



M O N C T O N

**CORPORATE PANDEMIC
PREPAREDNESS PLAN**

OVERVIEW

This Plan is not a stand-alone document. It must be considered within the context of the City of Moncton's Emergency Plan.

City of Moncton: Corporate Pandemic Preparedness Plan

Preamble

The City of Moncton's Corporate Pandemic Preparedness Plan is a fluid document that will be reviewed and amended on a regular basis as additional information is acquired, regulatory requirements are modified, etc.

City of Moncton's Approach to Pandemic Planning

There are four components to the City of Moncton's approach to pandemic planning.

1. Continuity of Government: Legislative

The importance of municipal leadership and government during an emergency response, whether brief or in the case of a pandemic over a sustained period of time, is centermost in maintaining an effective level of service and emergency support within Moncton.

2. Continuity of Public Services

During a pandemic, the City of Moncton must continue to deliver and to maintain key essential municipal services. The City will also be required to provide support and assistance to the lead agency (Regional Health Authority) and the District Medical Officer of Health in the effort to combat the effects of a pandemic in our community.

3. Public Communication and Outreach

With every emergency, a multitude of questions and information arises concerning the severity of the emergency, the dangers associated with the threat, the actions that are being taken by local authorities and the measures citizens must take to ensure a safe and effective community supportive response. Citizen awareness, cooperation and participation are key elements.

4. Continuity of Business and Economy

The importance and continuity of Greater Moncton's economic base cannot be understated. Canadians are very aware of the debilitating effect SARS brought to the economic security of the Greater Toronto Area. Measures to mitigate any potential economic impact whether in the short term, to the regions supply chain of essential goods and services or to the long term growth and well being of the community are vital to all citizens. Contingency planning, mutual support and coordination are the key component in maintaining a strong supply chain and minimizing the effects on the local and regional economy.

Purpose of Corporate Pandemic Preparedness Plan

The purpose of the City's Corporate Pandemic Preparedness Plan is to provide the City and its departments with a guide for the management of its essential services during a pandemic emergency. This plan is a subsection of the City's Emergency Plan and outlines the framework and the emergency management structure to guide the City in response to any natural or human-caused emergency.

City of Moncton: Corporate Pandemic Preparedness Plan

Pandemic Preparedness Plan Objectives

The City of Moncton's corporate objectives for having a Pandemic Preparedness Plan are to:

1. **Ensure the Delivery of Essential Services:** City services will be dramatically impacted by the pandemic. However, it will be critical to ensure key public services continue to protect the health and safety of the entire community.
2. **Protect our Employees:** Our employees will be looking to the City to provide guidance during this difficult time. We will have policies and procedures in place to minimize exposure for our staff.
3. **Communicate:** Staff and the public's demand for information will be enormous. The City will be proactive in communicating to its citizens and staff during the height of the crisis to ensure they are well informed.
4. **Support Health Services and Operations:** The City may be asked to assist health care operations by providing facilities for temporary mass immunization locations. We will also cooperate when it has been determined public buildings and facilities must be closed.
5. **Collaborate with other Stakeholders:** The City will need to work in cooperation with a number of other stakeholders including health authorities, public health, NGO's, social services, businesses, RCMP, surrounding communities, etc.

Leadership Structure and Key Roles in a Pandemic

The City's Emergency Plan establishes the responsibilities of the Emergency Operations Group (EOG) during an emergency, including a pandemic. The responsibilities of the EOG are as follows:

- Take such action as is necessary to minimize the effects of an emergency or disaster on the City of Moncton and citizens;
- Advise the Mayor, Deputy Mayor, or Council, of any necessary actions that should be taken that are not covered in the Emergency Plan (or specific emergency plans such as the pandemic plan) to minimize the effects of an emergency or disaster;
- Be prepared to authorize the expenditure of municipal funds which are required for the preservation of life, health, environment and property; and
- Direct and co-ordinate all municipal departments and volunteer organizations in controlling the emergency or disaster by providing administrative and logistical support.

Legislative Framework

The legislative responsibility to mitigate the effects of emergencies within the City of Moncton rests with City Council and is administered by the City Manager and his management team.

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Business Continuity Plan

The Business Continuity Plan outlines the essential services that the City must continue to provide to safeguard the health and safety of its citizens during a pandemic emergency.

The objectives of the Business Continuity Plan are to:

- Identify the roles and responsibility of departmental staff for operational continuity planning and implementation;
- Determine the essential services to be provided during an emergency;
- Identify the staff, resources, internal and external services that are needed to provide the essential services;
- Determine the critical support functions within departments and their divisions as well as between departments; and
- Establish priorities for the resumption of services and activities that were reduced or temporarily unavailable during an emergency.

Corporate Essential Services

The following outlines the Corporation's essential services. The Emergency Operations Centre and the Emergency Operations Group will manage the coordination of these services.

Essential Community Services

1. Water Delivery System and Water Treatment
2. Sewage Treatment
3. Policing
4. Fire Protection and Rescue
5. Health and Public Safety Services
6. Road and Street Maintenance
7. Refuse Collection
8. Communication to the Public

The areas that the Regional Health Authority will be looking for support include:

- Immunization Centre (s);
- Temporary morgue (s);
- Communicating to the Public; and
- Other forms of assistance from the City during a pandemic and we will be prepared to divert some of our resources, without affecting our business continuity plan, to attempt to provide the type of assistance that is required of us.

Recovery Process

City of Moncton: Corporate Pandemic Preparedness Plan

The official declaration that the pandemic is over will mark the beginning of the recovery for the Corporation and the city. Past pandemics have demonstrated that there may be possibly second and third waves. However, each subsequent wave should have a smaller impact. Therefore, the City will regroup fairly quickly to determine its status in terms of staffing and availability of supplies to respond to other possible waves.

A full debriefing on the status of the City and the Moncton community at the end of the pandemic will take place. During the recovery process the following initiatives will be completed:

- Conduct a thorough review of the staffing situation in each department to determine the number of staff who are still on sick leave. Identify areas where vacancies and staff shortfall exist in the organization and develop a plan of action to address those vacancies on an interim basis;
- The Emergency Operations Group, Pandemic Planning Committee, and all senior managers will meet to do a complete review of the City's status, and the ability to provide our customer services to the community;
- A Recovery Planning Team will be established to coordinate the City's recovery process back to full capacity;
- The City will continue to communicate to the public on a regular basis through the recovery process. The City will ensure the public understands that we are working towards returning to business as usual but it will take some time to get all services back on line.