# Service Delivery Preventative Protection Protocols
## Alert Level 3 – Restrict

**High risk the disease is not contained**

### 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. COVID-19 caution signage on Fire and Emergency building entry points to prevent infected persons coming on station.

1.3. Area, District and Region staff continue to work from home where possible. Non-operational staff are not to work at operational fire stations as part of their BCP, this includes staff on return to work duties.

1.4. Limit face-to-face contact. Wherever possible, internal forums and meetings are to be conducted by VC to limit exposure and allow anyone in self-isolation to participate.

1.5. Align station and Communication Centres' routine cleaning with M5 SOP-D Station and office cleaning - COVID-19 procedure
Career: start of each day/night shift.
Volunteers: in conjunction with response or as directed by CFO/Controller.

1.6. Carry out cleaning of appliances, interior and exterior according to M5 SOP-E Vehicle cleaning - COVID-19 procedure.
Career: start of each day/night shift.
Volunteers: in conjunction with response or as directed by CFO/Controller.

1.7. Continue consideration for long-term servicing of essential operational equipment as laid out in M5 SOP-C Equipment Capability Continuity Plan

1.8. Essential contractors are permitted on site with prior arrangement according to M5 SOP-C Equipment Capability Continuity Plan. No visits by other non-Fire and Emergency personnel, including families, at fire stations and ComCen.

1.9. Essential movements of operational appliances to take place with safety measures.

1.10. Essential visits to other stations only. Neighbouring station career staff can be utilised to maintain shift staffing in line with Area Commanders guidance.

1.11. Implement alternative ways of providing essential services to volunteer brigades to minimise exposure risks. E.g. VSO functions.

1.12. Volunteers should only be on station for incident response or to maintain skills as per 6.2 below. There are no occasions where they should be on a station on standby unless specifically dispatched by ComCen.

1.13. Station canteens to close

### 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. Stage appliances on apron at short duration cover moves (K25). Crews to be released before the other crew returns. For longer duration cover moves and personal comfort, only enter a station if a local procedure detailing designated areas for use has been developed.

2.5. The OIC Fire/PRFO determines cause and origin of all fires. Where further assistance is required by a Structure Specialist or Wildfire Fire Investigator follow P3 POP Fire investigation and reporting policy and P3 SOP Fire Investigation and reporting procedure.

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-B COVID-19 Medical Response – Non-ventilated CPR in Alert Levels 3 and 4

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. Carry out welfare checks for those in isolation.

3.2. To further evaluate any underlying health or medical conditions, a medical assessment is available to assess and confirm if the personnel can remain on operational duty.
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.

3.3. If you have a higher risk member of your household, you can continue to remain operational, but should follow MOH guidelines which give guidance on how families and households can further safe guard themselves over this time.
We understand there are circumstances where further consideration might be needed, and in these cases, discuss this further with your manager.

3.4. Self-isolation protocols, as per the Ministry of Health, can be found in on the Government COVID-19 page.

### 4. Public Interaction

4.1. COVID-19 signage on station entry points to redirect public to alternate methods of contacting the station, (e.g. phone), No face to face interaction with public.

4.2. Physical distancing of two metres to be maintained where possible.

**5. Risk Reduction Activities –** Refer Risk Reduction – Community Readiness and Recovery Preventative Protection Protocols

5.1. For any FAIP requirements follow FAIP interventions during COVID-19 pandemic guidelines

5.2. All local activities such as promotions and other small gatherings to remain prohibited.

5.3. High risk people in our communities requiring smoke alarm installs subject to assessment by FRMO/AC assessment.

5.4. Continue to promote fire-wise and support teachers to continue delivering the programme to their students through telephone, email, letters. Do not participate in school visits/presentations or conduct face-to-face meetings.

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 in line with M5 SOP-F Risk Reduction – Community Readiness and Recovery Preventative Protection Protocols

5.7. Undertake fire permit inspections for essential fire types in accordance with M5 SOP-P Fire permits and inspections under COVID-19.

5.8. All personnel who enter a 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.

## 6. Training

6.1. No National, Regional and Area scheduled training courses.

6.2. Career crews to complete critical and core OSM skills on duty, with safety measures.

6.3. Volunteers to complete critical currency and core OSM skills, as deemed necessary by CFO/Controller/AC /PRFO, with safety measures and in groups of ten or less.

6.4. No inter-station or multi-station training to take place.

6.5. No Physical Competency Assessments (PCAs) and Pack tests to be carried out.

## 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 | |