



NOVEL CORONAVIRUS (COVID-19) PANDEMIC PREPAREDNESS PLAN

MARCH 2020

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Municipality of the County of Victoria Pandemic Preparedness Plan

Introduction

The world is experiencing a Novel Coronavirus (COVID-19) pandemic. The goal of this **Municipality of the County of Victoria Pandemic Preparedness Plan** is to ensure clear communication and effective problem solving. The Plan will rely on the collaboration of many community partners including, staff, and members of the public to mitigate the impacts on the Municipality's essential operation. The Municipality of the County of Victoria will work closely with the Nova Scotia Health Authority and Nova Scotia Emergency Management Organization.

The Municipality's main priority is the health and safety of staff and residents of the Municipality of the County of Victoria.

Purpose of the Plan

The purpose of this Plan is to support the continuation of essential operations during a pandemic.

The Municipal Plan fosters business continuity by outlining the action plans and processes to be followed as we work toward the resumption of normal business operations.

Key Considerations

In preparing this plan it is assumed that the Municipality of the County of Victoria will experience significant absenteeism as a result of the pandemic.

When preparing this plan, the planning team considered that:

- The pandemic virus may spread rapidly leaving little or no time to prepare;
- The pandemic may be widespread with simultaneous outbreaks;
- There may be shortages of healthcare, emergency, and essential services personnel due to illness and absenteeism;
- There may be severe disruptions in essential services;
- There may be shortages of equipment and supplies.

Pandemic Preparedness Planning Committee

The Municipality of the County of Victoria has established a Pandemic Preparedness Planning Committee comprised of the Chief Administrative Officer, Chief Financial Officer, Recreation and Physical Activity Coordinator, Tourism and Development Officer, Director of Public Works, Public Works Supervisor and Communications Officer or their designates, who will be meeting



regularly to closely monitor the situation. The purpose of this Committee is to act as a resource and make recommendations to the Chief Administrative Officer and Council.

ROLE OF THE PANDEMIC PREPAREDNESS PLANNING COMMITTEE

- Direct the overall operation of the municipality;
- Provide reports to the Warden and Council;
- Make decisions about the operation of the Municipality of the County of Victoria;
- Oversee the release of information;
- Report to the CAO about the operation of the Municipality;
- Determine, if necessary, the closure of facilities, cancellation of events and changes to service levels in consultation with Warden and Council;
- Serves as the emergency coordination center (ECC staff) should the situation dictate or should a (local) state of emergency be declared.

Plan Activation

The Chief Administrative Officer or designate shall have the authority to activate the Pandemic Preparedness Plan, suspend the delivery of services and/or redeploy staff, as necessary. Each member of the Municipality of the County of Victoria Pandemic Preparedness Planning Committee will designate an alternate individual to replace him/her if he/she is unable to attend work. In this event, existing staff may be asked to assist in areas of responsibility that are different from their regular staff assignment.

When the Plan is activated, the following organizational changes may be made:

- The Chief Administrative Officer will continue to be responsible for directing the system on a day-to-day basis in conjunction with the Pandemic Preparedness Planning Committee, who will be meeting on a regular basis to closely monitor the situation;
- The Pandemic Preparedness Planning Committee will consult with other staff as necessary;
- The Preparedness Planning Committee will meet on a regular basis. The Committee will assess information received from the Department of Health and Wellness and other departments and make decisions about next steps and meeting schedules;
- Situation reports will be sent to Warden and Council on an as needed basis.

The Municipality of the County of Victoria will rely on the advice and guidance of our provincial and local public health officials who have the expertise to assess the level of health risk posed by a specific situation.

Critical Operations

INTENTION

It is our intention to conduct the affairs of the Municipality of the County of Victoria in accordance with existing Provincial and Regional policies and operating procedures to the extent possible.

As the situation changes, decisions related to the following areas will be made by the Chief Administrative Officer in consultation with the Pandemic Preparedness Planning Committee:

- Community events
- Community facilities
- Meetings
- Professional development
- Volunteers
- Security of facilities
- Essential maintenance services
- Recreation
- Solid waste management
- Water treatment and distribution

Communications

COMMUNICATION GOAL

The Municipality of the County of Victoria's goal for communications is to inform our residents, business owners and the greater community about the Pandemic Preparedness Plan and any related impacts to municipal operations.

COMMUNICATIONS PRIORITIES

- Residents and the greater community are confident that the Municipality of the County of Victoria is prepared for a pandemic;
- Residents and the greater community are aware of the ways to get information, ask questions and receive clarification about the Plan;
- Residents and the greater community are satisfied with the amount of information they are receiving and about the status of programs and services;

STRATEGIC CONSIDERATIONS

- The Municipality of the County of Victoria will rely on the advice and guidance of our provincial and local public health officials who have the expertise to assess the level of health risk posed by a specific situation;
- Decisions about closing facilities, cancelling events, or reduction of services will be made by the committee in communication with Municipal Council and Health officials;
- The Municipality of the County of Victoria recognizes essential services provided by the Municipality to residents, businesses and visitors is the first priority.

KEY MESSAGES

- The Municipality of the County of Victoria is well prepared for a pandemic. Our plan is completely open to staff and the community for their information, to ask questions and to receive clarification about the Plan;
- During a pandemic, the Municipality of the County of Victoria will follow the advice and guidance of provincial and local public health officials who have the expertise to assess the level of health risk posed by a specific situation;
- Our priority during a pandemic is to provide essential services. Non-essential services may be restricted in order to focus on providing the most necessary services to our community.

MUNICIPALITY OF THE COUNTY OF VICTORIA COMMUNICATIONS CHECKLIST

- Create a new section on the Municipality of the County of Victoria website to promote immediate access to pandemic plan information;
- Communicate to all employees in March 2020 and moving forward to inform them about the pandemic plan;
- Create an information package that administrators and supervisors can use to communicate with their staff about the plan in March 2020 and beyond;
- Share information with community organizations, service providers and media;
- Participate in interagency pandemic planning;
- Provide regular updates to the Chief Administrative Officer on the status of the pandemic situation;
- Update the Warden and Council regularly, through appropriate reporting channels;
- Publicize general restrictions on the facilities and services;
- Post information on website about all other cancellations;
- Hold media briefings or news conferences, if needed, to share significant news.

Pandemic Action Plan Flowchart – Roles and Responsibilities

Action Plan Committee Organization Chart and Member Responsibilities can be found in **Appendix 1**.

Priority: Maintain essential Municipal services.

Purpose: The purpose of this plan is to support the continuation of essential Municipal operations during a pandemic.

CHIEF ADMINISTRATIVE OFFICER:

- Activates pandemic plan, upon approval by Warden & Council;
- Suspends activities, as necessary;
- Redeploys personnel, as necessary;
- Monitors staff absenteeism and responds accordingly;
- Confers with employees and unions on pandemic related issues, such as sick leave provisions;
- Modifies staff hiring and replacement practices as necessary;
- Chairs the Pandemic Preparedness Committee.

PANDEMIC PREPAREDNESS PLANNING COMMITTEE:

- Guides the development, implementation, monitoring and revision of the pandemic plan;
- Acts as a resource and makes recommendations to the CAO;
- Monitors staff absenteeism and responds accordingly;
- Confers with employees and unions on pandemic related issues, such as sick leave provisions;
- Modifies staff hiring and replacement practices as necessary.

INFORMATION:

COMMUNICATIONS OFFICER

- Develops an accurate and concise communication plan;
- Coordinates the distribution of the Pandemic Plan with municipal personnel, residents, media, and other stakeholders;
- Handles media inquiries related to the pandemic plan;
- Prepares and distributes news releases and other information packages;
- Provides information on facility closures;
- Coordinates media interviews;

- Conveys to the public, through different media outlets, the information they will need to protect themselves and their families;
- Ensures that all messages to the public are consistent and delivered effectively;
- Conveys the dates of the reopening of facilities with Municipal personnel, residents, public, media and other stakeholders.

OPERATIONS:

DIRECTOR OF PUBLIC WORKS

- Monitors departmental staff absenteeism and responds accordingly;
- Confers with employees and unions on pandemic related issues, such as sick leave provisions;
- Modifies staff hiring and replacement practices as necessary;
- Mobilizes staff and equipment;
- Notifies the Pandemic Preparedness Committee Chair of an imminent and/or actual emergency;
- Activates emergency response plan/pandemic plan at the direction of the Pandemic Preparedness Plan Chair;
- Coordinates operations and briefing cycles with the Pandemic Preparedness Committee, the EMO and Communication Officers as it relates to essential services;
- Carries out assigned duties between briefing cycles, including coordinating with other response organizations;
- Directs resources and equipment, determines what type of resources are needed to deal with situations and coordinates response efforts;
- Communicates directives to departmental staff and provides feedback to Pandemic Preparedness Committee;
- Provides support to community partners, health care sector, and other governments and agencies involved in pandemic response as required.

LOGISTICS:

PUBLIC WORKS SUPERVISOR

- Leads the Occupational Health and Safety components of the pandemic plan;
- Conducts all facility operations, including cleaning, maintenance and construction, in accordance with the pandemic plan;
- Ensures the completion of assigned duties such as specific cleaning tasks and disinfecting of hard surfaces;
- Reschedules support staff to maximize the delivery of essential cleaning during the pandemic;

- Ensures that facilities are provided with required cleaning materials and sanitation supplies and equipment;
- Assists other departments with the identification, set up, cleaning, monitoring, equipping and utilization of isolation areas as per the pandemic plan;
- Provides training to appropriate staff in specific sanitation strategies in relation to virus prevention;
- Maintains updated casual and substitute list to assist with the hiring of replacement staff for affected employees;
- Works with supervisors, and/or health care professionals to support return to work plans for employees;
- Schedules staff meetings to provide information about department continuity plans;
- Holds meetings if necessary, to ensure all staff receive messages face to face;
- Monitors staff absenteeism and responds accordingly;
- Confers with employees and unions on pandemic related issues, such as sick leave provisions; and
- Modifies staff hiring and replacement practices as necessary.

FINANCE AND ADMINISTRATION:

CHIEF FINANCIAL OFFICER

- Arranges necessary funding for pandemic supplies and services;
- Monitors payroll, purchasing and contracting activities to maintain essential services;
- Tracks and reports on the costs associated with the pandemic plan;
- Recommends necessary budget adjustments associated with the extra costs incurred as a result of the pandemic;
- Notifies vendors of pertinent pandemic information;
- Monitors supplies and services necessary for the Municipality of the County of Victoria's operations;
- Schedules staff meetings to provide information about department continuity plans;
- Holds meetings if necessary, to make sure all staff receive messages face to face;
- Monitors staff absenteeism and respond accordingly;
- Confers with employees and unions on pandemic related issues, such as sick leave provisions;
- Modifies staff hiring and replacement practices as necessary.

PREVENTION AND INTERVENTION STRATEGIES

In order to minimize the spread of the pandemic in Municipal facilities, specific strategies are recommended for all Municipal employees to follow as outlined in **Appendix 2**.

EMPLOYEE SUPPORT

The Municipality of the County of Victoria recognizes and endorses the need for staff to safeguard their safety and wellness and that of their families.

Detailed information regarding employee support can be found in **Appendix 3**.

HUMAN RESOURCES MANAGEMENT

The Municipality of the County of Victoria will continuously re-evaluate staffing. The Municipality of the County of Victoria will also quickly regroup and redeploy staff in order to maintain essential services.

The Municipality of the County of Victoria shall also enact plans for the replacement of employees on sick leave. This may entail modified hiring practices as staffing priorities are identified during the reinstatement of municipal services. In keeping with the collaborative and dynamic nature of the Municipality of the County of Victoria's pandemic plan, continuous monitoring and adjustments will be completed in consultation with government departments.

Supervisors will provide support for employee re-entry to the workplace following prolonged absence due to illness.

Fear, the stress of caring for the sick, grieving for the dead, unemployment and many other social issues related to a pandemic will take an emotional toll on most of the population. People will be affected by the pandemic and its aftermath in various ways and to different degrees. Many will recover on their own, but some will need information or additional support to cope.

The Municipality of the County of Victoria may face a variety of internal recovery challenges:

- Psychological stress, low morale and temporary loss of productivity are likely because of the deaths of co-workers, family or friends. Stress counselling and ceremonies to mark lost employees may be required;
- Loss of corporate knowledge is possible if employees die during a pandemic;
- You may need to recruit and train replacement employees and re-assign employees to maintain operations;
- There will be a backlog of work caused by business disruptions.

Municipality of the County of Victoria Continuity Plan

Municipal staff are responsible to prepare detailed continuity plans for their specific functions. The following is a broad outline of continuity planning for critical Municipality of the County of Victoria functions.

CAO AND MUNICIPAL COUNCIL

Function	Model of Service Delivery	Continuity Strategies
Public Council Meetings	CAO and Council	The media and public are restricted from attendance Meetings will be recorded and broadcasted Meeting may be hosted via conference call
Committee of the Whole Meetings	CAO and Council	The media and public are restricted from attendance Meetings will be recorded and broadcasted Meeting may be hosted via conference call
Special Public Meetings and Emergency Meetings called on an as needed basis	CAO and Council	The media and public are restricted from attendance Meetings will be recorded and broadcasted Meeting may be hosted via conference call
Advisory and Committee Meetings	CAO and Council	Will meet at the discretion of the CAO or Committee Chair
Travel	CAO and Council	Non-discretionary travel may be restricted

CHIEF ADMINISTRATIVE OFFICER

Function	Model of Service Delivery	Continuity Strategies
Management of the Municipality of the County of Victoria	Chief Administrative Officer	Chief Financial Officer or Director of Public Works
Routine communications	Communications Officer and the CAO	Maintain communications



Communications necessary as a result of the pandemic	Communications Officer	Maintain service with backup provided by CAO and the Director of Public Works
Update the website with information as directed	Communications Officer	Director of Public Works Communications Officer
Follow duties as described in the FOIPOP Act in the event of an application under that Act	Communications Officer	Maintain service with backup provided by the CAO
Communicate with staff	CAO	Designated Director as needed

FINANCE AND ADMINISTRATION

Function	Model of Service Delivery	Continuity Strategies
Purchasing restriction	Chief Financial Officer	All non-discretionary spending is suspended. CAO or designate will approve all purchases over \$1,000.00
Payroll	Process employee payroll Ensure employee group plan coverage is maintained and employees are receiving benefits due.	Set up remote payroll computer site to process pay
Issue financial documentation	Documents prepared by Department of Finance personnel.	Defer non-urgent items; use remote work sites when appropriate
Maintain purchasing process, accounts receivable, accounts payable	Completed by Department of Finance personnel	Train additional staff to maintain purchasing process and overall financial transactions. Establish separate G/L account to track costs.
Ensure sufficient funds are available	Chief Financial Officer	Review budget and bank statements.
Management of the Finance Department	Chief Financial Officer	Payroll and Accounts Payable Administrator
Communicate with staff	Chief Financial Officer	Payroll and Accounts Payable Administrator



FINANCE AND ADMINISTRATION (HUMAN RESOURCES)

Function	Model of Service Delivery	Continuity Strategies
Coordinate human resources services	CAO and Supervisors	<p>Priority will be placed on the hiring of casuals / substitutes, while continuing to fill vacancies</p> <p>Pending staff vacancies will be addressed immediately to reduce potential disruptions.</p>
Travel	CAO	All non-essential travel outside of the Municipality of the County of Victoria is suspended including meetings and conferences
Administration Offices	CAO	Restrictions for public access to the Administration Offices will be put in place.
Maintain dialogue with employee groups	CAO	Department staff will maintain ongoing dialogue with Municipality of the County of Victoria employees
Municipality of the County of Victoria personnel complete assigned duties in accordance with job descriptions	Supervisors	Plan is in place to ensure that any staff health, safety and/or absenteeism concerns are addressed.
Recruitment and training of replacement staff	Supervisors	Working with supervisors, and departments will expand employee casual lists as necessary through active recruitment.
Communicate with staff	CAO	Supervisors

LOGISTICS (DEPARTMENT: PUBLIC WORKS)

Function	Model of Service Delivery	Continuity Strategies
Train staff in sanitation and hygiene procedures	Facilities, Maintenance to train staff in cleaning procedures	Training completed
Maintain essential cleanliness in municipal facilities	Facilities Maintenance shall establish and ensure standards are met and set staffing requirements	Additional hours may be allocated to increase sanitation levels of door handles, washrooms and counters.
Identify and initiate the purchase of the required cleaning, sanitation and PP&E supplies	Required materials are identified by Facilities and purchased by normal means	Initial purchases of materials have been made. Suppliers have been identified for future additional requirements should the need dictate.
Building maintenance (snow removal, grass mowing, grounds maintenance)	Provision of maintenance services is conducted by staff under the direction of Facilities Maintenance.	Non-essential maintenance work may be deferred should manpower shortages dictate. Contractors may be employed to carry out work should the situation dictate. The Director of Public Works shall initiate the use of various trades' contractors as required.
Physical plant functions (heating, ventilation, power, water, fire safety equipment)	Adequate plant services must be provided to buildings for safe operations.	Every effort will be made to keep buildings open and in safe condition. Building closures due to problems with the operation of physical plants shall be carried out in accordance with Policy.
Communication with staff	Required communication on issues shall flow through the Director and the Supervisor to staff	Initial presentation to staff on the Pandemic Plan and the required procedures will be communicated during scheduled training sessions. Ongoing updates will be issued through managers and administration.

OPERATIONS (DEPARTMENT: PUBLIC WORKS)

Function	Model of Service Delivery	Continuity Strategies
Advise staff in sanitation and hygiene procedures	Supervisors to train staff in cleaning procedures	Training completed
Maintain operations of the water and wastewater treatment, distribution and collection systems	Public Works and Operations shall establish and ensure standards are met and operating approval requirements met	Staff are cross trained in plant operations and routine checks.
Identify and initiate the purchase of the required repair Materials, chemicals and PPE	Required materials are identified by Facilities and purchased by normal means	Initial purchases of materials have been made. Suppliers have been identified for future additional requirements should the need dictate.
Snow and ice control	Provision of maintenance services is conducted by staff under the direction of the Director of Public Works.	Non-essential maintenance work may be deferred should manpower shortages dictate. Contractors may be employed to carry out work should the situation dictate. The Director of Public Works shall initiate the use of various trades' contractors as required
Communication with staff	Required communication on issues shall flow through the Director and the Supervisor to staff	Initial presentation to staff on the Pandemic Plan and the required procedures will be communicated during scheduled training sessions. Ongoing updates will be issued through managers and administration.

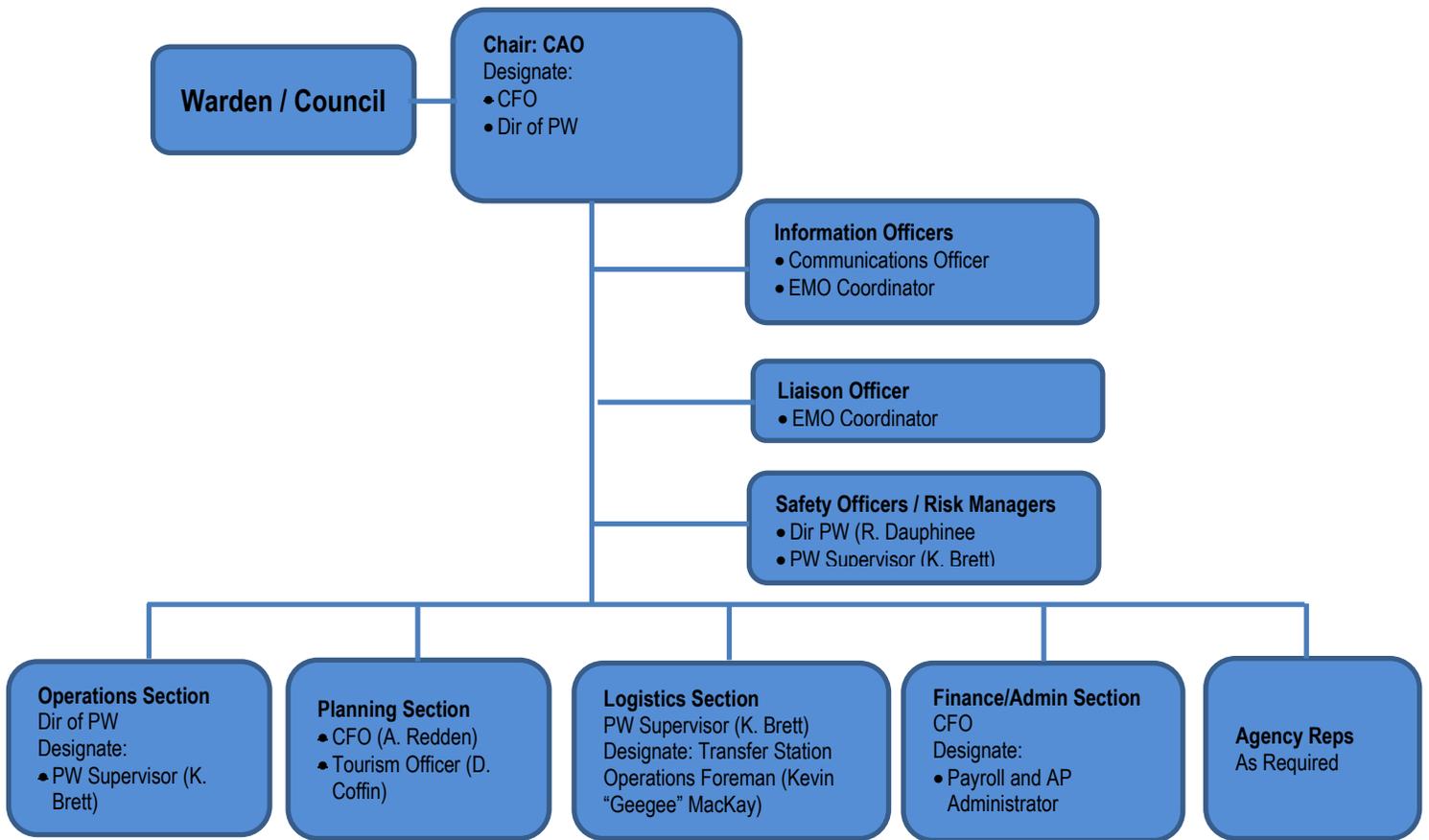
TOURISM AND DEVELOPMENT & ACTIVE LIVING

Function	Model of Service Delivery	Continuity Strategies
Develop and deliver active living programs and activities	MPAL	Program suspended at this time Outdoor opportunities provided
Network with community groups	Tourism & Development Officer/ Recreation & Active Living Coordinator	Ongoing information updates provided to groups
Development and deliverance of Special Events	Tourism & Development Officer/ Recreation & Active Living Coordinator	Continue to work on future programming
Funding Proposal Writing	MPAL Tourism & Development Officer/ Recreation & Active Living Coordinator	Updated members and day users of impact of facility closure. Daily processes being developed for the reopening of the facility.

Website and Social Media Releases	Communications Officer	Meeting with staff to review messaging
Communication with public	Communications Officer	Tourism & Development Officer/ Recreation & Active Living Coordinator and Communications Officer

Appendix – 1: Action Plan Member Responsibilities

ORGANIZATIONAL STRUCTURE



Appendix 2: Prevention and Intervention Strategies

MINIMIZING ILLNESS AMONG STAFF

How to recognize COVID-19 (Coronavirus):

- Flu-like symptoms
- Fever
- Dry cough
- One or more of the following symptoms: sore throat, muscle aches, joint pain, difficulty breathing, weakness, pneumonia in both lungs.

Health Canada

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

Prevention Strategies

The best way to avoid illness is through prevention. Health recommendations to stay well include:

- Wash hands thoroughly and often in warm, soapy water – for at least 20 seconds - or use hand sanitizer as a backup;
- Cough and sneeze into arms and sleeves, not your hand; if using tissues, dispose of them into appropriate receptacle and wash hands;
- Stay home (school, work, public places) when displaying flu-like symptoms;
- Disinfect doorknobs, counters, telephones, computer keyboards and other hard surfaces;
- Do not share drinking glasses or eating utensils.
- Province of Nova Scotia: novascotia.ca/coronavirus/ is updated regularly.

Most importantly, staff and visitors exhibiting flu-like symptoms should stay home. You are asked not to come to work if you have flu-like symptoms. Health Canada recommends that you stay home until you are:

- Symptom free;
- Feeling well;
- Able to fully participate in all normal day-to-day work activities.

The Municipality of the County of Victoria will ensure that sufficient supplies of hand cleansers and single use tissues are available in the work places and that receptacles are available for



tissue disposal. The Municipality of the County of Victoria will also strive to provide a “clean” environment. However, it is recognized that a clean environment is not necessarily a “sterilized” environment. Disinfectants will be provided in areas and workplaces deemed to be high traffic areas. These will include waterless hand cleanser and spray bottles and wipes which contain disinfectant.

Primary strategies which will be used in order to minimize illness include:

- Restrict workplace entry of people with influenza symptoms;
- Promote good personal hygiene practices and workplace cleaning practices;
- Minimize, where possible, situations where close contact is necessary (2 meters workspace rule, no shaking hands, limit number of meetings);
- Encourage the wiping and cleaning of hands when objects are passed around.

Appendix - 3: Employee Support

To assist with the maintenance of healthy staff members and to ensure that ill employees do not return to work prematurely and place others at risk, the Municipality of Victoria County shall institute modified employee benefit provisions during the pandemic as follows:

These are general guidelines and individual situations will be addressed on a case-by-case basis through the employee’s supervisor.

STAFF

All Staff will be entitled to their accumulated amount of sick days; their total bank is through web-based tracking and by conferring with supervisors.

- If caring for others the employee may be deemed to be ill.

Staff will be provided information on Sick Benefits through Employment Insurance.

- Accommodations shall be made to lessen the effects of layoffs.

Employee Assistance Plan

An “Employee Assistance Plan” is available to assist all employees and their families.

Let us help

Access your Employee and Family Assistance Program (EFAP) 24/7 by phone, web or mobile app.

 1.844.880.9142 TTY 1.877.338.0275

 workhealthlife.com

 Download My EAP app now at your device app store



Fitness for Duty Guidelines



The Fitness for Duty guidelines provide direction for the length of time an employee should remain away from the workplace after contracting an influenza. This period of time will be established once the effects of the influenza are known. The guidelines also facilitate an employee's return to work once they are well.

The Municipality of the County of Victoria is committed to providing a safe work environment in the event of a pandemic, and to protect the health and safety of residents and staff.

These Fitness for Duty guidelines apply specifically to a pandemic event.

Purpose:

To provide procedures for identification and intervention when staff members may pose a health threat to the community because they have contracted the influenza virus related to the pandemic.

Definitions:

"Fit for Duty": means able to perform the duties of the job, without creating a risk for other staff of contracting the influenza virus.

"Health Service Provider" is a doctor of medicine, nurse practitioner or other health care practitioner who is qualified to provide a medical opinion on the state of health of a staff member as it relates to the influenza virus as expected in a pandemic event.

"Supervisor" is the person to whom a staff member reports.

Employee Responsibilities:

- Reporting to work when fit for duty;
- Notifying the supervisor when not fit for duty;
- Notifying the supervisor when observing a co-worker who may not be fit for duty (in cases where the possibly impaired individual is the employee's supervisor, the employee should make the notification to the next higher-level manager or directly to the CAO);
- Cooperating with a supervisor's directive and/or referral for a medical evaluation.

Supervisor Responsibilities:

- Observing the attendance, performance and behavior of staff they supervise;
- Interviewing an employee who appears to the supervisor to be unfit for duty and referring the employee for a medical evaluation when appropriate;
- Recording the reasons/observations that triggered a fitness for duty medical evaluation referral;
- Utilizing this plan in a fair and consistent manner, respecting the employee's privacy and the confidentiality of medical information.

Procedures:

1. The supervisor who receives reliable information that an employee may be unfit for duty, or through personal observation believes an employee to be unfit for duty, will validate and document the information or observations as soon as is practical. Actions that may trigger the need to evaluate an employee’s fitness for duty with respect to this policy are limited to observation of influenza conditions consistent with a pandemic event.
2. The supervisor will present the information or observations to the employee at the earliest possible time in order to validate them, and will allow the employee to respond to the concern. The supervisor will then determine whether the employee should leave the workplace immediately for safety reasons.
3. The supervisor may direct the employee to a health service provider to assess the condition of the employee. An employee may not be allowed to return to work until such an assessment has been provided or until the supervisor has been satisfied that the employee is fit to return to work.
4. The employer shall be responsible for the additional cost associated with any medical evaluations completed by a health service provider, if required by the employer.
5. Prior to returning to work after recovery from an influenza virus consistent with a pandemic event, the supervisor shall consider advice received from the local health authorities on the length of time considered appropriate to recover from the influenza virus, and the length of time the virus remains infectious.

Appendix - 4: Contact Information

Find accurate and up-to-date information on COVID-19, including when to seek help at:

- **811** – Call 811, the provincial HealthLink line, operating 24-hours, seven-days-a-week if you suspect that you may have contracted the COVID-19 virus.

Government contact information:

Municipality of the County of Victoria	902-295-3231 https://www.victoriacounty.com/
Province of Nova Scotia	novascotia.ca/coronavirus/



Government of Canada	www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html
Public Health Agency of Canada: Coronavirus Information Line	1-833-784-4397
Nova Scotia Emergency Management Office	902-424-5620

Appendix – 5: Essential Services Operations Action and Status Plan

The focus of the Municipality of the County of Victoria is to maintain essential services for residents and businesses, with essential services being as follows:

- Water treatment and distribution
- Fire protection (water supply) – To assist the fire departments by supplying as much water as the water system can support while maintaining efficient water to the residents of the community.
- Emergency water utility repair response
- Solid waste collection
- Fire service – In the event of a separate disaster in which the fire service is required, the CAO has the authority under the Victoria County Emergency Plan to appoint under the ICS structure an Incident Commander (IC) if a qualified IC may be required.
- Police service - In the event of a separate disaster in which the police service is required, the CAO has the authority under the Victoria County Emergency Plan to appoint under the ICS structure an Incident Commander (IC) if a qualified IC may be required.
- Payroll service

Water Utility Operations

Treatment Chemicals

- Staff will monitor chemical inventory closely and replenish stock as required, with increased frequency;



- Make contact with chemical suppliers to stay informed of any potential supply and delivery issues;

SCADA System (Supervisory Control and Data Acquisition)

- All water treatment plants can be and are monitored remotely via the SCADA system. This allows staff to view all water tower levels, treatment plant parameters, trending information, chemical dosages and to make adjustments as necessary. Operations staff can monitor and make process changes at the plants, from home or from their mobile devices;
- Ensure the SCADA system is working normally.

Sampling and Laboratory Testing

- Staff will continue with routine water treatment and distribution system sampling as to satisfy all requirements of our operating approvals based on Nova Scotia Environment;
- Staff will contact the laboratory services provider to ask for updates on any perceived changes to service levels.

Operations Staff

- Manager will seek status updates from operations staff regarding their condition and the condition of their families, especially staff working in isolations and those working independently;
- Personal contact between staff will be limited with each operator primarily dedicated to their plant;
- Additional personnel that are able to work, will be called in if required to assist with operations duties and assist with maintenance if required;
- Neighboring municipalities will be contacted to discuss mutual aid opportunities.

Public Works Department

Water Distribution System Inspections

- Staff will continue to perform routine water distribution system inspections such as:
 - ✓ Daily chlorine residual checks of distribution system;
 - ✓ Water tower inspections and chlorine injection systems.



Emergency Repair Response

- Staff will continue to respond to emergency repairs (such as buried piping breaks) and will ensure to have an adequate inventory of repair materials on hand.

Public Works Staff

- Manager will be frequently seeking status updates from operations staff on their condition and the condition of their families.
- Staff will increase cleaning efforts, in buildings, work sites and vehicles and limiting access from visitors.
- If staffing levels are limited, contractors will be hired to assist with emergency repairs and snow removal.

Solid Waste Collection

- Staffing levels and contingency plans will be reviewed on collection service changes in light of potential staffing limitations to maintain service.

Protective Services

- The Volunteer Fire Departments and RCMP will be forwarded a copy of the Pandemic Preparedness Plan document.

Please note this is a fluid list and planning efforts and our departmental priorities will be reviewed and updated ongoing.