



The Charities Facilities Management Group

Voluntary sector briefing on pandemic preparedness

London 24 September 2009

The voluntary sector's experience

Moya Wood-Heath : **Emergency Planning/Civil Protection Adviser**
British Red Cross & Red Cross EU Office

Scope



- Influenza pandemic planning
- Voluntary Sector Civil Protection Forum
- human aspects of the planning
- key messages
- checklist

Department of Health guidance and website

- Pandemic flu: a national framework for responding to an influenza pandemic
- Responding to pandemic influenza: the ethical framework for policy and planning
- DH website: www.dh.gov.uk

Individual action to protect self and others

- Catch it, bin it, kill it
- clean hands frequently with soap or alcohol based hand wash
- minimise touching mouth, eyes and or nose
- use household detergent for surfaces
- clean hands after travelling

Organisation action to protect individuals

- Ensure adequate supplies of cleaning material are available
- ensure adequate and properly working hygiene facilities
- encourage use of sanitising hand cleansers
- establish procedures for isolating and accommodating those who fall ill
- inform staff about relevant procedure during pandemic
- urge those who display symptoms to stay at home

Voluntary Sector Civil Protection Forum



- Red Cross convened, Government supported
- all major UK voluntary and statutory civil protection organisations
- to identify and maximise voluntary sector contribution to UK civil protection arrangements
- UK-wide platform
- influencing policy on humanitarian response to incidents
- strategic contact point between voluntary and statutory organisations

Membership

- Ambulance Service Assoc.
- Assoc. Chief Police Officers
- British Red Cross
- Chief Fire Officers Assoc.
- Civil Contingencies Sec.
- Cruse Bereavement Care
- Department of Health
- Disaster Action
- Emergency Planning Society
- First Aid Nursing Yeomanry
- Government Office – regions
- International Rescue Corps
- Legion of Frontiersmen
- Local Government Association
- Mission to Seafarers
- RAYNET
- Salvation Army
- Samaritans
- Scottish Executive
- Sky Watch Auxiliary Air Service
- St John Ambulance
- Tim Parry Johnathan Ball Trust
- Victim Support
- Welsh Assembly
- WRVS

Expectations of/dependence on third sector?

- Third sector organisations are regarded as a critical resource in the response to a pandemic
- able to facilitate some aspects:
 - diverse
 - specialist
 - local regional and national
 - reach to vulnerable and socially isolated
- link to local resilience planning fora

Pandemic influenza

Supplementary information for
third sector organisations



Llywodreth Cynulliad Cymru
Welsh Assembly Government

Pandemic influenza: supplementary information for third sector organisations

- protecting the organisation
- prioritising core activities
- meeting increased demand for existing services
- meeting demand for new services:
 - distribution of antivirals
 - flu friends
 - support/information lines
 - vaccination centres

Business continuity arrangements



- business continuity plan
- viability of the business in an emergency
- core services, infrastructure, customer care, reputational risk, financial impact
- Question:
Are there effective plans for care and support of personnel in the longer-term?

Common features of a longer-term plan

- engagement of personnel
- integrated planning
- communication strategy
- media and public relations strategy, if appropriate
- recovery strategy
- information technology
- financial arrangements
- business as usual/contingency planning
- human resources policies

Challenges in the longer-term

- Decision-making
- cumulative impact at home and work
- sustainability of home-working
- support – practical and emotional
- impact of external factors
- motivation
- learning and recognition
- return to normality

Possible preparation for a pandemic - 1

- HR policies for staff, including:
 - leave to care for dependents
 - sick leave and pay
 - re-deployment
 - up-skilling/training
 - payment of salaries
 - redundancy
 - expectations of staff, e.g. travel and work location
- HR policies for volunteers, including:
 - continuation of volunteering
 - deployment into other activities
 - recruitment of convergent volunteers
 - location of volunteering

Possible preparation for a pandemic - 2

- health and safety, including:
 - risk assessment
 - infection control and hygiene

CATCH IT

Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.



BIN IT

Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.



KILL IT

Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.



NHS

Possible preparation for a pandemic - 2

- health and safety, including:
 - risk assessment
 - infection control and hygiene
 - personal protective equipment, e.g. masks, aprons
- priority services, including possible:
 - increased demand for existing services
 - demand for new response services
- priority activities
- financial implications, including:
 - reduced income
 - maintaining expenditure, including salaries
- IT for home working

Human aspects during the recovery phase

- who will need support?
- what will they need?
- who will offer support?
- what resources do you have?
- what methods might you use?
- consider duty of care
 - what do you have to do
 - what ought you to do
 - what can you encourage personnel to do?
- cumulative impact of sickness and death at home and work

Key messages

- consider priority services and activities
- develop appropriate HR policies
- complete plans and share locally
- identify persons responsible for implementing a support programme to include:
 - identification of need – who and what
 - support service provision
 - allocation of resources
 - methods

Checklist

- Plan and prepare now
- maintain business critical activities
- suspend or scale down existing activities
- enhance or expand existing activities
- new activities
- post pandemic recovery
- Note: you need flexible, realistic planning and preparation taking account of a range of impact scenarios



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