**TEMPLATE – EMERGENCY PANDEMIC SUB PLAN**

Introduction

An influenza pandemic is a global outbreak of disease caused by a new influenza virus. Because there is little natural immunity to the virus, many people may become seriously ill or die. Influenza pandemic are unpredictable, but they can be expected to occur every 10 to 50 years. The *X Council Pandemic Emergency Sub Plan* aims to identify strategies to protect the X Council workforce and general community, and minimise the impact of influenza pandemic.

During a pandemic, the X council’s priorities are to:

* maintain the essential services that Council provides to the community
* communicate with the community about Council core business
* support other government agencies to manage the impact of a pandemic.

The X council’s response to a pandemic will be guided by advice from the NSW Department of Health and other emergency service providers. As it is not possible to accurately predict the behaviour of a pandemic in advance, this plan identifies strategies and resources that may be utilised to cover all likely scenarios.

The plan identifies the responsibilities of those in the organisation with a key role in managing the X Council’s response to a pandemic, as well as those with responsibilities for providing essential services and support services.

Producing the plan is only one part of the overall preparedness for pandemic influenza – it must be communicated to stakeholders, tested, and revised as required. A strategy is already underway to communicate the plan to all major stakeholders, including consultation, individual briefings and exercises.

National and State Framework for Emergency Pandemic

Internationally, the peak body for the management of pandemic outbreaks is the World Health Organisation (WHO) of the United Nations. The WHO maintains an extensive global monitoring program for all communicable diseases, including influenza.

In Australia, the Federal Government has developed *The National Action Plan for Human Influenza Pandemic (NAP HIP)* which presents options on how to best respond to the next influenza pandemic.

Building on this plan, the NSW Government has developed a NSW Human Influenza Pandemic Plan, a sub plan of the NSW Sate Emergency Management Plan. This plan will help support and coordinate efforts during such outbreaks, and minimise, where possible, the short and long term social and economic disruption to the population of NSW.

Refer to <https://www.emergency.nsw.gov.au/publications/plans/sub-plans/human-influenza-pandemic.html> for NSW Human Influenza Pandemic Sub Plan.

Predicted Impact of an Influenza Pandemic

A pandemic may last between 12 – 18 months, with up to 3 pandemic waves. Each wave could span 4 – 12 weeks. Modelling the potential impacts of inﬂuenza pandemics involves a high degree of uncertainty. Factors such as the virulence and infectivity of the next pandemic strain limit our abilities to characterise the next pandemic with any accuracy. It is estimated that businesses should plan for 30% to 50% staff absences for periods of approximately eight weeks at the peak of a pandemic. Staff absences can be expected for many reasons:

* Illness/incapacity (suspected/actual/post-infectious)
* Some employees may need to stay at home to care for ill family members
* Others may need to stay at home to look after children (as schools/child care centres are likely to be closed)
* People may feel safer at home (e.g. to keep away from crowded places such as public transport)
* Some people may be fulfilling other roles within the organisation or volunteer roles within the community.

These impacts would significantly affect day to day operations and the ability of Council to recover to full operations once the risk has passed. These impacts highlight the importance of business continuity planning.

Legislative Framework and Related Plans

The following acts and their respective regulations are relevant to this plan:

* State Emergency and Rescue Management Act 1989 (as amended)
* Local Government Act 1993
* Public Health Act 2010

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| The following external plans are relevant to this plan:   * State Emergency Management Plan * Regional Emergency Management Plan * Local Emergency Management Plans * National Action Plan for Human Influenza Pandemic * NSW Human Influenza Pandemic Plan * State Emergency Management Sub Plans * Functional Area Supporting Plans, including Health, Energy and Utilities, Engineering Services, Transport Services, Welfare Services | The following Council plans relevant to this plan:   * Crisis and Emergency Management Plan * Communications Supporting Plan * Evacuation Centres Supporting Plan * Community Recovery Supporting Plan * Emergency Response Supporting Plan * Volunteer Management Supporting Plan * Business Continuity Plan * Quick Action Cards |

Objectives

The X Council Emergency Pandemic Sub Plan aims to:

* Identify measures and mitigation strategies to protect the X Council’s workforce and community, and minimise the impact of influenza pandemic
* Prepare and have arrangements in place to reduce the impact of pandemic
* Contain and prevent transmission, implement infection control measures, and provide support services to council employees
* Maintain essential municipal services through the provision of business continuity in the face of staff absenteeism and rising demand on local government services
* Assist in providing mass vaccination services to the community, if an influenza pandemic vaccine becomes available
* Develop media and communication messages, in line with whole of government messages, to inform the community and staff of any changes to normal services
* Coordinate Council’s actions with those of other agencies and organisations to manage community consequences of a pandemic

Council’s Role and Responsibilities

In addition the X Council’s responsibilities under the State Emergency and Rescue Management Act and the Local Emergency Management Plan, the X Council’s responsibilities under the NSW Human Influenza Pandemic Plan are:

* Distribute warnings and other relevant advice to the community, ensuring consistency with messaging from NSW Heath & NSW Police
* Develop and implement strategies to minimise the effects of pandemic on vulnerable populations
* Assist as requested by the State/Regional/Local Emergency Operations Controller **(S/R/LEOCON)**
* Provide regular information/situation reports to the S/R/LEOCON
* Provide liaison officers to the Emergency Operations Centre **(EOC)** when requested by the S/R/LEOCON
* Maintain essential services to the community, as detailed in X Council’s business continuity plans

X Council has established a Pandemic Preparedness Team to support the X Council’s response:

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| **Name** | **Role** | **Contact** | **Alternate** |
|  | Emergency management |  |  |
|  | Vulnerable community communications & liaison |  |  |
|  | Cleansing & Waste Services |  |  |
|  | Urgent road and footway maintenance |  |  |
|  | Fleet Management |  |  |
|  | Procurement of goods and services |  |  |
|  | Call Centre, Customer Service Centres |  |  |
|  | IT services |  |  |
|  | Media & external communications |  |  |
|  | Health inspections |  |  |
|  | WHS & internal communications |  |  |
|  | Human resource planning, IR, Payroll |  |  |

Activation of the Emergency Pandemic Sub Plan

* The activation of the X Organisation’s Emergency Pandemic Sub Plan will coincide with the activation of the NSW Human Influenza Pandemic Plan. The State Emergency operations Controller (SEOCON) **(NSW Police Deputy Commissioner)** will activate the NSW State Plan on advice from the NSW Department of Health.
* The SEOCON may also consider activation of the NSW Human Influenza Pandemic Plan when advice is received that the NSW Chief Health Officer is issuing Pandemic Health Alerts.
* The Regional Emergency operations Controller (REOCON) of X Council, **NSW Police Assistant Commissioner X Person**, is responsible for activating regional plans and coordinating regional emergency operations, including the opening of the EOC.
* During the activation of the NSW State Heatwave Plan, the dissemination of information in relation to the pandemic including warnings, health advice and other messages to stakeholders and the community, will be coordinated through the State Emergency Operations Centre **(SEOC)** and the Public Information Functional Area Coordinator to maximise the distribution and consistency of messages.
* The activation of X Council Pandemic Sub Plan is the responsibility of the X Council **Crisis Director, X Person**, supported by the Crisis and Emergency Management Team and the Response & Recovery Team.
* NSW Health will control the health response to the pandemic in accordance with the arrangements in the NSW Health Plan.

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| **External Agency Responsibilities**  Agencies may be requested by the S/R/LEOCON to provide a Liaison Officer to the EOC, with communication facilities back to his/her parent organisation.  All organisations, including Council are required to a. assist in the response as requested by the SEOCON or REOCON and b. provide regular information and situation reports to the SEOC | | | |
| ***NSW Police (SEOCON & REOCON)***   * Coordinates multi-agency operations and controls the allocation of resources in accordance with EMPlan arrangements * Activates the Sub Planand SEOC as necessary * Coordinates the distribution of Pandemic warnings and other related information to SEMC members and stakeholders | ***State Emergency Operations Centre (SEOC)***   * Informs SEMC Members, agencies and Regions of activation of this plan. Monitor the situation * Ensures SEOCON is updated regularly * Collects and disseminate information and intelligence in relation to the operation | ***NSW Police (REOCON(s) (in affected regions)***   * Activates the REOC as necessary * Coordinates Initial Impact Assessments * Coordinates activities in response to consequences of Pandemic affecting the Region | ***Bureau of Meteorology***   * Issues weather warnings when capability exists * Provides forecasts and briefings regarding the conditions |
| ***Emergency Services (Fire & Rescue, Ambulance)***   * Maintains heightened readiness * Assists as requested by SEOCON and REOCON * Provides regular information/situation reports to SEOC | **Energy and Utility Services Functional Area**   * Distributes warnings and other relevant advice to Participating and Supporting Organisations and other associated stakeholders * Coordinates energy and utility services in accordance with the Energy & Utility Functional Area Supporting Plan | ***Health Services Functional Area***   * Advises SEOCON of NSW Health, Health Alerts * Distributes warnings and other relevant advice to Participating and Supporting Organisations and stakeholders * Coordinates the health response to Pandemic events in accordance with NSW Human Influenza Pandemic Plan | ***Public Information Services Functional Area***   * Coordinates the distribution of warnings, information and other advice to the community in accordance with the Public Information Services Functional Area Supporting Plan |
| ***Transport Services Functional Area***   * Distributes warnings and other relevant advice to Participating and Supporting Organisations and other associated stakeholders * Coordinates transport services in accordance with the Transport Services Functional Area Supporting Plan | ***Welfare Services Functional Area***   * Distributes warnings and other relevant advice to Participating and Supporting Organisations * Assists Health Services to provide health advice to vulnerable groups including to facilities which are regulated or coordinated by Dept of Family and Community Services | ***Engineering Services Functional Area***   * Distributes warnings and other relevant advice to Participating and Supporting Organisations and other associated stakeholders * Provides engineering support and technical advice to agencies engaged in the response to Pandemic operations | ***Agriculture and Animal Services Functional Area***   * Distributes warnings and other relevant advice to Participating and Supporting Organisations and other associated stakeholders * Provides advice in relation to the welfare of affected animals. Assist as requested |

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| **Pandemic Procedures** | | | | |
|  | **Stage 1: Prevention/Preparation** | **Stage 2: Pandemic Alert** | **Stage 3: Pandemic Response** | **Stage 4: Recovery and Review** |
| **Workforce Services** | - Develop pre-prepared key messages on pandemic  - Develop & maintain pandemic advice on X Council website  - Support the distribution of pandemic advice to staff  - Support the completion of risk assessments  - Support the development of safe work method statements  - Maintain WS BCAP to support essential operations/services | - Implement the Emergency Communications Plan  - Review NSW Health pandemic advice  - Issue All Staff email advising of pandemic alert  - Update Internal staff communications platform with latest advice from NSW Health  - Monitor NSW Health for latest pandemic advice  - Support the distribution of pandemic advice to staff  - Issue reminder about implementation of relevant SWMS | - Continue implementation of Emergency Communications Plan  - Issue All Staff email on pandemic commencement  - Monitor pandemic advice from NSW Health  - Update internal staff communications platform with latest advice from NSW Health  - Support the distribution of pandemic advice to staff  - Monitor staff welfare and implementation of protective measures  - Update Crisis Director as required | - Update internal staff communications platform with the latest advice from NSW Health  - Review effectiveness of WHS controls pandemic risks  - Revert back to Stage One  - Review documentation of response to ensure completeness  - Participate in review and debrief sessions |
| **City Life** | - Identify vulnerable/CALD communities & communications plan  - Prepare materials for distribution to vulnerable/CALD groups  - Complete pandemic briefings of customers/clients  - Maintain BCAPs to support delivery of essential services  - Complete staff & volunteer training in pandemic & related illness  - Prepare distribution list for supporting agencies | - Notify children services, HACC services, and Homeless Unit  - Notify supporting agencies of pandemic alert  - Implement communications plan for vulnerable/CALD groups  - Continue Stage One education  - Monitor NSW Health for latest pandemic advice for carers  - Distribute pandemic warnings to target groups | - Notify relevant staff & volunteers of pandemic commencement  - Notify supporting agencies of pandemic commencement  - Monitor Health NSW for latest pandemic advice for carers  - Distribute pandemic advice to target groups  - Notify clients/customers of pandemic commencement  - Commence welfare calls where considered necessary  - Pre shift briefings on current situation and latest advice  - Continue Stage One education | - Notify relevant staff & volunteers that pandemic is declared over  - Notify supporting agencies that pandemic is declared over  - Notify clients/customers that pandemic is declared over  - Revert back to Stage One  - Review documentation of response to ensure completeness  - Participate in review and debrief session |
| **City Engagement** | - Develop pre-prepared key messages on pandemic  - Develop & maintain pandemic advice on X Council website  - Support the distribution of pandemic advice to community  - Maintain C&M BCAP to support essential operations/services  - Prepare customer service script for pandemic | - Implement the Emergency Communications Plan  - Review NSW Health pandemic advice  - Issue media release to public about pandemic alert  - Update public website with latest advice from NSW Health  - Monitor NSW Health & PIFAC for latest pandemic advice  - Support the distribution of pandemic advice to community  - Update customer services script with latest information | - Continue implementation of emergency communications plan  - Issue media release to public on pandemic commencement  - Monitor pandemic advice from NSW Health and PIFAC  - Refer public to CoS website or NSW Health website for updates  - Support the distribution of pandemic advice to community  - Update Crisis Director as required | - Issue media release advising that pandemic declared over  - Encourage community to check on welfare of friends & family  - Update CoS Website with latest advice from NSW Health  - Revert back to Stage One  - Review documentation of response to ensure completeness  - Participate in review and debrief session |
| **Emergency Management** | - Coordinate Pandemic Plan development and review  - Assist with community education and communications plan  - Identify and conduct suitable staff training as required  - Maintain SEM BCAP to support essential operations/services  - Register with SydneyAlert and other alert services  - Establish distribution list with external agencies (LEMC/REMC) | - On receiving alert, notify the Crisis Director & Pandemic Team  - Implement the Pandemic Plan and Communications Plan  - Monitor pandemic advice from NSW Health  - Establish contacts with external agencies (LEMC/REMC) | - On recommendation of NSW Health, activate Pandemic Plan  - Notify Crisis Director & Pandemic Team  - Assist with the implementation of the Pandemic Plan  - Assist with the implementation of the Communications Plan  - Regularly monitor NSW Health updates  - Liaise with Crisis Management Team & Pandemic Team  - Liaise with Essential Service Business Units & Recovery Team | - Deactivate pandemic response  - Revert back to Stage One  - Continue to monitor NSW Health advice  - Notify Crisis Director & Pandemic Team  - Facilitate review & debriefing session within 7 days  - Facilitate external stakeholder review with 28 days |
| **Essential Services** | - Maintain BCAPs to support essential operations/services  - Ensure all staff are trained in responsibilities under the BCAP  - Conduct and annual exercise and review of BCAPs  - Maintain appropriate levels of PPE | - Review possible impact on essential services/operations  - Implement BCAP as required  - Monitor NSW Health for updates  - Distribute pandemic advice to all staff via toolbox talks | - Implement BCAP as required  - Maintain, increase, decrease, discontinue services as required  - Daily pre-shift briefings / toolbox talks  - Increase monitoring of staff welfare  - Modify operations based on advice from NSW Health & WHS  - Report any disruption to essential services to Director  - Report any disruption to services to customer service & media | - Revert to normal operations  - Review documentation of response to ensure completeness  - Review the effectiveness of BCAPs and modify as required  - Revert back to Stage One  - Participate in review and debrief sessions |
| **Supporting Documents** | *- Communications Supporting Plan*  *- Business Continuity Action Plans*  *- Local/Regional Emergency Committee Contacts (Confidential)*  *- Vulnerable Communities Distribution List*  *-* [*http://www.health.nsw.gov.au/pandemic/Pages/default.aspx*](http://www.health.nsw.gov.au/pandemic/Pages/default.aspx) | *- Communications Supporting Plan*  *- Business Continuity Action Plans*  *- Local/Regional Emergency Committee Contacts (Confidential)*  *- Emergency Pandemic Sub Plan*  *-* [*http://www.health.nsw.gov.au/pandemic/Pages/default.aspx*](http://www.health.nsw.gov.au/pandemic/Pages/default.aspx) | *- Communications Supporting Plan*  *- Vulnerable Communities Distribution List*  *- Business Continuity Action Plans*  *- Local/Regional Emergency Committee Contacts (Confidential)*  *-* [*http://www.health.nsw.gov.au/pandemic/Pages/default.aspx*](http://www.health.nsw.gov.au/pandemic/Pages/default.aspx) | *- Community Recovery Supporting Plan*  *-* [*http://www.health.nsw.gov.au/pandemic/Pages/default.aspx*](http://www.health.nsw.gov.au/pandemic/Pages/default.aspx) |