

Service Delivery Preventative Protection Protocols

Alert Level 2 – Reduce

The disease is contained, but the risk of community transmission remains

1. On Station/Communication Centre

- 1.1. **Safety measures - All personnel to exercise general hygiene etiquette such as sneezing and coughing into elbow, regular handwashing and hand sanitising. Personnel are also advised to stay at home if feeling unwell.**
Where possible maintain physical distancing in accordance with Government guidelines. All attendees at meetings or non-response gatherings must be recorded for contact tracing.
Display and use QR codes for the NZ COVID Tracer app.
- 1.2. Retain COVID-19 caution signage on our building entry points to prevent infected persons coming on station. Enquiries can be dealt with at entrance areas ensuring safety measures are maintained.
- 1.3. Area, District and Region staff can continue to work from home or may return to work once they have a plan to ensure physical distancing and maintain isolation from operational crews.
Non-operational staff are not to work at operational fire stations as part of their BCP. Where a Fire and Emergency employee belongs to a volunteer brigade as a member, they can apply to work at that volunteer station through their manager and the Area Manager/PRFO, and with approval of the brigade OIC. If approved they should maintain a single place of work.
- 1.4. Return to work duties for career personnel, may be carried out in consultation with Area Management.
Volunteer personnel access to stations is outlined in 1.12.
- 1.5. Wherever possible, internal forums and meetings are to be conducted by VC to limit exposure and allow anyone in self-isolation to participate. Face-to-face meetings need to maintain safety measures.
- 1.6. Align station and Communication Centres' routine cleaning with [M5 SOP-D Station and Office COVID-19 cleaning procedure](#).
Career: Start of each day/night shift.
Volunteers: in conjunction with response or as directed by CFO/Controller.
- 1.7. Carry out cleaning of appliances, interior and exterior according to [M5 SOP-E Vehicle cleaning - COVID-19](#).
Career: start of each day/night shift.
Volunteers: in conjunction with response or as directed by CFO/Controller.
- 1.8. Return servicing of operational equipment to normal frequencies but with contractor safety measures when working on our sites [Combined Asset Continuation Plan Level 2 and OSCD SOP-A]
- 1.9. Contractors permitted on site with prior arrangement, in line with [OSCD GD-A Contractors working at Fire and Emergency sites](#). No visits by other non-Fire and Emergency personnel, including families, at fire stations and ComCen.
- 1.10. Movements of operational appliances to support operational capability may resume maintaining safety measures.
- 1.11. Career staff can be utilised to maintain shift staffing at any station in line with Area Commanders guidance.
- 1.12. Essential services to volunteer brigades to resume maintaining safety measures.
- 1.13. Volunteers can be on station providing they can maintain safety measures. Area Managers to work with local leaders and stakeholders to develop guidelines for interaction on composite and yellow watch stations where required. Brigade functions will not be held.
- 1.14. Station canteens can open but are restricted to serving brigade membership, in accordance with Government guidelines for hospitality and the SDPPP including station cleaning protocol

2. Response

- 2.1. Pandemic Kits to be placed on all operational appliances.
- 2.2. Response Capability will review operational policies and procedures specifically in relation to equipment and PPE relative to the virus threat faced.
- 2.3. Communications centres will continue COVID-19 questioning protocols and advise responding crews. Fire crews will carry out COVID-19 questioning protocols to assess risk at incidents.
- 2.4. Appliances dispatched to cover another station may enter the station staying within local procedures for each station. Crews to be released before the other crew returns.
- 2.5. The OIC Fire/PRFO determines cause and origin of all fires. Structure Specialist or Wildfire Fire Investigator to assist as required, ensuring safety measures are followed.
- 2.6. Career crews to conduct BA low pressure tests weekly.
- 2.7. Implement BA mask washing protocols in line with the [COVID-19 Respiratory Protection page on Portal](#). This now supersedes [National notice 020/2020](#).
- 2.8. Full BA only for respiratory protection in accordance with [E3-2 RG Respiratory protection equipment reference guide](#). (No shared APR use)
- 2.9. Volunteer Leaders to manage personnel numbers responding to station at time of call to minimise exposure risk
- 2.10. Guidance and PPE requirements for medical response to potential COVID-19 patients see [Medical Response for potential COVID-19 patients](#).
- 2.11. Changes to CPR procedures - [G2 SOP-A COVID-19 Medical Response – Ventilated CPR in Alert Levels 1 and 2](#).
- 2.12. All personnel who enter an MIQ facility must present their Fire and Emergency ID on request.
The OIC is responsible for completing a Safe@Work entry for individual crew members who enter a MIQ Facility.
All personnel who enter a facility are required to undergo COVID-19 testing.
For a Managed Quarantine Facility, the testing timeline is no sooner than 5 days and no later than 7 days.
For a Managed Isolation Facility, the testing timeline is no sooner than 5 days and no later than 14 days.
COVID-19 testing will be managed by Ministry of Health and the individual.

3. Welfare

- 3.1. Continue welfare checks for those in isolation.
- 3.2. Higher risk personnel can remain operational. If individuals wish to have verification for their peace of mind, then they can use the medical assessment process, or consult their GP.
MoH notes that there are risk factors related to some health conditions that can increase with age and some ethnic backgrounds, as such, we recommend using the medical assessment or seeking medical advice if you have any concerns.
A risk assessment should be made where there is community transmission, or a link to a cluster or high-risk area and further caution may be

required. Underlying health conditions – Personnel with underlying conditions can continue to work if the workplace is safe, individuals should discuss this with their manager. If individuals wish to have verification of their safety to return, then they have the option of using the [medical assessment process](#).

- 3.3. If you have a high-risk member of your household, you can continue to remain operational. Further guidance on how families and households can further safeguard themselves can be found on [COVID-19 Keeping yourself and those around you safe](#).
- 3.4. Self-isolation protocols as per the MoH, can be found in on the [Government COVID-19 page](#).
- 3.5. Safety, Health and Wellbeing to conduct limited business as usual welfare activities.

4. Public Interaction

- 4.1. COVID-19 caution signage on our building entry points to prevent infected persons coming on station. Enquiries can be dealt with at entrance areas.
- 4.2. Physical distancing of one metre to be maintained where possible.

5. Risk Reduction Activities – Refer [Risk Reduction – Community Readiness and Recovery Preventative Protection Protocols](#)

- 5.1. Undertake FAIP interventions ensuring safety measures are maintained. For suspected or known COVID-19 cases follow [FAIP interventions during COVID-19 pandemic guidelines](#).
- 5.2. Local activities such as promotions and other small gatherings should be assessed on a case-by-case basis by Area/District Management guidance on attendance at an event should only be if deemed essential.
- 5.3. Residential dwelling risk reduction activities can be carried out following risk assessment by OIC/CFO ensuring safety precautions are maintained
- 5.4. Continue to promote Firewise and support teachers to continue delivering the programme to their students through telephone, email, letters. Participation in school visits/presentations can occur with safety measures maintained, with the approval of Area Management/PRFO.
- 5.5. As per Fire and Emergency New Zealand (COVID-19—Fire Safety, Evacuation Procedures, and Evacuation Schemes) Amendment Regulations 2020 the requirement to conduct trial evacuations is suspended until the [Epidemic Preparedness \(COVID-19\) Notice 2020](#) has expired or is revoked.
- 5.6. Fire hazard assessment to be desk based only where possible. If required in person, must be carried out with safety measures in line with [M5 SOP-F COVID-19 Risk Reduction Preventative Protection Protocols](#).
- 5.7. Undertake fire permit inspections for all fire types with safety measures in line with [M5 SOP-F COVID-19 Risk Reduction Preventative Protection Protocols](#).
- 5.8. All personnel who enter a facility must present their Fire and Emergency ID on request.
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All personnel who enter a facility are required to undergo COVID-19 testing.
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6. Training

- 6.1. All National, Regional, District and Area scheduled training courses, to be prioritised and commence as determined by DCE People.
- 6.2. Career crews to complete OSM skills with safety measures. Where contact or less than one metre distance is required PPE is to include a mask and barrier gloves
- 6.3. Volunteers to complete currency/OSM skills with safety measures. Where contact of less than one metre distance is required PPE is to include a mask and barrier gloves. There is no limit to numbers that can attend training.
- 6.4. Inter-station or multi-station training will remain restricted but can take place if deemed critical to maintain skills to avoid reduced capability.
- 6.5. Physical Competency Assessments (PCAs) and Pack tests to take place with safety measures

Notifications

Internal	External
All Operational Personnel	Unions and Associations
Executive Leadership team	NZ Police
Service Delivery Leadership Team	St John Ambulance
Regional Leadership teams	Wellington Free Ambulance (Te Ūpoko)
Area Commanders, Asst Area Commanders	
PRFO/DPRFOs	
PAFRM/Fire Risk Management Officers	
Equipment Team	
Legal Team	
Response Capability Team	
Procurement Team	
Tier 3 Managers	
Safety Health and Wellbeing	
Volunteer Support Officers	