



## **ELHAP Flu Pandemic Contingency Plan**

### **1. Introduction**

1.1. Pandemic 'flu is a type of influenza that occurs every few decades and which spreads rapidly to affect most countries and regions around the world. Swine 'flu, which has been the subject of recent media coverage, has been identified by the W.H.O. as a potential trigger for such a pandemic. The symptoms of pandemic flu are similar to those of "ordinary" flu, but are usually more severe.

1.2. Experts advise that a further flu pandemic is inevitable, but cannot say when it will happen. When it happens, the Government expects it to spread rapidly to all areas of the UK and have a significant impact. Depending on the severity of the pandemic 25 – 50 % of the population may become ill at some stage during one or more waves, each lasting three to four months, and 50,000 to 700,000 more people than usual may die.

1.3. The DCSF have issued guidance in 2008 which indicates that all major employers need to draw up plans to cope with the onset of a flu pandemic.

### **2. Roles and Responsibilities**

2.1. In the event of a pandemic, an ELHAP Critical Incident Management Team (CIMT) will be formed. This will consist of the ELHAP Manager, the Chair of the ELHAP Board of Trustees and a second ELHAP Trustee (to be confirmed based on availability and knowledge of key ELHAP areas).

2.2. In the event of members of the ELHAP CIMT contracting flu, the ELHAP Board of Trustees will appoint other members to the team. This may include other senior staff and Trustees.

2.3. In the event of severe staff shortages, the ELHAP CIMT will have the responsibility to:

- Maintain log of all decisions relating to the incidents and the subsequent recovery
- Evaluating the extent of the situation and the potential consequences for ELHAP
- Prioritising support to all departments and deployment of existing resources
- Hiring/acquiring additional support staff
- Implementing measures to protect property, resources, reputation and ensuring all areas remain secure and safe

- Authorising continuity measures in order to provide an operational service to employees and clients
- Corporate communication with media, employees and the public
- Keeping records of decision making and expenditure arising out of recovery operations
- Organising the return to normality once the emergency period has passed
- Contacting parents and stakeholders connected with ELHAP (advise of any disruption as appropriate)

2.4. In the event of a pandemic, all ELHAP staff and volunteers will be required to:

- Communicate regularly with the ELHAP CIMT or its representative
- Maintain log of all decisions relating to the incident in their own area and the continuity of their roles and duties
- Keep accurate record of attendance figures
- Follow instructions and guidance from the ELHAP CIMT

### **3. Closure of ELHAP**

3.1. If a 'flu pandemic occurs, it will be necessary to decide whether ELHAP can remain open for all, or some, of its service users. If it is to close, the duration of closure must be considered.

3.2. The general advice from the DCSF is that organisations should seek to continue operating as normally as possible during a pandemic, but they should plan for much higher than usual levels of staff absence and the consequences of this. Children are highly efficient "spreaders" of respiratory infections, both among themselves and to adults in their families. So, closing organisations for a period might significantly reduce the number of children infected.

3.3. The decision to close (partially or fully) will be taken by the ELHAP Critical Incident Management Team (CIMT), on the advice of:

- ELHAP Treasurer
- Department of Health & Health Protection Agency
- London Borough of Redbridge Social Work Teams
- London Borough of Waltham Forest Social Work Teams

3.4. This decision will be based on two overriding criteria:

- a) The number of staff available and the minimum number of staff present to maintain a satisfactory and safe play and day service environment. It is not possible to define exact minimum required numbers of staff because it is dependent upon which staff are in work and which are on sick leave. The evaluation of this criteria will be made by the ELHAP CIMT on a day-to-day basis.
- b) Vulnerability of service users to infection. Any service user with pre-existing medical conditions will be risk assessed to determine the risk levels of

attending ELHAP in a flu pandemic. In addition, if the Government (or the City of London Corporation) advise that it will be for the social good to close (i.e. on welfare grounds) to reduce the spread of infection among service users, then ELHAP may need to close.

3.5. A secondary, but important, consideration is whether ELHAP can provide sufficient management and support services, such as administration, finance and general co-ordination etc. Can health and safety also be guaranteed? The ELHAP Manager and ELHAP Administrator/Finance Officer will advise on these matters.

#### **4. ELHAP remaining open**

4.1. The general advice from Government is that, in the event of a pandemic, everyone should endeavour to carry on as best they can. Even if ELHAP has to close, those staff not directly affected, should endeavour to come to work.

4.2. In a pandemic, if ELHAP remains open, it will be necessary to:

- Take hygiene measures to reduce the risk of infection spreading e.g. antiseptic and antibacterial wipes, a large supply of tissues, efficient disposal of the above. (Level of supplies to be monitored and increased).
- Ensure that staff showing signs of infection go home.
- Ensure that service users showing signs of infection are taken home or are collected by parents/carers.
- Provide accommodation at ELHAP for sick service users and or staff, until they can go home.
- Provide information to parents, carers, visiting groups, staff and volunteers as frequently and sensibly as it is possible to do so.

#### **5. Delegation of Critical and/or Senior Roles and Responsibilities**

<b>Duty/Task</b>	<b>Current Staff's responsibility</b>	<b>Delegated to (in numerical order):</b>
General Decision making	Board of Trustees	All non-essential decisions will be suspended, but if essential decisions will be deferred to:  1. 3 Trustees 2. Chairperson and Treasurer
Financial Decision making	Board of Trustees	All non-essential decisions will be suspended, but if essential decisions will be deferred to:  1. 3 Trustees 2. Chairperson and

		Treasurer 3. Treasurer
Major unpredicted decision making	Board of Trustees	1. 3 Trustees 2. Chairperson and Treasurer 3. Treasurer
Operational Management of ELHAP	Manager	1. Available ELHAP Trustee 2. ELHAP Administrator/Finance Officer 3. ELHAP Children's Service Co-ordinator
Project Management	Manager	This task would be suspended
Grant applications and grant reporting	Manager	This task would be suspended
Line Management of staff	Manager	1. Available ELHAP Trustee 2. ELHAP Administrator/Finance Officer 3. ELHAP Children's Service Co-ordinator
Dealing with Complaints	Manager	1. Available ELHAP Trustee 2. ELHAP Administrator/Finance Officer 3. ELHAP Children's Service Co-ordinator
Health and Safety Co-ordination	Manager	1. Available ELHAP Trustee 2. ELHAP Administrator/Finance Officer 3. ELHAP Children's Service Co-ordinator
Child and Vulnerable Adult Protection Advice and Co-ordination	Manager	1. Available ELHAP Trustee 2. ELHAP Administrator/Finance Officer 3. ELHAP Children's Service Co-ordinator
Monthly Payroll	Administrator/Finance Officer	1. ELHAP Manager 2. ELHAP Volunteer Co-ordinator 3. Available ELHAP Trustee
Monthly Accounts (P & L generation)	Administrator/Finance Officer	This task would be suspended
Monthly invoicing	Administrator/Finance Officer	This task would be suspended

Banking cheques and cash	Administrator/Finance Officer	1. ELHAP Manager 2. ELHAP Volunteer Co-ordinator 3. Available ELHAP Trustee
Donation Thank you letters	Administrator/Finance Officer	This task would be suspended
Credit Control	Administrator/Finance Officer	1. ELHAP Manager 2. ELHAP Volunteer Co-ordinator 3. Available ELHAP Trustee
Dealing with Volunteer Enquiries	Volunteer Co-ordinator	This task would be suspended
Processing Volunteer Applications	Volunteer Co-ordinator	This task would be suspended
Inducting Volunteers	Volunteer Co-ordinator	This task would be suspended
Co-ordinating Volunteers on a day-to-day basis	Volunteer Co-ordinator	1. ELHAP Manager 2. ELHAP Children's Service Co-ordinator 3. ELHAP Administrator/Finance Officer
Dealing with referrals	Children's Service Co-ordinator	This task would be suspended
Updating registers and allocations records	Children's Service Co-ordinator	This task would be suspended
Dealing with enquiries	Children's Service Co-ordinator	This task would be suspended
Day-to-day co-ordination of schemes and visiting groups	Children's Service Co-ordinator	1. ELHAP Manager 2. ELHAP Administrator/Finance Officer 3. Available ELHAP Trustee
Line Management and Daily Supervision of Staff and Volunteers at Schemes	Children's Service Co-ordinator	1. ELHAP Manager 2. ELHAP Administrator/Finance Officer 3. Available ELHAP Trustee
Designated Child Protection Officer	Children's Service Co-ordinator	1. ELHAP Manager 2. ELHAP Administrator/Finance Officer 3. Available ELHAP Trustee
Co-ordinating and organising outings	Children's Service Co-ordinator	Outings would be suspended
Weekly Planning	Day Service Project Worker	1. ELHAP Manager 2. ELHAP

		Administrator/Finance Officer 3. Available ELHAP Trustee
Leading daily activities	Day Service Project Worker	1. ELHAP Manager 2. ELHAP Administrator/Finance Officer 3. Available ELHAP Trustee
Overseeing petty cash	Day Service Project Worker	1. ELHAP Manager 2. ELHAP Administrator/Finance Officer 3. Available ELHAP Trustee
Dealing with referrals	Day Service Project Worker	1. ELHAP Manager 2. ELHAP Administrator/Finance Officer 3. Available ELHAP Trustee
Dealing with enquiries	Day Service Project Worker	1. ELHAP Manager 2. ELHAP Administrator/Finance Officer 3. Available ELHAP Trustee

## **6. Communication with Families, Carers and Visiting Groups**

6.1. It is vital that there are adequate channels of communication to keep parents, carers and visiting groups informed of developments during the crisis. DCSF guidelines point out that, in preparation for a flu pandemic, ELHAP must ensure it has current contact details available: telephone numbers, addresses, email etc. To this effect an attempt will be made to contact all parents to check and amend details currently kept on the databases.

6.2. Communication may be through:

- The ELHAP website
- Email
- Telephone
- Letter

6.3. Parents, Carers and Visiting Groups need to know about:

- Closure (and if so for which age groups)
- Individual service users being sent home unwell
- What to do with the unwell service user and other family members i.e. keep the unwell user and siblings/other residents at home and consult the GP via telephone or ring NHS Direct
- Reduced services e.g. transport, catering etc
- Re-opening

## Appendix 1: Action Plan

<b>1. EARLY PLANNING</b>		
<b>Action</b>	<b>Actioned by</b>	<b>Date completed</b>
1.1. Read the available guidance and share it with others at ELHAP – including staff, volunteers and trustees	Robert Dighton (ELHAP Manager)	07/07/2009
1.2. Identify who would make any decision on whether to close (and re-open) ELHAP in the case of government advice, staff absence or to prevent the spread of infection	Robert Dighton (ELHAP Manager)	08/07/2009
1.3. Determine local and national advisory services contact details:  <i>North East and North Central London Health Protection Unit - 020 7759 2860</i>  <i>NHS Direct - 0845 4647</i>	Robert Dighton (ELHAP Manager)	08/07/2009
1.4. Check whether ELHAP is suitably equipped with materials needed to implement infection control measures (e.g. tissues and tissue disposal, hot water and soap)	Robert Dighton (ELHAP Manager)	08/07/2009
1.5. Check cleaning arrangements and whether special provision could be provided during a pandemic	Robert Dighton (ELHAP Manager)	09/07/2009
1.6. Develop communication and dissemination plans for staff, volunteers, service users and families, including information about possible closures, any timetable changes, and – where relevant - transport changes.	Robert Dighton (ELHAP Manager)	09/07/2009
<b>2. PREPAREDNESS</b>		
Compile a list of key contacts; including any Local Authority liaison, ELHAP Trustees and others.	Robert Dighton (ELHAP Manager)	08/07/2009
Check and update service user and parent/carer contact details. Consider also compiling home email addresses for parents/carers who have access to the internet at home.	Robert Dighton (ELHAP Manager)	08/07/2009
Consider how you might operate in the event of key staff absence (including both permanent and casual staff).	Robert Dighton (ELHAP Manager)	08/07/2009
Consider the allocation of responsibilities, duties and cover arrangements during a pandemic, including who would take key decisions in the event of leadership team	Robert Dighton (ELHAP Manager)	08/07/2009

absence.		
Review procedures for communicating with staff, volunteers, service users and families.	Robert Dighton (ELHAP Manager)	08/07/2009
Consider pastoral needs of the service users and staff during a pandemic; are there staff training needs that could be met now?	Robert Dighton (ELHAP Manager)	08/07/2009
Pre-plan: develop template letters, both for closure and reopening.	Robert Dighton (ELHAP Manager)	08/07/2009
Consider developing and testing communications mechanisms in the possible event of ELHAP closure e.g. Telephone trees and text messaging.	Robert Dighton (ELHAP Manager)	08/07/2009
Review procedure for essential keys exchange from Manager to appointed Trustee	Robert Dighton (ELHAP Manager)	08/07/2009

**Appendix 2: Cleaning arrangements and Special Provisions during a Flu Pandemic**

<b>Area/Item</b>	<b>Current Cleaning Procedure</b>	<b>Additional Cleaning Arrangements</b>
Toilets	Daily cleaning of toilets, taps, sinks, walls and floors	Taps, sinks, flush handles, toilets and door handles cleaned twice daily with disposable disinfectant wipes
Kitchens	Daily cleaning of surfaces, sinks, taps, walls and floors	Taps, sinks, surfaces, kettle and door handles cleaned twice daily with disposable disinfectant wipes
Offices	Weekly cleaning of desks, phones, keyboards and floors	Phones, keyboards and mouse cleaned regularly daily with disposable disinfectant wipes
Play and Art Areas	Daily cleaning of tables, shelves and floors	Daily cleaning with disposable disinfectant wipes
Hallways	Daily cleaning of floors and shelves	Clean door handles twice daily with disposable disinfectant wipes
Soft Room	Twice weekly cleaning of cushions	Daily cleaning with disposable disinfectant wipes
Sensory Room	Twice weekly cleaning of floors, cushions and equipment	Daily cleaning with disposable disinfectant wipes
Landings	Daily cleaning of floors and shelves	Clean door handles and hand rails twice daily with disposable disinfectant wipes

### **Appendix 3: Personal Hygiene of Staff and Service Users**

Current NHS guidance states that all persons should take hygiene measures to reduce the risk of infection spreading e.g. antiseptic and antibacterial wipes, a large supply of tissues and the efficient disposal of the above.

In order to comply with the above guidance, all staff must, whenever possible, undertake the following:

1. Clean their own and service user's hands with antiseptic wipes after using the toilet.
2. Clean their own and service user's hands with antiseptic wipes before and after consuming any food and drinks.
3. Clean telephones, computer keyboards and mouse with antiseptic wipes after use by staff and service users.
4. Regularly clean door handles with antiseptic wipes in well used rooms.
5. Clean their own or service user's hands with antiseptic wipes after sneezing, nose wiping etc.
6. Only use disposable hand towels and not cotton towels for hand drying (only use clean and unused cotton towels after service user's bathing).
7. Clean flush handles, soap dispenser and taps with antiseptic wipes after each use of the staff and service user toilets.
8. Clean kitchen work surfaces, fridge handles, taps and soap dispenser are cleaned after each use.

### **Appendix 4: Pastoral needs of the Service Users and staff during and after Flu Pandemic**

<b>Potential Pastoral Needs</b>	<b>Group</b>	<b>Action to be taken</b>	<b>By whom</b>
Stress Management	Staff	Stress Management and Information Sharing sessions	<ul style="list-style-type: none"> <li>• Training Consultant</li> </ul>
Stress Management	Service Users	Stress Management and Information Sharing sessions	<ul style="list-style-type: none"> <li>• Specialist Consultant</li> </ul>
Grief Support	Staff	Individual and Group counseling and support	<ul style="list-style-type: none"> <li>• Grief Counsellor</li> </ul>
Grief Support	Service Users	Individual grief support for people with learning disabilities	<ul style="list-style-type: none"> <li>• Specialist Consultant</li> <li>• Learning Disability Clinical Psychology Service</li> <li>• Specialist Grief Counselling Service</li> </ul>