

MUNICIPAL PANDEMIC MANAGEMENT SUB PLAN

March 2020

MUNICIPAL EMERGENCY MANAGEMENT PLAN



Version Control

Date	Details
June 2010	Pandemic Plan developed
August 2015	Pandemic Plan reviewed and major rewrite
October 2018	Pandemic Plan reviewed and updated
March 2020	Reviewed earlier draft & update – input EMT. Referral to MEMPC.

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Overview

The Mansfield Shire Municipal Emergency Management Plan recognises that a health pandemic (influenza and other) is a major risk and as such Council and the Municipal Emergency Management Planning Committee has a responsibility to plan and prepare for such an event. The Pandemic Plan ('the plan') is a Sub Plan of the Municipal Emergency Management Plan.

This plan guides responsibilities and actions to be taken by Council and agencies in Mansfield Shire in the event of a pandemic.

The plan has been developed in line with state and federal health management plans that aim to provide an effective health response framework to minimise transmissibility, morbidity and mortality associated with an influenza pandemic and its impacts on the health sector and community

<https://www2.health.vic.gov.au/emergencies/emergency-type/infectious-diseases/pandemic-influenza>

<https://files-em.em.vic.gov.au/public/EMV-web/Victorian-action-plan-for-pandemic-influenza.pdf>

<https://www2.health.vic.gov.au/about/publications/ResearchAndReports/covid-19-pandemic-plan-for-vic>

The operational component of this Pandemic Plan is guided by the emergency management approach of:

- Prevention
- Preparation
- Response and
- Recovery

In pandemic planning, Council has 3 broad tiers of responsibility:

- Business continuity and continuance of local essential services
- Public health
- Community support and recovery

This Pandemic Plan has 4 sections:

- Framework
- Activation of Plan (incorporating Public Health and community support)
- Service delivery and Council business continuity
- Appendices

The Department of Health and Human Services (DHHS) is the lead agency in Victoria for a pandemic emergency. **The MEMPC is expected to be involved where appropriate in reviewing planned actions for all phases of pandemic planning - preparedness, prevention, response and recovery.**

This enables the delivery of a robust plan, reducing the local impacts of a pandemic and providing support and recovery assistance to our affected community, throughout the pandemic's duration.

The Senior Environmental Health Officer is nominated as the Pandemic Coordinator for Mansfield Shire and will work with DHHS in identifying Shire wide responses.

It is emphasised that the Pandemic Plan works in conjunction with the Mansfield Shire Municipal Emergency Management Plan (and Relief and Recovery Sub Plan).

As a declared Class 2 emergency, there may be some sources of cost recovery available to Council depending on the nature of the pandemic and the effect on the community.

The current review has occurred during a period of increased spread of the Coronavirus (COVID-19) that appears to have originated in China with the advice received on 2 March 2020 being

- New case detections including statistics indicating new cases (on a daily basis) in other countries than in China.
- Total cases now exceeds 85,000 – 6,900 outside China, with cases now in a total of 50 Countries. Presently a 3.4% case fatality rate overall.
- Currently 29 cases in Australia, 15 classed as fully recovered. 10 of the cases related to the cruise ship 'Diamond Princess' docked in Japan – 1 local death also from that ship.
- Actual infectious rate has been estimated at 0.37% of those in contact with a case and
- An estimate that 52% of positive cases have nil symptoms, 80% of those that become ill have a mild infection and 15% are 'severe'.

The Municipal Pandemic Management Sub Plan was adopted as a sub plan to the Municipal Emergency Management Plan by the Municipal Emergency Management Planning Committee on March 16, 2020.

Endorsement



Kaylene Conrick
Chief Executive Officer
Mansfield Shire Council

Date 16/3 2020

Section 1

Definitions

Epidemic: A sudden increase in the incidence of a disease, affecting a large number of people, over a large geographic area.

Influenza (the flu): A highly contagious disease of the respiratory tract, caused by the influenza virus.

Novel virus: A virus that has never previously infected humans, or has not infected humans for a long time and likely that almost no one will have immunity, or antibody to protect them against the virus.

Pandemic: Epidemic on a global scale. Only type A influenza viruses have been known to cause pandemics.

Social distancing: A community-level intervention to reduce normal physical and social population mixing in order to slow the spread of a pandemic throughout society. Social distancing measures include school closures, workplace measures, cancellation of mass gatherings, changing public transport arrangements and population movement restrictions.

Aims and Objectives

Aims

- Assist in reducing the impacts of a pandemic (particularly Influenza) on Mansfield Shire communities
- Raise awareness and promote preventative measures.
- Provide support and recovery assistance throughout the duration of the pandemic to the community
- Ensure response activities are consistent across whole of government.

Objectives

The Pandemic Plan has the following objectives which are listed in no particular order:

- To reduce the pandemic impact on Mansfield communities
- To implement and to provide for messaging that promotes infection control measures to prevent transmission of the pandemic virus

- To continue to provide support services to people who are isolated or find themselves quarantined within the Municipality
- To assist in providing mass vaccination services to the community, if and when a pandemic vaccine becomes available
- To develop media and communication messages, in line with whole of government messages, to inform the community and staff of any changes including variations to normal municipal service delivery
- To ensure a comprehensive approach to emergency recovery planning (see detail in the municipal emergency management plan), including a focus on any specific pandemic aspects.

Pandemic Planning – Council’s Responsibility

Mansfield Shire Council has a responsibility in a pandemic planning role to address the following three key areas:

1. Business continuity and local essential services

- Staff education and support programs to address infection control
- Timely, accurate staff information
- Protocols in place to protect staff, particularly front line
- Identification of Council services that could be shut down or suspended as a Pandemic progresses
- Identification of the critical business functions and essential services to be maintained at the height of a pandemic
- Identify staffing / skill requirements to maintain critical services and functions
- Provision of multi skilling training for staff and mapping of our range of services
- Identify external contractors and for those providing a critical function or essential service, develop contingencies for the continuation of the service in the event that the contractor is no longer available
- Identify volunteers that could assist in service delivery
- Provision of support services to staff
- Communication strategy to inform community on altered council services

2. Public health

- Establishment of a clear communication strategy
- Provision and distribution of State Government education material on infection control (hand hygiene/cough etiquette) and prevention measures
- Build community capacity to enable individuals to support themselves and neighbours during a Pandemic
- Provision of mass vaccination services
- Management of environmental health functions including food and sanitation safety, vector control, routine food safety surveillance (includes ensuring food handlers and people working in food premises have protocols for staying away if unwell).
- Routine infectious disease outbreak investigation

3. Community support and recovery

- Establishment of communication links and provision of information services to affected communities
- Identification and support for vulnerable sectors of the community and vigilance for emerging sectors e.g. 'quarantined' visitors
- Establishment of community support services under the MEMP
- Provision of support services to people who are isolated or quarantined as a result of a pandemic (e.g. meals on wheels, personal care)
- Organising and coordinating volunteer helpers and identification of support services that may be required beyond the scope of Council
- Post Impact assessment – gathering and processing of information

Strategic Framework

National level plans:

Australian Health Management Plan for Pandemic Influenza (AHMPPI) 2019

outlines Australia's strategy to manage an influenza pandemic and minimise its impact on the health of Australians and our health system.

It is understood the AHMPPI will continue to be updated as new clinical evidence is developed. The plan provides the guidance and a framework for leadership to ensure that Australia is prepared to deal with an influenza pandemic.

National Action Plan for Communicable Disease (National CD Plan)

The [Emergency Response Plan for Communicable Disease Incidents of National Significance: National Arrangements \(National CD Plan\)](#) outlines how agencies across Australian, state, territory and local governments will work together to protect Australia from the threat of a major communicable disease incident. This plan replaces the former National Action Plan for Human Influenza Pandemic.

State level plans include:

Victorian Health Management Plan for Pandemic Influenza (VHMPPi) reviewed and updated in October 2014, builds on the AHMPPi and aims to minimise the morbidity and mortality associated with an influenza pandemic, as well as its impacts on the Victorian community, health care system and economy. It presents strategies and activities to identify the planning and preparedness actions to support the control of an influenza pandemic in Victoria.

Victorian Action Plan for Influenza Pandemic (the VAP), previously known as the Victorian Human Influenza Pandemic Plan (VHIPP), was updated in August 2015 and describes the Victorian governance arrangements and key strategies to prepare for, respond to and recover from an influenza pandemic in Victoria. It achieves this by describing the relationship between existing public health and emergency management arrangements and outlining key responsibilities, authorities, mechanisms and actions.

At the municipal level, **Local Government plans:**

A Health Pandemic (Human) has been identified as one of 5 key risks under the Mansfield Shire Council Community Emergency Risk Assessment (CERA) process and this is detailed in Section 4 of the Mansfield Shire Council Municipal Emergency Management Plan (MEMP).

Other related local policies and plans - not specific to pandemics;

- Mansfield Shire Council Municipal Emergency Management Plan (MEMP)
- Mansfield Shire Council Emergency Relief and Recovery Sub Plan
- Mansfield Shire Council Occupational Health and Safety Policy
- Mansfield Shire Council Risk Management Policy
- Mansfield Shire Business Continuity Plan

Other resources:

World Health Organization (WHO) - Guidance: Pandemic Influenza Risk Management

Review and exercise schedule

To be prepared for a pandemic, it is important to regularly review and exercise this plan (as part of the Municipal Emergency Management Plan) and make amendments, as required.

The Plan will be exercised at the discretion of the Municipal Emergency Management Planning Committee (MEMPC). Where not exercised, the plan will be subject to an ongoing administrative review overseen by the Pandemic Coordinator.

The exercise format will be determined by the MEMPC and/or DHHS. The exercise may include independent assessment, and could include identified agencies and key stakeholders.

The Municipality is also encouraged to observe exercises undertaken by other municipalities and to participate in exercises conducted within the region.

Community Profile

Population

The ABS 2016 data identifies the residential population of Mansfield Shire as 8797.

There are a numerous smaller settlements such as: Goughs Bay, Bonnie Doon, Macs Cove, Howqua Inlet, Jamieson, Merrijig, Sawmill Settlement and Alpine Ridge, Mairdample, Tolmie and Woods Point.

Census Data 2016 indicates:

- 19.8% residents were born overseas
- 4.4% live in a household that speaks a language other than English
- 1% are of Indigenous background
- 23% of the population is over 65
- 32% households type are “lone person”

http://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA24250?opendocument

The Municipality has a significant non-resident population (49%) with a large percentage of dwellings being holiday homes.

The area population grows considerably every weekend and over school holidays. Thousands of visitors also add to this sudden growth particularly during the summer months. Mt Buller adds to the growth with an estimated commercial bed number of 6,000 and short term peak seasons during winter and summer.

Municipal Events

The Mansfield area is the centre of a diverse tourist destination and the superb year round climate enables active participation in all sports and leisure pursuits.

The nearby Alpine ski areas provide a venue attracting large crowds during the winter season – normally associated with the flu season. Many staff at the resort return from overseas resorts at the beginning of the season.

Festivals and attractions in Mansfield and surrounds include:

- Mansfield Performing Arts Centre

- Water and other sports (Lake Eildon and Nillahcootie Dam)
- Winter snow sport activity accessed through Mansfield
- Recreational and competitive cycling
- High Country Festival commencing the week prior to Melbourne Cup
- Mansfield Races – 2 events per year + fundraising events
- Mansfield Show (November) & Merrijig Rodeo (March)
- High Country Targa (November)
- Wineries and food events including bush markets and a monthly farmers market

There are approximately 320 food or health/beauty related businesses registered across Mansfield Shire and Mt Buller with approximately 110 in the Mansfield township. Council's Environmental Health unit maintains records of all businesses that provide food or health/beauty related services and will play a role in educating and communicating with these businesses in the event of a Pandemic.

There is a range of commercial accommodation across the Shire. The Mansfield Visitor Centre is able to provide details and contacts for many of these businesses. There are also many camping facilities which are managed by Parks Victoria and the Department of Environment, Land, Water and Planning (DELWP).

Vulnerable People

Council's community support and recovery responsibilities focus on providing direct and indirect support to both the identified and emerging vulnerable groups within our community. It is impossible to specifically predict who will be most affected by a pandemic, particularly Influenza; however the following communities have been identified as potentially being the most vulnerable.

- Elderly: ABS data 2016 indicates there are 2062 residents aged over 65 years of age. 345 people require assistance with core activities to remain living at home.
- Residential aged facilities within the Mansfield Township include Mansfield District Hospital's Bindaree Retirement Hostel and Buckland House Nursing Home and the Independent Retirement Units, Beolite Village.
- Children/Youth: There are 3 pre-schools, 2 childcare centres, 5 primary schools and 2 secondary schools as well as those accommodated at Timbertop Campus 300 students and Lauriston Campus 200 students within the Municipality.
- People with special needs: 259 people receive the Disability Support pension. Mansfield Autism State-wide Services and Yooralla in Mansfield assist people with special needs to integrate with the local community. There is a day facility providing training and activities for adults with disabilities.

- Commonwealth Home Support Program and the Home and Community Care Program for Younger People: Council provide in home and social supports and maintain records of these clients.
- People listed on the Community Support Register and the Vulnerable Persons Register managed by Mansfield Police.
- Hospital patients sent home earlier than usual - to free up beds in hospitals.
- Low socio economic groups and isolated and remote communities.

Note that other groups within the community may emerge as being vulnerable depending on the severity and nature of the pandemic. Examples include:

- Residents and visitors to the area who are confined to their homes/holiday homes as a direct result of illness or quarantine
- Families with no external support where they experience illness or bereavement
- People whose caregiver is sick or no longer able to provide the service
- People who become unemployed
- Small business owners
- Health care workers

Health Services

Facility	Function	Capacity	Contact
Mansfield and District Hospital	Hospital with Midwifery and Urgent Care Centre	25 Beds, includes trolleys	5775 8800
Community Health Services (Mansfield District Hospital)	Provision of services including counselling	N/A	5775 8800
Buckland House	Nursing Home	30 beds	5775 8863
Bindaree Centre	Residential Aged Care	42 beds	5775 8875
Beolite Village	Independent retirement living units	51 units	5775 1925
Mansfield Shire Council	Community and Home Care services. Family services Financial counselling Maternal and Child Health	N/A	5775 8555
Planned Activities (MSC)	Planned Activity Group Coordinated by Council	N/A	5775 8511
Meals on Wheels (MSC)	Council Aged and Disability services and volunteers	350 - 400 meals monthly	5775 8800 5775 8555
Mansfield Medical Clinic	Medical Clinic	N/A	5775 2166
Mansfield Central General Practice	Medical Clinic	N/A	5775 2591

Contact numbers checked 2020

Section 2

Implementation of the Pandemic Plan

The Australian Government will coordinate national pandemic measures and allocate available national health resources across the country. It will support the health response in any jurisdiction if jurisdictional capacity becomes overwhelmed.

The Department of Health and Human Services (DHHS) is the lead State agency for control of incidents involving human illnesses and epidemics, including a human influenza pandemic.

DHHS will provide overall direction and ensure that adequate planning and logistics are in place to support the response to a human influenza (or other form of) pandemic. The department will also ensure that agencies are tasked to support the response, as the situation dictates. The DHHS plans adopt and function under the phases identified in the Victorian Health Management Plan for Pandemic Influenza (VHMPPPI).

These same phases are utilised in the following table Procedure for the Activation of Mansfield Shire Council's Pandemic Plan.

The Mansfield Shire Council's Pandemic Plan will be activated under the Municipal Emergency Management Plan when either a direct or indirect alert is received.

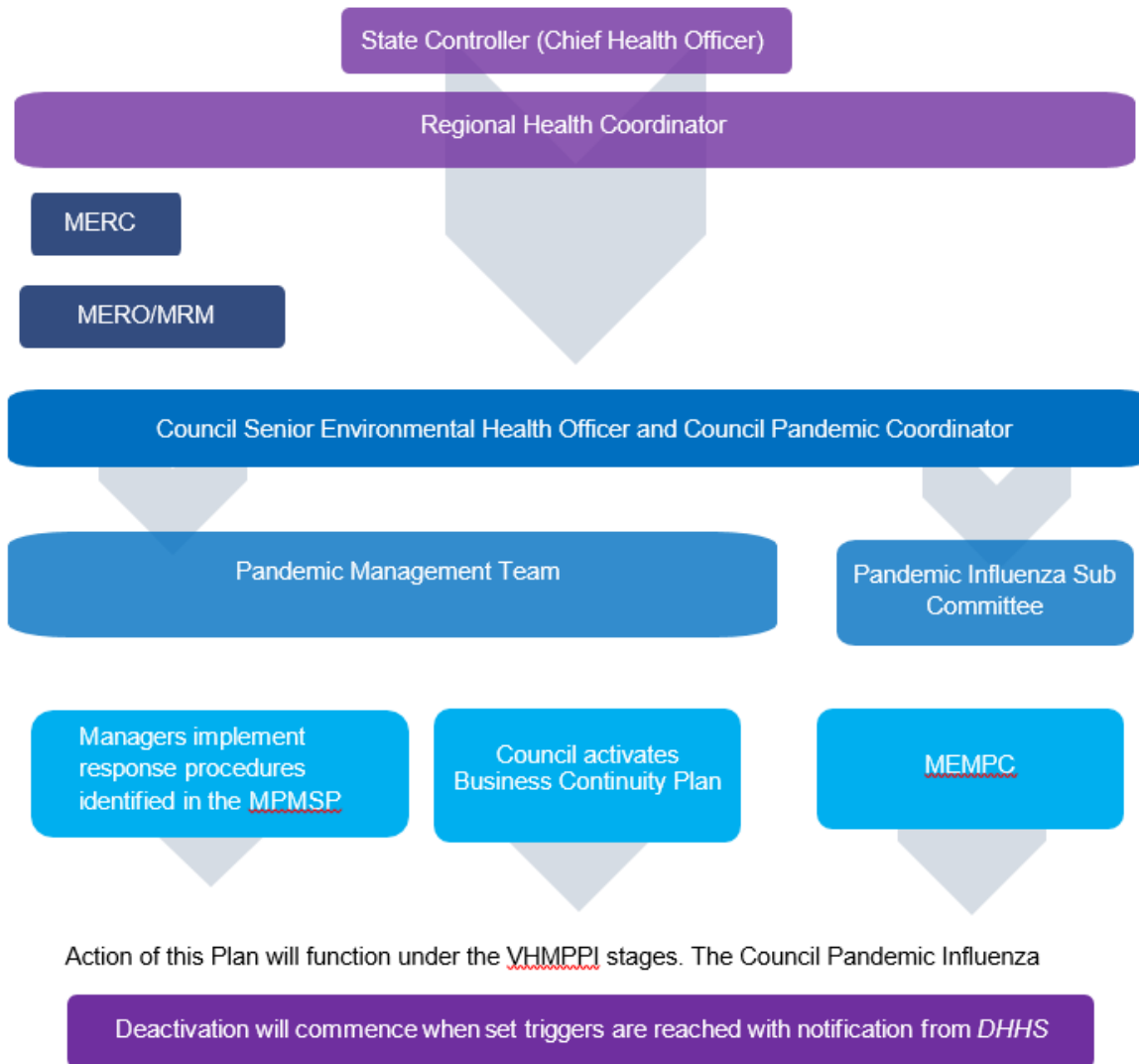
This advice is expected to be received from the Department of Health and Human Services regarding the Australian or specifically the Victorian phase of a declared Pandemic.

An internal Pandemic Management Team will be formed – anticipated composition;

- CEO,
 - Pandemic Coordinator (Senior EHO),
 - MERO (Development Services Manager),
 - MRM (Community Services Manager) &
 - Municipal Emergency Management Officer
 - Community Health and Wellbeing Team Leader
 - Corporate and Organisational Development Manager (HR),
- and others functional areas as required.

They shall meet at stand by for response stage planning review and commencement of actions, then weekly during response phase (or more regularly as required) to discuss advice received, likely scenarios, management of Council activities, communications and associated community engagement during the pandemic – see further.

Class 2 Emergencies – Activation Protocol



The following table ‘Activation Response Procedures’ details the key actions to be implemented. Actual circumstances including the time of the year that the Pandemic is likely to occur and expected duration, the severity and other features may dictate changes.

Mansfield Shire Council Activation Response Procedures

Responsible area of Council	No novel strain has been detected (or emerging strain under initial detection)	Standing by for Response Sustained community person to person transmission is detected overseas	Initial Response Initial and targeted cases are detected in Australia but local information about the disease is scarce	Targeted Response When initial and targeted cases are detected in Australia and /or Victoria and there is enough known about the disease to tailor response to specific needs		
				Low Clinical Severity	Moderate Clinical Severity	High Clinical Severity
ALL COUNCIL SECTIONS (RESPONSIBILITY LIES WITH MANAGERS)	<ul style="list-style-type: none"> Identify critical business activities and available resources Assist with review of the Pandemic Plan as requested by the Pandemic Coordinator Promote vaccination, good hygiene and flu preparedness practices (infection control) among staff, contractors and clients. Staff who are unwell should not come to work Identify staff PPE requirements and organise appropriate training for staff 	<ul style="list-style-type: none"> Implement procedures as per instruction from the Council Pandemic Coordinator, executive or the Emergency Management Group Promote good hygiene and infection control procedures Staff who are unwell should not come to work 	<ul style="list-style-type: none"> Implement procedures as per instruction from the Council Pandemic Coordinator, executive or the Emergency Management Group Report to Managers any changes to Unit activities or resource levels Reinforce good personal hygiene and infection control procedures with all staff Staff suspected of or reporting being unwell to be excluded from the workplace 	<ul style="list-style-type: none"> Review services, resource levels and BC arrangements Implement procedures as per instruction from the Council Pandemic Coordinator, IMT or the Emergency Management Group Report any changes to Unit activities or resource levels to Managers Staff suspected of or reporting being unwell to be excluded from the workplace Introduce work place social distancing measures and reduce mass gatherings (meetings, events etc.) 	<ul style="list-style-type: none"> Review services, resource levels and BC arrangements Implement procedures as per instruction from the PC, IMT or the Emergency Management Group Report any changes to Unit activities or resource levels Cease all non-essential person to person contact with customers and clients Staff suspected of or reporting being unwell to be sent home 	<ul style="list-style-type: none"> Review services, resource levels and BC arrangements Implement working from home arrangements where appropriate Implement procedures as per instruction from the PC, IMT or the Emergency Management Group Report any changes to Unit activities or resource levels. All staff to adhere to PPE requirements for direct service delivery
Pandemic Coordinator		<ul style="list-style-type: none"> Implement procedures as per DHHS advice Inform Pandemic Sub Committee community reps Form Pandemic Management Team and provide advice to Executives Work with CEO & Communications Team to increase staff awareness in the workplace Organise acquisition of PPE or other resources as required 	<ul style="list-style-type: none"> Alert Executive and provide advice re any updates Alert Pandemic Management Team – commence meetings Commence engagement with Pandemic Sub Committee to inform them of activities and receive feedback Work with Communications Team to support State messaging on awareness (personal health messages) Review requirement to purchase PPE if required Liaise with DHHS to discuss Council role in contact tracing arrangements 	<ul style="list-style-type: none"> Implement enhanced infection control procedures based on advice from DHHS Review and confirm vaccine and PPE supply chain and secure storage Discuss contact tracing with DHHS Ensure staff using PPE have undertaken training Distribute PPE supplies to units Purchase or procure health, PPE and cleaning products / consumables for an extended period. 	<ul style="list-style-type: none"> Implement enhanced infection control procedures based on advice from DHHS Review and confirm vaccine and PPE supply chain and storage Discuss contact tracing with DHHS Reinforce PPE training for essential services. Review supplies, purchase or procure health, PPE and cleaning products /consumables for an extended period. 	<ul style="list-style-type: none"> Maintain contact with DHHS Review supplies, purchase or procure health, PPE and cleaning products / consumables for an extended period Implement vaccination programs as advised by DHHS

Responsible area of Council	No novel strain has been detected (or emerging strain under initial detection)	Standing by for Response Sustained community person to person transmission is detected overseas	Initial Response Initial and targeted cases are detected in Australia but local information about the disease is scarce	Targeted Response When initial and targeted cases are detected in Australia and /or Victoria and there is enough known about the disease to tailor response to specific needs		
				Low Clinical Severity	Moderate Clinical Severity	High Clinical Severity
			<ul style="list-style-type: none"> Work with HR Unit and communications team to alert staff of a possibility of a pandemic and the actions to be taken to reduce the risk of infection – personal hygiene, avoiding contact, influenza immunisation etc. Provide area specific information for work units dealing with the public – family case workers, maternal and child health nurses, childcare centres, home care meals on wheels, library, leisure and civic activities. 			
Municipal Emergency Management Arrangements	<ul style="list-style-type: none"> Participate in annual Pandemic Plan review CEO delegates Officer as Pandemic Coordinator Ensure Pandemic Plan is reviewed annually 	<ul style="list-style-type: none"> Implement procedures as per DHHS instructions Assist Pandemic Coordinator in acquisition of PPE or other resources as required Assist Pandemic Coordinator as required 	<ul style="list-style-type: none"> Assist Pandemic Coordinator in acquisition of PPE or other resources as required Assist Pandemic Coordinator, MERO as required 	<ul style="list-style-type: none"> MERO to review resourcing requirements for Community Support Service Assist Pandemic Coordinator in acquisition of PPE or other resources as required PC to liaise with DHHS to inform them of Council activity and resourcing Assist Pandemic Coordinator and MERO as required 	<ul style="list-style-type: none"> MERO to review resourcing requirements for Community Support Service and report to DHHS Assist Pandemic Coordinator in acquisition of PPE or other resources PC to liaise with DHHS to inform them of Council activity and issues Assist Pandemic Coordinator, MERO and MRM as required 	<ul style="list-style-type: none"> Provide community support services, facilities and staffing Maintain regular contact with DHHS MRM to liaise with MERC to discuss relief and recovery arrangements Assist PC as requested for vaccination and session security Assist Pandemic Coordinator, MERO and MRM as required

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				Low Clinical Severity	Moderate Clinical Severity	High Clinical Severity
Corporate and Organisational Development	<ul style="list-style-type: none"> Review HR planning for pandemic OHS to assist Coordinators with advice on PPE training for staff 	<ul style="list-style-type: none"> Review HR planning for pandemic 	<ul style="list-style-type: none"> Assist Pandemic Coordinator to alert staff of a possibility of a pandemic and the actions to be taken to reduce the risk of infection – personal hygiene, avoiding contact, influenza immunisation etc. 	<ul style="list-style-type: none"> Assist Pandemic Coordinator to distribute PPE supplies as required Staff suspected of or reporting being unwell to be excluded from the workplace (assist in implementation of this) Implement an illness register employment/deployment of staff to ensure continuation of critical services 	<ul style="list-style-type: none"> Staff suspected of or reporting being unwell excluded from the workplace (assist in implementation) Implement an illness register continuation of critical services 	<ul style="list-style-type: none"> Ensure provision of Employee Assistance Program by telephone Staff suspected of or reporting being unwell excluded from the workplace (assist in implementation) Implement an illness register
Communications and Community Development Services	<ul style="list-style-type: none"> Establish / review communication policy and procedure 	<ul style="list-style-type: none"> Work with Pandemic Coordinator to increase staff awareness (e.g. display health messages in workplace) 	<ul style="list-style-type: none"> Work with Pandemic Coordinator to increase staff awareness (e.g. display health signage etc.) Assist Pandemic Coordinator to alert staff of a possibility of a pandemic and the actions to be taken to reduce the risk of infection – personal hygiene, avoiding contact, immunisation etc. Prepare internal and external messages using advice from DHHS 	<ul style="list-style-type: none"> Provide information to local papers / radio stations regarding pandemic situation. Advise where support services can be accessed. Regularly update community information on website, phone wait message and other public access points 	<ul style="list-style-type: none"> Provide information to local papers / radio stations regarding pandemic situation. Advise where support services can be accessed. Regularly update community information on website, phone wait message and other public access points 	<ul style="list-style-type: none"> Provide information to local papers / radio stations regarding pandemic situation. Advise where support services can be accessed. Regularly update community information on website, phone wait message and other public access points
Development Services – Senior Environmental Health Officer	<ul style="list-style-type: none"> Immunisation Coordinator to recommend seasonal flu vaccinations Promote all scheduled vaccination programs 	<ul style="list-style-type: none"> Promote all scheduled vaccination programs 	<ul style="list-style-type: none"> Provide advice to the Council on social distancing measures and ways to reduce numbers of mass gatherings. Promote all scheduled vaccination programs 	<ul style="list-style-type: none"> Arrange immunisation sessions when vaccine available Promote vaccination for pneumococcal vaccine for those at high-risk gr 	<ul style="list-style-type: none"> when vaccine available arrange for immunisations Promote vaccination for pneumococcal vaccine for high-risk. 	<ul style="list-style-type: none"> Arrange immunisation sessions when vaccine available Promote vaccination for pneumococcal vaccine for identified high-risk groups

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				Low Clinical Severity	Moderate Clinical Severity	High Clinical Severity
Community Health and Wellbeing Team	<ul style="list-style-type: none"> Ensure staff training for PPE usage 	<ul style="list-style-type: none"> Further review work practices. Commence planning for variation to routine service delivery Review and promote staff training for PPE usage Review hygiene and food preparation procedures as per instructions from DHHS. 	<ul style="list-style-type: none"> Engage with all team members Engage with Volunteer workforce Review listings of vulnerable clients and communication channels 	<ul style="list-style-type: none"> Review listings of vulnerable clients and communication channels Determine support for quarantined and isolated clients at home 	<ul style="list-style-type: none"> Review listings of vulnerable clients and communication channels Consider closure of facilities based on DHHS advice Determine and provide support for quarantined and isolated clients at home PPE to be utilized where needed 	<ul style="list-style-type: none"> Review listings of vulnerable clients and communication channels Consider closure of facilities based on DHHS advice Determine and provide support for quarantined and isolated clients at home PPE to be utilized where needed
Infrastructure Department and Community Services		<ul style="list-style-type: none"> Cleaning contracts to be reviewed and enhanced cleaning standards to be negotiated. Review cleaning processes in communal areas Review service delivery 	<ul style="list-style-type: none"> Review service delivery Assist with sourcing PPE supplies Consider opportunities to enhance protection between Staff and community members at all Council venues Provide shared work stations with alcohol wipes for phones, computer keyboards etc, Establish additional hand sanitising stations and review service for replenishing supplies 	<ul style="list-style-type: none"> Review cleaning and infection control procedures for communal areas Provide antiseptic hand wash to ingress points of Council buildings Investigate work from home capacity / accessibility of systems from remote locations Additional infection control procedures for communal areas 	<ul style="list-style-type: none"> Review cleaning and infection control procedures for communal areas Provide antiseptic hand wash to ingress points of Council buildings Support work from home arrangements Additional infection control procedures for communal areas (Consider closure of facilities based on DHHS advice) 	<ul style="list-style-type: none"> Isolate air circulation (heating / cooling) systems for all relevant municipal facilities - if recommended Secure closed sites Additional infection control procedures for communal areas (consider closure of facilities based on DHHS advice) Reduce services as required

Any Council units not listed in this table will be required to support pandemic response activities of those business areas listed. Psychological support and most Recovery activities not specifically referenced above – refer to MEMP for typical requirements.

As per MEMP Stand Down procedure will be implemented upon advice from State Agencies as the Control Agent.

Strategy for Community Information Provision

State Communication Plan

A whole of Victorian Government communication strategy is produced by DHHS to strengthen pandemic preparedness at state, regional and local level and ensure that timely, informative and consistent messages are provided to the wider community. The strategy supports the Australian Government Department of Health Communication Strategy, while accommodating Victorian circumstances.

Council Communication Plan

At the municipal level, Council's Communications/ Community Development and Customer Service teams are responsible for both community and internal staff pandemic communications. All Council service units will have a responsibility to distribute approved information as provided. Council will prepare a script based on State department advice, for customer service staff or other Council staff who may take calls from the general public seeking help and information during a pandemic. Specific communications activity during an influenza pandemic is outlined in Council's Response Procedures.

Internal Communication

The Pandemic Coordinator will be responsible for providing information to Council's CEO, Executive and Pandemic Management Team. Initial briefing will be at the 'Initial Response Stage' then at weekly intervals at minimum. The CEO is responsible for briefing the Mayor and Councillors.

External Communication

Council is able to provide information to the community via a number of avenues. DHHS information will be utilised to ensure consistent messages are being communicated.

- Council's website will be used to post information and provide links to DHHS, DHA and WHO websites.
- Council offices and service centres will be used to provide advice regarding customer use.
- Recorded phone messages can be utilised on the main Council phone line.
- Local papers, radio and community papers can be used.
- All communications must be linked to, and be consistent with, those issued by the Department of Health and Human Services and any other Victorian Government department.

Control Strategies

Mansfield Shire Council will implement public health control measures within the Municipality in line with information received from the DHHS.

Basic Precautions

Preventing transmission and infection during a pandemic will require a package of related measures:

- Individual measures – hand hygiene, respiratory hygiene, cough etiquette and immunisation.
- Appropriate personal protective equipment (PPE as directed by DHHS).
- Organisational and environmental measures – patient placement, social distancing and cleaning.

The overall aim of these measures is to minimise the risk of exposure to the influenza virus, reducing transmission, infections and illness. All three components are essential and concurrent activities.

Education and Training

Council will be required to provide education and training to staff in terms of implementing the appropriate infection control protocols in the workplace, which includes procedures to manage incidents of suspected Influenza. Council will disseminate literature, brochures and posters to increase awareness about the disease and to outline infection control protocols in a practical manner.

Specific issues to be covered in training include:

- The establishment of 'social distancing' (greater than 1 meter separation) between staff or during business transactions.
- Disinfection protocols to reduce contaminated surfaces through alcohol or chlorine disinfection.
- HR management processes where staff present with influenza symptoms or refuse to leave work - seek medical attention.
- Disposal of contaminated materials.
- Use of appropriate and context specific PPE.
- Storage, supply and stock control of PPE and Disinfectants.
- Return to work processes.

Communication and education will be provided to employees to best prepare them for what may be encountered such as:

1. Information about signs and symptoms and transmission modes.
2. Personal and family protection and response.
3. Preparedness and response obligations.
4. Advice regarding management of home care and ill relatives.
5. Hotline and Website communications.

Personal Protective Equipment (PPE)

In addition to Councils existing hygiene measures, PPE stocks will be obtained in accordance with the activation table in *Mansfield Shire Council Activation Response Procedures*. Council is to check best before dates on an annual basis prior to winter. Appropriate training must be provided to the individual using the PPE at a time prior to a pandemic to ensure they become competent and proficient in its use.

PPE stockpile may consist of:

- Single use surgical masks
- Alcohol swabs and wipes (minimum of 70% alcohol).
- Alcohol hand sanitiser
- Gloves – nitrile, vinyl, latex and rubber.
- Safety glasses
- Disposable cleaning cloths
- Tissues
- Thermometers
- Biohazard bags
- Isopropyl, bleach and detergent/cleaner.

The decision to deploy PPE from the Victorian medical stockpile to healthcare and other settings will be taken by the Chief Health Officer.

Council Workplace Cleaning

The influenza virus can survive longer on non-porous objects such as tables and door handles and may be transmittable for 24-48 hours.

Regular daily cleaning (preferably) within council locations will assist in protecting staff from being exposed to the pandemic virus within their environment. These sites can include:

- Commonly touched areas (public counters, workstations, doorhandles, hand railings, light switches).
- Equipment (telephones, keyboards, mouse controls, trolleys).
- Toilet facilities
- Kitchen areas
- Meeting rooms
- Customer counter areas.

Influenza viruses are inactivated by a minimum 60% alcohol and by 1000ppm chlorine – this can be obtained by diluting 1 cup or 250ml domestic bleach, (4% chlorine) with 10 litres of cold water. Cleaning of surfaces with a neutral detergent followed by a disinfectant solution is recommended.

Measures to Increase Social Distancing

Social distancing is a strategy that protects staff and the public from potential infection by minimising direct contact with others. Social distancing measures are based on the premise that a virus can travel up to one metre when someone coughs or sneezes. Visiting or other contact with unwell people should be avoided, when practicable.

Council will implement social distancing measures within the organisation once recommending advice is received from DHHS.

Council will cancel on authorised advice or direction any services, events or mass gatherings in order to implement social distancing measures.

Social distancing measures include but are not limited to the following:

- Minimising direct face-to-face contact with customers.
- Implementing, where possible, work from home policies.
- Minimising face-to-face internal meetings.
- Closure of non-essential locations.
- Reducing or Suspension of all non-essential services.
- Informing staff not to share workstations and/or equipment.
- Provision of education / awareness programs regarding transmission of infection and exclusion requirements including workplace signage.

Health Services Planning for Managing Affected Individuals

It is the responsibility of Medical services to develop a process for separating, triaging and admitting people with Pandemic-like illness to prevent cross-infection. This may involve setting up a separate area, such as a triage or clinic.

Mansfield Shire Council is committed to providing infrastructure support to facilitate the establishment of additional clinics for triaging or vaccination within the municipality. Refer to the Municipal Emergency Management Plan for details of all venues and facilities that could be accessed in an emergency.

Designated hospitals

To prevent the spread of Pandemic infection within hospitals, DHHS will likely identify and implement a Designated Hospital Model. This model identifies designated hospitals with negative pressure rooms and infectious diseases specialists. The decision to transfer suspected cases to a designated hospital will be made by the DHHS, in consultation with the Medical service. Clinical or other considerations may preclude patient transfer.

Immunisation

Victoria has a wide range of immunisation providers and Council may play an active role in the delivery of a pandemic vaccination program, be it mass vaccination or any other means vaccination program. The most effective way of preventing infection with an influenza virus is vaccination. A pandemic vaccine will take some time before

being available. When a customised pandemic vaccine does become available, a mass vaccination program will be expected to be coordinated by DHHS. Local Council and GP networks may be asked to support DHHS by providing staff, facilities or by promoting the vaccination program throughout the community.

At the time of such a program, guidelines will be developed to provide information, forms, guidelines and tips to be used to implement such as program. Details of suitable centres are contained within Mansfield Shire Council plans.

Mass Fatality

During a pandemic if the mortality rate is high, existing mortuary services will exceed their capacity. Within any locality, the number of total deaths (including influenza and all other causes) occurring during a 6–8 week pandemic wave is estimated to be similar to that which typically occurs over six months in the inter-pandemic period.

Mansfield has one Funeral Home, one primary and three secondary cemeteries and nil crematoria facilities within the Municipality.

Community Support and Recovery

Community support and recovery may continue for a long time post the Pandemic, especially economic recovery. The Relief and Recovery Sub Plan will be implemented to support community and business over the short, medium and long term.

Over the short term, Mansfield Shire Council will consider the following prompts:

- Provide an additional and alternative advice line to DHHS for the community to access, particularly during periods of high demand.
- Establish a community support service. The role of the support service is to provide information and linkages to support services for the public to alleviate anxiety, fear, uncertainty, vulnerability and isolation. Telephone and email will be the prime means of communication. The Primary Health Network / local medical clinics and the Hospital will be informed of the availability of this service for referral purposes and to seek their possible assistance.
- The Municipal Recovery Manager or delegate to coordinate the community support service and request assistance as deemed necessary from appropriately skilled staff not involved in essential service delivery as per the Business Continuity Plan. In addition, support may also be sought from volunteers within the community.
- Referrals and requests for support will be received from Health Service providers, DHHS, and concerned family/friends.

Support provided will be within the limitations of Councils normal service delivery and include but not be limited to the provision of:

Daily contact – via phone, too check on wellbeing, provide personal support and assess timeframes for provision of support.

Arrange for household support services including meals, grocery and medicine delivery.

Grocery collection and delivery - Council will be required to develop a procedure for the implementation of this service in order to protect an individual's privacy and to make arrangements for payment. (Note: This 'order makeup and delivery service' is currently provided by local supermarkets and this service should be utilised initially).

Additional Delivered meals considered.

Medicine collection and delivery. (Note there is also an 'order makeup and delivery service' provided by pharmacies within Mansfield Township –initially plan to utilise these existing arrangements).

Linkages to other support agencies.

- The Municipal Recovery Manager or their nominee will be responsible to triage requests for support. Determinations on the level of support required will be made based on the presence or absence of existing support networks. Follow up will be required to ensure that any existing support networks are adequate to meet an individual's needs.
act as a referral agency for individuals with specific needs that are beyond the scope of Council.
- EHO to maintain routine environmental health services as far as practicable so as to maintain public health standards and prevent infectious diseases transmission through food safety surveillance and infectious disease outbreaks investigation.

Process for providing Household Support Services

1. Council may receive requests from General Practitioners seeking short term support for an affected household if family, friends or neighbours are unable to assist.
2. All requests for assistance to be logged on Crisisworks then assessed by designated support service staff. All household requests to be triaged to ensure needs are met in a timely way. Contact affected household via phone to confirm that family, friends and neighbours are unable to assist.
3. Use an assessment template to complete a needs assessment to ensure a consistent approach to requests is achieved.

Assess the level of assistance and services required using the steps as illustrated in the following diagram.

Business and Community Support

Support during an influenza pandemic should be covered under the Municipality Emergency Management Plan (MEMP). Specific consideration is required for:

- Isolated or Quarantined People
- Business and Community Resilience
- Council Staff

In providing support, where possible consideration should be had to culture, faith, and what language is required for effective communication.

Support for Isolated or Quarantined people

Note People quarantined or isolated may not have an advocate or someone to provide for their needs including food, water, medicine other essentials and accommodation needs

Effective arrangements to provide for these needs should be detailed. Options include building on Council run services such as Home Aged Community Care Services or a formal arrangement with external service providers. In planning for support, likely demand patterns and timing should be addressed.

Other support requirements will be as per MEMP such as personal support, and financial special consideration.

Council Staff Support

Councils need to ensure they are able to continue delivering essential local services, through effective business continuity planning and providing support. Specific actions to support Council staff should include:

- Having effective arrangements in place to inform staff about how to assess risks and reduce their exposure and vulnerability to influenza virus both in the community and occupational setting.
- Having clear and effective education systems for staff to understand what options are available and what the best course of action is in responding to an influenza pandemic.
- Having effective arrangements for the acquisition and distribution of PPE, and supporting education on how to effectively use the PPE.
- A priority support response for staff based on risk of exposure.
- Having effective arrangements to provide psychosocial support to staff and to support resumption of work by staffs that have been absent due to illness or other reasons.

For external agencies that may also provide support to affected households, refer to the contact directory in the appendices of the Relief and Recovery Sub Plan.

Access to Food and Essential Services

Two main supermarkets operate within Mansfield Township along with a Green Grocer and a butcher. There is also a single supermarket at Mt Buller. Two bakeries operate in Mansfield with one also reliant on some bakery production at Benalla. There are also general stores at Bonnie Doon, Jamieson, Goughs Bay and Howqua Holiday Resort.

Two pharmacies operate in Mansfield, Eisner Guardian Pharmacy and Kathy Henry Alliance Pharmacy providing prescription medication and pharmacy supplies.

Food security is an area that DHHS has previously focussed on in partnership with principal food supply outlets. It is anticipated that whilst the range of foods on offer will be reduced and that alternate shopping arrangements may be established, demand will be satisfied through a state-wide strategy.

Early in a Pandemic, controls should be put in place to secure a food supply in the event of supermarkets and other food businesses experiencing a reduction in hours or forced closure due to lack of staff or difficulty experienced in obtaining and maintaining stocks of food.

Particular care must be given to ensure vulnerable groups are able to access food. Refer to the Vulnerable People section earlier in this Plan.

Recovery

There are a number of potential social and economic impacts that may occur within the Mansfield Shire community during a Pandemic and include but are not limited to:

- increased levels of uncertainty, fear and anxiety
- breakdown of community support mechanisms
- increased numbers of vulnerable people and emergence of new groups
- high workforce absenteeism
- widespread economic disruption

In the event of a Pandemic, the Recovery Committee will be formed to address any impacts such those listed above.

Refer to the Mansfield Shire Council's Municipal Emergency Management Relief and Recovery Sub Plan, the Victorian Human Influenza Pandemic Plan: and Part 4 of the Emergency Management Manual Victoria—State Relief and Recovery Plan for more information.

Stepping Down and Evaluation

Once the worst of the Pandemic is over the recovery phase should be well underway and will continue until the Recovery Committee determines that 'things are back to normal'.

Some of the activities to occur in the final phase of a pandemic include:

- support and maintain quality care
- cease activities that are no longer needed, and transition activities to seasonal or interim arrangements
- monitor for a second wave of the outbreak
- monitor for the development of antiviral resistance
- communicate to support the return from pandemic to normal business services

Key stakeholders, Council staff and the Recovery Committee should meet to evaluate systems and revise plans and procedures.

Section 3

Council Business Continuity

Note: The Business Continuity plan for Council should be referred to in the event of a Pandemic in conjunction with the following information.

The core skills needed to maintain the essential business functions are identified and should be used to identify staff that may be redeployed in the event of critical staff members being affected by the emergency or requiring additional support.

Many Mansfield Shire Council staff have a designated proxy and in the event of a Pandemic causing a severe shortage or reduction in staff numbers, external staff may be contracted via the Municipal Association of Victoria's Memorandum of Understanding – Emergency Management. However, additional external staff may not be available limiting Mansfield Shire Council to providing services within staffing and financial constraints.

Staff shortages will likely have an impact on all business areas. In some instances a business area can be shut down for a short period, however essential business functions will have to be maintained by recruiting staff from non-essential areas.

Council's community services have a volunteer coordinator and a skills bank – recruitment could occur on the onset of a significant impact during a Pandemic to draw additional volunteers in as needed. Volunteers must be correctly registered, inducted and a police check undertaken if time allows. Key to this Plan functioning in the event of a significant impact would be to implement a volunteer bank to support services.

Cross boundary agreements with other Councils for provision of some professional needs would be utilised if required due to non-availability of skilled staff.

The following table lists Council services and identifies the level of service that is predicted to be required in the event of a Pandemic:

Service	Shut down not critical or required	reduced scaled down or managed differently)	essential – continue or be managed differently	enhanced – increased service level requirement
Capital Works Planning	#			
Capital Works Construction	#			
Road Management Plan Compliance - Emergency response	#		#	
Parks and Gardens – skeleton		#		
Mechanic -		#		
Landfill/Waste collection			#	
Resource Recovery		#		
Building Maintenance (consider support services & A/C re contagious spread of virus)			#	
Animal Control and Safety			#	
Local Laws		#	#	
Environmental Health - Permits - Inspections - Immunisation - Emergency Response	# #		#	#
Building Services - Permits - Emergency response	#		#	
Land Use Planning- Permits	#	#		
Community Services Roles Maternal and Child Health			#	
Family Services			#	
Personal Care			#	
Domestic Assistance		#		
Respite Care		#		
Home Maintenance		#		
Social Support groups		#		
Youth Services		#		
In Home Care				#
Delivered Meals			#	

Service	Shut down not critical or required	reduced scaled down or managed differently)	essential – continue or be managed differently	enhanced – increased service level requirement
Volunteer Transport			#	
Assessment services			#	
Emergency Management				#
Property Valuations and Certificates	#			
Information Systems		#		
Record Management		#		
GIS – base mapping availability		#		
Corporate planning			#	
Customer Service			#	
Public relations				#
Tourism / Business Support			#	
Economic Development				#
Council Meetings (Special)		#		
Payroll			#	
Human Relations				#
Corporate Management		#		
Senior Management Functions		#		
Accounts payable			#	
Rates			#	
Community Development (communications)				#

Remote workplace

Consideration must be given where possible to allow staff to work remotely or from home. The following arrangements to coordinate/operate staff business tasks remotely, using laptops, telephone, fax and email will be put into place:

- Use of mobile phones – enquiries received at Council front office be redirected to staff mobiles for response if social distancing measures introduced
- Remote access to Office 365
- Remote access to Crisisworks
- Register of staff home email addresses and mobile phones for emergency use for contact with essential staff.

Some business functions and answering of community enquiries and requests for assistance could be completed remotely using standardised procedures and ensuring that staff are reducing infection risks by not having to enter the workplace – this could minimise the number of staff needing to attend the building thereby complying with social distancing and reducing direct contact between staff.

Essential contractor-based services such as those below may be impacted in the event of a Pandemic:

The relevant officer or unit that oversees their activity must liaise with the contractor to ensure that essential services continue or to plan for ways to reduce the service.

Contractor	Function	Council contact
Cleanaway	Waste management	Waste Management Officer
Domestic cleaner	Office and public toilet cleaning	Infrastructure Department

Appendices

Abbreviations and Acronyms

BOM	Bureau of Meteorology
CSM	Community Services Manager
DHHS	Department of Health and Human Services
EWM	Engineering and Works Manager
GPs	General Practitioners
HACC	Home and Community Care
LGA	Local Government Authority
MEMP	Municipal Emergency Management Plan
MPHWP	Municipal Public Health and Wellbeing Plan
MRM	Municipal Recovery Manager
MSC	Mansfield Shire Council
OH&S	Occupational Health and Safety
PC	Pandemic Coordinator
PCP	Primary Care Partnerships
RMO	Risk Management Officer
SEHO	Senior Environmental Health Officer
SES	State Emergency Services

Appendix 1	Pandemic Planning Sub-committee Membership and Contact Details
Appendix 2	Key Stakeholder Details
Appendix 3	Workplace Cleaning and Disinfection
Appendix 4	Useful Documents and Links
Appendix 5	First Level of Infection Control to Counter a Pandemic

Appendix 1 Pandemic Planning Sub-committee Membership

The purpose of the sub-committee is to provide input into the plan from across the organisation and other community interests. This will ensure that all issues relevant to all business units can be flagged and will result in a more effective plan.

Name	Business Area	Level of Authority
Ben McKay	Development Services Manager / MERO	MERO / Member
Kevin Murphy	Senior Environmental Health Officer / Immunisation Coordinator	Pandemic Coordinator
Melanie Hotton	Manager Community Services / MRM	MRM / Member
Tracy Stolman	Community Development and MEMO - Municipal Emergency Management Officer	Adviser and admin support
Damian Keegan	Victoria Police, MERC	Member
John Newlands	SES	Member
Darren Deeble	DHHS	Member
Rolland Vella	Community member	Member
Kym Lynch	Community member	Member

Appendix 2 Key Stakeholder List

Contact	Phone	Web
Mansfield Shire Council	5775 8555	http://www.mansfield.vic.gov.au
Department of Health and Human Services	1300 650 172	http://www.health.vic.gov.au/
Mansfield Hospital	5775 8800	http://www.mdh.org.au/
Mansfield Police	5775 2555	
Mansfield Ambulance	1300 851 121	
Mansfield Medical Clinic	5775 2166	
Central General Practice	5775 2591	
Cathy Henry Pharmacy Alliance	5775 1311	
Eisner Guardian Pharmacy	5775 2028	

Appendix 3 Workplace Cleaning and Disinfection

The influenza virus can survive longer on non-porous objects such as tables and door handles and may be transmittable for 24-48 hours.

Regular cleaning (preferably daily) within council locations will assist in protecting staff from being exposed to the pandemic virus within their environment. These sites can include:

- Commonly touched areas (public counters, workstations, door handles, hand railings, light switches).
- Equipment (telephones, keyboards, mouse controls, trolleys).
- Toilet facilities
- Kitchen areas
- Meeting rooms
- Customer areas.

Influenza viruses are inactivated by a minimum 60% alcohol and by 1000ppm chlorine – this can be obtained by diluting 1 cup or 250ml domestic bleach, (4% chlorine) with 10 litres of cold water. Cleaning of surfaces with a neutral detergent followed by a disinfectant solution will be recommended.

Appendix 4 Useful Documents and Links

Document Name	Website	Last updated
Australian Health Management Plan for Pandemic Influenza (AHMPPI)	https://www1.health.gov.au/internet/main/publishing.nsf/Content/ohp-ahmpipi.htm	Aug 2019
National Action Plan for Communicable Disease (National CD Plan)	https://www1.health.gov.au/internet/main/publishing.nsf/Content/ohp-nat-CD-plan.htm	Sept 2014
Victorian Influenza Pandemic Plans	https://www2.health.vic.gov.au/emergencies/emergency-type/infectious-diseases/pandemic-influenza	August 2015
Victorian Department of Health	https://www2.health.vic.gov.au/	
World Health Organisation	https://www.who.int/influenza/preparedness/pandemic/en/	2020
Better Health Channel	http://www.betterhealth.vic.gov.au/	
Infection control guidelines	http://ideas.health.vic.gov.au/guidelines/plan-for-pandemic-influenza.asp	
Australian Government Department of Industry and Science – business support	http://www.industry.gov.au/Pages/default.aspx	
Victorian Government Business Support	http://www.business.vic.gov.au/victorian-government-business-offices-vgbo	
Emergency Management Manual Victoria (EMMV)	http://www.emv.vic.gov.au/policies/emmv/	2018
Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19)	https://www.health.gov.au/resources/publications/australian-health-sector-emergency-response-plan-for-novel-coronavirus-covid-19	2020

Appendix 5 First Level of Infection Control to Counter a Flu Pandemic

Ten ways to reduce your risk of coronavirus

- **WASH** hands often with soap and running water, for at least 20 seconds. DRY with paper towel or hand dryer.
- **TRY** not to touch your eyes, nose or mouth.
- **COVER** your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
- **ISOLATE** yourself at home if you feel sick. If you take medication ensure you have adequate supplies.
- **PHONE** your GP first if you need medical attention. They will tell you what to do.
- **CONTINUE** healthy habits: exercise, drink water, get plenty of sleep, and now is the time to quit smoking. Call the Quitline 137 848.
- **DON'T** wear a face mask if you are well.
- **BUY** an alcohol-based hand sanitiser with over 60 per cent alcohol.
- **GET** the flu shot (available April).
- **SHAKING HANDS** is optional!

Find out more
www.dhhs.vic.gov.au/coronavirus

If you are concerned, call the
Coronavirus hotline 1800 675 398 (24 hours)
Please keep Triple Zero (000) for emergencies only.

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