit business plans?

This Plan overarches individual business unit plans but only to the extent of coordinating common issues that affect each unit.

Responsibility of unit managers?

The Head of the unit(s) affected by a business disruption is to advise the Management Response Coordinator (i.e. General Manager Citizens and Community) within thirty minutes or as soon as practicable.

Who is responsible for updating information contained within this Plan?

Civil Defence Emergency Management

Where can staff access a copy of this Plan?

This Plan can be found on the intranet under the heading of 'Business Continuity Planning'