

TOWN OF THREE RIVERS

Business Continuity Plan During a Flu Pandemic

Policy Number: TRE-01

Approved By: Three Rivers Town Council

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PURPOSE

In the event of a pandemic emergency, the Town of Three Rivers will follow this contingency plan to offset impacts on, and establish expectations for, the Town, its residents, and its employees.

POLICY STATEMENT

The Town of Three Rivers management is dedicated to the establishment of a safe, secure working environment and is committed to supporting effective health and safety management.

The Town of Three Rivers is also responsible to plan for emergencies. In the event of a pandemic, the Town will play a key role in protecting its employees' health and safety.

A pandemic could result in significant employee absenteeism due to sickness of employees and/or their family members. It could also affect the provision of services and supplies under contract to the Town. To effectively control situations, contingency planning must take place and material acquisition and logistical support must occur prior to the actual situation.

The intent of the plan is to identify the potentials and provide contingency plans to offset anticipated impacts.

DEFINITIONS

Mayor means the Mayor for the Town of Three Rivers or designate.

Council means the Council for the Town of Three Rivers.

Chief Administrative Officer (CAO) means the Chief Administrative Officer for the Town of Three Rivers.

Pandemic means a pandemic declared by the Chief Public Health Office of PEI.

Pandemic Team means for the purpose of these guidelines, staff employed at the Town of Three Rivers that have been assigned responsibilities to carry out essential services that need to be provided by the Town of Three Rivers during a pandemic.

Pandemic Coordinator means for the purpose of these guidelines means the Manager of Community Services for the Town of Three Rivers.

Employee means any person employed with the Town of Three Rivers at the time of a pandemic.

Decision Tree means for the purpose of these guidelines a decision tree is a chart or diagram that staff will use to determine the course of action to take regarding who will make various decisions within departments during a pandemic if various staff become ill.

DIRECTION AND CONTROL

The Chief Administrative Officer, supported by the Senior Managers, has the responsibility for ensuring this procedure is implemented and maintained and those employees identified as part of the pandemic team are involved in determining risk potential in their respective areas.

The Manager of Community Services is assigned the responsibility of pandemic coordinator and will have the responsibility of assigning a pandemic team to develop the expected contingency plans.

PANDEMIC PLAN PROCEDURES

The pandemic plan is essentially a business continuity plan. A local pandemic will likely mean the Town cannot continue to provide all the services it normally provides. The development of a pandemic plan allows the Town to predetermine which services are essential and must continue in the event of a local pandemic, as well as which employees, contractors and supplies are required to deliver those services.

The plan also addresses the impact on employees and their families. It includes measures to help to slow or contain the spread of the virus. It is recognized these may not stop the spread of the virus but they should help to spread out the peak period of sickness which will allow the health care system to better cope with the virus and allow the Town to better continue with the provisions of services.

Measures to ensure continuity of services are as follows:

- Identification of essential and non-essential services provided by the Town in priority order.

- Identification of employees, partners and supplies necessary to continue priority services.
- Actions to help ensure the continuation of services in priority order during a pandemic.
- Identification of employee actions to avoid sickness or spread of sickness.
- Identification of potential social and psychological impacts on employees and their families and provision of necessary supports to help them cope.
- Communication plans for employees, residents, partners, and other stakeholders.

SERVICES PANDEMIC PLAN

Schedule 1 attached has a list of services for the Town of Three Rivers in their priority order. It lists the essential elements required to continue services during a pandemic.

The Chief Administrative Officer shall ensure the listed pre-pandemic actions are carried out. (Schedule 1).

Should there be a pandemic affecting the local area, the CAO or designate will declare that this pandemic plan be enacted and notify Mayor, Council and Staff that the plan is operational.

Staff are expected to follow the plan and to ensure the services are provided in the order of priority listed on Schedule 1. It should be noted in high priority services, staff should use their own judgement and defer non-critical tasks where necessary to ensure that priority tasks are addressed first. This could involve helping in an area/department where they would not normally work.

EMPLOYEE IMPACT AND ACTIONS

Employees will likely be impacted in various ways during a pandemic, including worrying about loved ones, dealing with sickness, taking on added responsibility and protecting themselves and others from spreading the flu.

If the pandemic plan is activated, employees will require to take the following actions:

- Stay at home if they have flu like symptoms or are required to self isolate according to the guidelines of the Chief Public Health Office. Permanent employees can use sick leave for this. Sick leave could be advanced to employees without adequate sick leave banked. This would be at the discretion of the CAO. Casual employees will be guaranteed that any lost hours will be made up at the end of the work term. Employees also have the option to access other leave detailed in the P.E.I. Employment Standards Act.
- Report any sickness that is flu related.
- Cancel any leave or professional development activity, in consultation with their immediate supervisor.
- Work remotely, in consultation with your supervisor where possible.
- Curtail contact with other employees and members of the public to the extent possible. Practice social distancing. (i.e. avoid lunch breaks, face to face meetings etc.)
- Practice proper hygiene to prevent the spread of illness in accordance with detailed practices issued by the Town of Three Rivers.
- Circumstances may require the Town of Three Rivers to lay off or reduce hours of staff whose function is not rated as priority and if they are not able to fulfill a service in another area.

During a flu pandemic, employees may experience worry, stress, grief, trauma, isolations, financial stress etc. Just as the employees have a responsibility to the Town to perform their duties diligently and provide services to residents, so too the Town has a responsibility for the health and safety of its employees.

To help Employees deal with a pandemic, the Town will do the following:

- Provide access to counseling to employees and their families through the Town's Employee Assistance Program service provider.
- Communicate regularly with employees on the status of the pandemic situation.
- Establish a buddy system to ensure someone is checking on sick employees and their family members to keep lines of communication open. This will be an assigned duty during a declared pandemic.
- Where necessary, develop an information flyer for employees and their family members with necessary information. For example, what are flu like symptoms? ways to avoid spreading the flu, EAP contact information etc.

COMMUNICATION PLAN

As in any crisis, communication with employees, residents, partners, and other stakeholders is critical to reducing fear and panic and ensuring smooth operations. In the event that a flu pandemic is declared, the following communication plan will be carried out:

- Recognize the pandemic and implement this plan (CAO or designate)
- Liaise with Provincial EMO, Chief Public Health Office (CAO or designate)
- Regularly update employees via email (CAO or designate)
- Regularly update with clients and other stakeholders (CAO or designate)

SCHEDULE 1 ATTACHED

SCHEDULE 1 – SERVICE TABLES

SERVICE PRIORITY 1 – MANDATORY

Service	Requirements to Continue Services	Pre-Pandemic Actions	Pandemic Actions	Comments
Water Supply and Distribution	<p>Water quality testing (required to ensure safe water supply) Water chlorination (required to ensure safe water supply)</p> <p>Spare parts inventory (parts which are essential to continue service)</p>	<p>Validate lab pandemic plan. Check with DOFAE to see if alternate lab's protocols are available.</p> <p>Have 100 litres of chlorine in inventory. Develop and distribute contact list for chlorine supplies.</p> <p>Develop protocol for mixing and use of Javex if necessary</p> <p>Ensure inventory of critical parts (ie. Pumps) Develop contact list for spare parts</p>	<p>If lab is not available increase chlorine residual testing.</p> <p>Purchase supplies</p> <p>Use Javex if necessary (keep formula on hand)</p> <p>Standard operating procedure</p>	

Sewer Collection and treatment	Operators (3 staff members are trained and certified as system operators)	Develop a priority list for vaccination when it becomes available. Document procedures for critical functions. Train other staff on critical functions (additional staff in training)	Require qualified operators to work remote from each other and from other staff to the extent possible	
	Emergency repairs – watermain breaks (should be adequate number of contractors available)	Develop and distribute contact list for contractors who can repair water main breaks (names of local contractors on hand)	Standard operating procedure	
	Spare parts inventory (parts which are essential to continue service)	Ensure adequate inventory of critical spare parts	Standard operating procedure	
	Operators (3 staff members are trained and certified as system operators)	Develop priority list for vaccination when it becomes available. Document procedures for critical functions. Train other staff on critical	Standard operating procedure	

	<p>Emergency repairs-sewer line breaks (should be adequate number of contractors available)</p> <p>Emergency pumping – septic haulers (should be adequate number of septic haulers available)</p>	<p>functions (one staff in training)</p> <p>Develop and distribute contact list for contractors who can repair sewer line breaks (local)</p> <p>Develop and distribute contact list for septic haulers (local contractors on hand)</p>	<p>Standard operating procedure</p> <p>Standard operating procedure</p>	
Police Protection	Adequate service coverage	Contact RCMP to verify they have a pandemic plan	Standard operating procedure	
Fire Protection	Adequate service coverage	Contact Fire Depts to verify pandemic plan (3 Fire Departments offer mutual aid)	Standard operating procedure	
Emergency Response	Availability of power outage emergency centres	Provide list of town maintenance, cleaning, snow clearing etc. to all staff, as well as power outage emergency center policy	Standard operating procedure	

Communication	Communication with residents, business, staff and stakeholders	Develop employee contact list (email for home and office, telephone contacts and telephone tree)	Regular updates to employees via email (CAO or Designate)	
		Develop media contact list, mechanism to use sign board, email list and web site)	Regular updates to residents via media, sign board, email list and web site (Mayor or Designate)	
		Develop contact information for partners	Regular updates with clients and other stakeholders (CAO) or designate	

SERVICE PRIORITY 2 – HIGH PRIORITY

Sidewalks	Sidewalk snow removal	Maintenance staff (present staff)	Standard operating procedure	
	Sidewalk maintenance	Develop list of alternate providers, if necessary (local contractors available) Train staff on use of snow removal equipment	Develop back up plan if necessary.	

		Develop and distribute contact list for repair contractors and provide to all staff (local contractors)	Standard operating procedure	
Town Buildings	Building cleaning	Contact service provider to verify they have a pandemic plan. Develop and distribute list of alternate providers if necessary. Stock up on hand cleaner and disinfectant wipes and sprays. Develop protocol for additional cleaning of common shared surfaces and train cleaning staff.	Implement pandemic cleaning protocol. Implement back up plan if necessary.	
	Building Maintenance	Document procedures for critical functions. Train other staff on critical functions (5 staff on hand) Develop and distribute contact list for	Standard operating procedure Implement back up plan if necessary.	

		repair contractors and distribute to all staff (local contractors) Contact alarm monitoring company to verify that they have pandemic plan		
Town Property	Property maintenance	Document procedures for critical functions. Train other staff on critical functions (5 staff on hand) develop and distribute contact list for repair contractors to staff (local contractors)	Standard operating procedure Implement back up plan if necessary.	
	Snow removal	Contact service provider (Maintenance personnel) Develop and distribute list of alternate providers if necessary. Train staff o use of snow removal equipment (6 staff available)	Standard operating procedure Implement back up plan if necessary.	
Finance	Accounting and payroll	Identify critical functions and ensure staff are trained on	Standard operating procedure	

		these functions. Verify bank pandemic plan. (Do not take cash)	Implement back up plan if necessary.	
Administration	Staffing	Develop and distribute a list of staff for reception back up. Develop and distribute list of employees in charge of Town operations in the event of sickness (decision tree) (3 staff trained) Manager of Corporate Services	Declare pandemic plan activated. Manager of Corporate Services shall implement decision tree.	
Human Resources	Staff support and assistance	Contact EAP provider to verify that they have a pandemic plan. Develop and distribute list of alternate providers if necessary. Distribute EAP contact information to staff. Share personal contact information with all staff. Designate someone to check on staff	Enact staff buddy system	

	Pandemic Preparedness	<p>who are ill to ensure they have their needs met. (Buddy System)</p> <p>Develop plan to educate staff about pandemic. Develop and distribute information about personal hygiene to avoid the spread of the virus. Develop a plan to have staff clean common shared surfaces during a pandemic.</p>		
Computer Network and Systems	Computer service contract	Service provider to verify pandemic plan (contact of service provider and distribute to staff)	Standard operating procedure	

SERVICE PRIORITY 3 – MEDIUM PRIORITY

Recreation Facilities	Booking and set up	Designate and train staff on booking and set up	Standard operating procedure	
	Equipment maintenance	Develop protocol for additional cleaning of	Standard operating procedure	

		shared surfaces, train cleaning staff. Post procedures and distribute		
Parks and Playing Fields	Equipment maintenance	Assign and train additional staff on equipment maintenance	Standard operating procedure with backup staff if necessary	
Special Events	Staff and Volunteers	Normal operating procedures	Standard operating procedure	
Development and Control	Application and information	Normal operating procedures	Standard operating procedure	
Electricity/Street Lighting	Maritime Electric	Verify ME pandemic preparedness	Standard operating procedure	

SERVICE PRIORITY 4 – LOW PRIORITY

Long Term Planning	Staff	Normal operating procedures	Standard operating procedure	
Non-Emergency Complaints	Staff	Normal operating procedures	Standard operating procedure	
Economic Development	Staff	Normal operating procedures	Standard operating procedure	
Sustainability	Staff	Normal operating procedures	Standard operating procedure	