| **GUIDANCE FOR TRANSITIONING THROUGH ALERT LEVELS FOR LOCAL GOVERNMENT**  |
| --- |
| **Function** | **ALERT LEVEL 4****Eliminate** | **ALERT LEVEL 3****Restrict** | **ALERT LEVEL 2****Reduce** |
| **Alert Level overview** | Strong restrictions to limit all people movement and contact to contain community transmission and outbreaks.Stay at home, other than for essential personal movement and doing essential work. Stay in immediate household bubble.People should keep 2 metres apart at all times outside home, including at workplaces. This requirement does not apply to emergency and frontline public services (e.g. healthcare).**People must wear masks when using public transport and on all flights.**  | Further restrictions on activities, including at workplaces and socially, to address a high risk of transmission within New Zealand.Stay at home, other than for essential personal movement, and going to work/school.Stay in extended bubble, which can now include close family or caregivers.People should keep 2 metres apart outside home where possible (apart from with people within their extended bubble). This requirement does not apply to emergency and frontline public services (e.g. healthcare).In a controlled environment such as a workplace, 1 metre distancing is requiredFor more information on operating safely in workplaces, further guidance is available at: <https://www.business.govt.nz/covid-19>**People must wear masks when using public transport and on all flights.**  | Physical distancing and restrictions on leisure and social activities to address sporadic cases or a cluster in New Zealand.Businesses open, but physical distancing requirements apply. You can travel, but do so in a safe way.People should keep their distance from people they don’t know (ideally two metres) when out and about, with one metre physical distancing in other environments unless other mitigating measures are in place.**People must wear masks when using public transport and on all flights.**  |
| **Gatherings** | *All gatherings cancelled (essential work and going to supermarket are not considered gatherings).* | *Gatherings of up to 10 people at a time only for wedding services, funerals and tangihanga.* *Wedding receptions and other celebrations are not allowed. Consumption of food/drink not permitted.**Workplaces, education facilities, public transport and supermarkets are not considered gatherings.**Additional conditions on gatherings:** *Physical distancing and infection prevention and control requirements must be met.*
* *All gatherings must record attendees to ensure contact tracing can be conducted if necessary.*
* *No participants allowed who have COVID-19 symptoms or who need to be in isolation/quarantine for any reason.*
 | *Please see* [*https://covid19.govt.nz/alert-system/alert-level-2/*](https://covid19.govt.nz/alert-system/alert-level-2/) *for current conditions on gatherings.* *Additional conditions on gatherings:* *• Physical distancing and infection prevention and control requirements must be met.**• All gatherings must record attendees to ensure**contact tracing may be conducted if necessary.**• Hospitality guidelines to be strictly adhered to**• All venues can open for the purposes of dining.**• Venues have a capacity limit of 100 where people are there for the same event such as cinemas, restaurants/cafes and sports venues.**No participants allowed who have COVID-19 symptoms or who need to be in isolation/quarantine for any reason.* |
| **Public venues** | *Public venues closed (e.g. libraries, museums, cinemas, food courts, gyms, pools, amusement parks).* | *All public venues closed (e.g. museums, cinemas, food courts, gyms, pools, amusement parks, playgrounds, farmers’ markets).* *Public open spaces (e.g. parks) may be used, but people need to maintain physical distancing outside their bubbles.* | *Public venues such as libraries and pools can open if they comply with public health measures and ensure 1 metre physical distancing and contact tracing.**Venues have a capacity limit of 100 where people are there for the same event such as cinemas, restaurants/cafes and sports venues.* *Gatherings rules do not apply to public venues,**such as, museums, cinemas, food courts, gyms, pools, amusement parks, playgrounds, farmers’ markets, as long as there are no large groups and people are not intermingling.**See worksafe guidance on public venues here* [*https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/public-venues-during-alert-level-2/*](https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/public-venues-during-alert-level-2/) |
| **Workplaces** | *People required to work from home unless that is not possible.**Workplaces can only open if:** *Workers cannot work from home, and*
* *They are operating safely, and*
* *They are essential services.*

*“Operating safely” means:** *Complying with Alert Level 4 settings in* *[this table](https://covid19.govt.nz/assets/resources/tables/COVID-19-alert-levels-detailed.pdf), and*
* *Meeting appropriate public health requirements for their workplace (e.g. putting up physical barriers), and*
* *Fulfilling all other health and safety obligations.*

*This means if a business providing an essential service cannot operate safely, workers must not go to work, and premises should remain closed.**Only supermarkets, dairies and petrol/service stations can open their retail premises to the public. Essential services must also comply with any specific restrictions on how they operate.****All businesses must display a government issued QR code for use with the NZ COVID Tracer App*** | *People required to work from home unless that is not possible.**Workplaces can only open if:** *Workers cannot work from home, and*
* *Workplaces are operating safely, and*
* *Customers are not allowed on premises, and*
* *Businesses can trade without physical contact with customers (e.g. through phone/online orders, delivery, pick-up and drive-through).*

*Businesses cannot offer services that involve close personal contact, unless it is an essential service, emergency or critical situation.**Supermarkets, dairies and petrol stations can have customers on premises.**If businesses cannot operate safely, workers must not go to work, and premises should remain closed.* *“Operating safely” means:** *Complying with Alert Level 3 settings in* [this table](https://covid19.govt.nz/assets/resources/tables/COVID-19-alert-levels-detailed.pdf)*, and*
* *Meeting appropriate public health requirements for their workplace, including for workers (e.g. putting up physical barriers), and*

*Fulfilling all other health and safety obligations.****All businesses must display a government issued QR code for use with the NZ COVID Tracer App*** | *Businesses must operate safely. This means:** *Complying with Alert Level 2 settings in* [*this table*](https://covid19.govt.nz/assets/resources/tables/COVID-19-alert-levels-detailed.pdf)*, and*
* *Meeting appropriate public health*

*requirements for their workplace (e.g. having contact tracing systems), and** *Fulfilling all other health and safety obligations.*

*All businesses are encouraged to use alternative ways of working if possible. Business premises can open for staff and customers. Services can also be provided on customers’ premises (e.g. in homes).**If a workplace cannot meet these measures it cannot open its physical premises.****All businesses must display a government issued QR code for use with the NZ COVID Tracer App*** *to enable contact tracing.*  |
| **Mask use** | ***Masks/facial coverings are most useful when Covid-19 is present in the community and people are in close contact with each other. A mask helps stop droplets spreading when someone speaks, laughs, coughs or sneezes. This includes someone who has COVID-19 but feels well or has no obvious symptoms.******Face coverings can be homemade. There are online tutorials on how to make face coverings or a bandana or scarf can be used.******During Alert level 4, masks are required for any person using public transport and on all flights.******The use of masks is recommended for other situations when outside your home. For example, when getting groceries, undertaking essential work, or exercising.*** | ***During Alert level 3, masks are required when using public transport and on all flights . The use of masks is recommended for other situations when outside your home. For example, when getting groceries, undertaking essential work, or exercising.*** | ***During Alert level 2, masks are required when using public transport and on all flights. The use of masks is recommended for other situations where physical distancing is not possible.***  |
| **Health and safety obligations**  | * At all Alert Levels, councils are reminded of their duties toward employees and contractors as PCBUs under the Health and Safety at Work Act 2015, and their broader duty of care to the public. Health and safety plans which take all reasonably practicable steps to reduce or eliminate COVID-19 transmission risks are essential in order to protect officers and the members of the public with whom they interact.

*For most up to date guidance please refer to* [*https://worksafe.govt.nz/*](https://worksafe.govt.nz/) *and* [*https://www.business.govt.nz/covid-19/workplace-operations-covid-19-alert-levels/*](https://www.business.govt.nz/covid-19/workplace-operations-covid-19-alert-levels/)* Staff and customers should not participate in council services/operations if they have COVID-19 symptoms or who need to be in isolation/quarantine for any reason. Staff should be reminded to stay home if they are sick.
* Businesses are obliged to eliminate transmission risks where possible, and where not, to substitute work practices or provide as higher level of control as possible. We expect that businesses maintain, or create new, practices that meet or exceed the MoH guidelines as they are updated.
* Health and safety plans must incorporate protocols for, at a minimum\*:
1. Appropriate physical distancing – minimise, or eliminate where practical, physical interactions among staff and with the public
2. Promoting cashless systems and avoid cash payment systems wherever possible
3. Where staff must work together in teams or pairs, create a consistent ‘work group’ as appropriate\*\*
4. **Businesses must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing of all who enter the workplace or carry out work for the business or service**
5. PPE where appropriate

*See here also for endorsed industry guidance:* [*https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/endorsed-industry-guidance/?stage=Live*](https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/endorsed-industry-guidance/?stage=Live)\*note engagement with workers when creating and implementing COVID-19 Health and Safety Plans and mental health support is a key step\*\* ‘work groups’ are intended to ensure staff are exposed to a *consistent and exclusive* set of their colleagues. The groups must be able to operate safely and are not exempt from the above requirements. |
| **Council offices**  | Remote working **Call centre*** Open remotely

**Counter services** * Closed
 | * Everyone should work remotely unless it is not possible
* Council offices can only open for staff if:
	+ Workers cannot work from home, and
	+ Workplaces are operating safely, and
	+ Customers are not allowed on premises, and
	+ Council staff can work without physical contact with public/customers
	+ **Recommend staff wear a mask in situations where physical distancing is not possible**
* “Operating safely” means:
	+ Complying with Alert Level 3 settings, and
	+ Meeting appropriate public health requirements for their workplace, including for workers (e.g. putting up physical barriers), and
	+ Fulfilling all other health and safety obligations
* If these measures cannot be taken, staff must not go to work, and premises should remain closed

**Call centre*** Operates remotely

**Counter services*** Remain closed
 | * Council offices can open to the public if they can operate safely, meaning:
	+ **Must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing of all who enter the workplace or carry out work for the business or service**
	+ Complying with Alert Level 2 settings;
	+ Meeting appropriate public health requirements for their workplace (e.g. having contact tracing systems), and
	+ Fulfilling all COVID-19 health and safety obligations in addition to normal health and safety obligations
* We encourage councils to use alternative ways of working if possible, including some staff to be working remotely where practicable
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**

**Call centre*** Can open (staff working remotely where practical)

**Counter services** * Open to public if they can operate safely with physical distancing
* Promote cashless systems and avoid cash payment systems wherever possible. Manual disinfection of EFTPOS machines required
* Limit entry to maintain physical distancing as required
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask**
 |
| **Territorial authority functions** |
| **Operation and maintenance of drinking water and wastewater services**  | * Essential service
* Workstream to ensure continuity of service and supply of key chemicals; focus on keeping networks operational
* **Recommend staff wear a mask**
 | * Most staff continue to work remotely
* **Recommend staff wear a mask in situations where physical distancing is not possible**

**Operational sites*** Site separation continues with physical distancing of staff on sites

**Operations activities reinstated*** Maintenance practices on linear assets (pipes etc)
* Planned maintenance and connections work on the retail network
* Pump station cleaning where required
* Maintenance of valves and equipment
* All non-essential work continues to be deferred
* Avoid activities that interrupt domestic supplies where possible
* Reactive maintenance extended

**Developer Services Reinstated*** Compliance and inspections – including subdivision connection works, subject to restoration of housing construction works
* Connections of water and meters to address outstanding connection applications – subject to wastewater being connected and drainlayers etc. services also restored

**Meter Reading** (where relevant and with safety measures in place including precautions taken to prevent spread of disease between dwellings)* Reading cycles start again

**Active Construction Sites*** Active construction sites reopen where safe work practices and physical distancing can be maintained
* Safe work practice guidance can be found here: https://www.building.govt.nz/covid-19/
* Continue design work and project development work where possible
 | **Operations activities fully reinstated*** Consider what capital programmes would be allowed to start
* More people working on site
* Some people continue to work remotely
* **Must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing of all who enter the workplace or carry out work for the business or service**
* Construction health and safety protocols for COVID 19 are available here: <https://www.chasnz.org/covid19> . Additional guidance is available here: <https://www.sitesafe.org.nz/guides--resources/covid-19-protocols/new-zealand-construction-covid-19-protocols/>
* **Recommend staff wear a mask in situations where physical distancing is not possible**
 |
| **Solid waste including transfer stations**  | * Solid waste considered an essential service
* **Recommend staff wear a mask**
* Residential kerbside solid waste, recycling and organics collections to continue as normal wherever practicable with safe working practices for level 4
* Commercial collections only for waste and recycling that supports other essential service activities
* In support of essential services, collection of recycling to continue in all cities/districts (this may still end up in the waste stream after collections and depending on the local Materials Recovery Facilities operations and market demand for materials) Materials Recovery Facilities operational in some cities/districts

**Transfer stations** * **Recommend staff wear a mask**
* Transfer stations/ solid waste disposal facilities open to essential service waste operators only. Safe operating procedures are able to be implemented and access including traffic management, physical distancing and contactless payment to be implemented (customers should be reminded that they should not travel outside their local areas to access these facilities unless authorised to do so).
* Transfer stations and green rubbish transfer stations/facilities closed to the general public and non-essential services.
* Must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing of all who enter the workplace or carry out work for the business or service

**Resource recovery centres** * Residents advised to check their local council website for details.
* Bin drop for separated collections of bottles, paper, cardboard permitted only in areas where no kerbside collection service is provided. Access to be controlled including physical distancing and contactless payment in use.
* Must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing of all who enter the workplace or carry out work for the business or service
* Processing of the materials is available within the district/region and operations must be safe (COVID compliant)
* **Recommend staff wear a mask**
* Eco shops closed
 | * Solid waste considered a vital service
* Waste exempted for access through alert level border restrictions (https://gazette.govt.nz/notice/id/2020-go3791)
* Residential kerbside solid waste, recycling and organics collections to continue as normal with safe working practices for level 3 (<https://covid19.govt.nz/covid-19/alert-system/alert-level-3/#workplaces>) Commercial service-related commercial solid waste collection continues (commercial level 3 volumes increase from level 4, decrease from level 2)
* Recycling collected may end up in the waste stream after collection depending on local Materials Recovery Facilities operations and market demand for materials
* MRFs operational in some cities/districts where physical distancing protocols can be maintained, and manual processing risks can be managed
* **Recommend staff wear a mask in situations where physical distancing is not possible**
* Other waste collection services such as inorganic or green waste collections can continue if physical distancing, contact tracing and contactless payment requirements can be maintained.

**Transfer stations** * Transfer stations, solid waste disposal facilities and green rubbish transfer stations/facilities permitted (to avoid fly tipping, vermin control) if safe operating procedures are able to be implemented and access including traffic management can be adequately controlled (customers should be reminded that they should not travel outside their local areas to access these facilities)
* **Must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing of all who enter the workplace or carry out work for the business or service**
* Transfer stations and green rubbish transfer stations/facilities can open to the general public if physical distancing and contact tracing requirements can be maintained (COVID compliant - <https://www.business.govt.nz/covid-19/operating-at-alert-levels/#e-22810>)
* Contactless payment is required to ensure cash is not handled. Manual disinfection of EFTPOS machines required
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask in situations where physical distancing is not possible**

**Resource recovery centres** * Residents advised to check their local council website for details.
* Bin drop for separated collections of bottles, paper, cardboard permitted if access can be controlled including contact tracing. **Must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing of all who enter the workplace or carry out work for the business or service**
* Commercial collections and processing of the materials is available within the district/region and operations must be safe (COVID compliant)
* **Recommend staff wear a mask in situations where physical distancing is not possible**
* Household item drop offs are not permitted
* Eco shops closed
 | * Residential kerbside solid waste, recycling and organics services to continue as normal and in accordance with safe working practices for level 2 (<https://covid19.govt.nz/covid-19/alert-system/alert-level-2/#workplaces-and-businesses>)
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask in situations where physical distancing is not possible**

**Transfer stations** * Transfer stations, solid waste disposal facilities and green rubbish transfer stations/facilities can open (to avoid fly tipping, vermin control) if access can be controlled (COVID compliant - <https://www.business.govt.nz/covid-19/operating-at-alert-levels/#e-22813>)
* Promote cashless systems and avoid cash payment systems wherever possible, include manual disinfectant of EFTPOS machines
* **Must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing of all who enter the workplace or carry out work for the business or service**
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask where physical distancing is not possible**
* Promote cashless systems and avoid cash payment systems wherever possible, include manual disinfectant of EFTPOS machines

**Resource recovery centres** * Bin drop for bottles, paper, cardboard can open
* Eco shops can open if they can operate safely
* Physical distancing requirements
* **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask in situations where physical distancing is not possible**
* Promote cashless systems and avoid cash payment systems wherever possible, include manual disinfectant of EFTPOS machines

\*\* See [ShopCare retail protocol for COVID-19 (PDF)(external link)](https://cd40b458-772f-4627-8ea8-5f7b5957104d.filesusr.com/ugd/3746ee_ffde3b50b48d452ab0c62248aa511f4c.pdf) for guidance on handling of second hand goods – see returned goods |
| **Cemeteries and crematoria** | * Essential service
* Cemeteries remain open with restrictions on operation of cemeteries; COVID19 risk management practices. Only family bubble can attend funerals
* See Ministry of Health guidelines for more information
* **Recommend staff wear a mask**
 | * Cemetery grounds can remain open with restrictions on operation of cemeteries
* Open to funerals and tangi only of up to 10 people if they can operate safely, and:
	+ Physical distancing and infection prevention and control requirements must be met
	+ **Buildings for funeral services must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing**
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask**

See detailed guidance here: <https://www.nzrecreation.org.nz/includes/> download.ashx?ID=157232  | * Cemetery grounds can remain open with restrictions on operation of cemeteries
* Open to funerals and tangihanga as per restrictions on: [*https://covid19.govt.nz/alert-system/alert-level-2/*](https://covid19.govt.nz/alert-system/alert-level-2/)
* **Buildings for funeral services must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing**
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask**

Updated guidance on the process for funerals and tangihanga will be available on <https://www.nzrecreation.org.nz/includes/> download.ashx?ID=157232 |
| **Animal services** * + caring for impounded dogs
	+ investigating dog attacks and seizures for police
	+ welfare of animals recovering
 | * Essential service
* Good physical distancing and COVID19 risk management practices
* Animal shelters closed to public,

 Staff caring for animals currently housed. Good physical distancing and COVID19 risk management practices* Some Animal Management Officers responding to priority complaints. Good physical distancing and COVID19 risk management practices
* Some stock control
* **Recommend staff wear a mask**
 | * Flexible working practices – working remotely. Only responding to urgent requests for service, e.g. dog attacks, wandering stock, with good physical distancing and COVID19 risk management practices
* Animal shelters closed to public
* Staff caring for animals currently housed. Good physical distancing and COVID19 risk management practices applied
* Animal Management Officers responding to priority complaints, with physical distancing and COVID19 risk management practices applied
* Restart registration processes where these can be undertaken in a contactless way
* **Recommend staff wear a mask in situations where physical distancing is not possible**
 | * Normal operation resumes provided it can operate safely
* Controlled public access to animal shelters if they can operate safely, and:
	+ Physical distancing and infection prevention and control requirements must be met
	+ **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
* Staff caring for animals currently housed.
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask where physical distancing is not possible**
 |
| **Maintenance of public toilets** | * Toilets only on main freight routes open (and where requested by essential services)
* Increased cleaning frequency
* **Recommend staff wear a mask**
 | * Toilets only on main freight routes open (and where requested by essential services)
* Increased cleaning frequency
* **Recommend staff wear a mask in situations where physical distancing is not possible**
 | * Most public toilets open
* Increased cleaning frequency
* **Recommend staff wear a mask in situations where physical distancing is not possible**
 |
| **Social housing**  | * Essential service
* COVID19 risk management practices
* Essential /emergency maintenance only with COVID19 risk management practices
* **Recommend staff wear a mask**
 | * COVID19 risk management practices in place to operate safely

**Capital programme (new builds or empty units)** * Stand up planned capital programme dependent on:
	+ Supply chain (availability)
	+ Contractor availability
	+ H&S plan (ability to maintain distance and hygiene, tracking)
	+ Limited work group on sites provided they strictly limit person to person contact and allow contact tracing

**Maintenance*** Priority maintenance with COVID19 risk management practices to operate safely
* **Recommend staff wear a mask in situations where physical distancing is not possible**

**Tenant management** * Regular contact with tenants done virtually
 | * Normal service resumed if they can operate safely, and:
	+ Physical distancing and infection prevention and control requirements must be met
	+ Should record attendees to ensure contact tracing may be conducted if necessary

**Tenant management** * Regular contact with tenants done virtually
* Some physical engagement with tenants reinstated where this can operate safely
* **Recommend staff wear a mask in situations where physical distancing is not possible**
 |
| **Roading/highways** | * Essential service: roading maintenance and repairs to keep the roads safe
* Procurement continuing remotely
* **Recommend staff wear a mask**
 | * All freight can be distributed
* Personal and interregional travel remains restricted
* Essential works will continue.
* Works that can be performed following the COVID19 risk management practices re physical distancing may also be viable depending on advice/guidance and procedures.
* e.g. Road rehabs; road maintenance, small capital projects.
* **Recommend staff wear a mask in situations where physical distancing is not possible**

\*\* Please refer to Ministry of Transport for up to date guidance as issues evolve  | * Normal operations, with COVID19 risk management practices in place
* **Recommend staff wear a mask in situations where physical distancing is not possible**
 |
| **Noise Control** | * Councils should accept and triage noise complaints via their call centre or other normal means that are operating remotely.  Information should be made publicly available on council websites to enable people to direct queries relating to noise control to council in the first instance
* Where possible, councils should aim to resolve noise complaints remotely. Noise officers should only attend sites where this is already part of the service level being provided under level 4, e.g. where security firms are already supporting and are taking all of the following measures:
	+ minimise, or eliminate if possible, physical interactions among staff and with and between the public
	+ ensure appropriate health, hygiene and safety measures are in place
	+ restrict activity to only what is ‘essential’ during the Alert Level 4 period
* Council officers should contact police for assistance as they normally would following triaging. Police can issue excessive noise directions where they are attending a complaint at the request of a noise officer (s327(1) and s328(3) of the Resource Management Act). Councils should provide remote support for these assessments and any notices to be issued
 | * At Alert Level 3 and below any councils which suspended noise control services during Alert Level 4 should resume them. The service level should be close to that provided during business as usual, though attempts should be made to resolve noise issues remotely before attending a site (for example, via a phone call if contact information is available), or there may be a modified threshold for deciding to undertake a site attendance
* **Recommend staff wear a mask in situations where physical distancing is not possible**
* Police will not attend noise calls unless there is a breach of an Excessive Noise Direction, an escalated incident (such as threatening behaviour), or the noise is associated with a suspected breach of requirements relating to gatherings of people
* At all Alert Levels, Councils are reminded of their duties toward employees and contractors as PCBUs under the Health and Safety at Work Act 2015, and their broader duty of care to the public. Health and safety plans which take all reasonably practicable steps to reduce or eliminate COVID-19 transmission risks are essential in order to protect noise control officers and the members of the public with whom they interact
* Health and safety plans must incorporate protocols for, at a minimum:
	+ Physical distancing – minimise, or eliminate where practical, physical interactions among staff and with the public
	+ One officer per vehicle
	+ Appropriate PPE (if required)
 | * At Alert Level 2, Councils must deliver noise control services at a level consistent with their business-as-usual arrangements provided they can operate safely
* **Recommend staff wear a mask in situations where physical distancing is not possible**
 |
| **Council governance and decision making** | * Meetings and public engagement to be held remotely
 | * Meetings and public engagement to be held remotely
 | * Physical meetings resumed where they can operate safely, and:
	+ Physical distancing of 2 meters is maintained between members of the public and with councillors and staff \*
	+ Infection prevention and control requirements must be met
	+ **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
	+ Arrangements will still be needed for councillors, staff and public who are at risk of severe illness should they contract COVID-19 to participate remotely, if required (e.g. people aged 70 and over)
* If public meetings cannot be held safely they may be held remotely
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public attendees wear a mask**

\*where physical distancing is maintained restrictions on gatherings do not apply |
| **Pools** | * Closed
 | * Closed to the public

**Scheduled maintenance and capital programme** * Stand up planned capital programme dependent on:
	+ Supply chain (availability)
	+ Contractor availability
	+ H&S plan (ability to maintain distance and hygiene, tracking)
	+ Limited work group on sites provided they strictly limit person to person contact and allow contact tracing
* **Recommend these staff wear a mask**
 | * Generally pool facilities can open to the public if they can operate safely, and:
	+ Physical distancing and infection prevention and control requirements must be met
	+ **Must display a government issued QR** **code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
* Some facilities shut, such as spa pools, hydro slides, steam rooms, saunas and hot pools
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
* Consider ability to provide programmes depending on ability to apply COVID19 risk management practices, for example:
	+ programme groups are no larger than the maximum allowed under restrictions on gatherings;
	+ there are adequate measures to provide for physical distancing between a group and the public/other groups;
	+ contact tracing measures are in place; and
	+ there is no intermingling between groups
* Limit entry according to site size/ability to practice physical distancing – there is no maximum capacity for swimming pools within building/structures
 |
| **Libraries** | * Closed
* Mobile and outreach services closed
* All public programmes and venue bookings cancelled
* All return bins closed

**Online services** * Some service continues online
* Digital content available 24/7
* Sign up for a library membership online to allow you to access our digital online services.
* Finger-tip (Phone) Library Service operating 7 days

**Loans*** Loan period extended, unlimited renewals and holds suspended
 | * Closed to the public
* Limited access to staff to enable priority work that cannot be done at home, such as digitisation projects, if adequate measures in place re physical distancing and contact tracing - **recommend these staff wear a mask in situations where physical distancing is not possible**
* Mobile and outreach services closed
* All public programmes and venue bookings cancelled
* All return bins closed

**Online services*** Some service continues online
* Digital content available 24/7
* Free Wi-Fi available outside some libraries to be resumed where appropriate measures are in place re physical distancing (to help with digital dive & visitors trapped in country with border controls)
* Take steps to avoid Wi-Fi users clustering in an unsafe way, e.g. messaging around distancing
* Finger-tip (Phone) Library Service operating 7 days

**Loans** * Loan period extended, unlimited renewals and holds suspended
* All return bins closed
* No pick up and drop off
 | * Generally can open to the public with COVID19 risk management practices in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask**
* Consider ability to provide programmes depending on ability to apply COVID19 risk management practices, for example:
	+ programme groups are no larger than the maximum allowed under restrictions on gatherings;
	+ there are adequate measures to provide for physical distancing between a group and the public/other groups;
	+ contact tracing measures are in place; and
	+ there is no intermingling between groups
* Limit entry according to ability to practice physical distancing – there is no maximum capacity for libraries
* **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
* Promote self-service kiosks where practical

**Library staff should be advised to:*** Regularly wash and dry their hands or use an alcohol based hand sanitiser
* Avoid touching their face, particularly while handling returned items
* Cough or sneeze into their elbow and wash and dry hands or use hand sanitiser after blowing their nose
* Stay home if they are sick
* With good hand hygiene, shared staff equipment does not need to be wiped between use, but equipment and high touch surfaces in the library should be regularly cleaned throughout the day

**Library Users should be advised to (consider signage as appropriate):*** Not enter the facility if they are unwell
* Use hand sanitiser on entering the library
* Wash and dry their hands/use hand sanitiser when using library items at home for the first couple of days after issue, if they are concerned
* Cough or sneeze into their elbow and wash and dry hands or use hand sanitiser after blowing their nose
* **Recommend public wear a mask**

 \*If the above precautions are followed, there should be no need for library users to disinfect items (risking damage) before returning them to the library, and no need to quarantine returned items |
| **Galleries and Museums**  | Closed* Online
 | * Closed to the public
* Limited access to staff to enable priority work that cannot be done at home, such as digitisation projects, if adequate measures in place re physical distancing and contact tracing online service **- recommend these staff wear a mask in situations where physical distancing is not possible**
 | * Generally can open to the public with COVID19 risk management practices in place for appropriate physical distancing – minimise, or eliminate where practical, physical interactions among staff and with the public
* Limit entry according to site ability to practice physical distancing – there is no maximum capacity for museums and galleries
* **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
* Promote cashless systems and avoid cash payment systems wherever possible, include manual disinfectant of EFTPOS machines
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public attendees wear a mask**
 |
| **Rec Centres, Gyms, Stadia** | Closed* Online services available e.g. workouts, stretch classes etc
* Construction sites closed
* Capital programme planning, design and procurement and tendering continuing remotely
 | Closed* Online service available, workouts, stretch classes etc

**Scheduled maintenance and capital programme** * Stand up capital programme dependent on:
* Supply chain (availability)
* Contractor availability
* H&S plan (ability to maintain distance and hygiene, tracking)
* Limited work groups on sites provided they strictly limit person to person contact and allow contact tracing
* **Recommend these staff wear a mask**
 | * Generally gym facilities can open with additional cleaning regimes in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend customers wear a mask where physical distancing is not possible**
* Consider ability to provide programmes depending on ability to apply COVID19 risk management practices, for example:
	+ programme groups are no larger than the maximum allowed under restrictions on gatherings;
	+ there are adequate measures to provide for physical distancing between a group and the public/other groups;
	+ contact tracing measures are in place; and
	+ there is no intermingling between groups
* Limit entry according to site size/ability to practice physical distancing – there is no maximum capacity facilities where customers/clients are members of the business or service, such as gyms
* Promote contactless entry systems where possible
* **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
* Stadia closed to gatherings over the number specified here <https://covid19.govt.nz/alert-system/alert-level-2/>
* Organised sport activities will be allowed in accordance with Sport and Recreation guidance in [this table](https://covid19.govt.nz/assets/resources/tables/COVID-19-alert-levels-detailed.pdf)
 |
| **Community Halls** | Closed* Capital programme planning, design and procurement continuing remotely
 | Closed**Scheduled maintenance and capital programme** * Stand up capital programme dependent on:
* Supply chain (availability)
* Contractor availability
* H&S plan (ability to maintain distance and hygiene, tracking)
* Limited work groups on sites provided they strictly limit person to person contact and allow contact tracing
 | * Can re-open if they can operate safely and meet requirements for gatherings
* Capital works can continue subject to COVID19 practices
* Limit entry according to site size/ability to practice physical distancing
* Should record attendees to ensure contact tracing may be conducted if necessary
* Consider ability to provide programmes depending on ability to apply COVID19 risk management practices, for example:
	+ groups are no larger than the maximum allowed under restrictions on gatherings;
	+ there are adequate measures to provide for physical distancing between a group and the public/other groups;
	+ contact tracing measures are in place; and
	+ there is no intermingling between groups
* **Recommend public attendees wear a mask**
 |
| **Playgrounds, Parks\*, Cycle Parks, and Skate Parks****\*note regional parks discussed below** | * Parks open. With Messaging re social distancing
* **Recommend public attendees wear a mask**
* Carparks within parks closed for vehicle access, pedestrian access open
* Playgrounds & exercise equipment closed
* Public toilets closed
* Dog waste must be taken home and disposed of in bin for normal kerbside collection
* Facilities within parks closed including the visitor/information centres
* Skeleton crew of essential workers checking parks daily, vermin control, fly dumping, fire hazard, bin emptying
* Wharfs and jetties closed
 | * **Recommend public attendees wear a mask**
* Playgrounds, skate parks, cycle parks & exercise equipment closed
* Signs and tape where possible advising closure advised
* Public toilets closed
* Below facilities open subject to council being satisfied sufficient measures are in place to re messages about physical distancing and cleaning of touchpoints (e.g. gates, latches):
* Parks can open with messaging re physical distancing
* Associated carparks can open
* All council-owned sports facilities e.g. clubrooms are closed
* Full urban and regional park ranger service operating – with COVID19 risk management practices in place

**Scheduled maintenance and capital programme** * Stand up planned capital programme dependent on:
* Supply chain (availability)
* Contractor availability
* H&S plan (ability to maintain distance and hygiene, tracking)
* Limited work groups on sites provided they strictly limit person to person contact and allow contact tracing
* Maintenance of facilities deemed as permitted exceptions **recommend these staff wear a mask**
 | * **Recommend public attendees wear a mask where physical distancing is not possible**
* Council-owned sports facilities e.g. clubrooms open if they can operate safely, and councils have adequate assurances of COVID-19 best practice messaging to public re physical distancing
* Below facilities may open subject to council satisfaction they can operate safely, with messages about physical distancing and safe use as appropriate, and hygiene measures in place for touchpoints
* Parks can open. With messaging re physical distancing as appropriate
* Associated carparks can open with messaging re physical distancing as appropriate
* Playgrounds & exercise equipment open with safe practice messages in place\*
* Associated public toilets can open with extra cleaning
* Dog parks can open with safe practices guidelines

Full urban and regional park ranger service operating – with COVID19 risk management practices in place **Scheduled maintenance and capital programme** * Stand up planned capital programme dependent on:
* Supply chain (availability)
* Contractor availability
* H&S plan (ability to maintain distance and hygiene, tracking)
* **Recommend these staff wear a mask**

\*Users should be advised:* To wash and dry their hands or use hand sanitiser before and afterwards (you may wish to consider supplying hand sanitizer as appropriate)
* not to touch their face, cough and sneeze into elbow
* if they have cold or flu symptoms to stay off the equipment
 |
| **Sports Fields and Athletics Facilities**  | Closed * All council-owned sports facilities e.g. clubrooms are closed
 | Closed * All council-owned sports facilities e.g. clubrooms are closed
 | Limited access* **Recommend public attendees wear a mask where physical distancing is not possible**
* Can open to organised sport as permitted by Sport and Recreation guidance in [this table](https://covid19.govt.nz/assets/resources/tables/COVID-19-alert-levels-detailed.pdf)
* Council-owned sports facilities e.g. clubrooms open if they can operate safely and councils have adequate assurances of COVID-19 best practice messaging to public re physical distancing
* **Where indoor facilities are available - must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
 |
| **Walking/mountain bike tracks and horse trails** |  | * Tracks may open if they can operate safely and in accordance with Alert Level 3 restrictions e.g. physical distancing
* **Recommend public users wear a mask**
 | * Open
* Tracks and associated facilities may open if they can operate safely in accordance with Alert Level 2 restrictions
* **Recommend public attendees wear a mask in situations where physical distancing is not possible**
 |
| **Camping Grounds and Holiday Parks**  | * Public camp sites closed
* Some holiday parks limited bookings for self-contained vehicles only
* **Recommend users wear a mask when outside their vehicle**
* Some emergency provision for freedom campers – separate facilities. No communal facilities open e.g. showers, toilets, kitchen or laundry etc
* Temporary accommodation for self-isolation

**Freedom camping facilities*** Closed
 | * Public camp sites closed
* Some holiday parks limited bookings for self-contained vehicles only
* **Recommend users wear a mask when outside their vehicle**
* Some emergency provision for freedom campers – separate facilities. No communal facilities open e.g. showers, toilets, kitchen or laundry etc
* Note that restrictions on travel outside local area (with exceptions) mean freedom campers and others should not be moving or travelling - See <https://www.transport.govt.nz/about/covid-19/transport-and-travel-by-alert-level/> for up to date guidance on movement at Alert Levels
* Temporary accommodation for self-isolation

**Freedom camping facilities** * Closed
 | * **Recommend users wear a mask in situations where physical distancing is not possible**
* Can choose to open with increased cleaning frequency
* Consider appropriate capacity and number of sites to ensure these can operate safely and maintain physical distancing
* **Serviced, bookable campsites and those with a camp manager present must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**

**Freedom camping facilities*** Dependent on local circumstances, can choose to open provided they can operate safely including direct management or oversight of their use
* Communal facilities (e.g. showers, toilets, kitchen or laundry etc.) can open if they can operate safely within the COVID-19 Alert Level 2 restrictions and with increased cleaning frequency
* Consider appropriate capacity and number of sites to ensure these can operate safely
* Appropriate signage about COVID-19 safe practices on site and appropriate use of facilities
* Associated dumping stations may reopen
 |
| **Regulatory and licensing**  | * Staff working remotely
 | * Staff continue to work remotely

**As other businesses resume requiring inspections:*** Inspections and site visits to be arranged with limited interaction with the public, appropriate physical distancing and contact tracing measures in place
* **Recommend staff wear a mask in situations where physical distancing is not possible**
 | * Flexible working practices as appropriate (staff working remotely where practicable, split shift)
* Inspections and site visits to be arranged to limit interaction with the public
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Consenting functions (building and resource consents)** | * Continuation of all consenting services which can be provided by staff working remotely at home
* Virtual hearings for resource consents with remote appearances
* Virtual inspections where feasible. Where council employees are entering buildings and other sites to complete inspections for essential services, COVID19 risk management practices applied
 | * Continuation of all consenting services which can be provided by staff working remotely at home
* Virtual hearings for resource consents
* Site inspections permitted provided arrangements made remotely with COVID19 risk management practices applied Guidance on practices for construction site visits is available at <https://www.chasnz.org/covid19>
* **Recommend staff wear a mask in situations where physical distancing is not possible**
* Additional information for Councils on building and construction related activities is available at <https://www.building.govt.nz/covid-19/>
 | * Flexible working practices as appropriate (working remotely where practicable, split shift)
* Inspections and site visits to be arranged so physical distancing can be maintained with the public and good hygiene practices in place
* Physical meetings resumed where they can operate safely, and:
	+ Physical distancing of 2 meters is maintained between members of the public and with councillors and staff \*
	+ Infection prevention and control requirements must be met
	+ **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
	+ Arrangements will still be needed for councillors, staff and public who are at risk of severe illness should they contract COVID-19 to participate remotely, if required (e.g. people aged 70 and over)
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public attendees wear a mask**
* If public meetings cannot be held safely they may be held remotely

\*where physical distancing is maintained restrictions on gatherings do not apply* Protocols for construction site visits are available at <https://www.chasnz.org/covid19>, with additional guidance available at <https://www.sitesafe.org.nz/guides--resources/covid-19-protocols/new-zealand-construction-covid-19-protocols/>
* Additional information for Councils on building and construction related activities is available at <https://www.building.govt.nz/covid-19/>
 |
| **RMA plan making**  | * Continuation of all plan making which can be provided by staff working remotely at home
* Virtual hearings for hearings with remote appearances
 | * Continuation of all RMA plan making which can be provided by staff working remotely at home
* Virtual hearings for plan changes
 | * Flexible working practices as appropriate (working remotely, split shift)
* Physical meetings resumed where they can operate safely, and:
	+ Physical distancing of 2 meters is maintained between members of the public and with councillors and staff \*
	+ Infection prevention and control requirements must be met
	+ **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
	+ Arrangements will still be needed for councillors, staff and public who are at risk of severe illness should they contract COVID-19 to participate remotely, if required (e.g. people aged 70 and over)
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public attendees wear a mask**
* If public meetings cannot be held safely they may be held remotely

\*where physical distancing is maintained restrictions on gatherings do not apply |
| **Property & Corporate Facilities Management**  | * All staff working remotely
* Working with lessees remotely
* Many tenants eligible for relief package
 | * All staff working remotely
 | * Staff can return to office with appropriate COVID19 measures re physical distancing and contact tracing
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Events**  | * Cancelled
 | * Cancelled
 | * Some events may be possible provided they meet COVID19 risk management practices and requirements for gatherings
 |
| **Community Development** | * All staff working remotely
* Community Development team supporting groups virtually
 | * All staff working remotely
* Community Development team supporting groups virtually
 | * Staff can return to office with appropriate COVID19 risk management practices and contact tracing
* Community and school programmes operating in accordance with educational guidelines
* Community Development team supporting groups virtually or in person where appropriate physical distancing and contact tracing can be maintained
* Engagement work – can resume with appropriate physical distancing
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public attendees wear a mask**
 |
| **Environmental Health** | * All staff working remotely
 | * Normal operation with staff working remotely
* Limited inspections with COVID19 risk management practices applied
 | * Normal operations can resume with COVID19 risk management practices applied
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Parking Services** | * All staff working remotely
* Council-owned carpark buildings open and free
* On street parking free
* Parking compliance team only reacting to blocked vehicle entrances and serious road hazards/safety issues
 | * Normal operation with ‘stay home if unwell’ and hygiene measures in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 | * Normal operation with ‘stay home if unwell’ and hygiene messaging
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Jetties and boat ramps** | * Closed
 | **Boat ramps*** Closed

**Jetties*** Open (to support passive recreation)
 | **Boat ramps*** Open

**Jetties*** Open
 |
| **Volunteer programmes**  | * Not operational
 | * Not operational
 | * May resume normal operation if they can operate safely
* Must comply with guidance on workplaces – within this, consider appropriate size of groups to ensure they can operate safely
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public attendees wear a mask in situations where physical distancing is not possible**
 |
| **Regional Council functions** |
| **Public Transport** | * For the use of:
	+ essential and emergency workers
	+ members of the public accessing essential services, specifically food, non-COVID-19 related medical care and vets
	+ couples with shared custody moving children between homes
* **Staff and customers must wear masks when using public transport**
* Public transport and small passenger services such as taxis need to display a government issued QR code for use with the NZ COVID Tracer App. The QR codes are not required on aeroplanes or intercity buses.
 | * Service levels increased with appropriate measures to ensure COVID19 risk management practices re physical distancing, and hygiene
* Refer to Ministry of Transport: Travel and Transport Guidance here: <https://www.transport.govt.nz/about/covid-19>
* Travel is allowed for the following essential personal movement in your local area:
	+ Accessing local services and businesses,
	+ Going to work and school (only for those that have to)
	+ Low-risk recreation in local area
	+ To support extended bubble arrangements
	+ Travelling to permitted gatherings
* Travel between regions is allowed for some essential personal movement:
	+ Workers travelling to do essential work,
	+ Going to work or school (only in neighbouring region),
	+ Shared bubble arrangements,
	+ Relocating a home or business,
	+ Those travelling for medical reasons,
	+ Emergencies and giving effect to court orders
	+ Those who have an exemption to travel because of compassionate reasons,
	+ Foreign nationals leaving New Zealand (except Cook Strait ferries),
	+ New Zealanders resident in the Realm returning home, and
	+ People arriving in New Zealand from overseas and returning home after 14 days’ isolation/quarantine at port of arrival (except air and marine crew)
* **Staff and customers must wear a mask when using public transport**
* Public transport and small passenger services such as taxis need to display a government issued QR code for use with the NZ COVID Tracer App. The QR codes are not required on aeroplanes or intercity buses.
 | * Normal operations can resume with COVID19 risk management practices - Refer to Ministry of Transport: Travel and Transport Guidance here: <https://www.transport.govt.nz/about/covid-19> \*
* Bus exchanges and transfers can re-open with appropriate measures in place re hygiene and physical distancing. Special attention should be given to providing safe queuing
* **Staff and customers must wear a mask when using public transport**
* Public transport and small passenger services such as taxis need to display a government issued QR code for use with the NZ COVID Tracer App. The QR codes are not required on aeroplanes or intercity buses.

\* From 14 September 2020, public transport operators including airlines do not need to maintain seating restrictions or passenger capacity limits. |
| **Biosecurity/biodiversity programmes - including predator control programmes** | * Essential service:
* Biosecurity incursion response and eradication
* **Recommend staff wear a mask**
 | * Normal operation with staff working remotely
* **Recommend staff wear a mask**
 | * Normal operations resume with appropriate COVID-19 measures in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Maritime navigational safety** | * Essential service:
* Ensuring maritime navigational safety
* **Recommend staff wear a mask**
 | * Normal operation with staff working remotely
* **Recommend staff wear a mask**
 | * Normal operations resume with appropriate COVID-19 measures in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Flood and drought management, flood protection and land drainage** | * Essential service:
* Flood and drought management, flood protection and land drainage
* **Recommend staff wear a mask**
 | * Normal operation with staff working remotely
* **Recommend staff wear a mask**
 | * Normal operations resume with appropriate COVID-19 measures in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Natural hazard event monitoring, response and recovery**  | * Essential service:
* Natural hazard event monitoring, response and recovery (including 24/7 flood monitoring programme)
* **Recommend staff wear a mask**
 | * Normal operation with staff working remotely
* **Recommend staff wear a mask**
 | * Normal operations resume with appropriate COVID-19 measures in place.
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Incident/pollution response**  | * Essential service: Incident/pollution response including related enforcement
* **Recommend staff wear a mask**
 | * Normal operation with staff working remotely
* **Recommend staff wear a mask**
 | * Normal operations resume with appropriate COVID-19 measures in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Compliance monitoring programmes**  | * Essential service:
* Compliance monitoring programmes for high risk activities as they relate to human, aquatic and animal health
* **Recommend staff wear a mask and disinfect any equipment used**
 | * Normal operation with staff working remotely
* **Recommend staff wear a mask and disinfect any equipment used**
 | * Normal operations resume with appropriate COVID-19 measures in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing and disinfect any equipment used**
 |
| **Environmental science and monitoring**  | * Essential service:
* Sampling and analysing water quality for safe human activities including drinking water
* **Recommend staff wear a mask**
 | * Normal operation with staff working remotely
* **Recommend staff wear a mask**
 | * Normal operations resume with appropriate COVID-19 measures in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing**
 |
| **Consenting functions (resource consents)** | * Continuation of all consenting services which can be provided by staff working remotely at home
* Virtual hearings for resource consents with remote appearances
* Virtual inspections where feasible. Where council employees are entering buildings and other sites to complete inspections for essential services, COVID19 risk management practices applied
 | * Continuation of all consenting services which can be provided by staff working remotely at home
* Virtual hearings for resource consents
* Site inspections permitted provided arrangements made remotely with COVID19 risk management practices applied
* **Recommend staff wear a mask**
 | * Flexible working practices as appropriate (working remotely, split shift)
* Inspections and site visits to be arranged so physical distancing achieved with the public and good hygiene practices in place
* Physical meetings resumed where they can operate safely, and:
	+ Physical distancing of 2 meters is maintained between members of the public and with councillors and staff \*
	+ Infection prevention and control requirements must be met
	+ **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
	+ Arrangements will still be needed for councillors, staff and public who are at risk of severe illness should they contract COVID-19 to participate remotely, if required (e.g. people aged 70 and over)
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public attendees wear a mask in situations where physical distancing is not possible**
* If public meetings cannot be held safely they may be held remotely

\*where physical distancing is maintained restrictions on gatherings do not apply |
| **RMA plan making**  | * Continuation of all plan making which can be provided by staff working remotely at home
* Virtual hearings for hearings with remote appearances
 | * Continuation of all RMA plan making which can be provided by staff working remotely at home
* Virtual hearings for plan changes
 | * Flexible working practices as appropriate (working remotely, split shift)
* Physical meetings resumed where they can operate safely, and:
	+ Physical distancing of 2 meters is maintained between members of the public and with councillors and staff \*
	+ Infection prevention and control requirements must be met
	+ **Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing**
	+ Arrangements will still be needed for councillors, staff and public who are at risk of severe illness should they contract COVID-19 to participate remotely, if required (e.g. people aged 70 and over)
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public attendees wear a mask in situations where physical distancing is not possible**
* If public meetings cannot be held safely they may be held remotely

\*where physical distancing is maintained restrictions on gatherings do not apply |
| **Sustainable land and water management programmes** | * All staff working remotely – no field work undertaken
 | * Normal operation with staff working remotely
 | * Normal operations resume with appropriate COVID-19 measures in place
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing.**
 |
| **Regional parks/ botanical gardens**  | * Closed
* Essential park/garden maintenance occurring
* **Recommend staff working on essential maintenance wear a mask**
 | * May open if they can operate safely with regard to physical distancing
* Guidelines for safe practices e.g. physical distancing may be placed at entry points
* Car parks and vehicle gates are only to operate if they can do so in a contactless manner and can maintain physical distancing measures
* Facilities and some on-park access will remain closed, e.g. camping and accommodation areas, motor sport area use, hunting permits, ranger stations, attractions and community buildings
* Essential park maintenance
* Staff practising good physical distancing and COVID19 risk management practices
* **Recommend staff working on essential maintenance wear a mask**
 | * Normal operations resume with appropriate COVID-19 measures in place
* Can open with safe practice guidelines
* Wider park maintenance can resume
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public users wear a mask in situations where physical distancing is not possible**
 |
| **Education programmes** | * All staff working remotely – no school visits, virtual delivery of programmes
 | * All staff working remotely – no school visits, virtual delivery of programmes
 | * Normal operations resume with appropriate COVID-19 measures in place – see Ministry of Education for up-to date guidance
* **Recommend staff wear a mask in situations where physical distancing is not possible, or they are public facing. Recommend public users wear a mask in situations where physical distancing is not possible**
 |

|  |
| --- |
| **ADVICE RE TRANSITIONING THROUGH ALERT LEVELS FOR CDEM** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Function** | **ALERT LEVEL 4****Eliminate** | **ALERT LEVEL 3****Restrict** | **ALERT LEVEL 2****Reduce** |
| ***Alert Level overview:******Outcome and Summary from:***[*https://covid19.govt.nz/assets/resources/tables/COVID-19-alert-levels-detailed.pdf*](https://covid19.govt.nz/assets/resources/tables/COVID-19-alert-levels-detailed.pdf)  | Strong restrictions to limit all people movement and contact to contain community transmission and outbreaks. Stay at home, other than for essential personal movement and doing essential work. Stay in immediate household bubble. People should keep 2 metres apart at all times outside home, including at workplaces. This requirement does not apply to emergency and frontline public services (e.g. healthcare) | Further restrictions on activities, including at workplaces and socially, to address a high risk of transmission within New ZealandStay at home, other than for essential personal movement, and going to work/school. Stay in extended bubble, which can now include close family or caregivers.People required to keep 2 metres apart outside home where possible (apart from with people within their extended bubble). This requirement does not apply to emergency and frontline public services (e.g. healthcare). In a controlled environment such as a workplace, 1 metre distancing is required. | Physical distancing and restrictions on gatherings to address sporadic cases or a cluster in New Zealand.Businesses open, but physical distancing requirements apply. Gatherings limited.People should keep 2 metres from people they don’t know, in public and retail stores. Keep 1 metre in other environments like workplaces, gyms, libraries and cinemas where practicable. Groups of friends and whānau should be limited to 100 people when socialising.  |
| **Health and Safety** | This section repeats the general guidance at the top of this table. It is referenced here for ease of use within the CDEM section. At all Alert Levels, councils are reminded of their duties toward employees and contractors as PCBUs under the Health and Safety at Work Act 2015, and their broader duty of care to the public. Health and safety plans which take all reasonably practicable steps to reduce or eliminate COVID-19 transmission risks are essential in order to protect officers and the members of the public with whom they interact.*For most up to date guidance please refer to* [*https://worksafe.govt.nz/*](https://worksafe.govt.nz/) *and* [*https://www.business.govt.nz/covid-19/workplace-operations-covid-19-alert-levels/*](https://www.business.govt.nz/covid-19/workplace-operations-covid-19-alert-levels/)* Staff and customers should not participate in council services/operations if they have COVID-19 symptoms or who need to be in isolation/quarantine for any reason. Staff should be reminded to stay home if they are sick.
* Businesses are obliged to eliminate transmission risks where possible, and where not, to substitute work practices or provide as higher level of control as possible. We expect that businesses maintain, or create new, practices that meet or exceed the MoH guidelines as they are updated.
* Health and safety plans must incorporate protocols for, at a minimum\*:
* Appropriate physical distancing – minimise, or eliminate where practical, physical interactions among staff and with the public
* Promoting cashless systems and avoid cash payment systems wherever possible
* Where staff must work together in teams or pairs, create a consistent ‘work group’ as appropriate\*\*
* Must display a government issued QR code for use with the NZ COVID Tracer App (and provide an alternative method to sign in for those without the app) to enable contact tracing of all who enter the workplace or carry out work for the business or service
* PPE where appropriate

*See here also for endorsed industry guidance:* [*https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/endorsed-industry-guidance/?stage=Live*](https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/endorsed-industry-guidance/?stage=Live)\*note engagement with workers when creating and implementing COVID-19 Health and Safety Plans and mental health support is a key step\*\* ‘work groups’ are intended to ensure staff are exposed to a *consistent and exclusive* set of their colleagues. The groups must be able to operate safely and are not exempt from the above requirements. |
| **Response coordination.** | The CDEM Group Controller is appointed by the CDEM Group and will undertake their legislative role to coordinate regional responses to emergencies (declared or undeclared).  CDEM Group Controllers will establish appropriate coordination structures and facilities as required. Agencies such as Police or Health will remain responsible for their own activity and may also choose to establish local agency EOC or Emergency Coordination Centres where required.  CDEM Group Controllers are expected to engage with and coordinate their activity through the CDEM Group structures. Where a State of National Emergency is in place, this includes implementing any directives from the National Controller **CDEM Coordination Centres will likely need to operate at Activation Status 3 or 4 (see detail below), with resourcing (remote and on-site) that reflects the operational tempo and deliverables.**Coordination Centres will need to be established with enhanced infection prevention control protocols in place. This should include: * remote working wherever possible,
* health declaration and messaging to ensure staff do not attend coordination centre if ill,
* increased physical distancing between workstations and meeting room spaces (2m gap),
* allocated workstation/IT hardware
* increased surface cleaning,
* promotion/requirement for Seasonal Influenza vaccine to reduce likelihood of staff stand-down due to Influenza Like Illness.
* a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing
 | The CDEM Group Controller is appointed by the CDEM Group and will undertake their legislative role to coordinate regional responses to emergencies (declared or undeclared).  CDEM Group Controllers will establish appropriate coordination structures and facilities as required. Agencies such as Police or Health will remain responsible for their own activity and may also choose to establish local agency EOC or Emergency Coordination Centres where required.  CDEM Group Controllers are expected to engage with and coordinate their activity through the CDEM Group structures. Where a State of National Emergency is in place, this includes implementing any directives from the National Controller **CDEM Coordination Centres will likely need to operate at Activation Status 2 or 3 (see detail below), with resourcing (remote and on-site) that reflects the operational tempo and deliverables**.  * Groups should be implementing planning that has taken place in lower Alert Levels, and be undertaking. Action Planning and reporting processes as required.
* Groups should engage in national planning and coordination activities including Group Manager and Group Controller Teleconferences as well as Intelligence Manager Teleconferences
* Groups should engage with adjacent CDEM Groups particularly those who are operating at differing Alert Levels to ensure cross border issues are appropriately managed.

Coordination Centres will need to be operated with enhanced infection prevention control protocols in place.  This should include:* remote working wherever possible,
* health declaration and messaging to ensure staff do not attend coordination centre if ill,
* increased physical distancing between workstations and meeting room spaces (2m gap),
* allocated workstation/IT hardware
* increased surface cleaning,
* promotion/requirement for Seasonal Influenza vaccine to reduce likelihood of staff stand-down due to Influenza Like Illness.
* a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing
 | The CDEM Group Controller is appointed by the CDEM Group and will undertake their legislative role to coordinate regional responses to emergencies (declared or undeclared).  CDEM Group Controllers will establish appropriate coordination structures and facilities as required. Agencies such as Police or Health will remain responsible for their own activity and may also choose to establish local agency EOC or Emergency Coordination Centers where required.  CDEM Group Controllers are expected to engage with and coordinate their activity through the CDEM Group structures. Where a State of National Emergency is in place, this includes implementing any directives from the National Controller **Duty arrangements and CDEM Coordination Centres will likely need to operate at Activation Status 1 or 2 (see detail below), with resourcing (remote and on-site) that reflects the operational tempo and deliverables.**CDEM Group manager and/or Controller should place emphasis on strengthening relationships with regionally-represented agencies, communities and stakeholder groups, and Regional Leadership Group (RLG). Preparatory actions and planning should be undertaken for a resurgence of COVID-19.* This preparation for resurgence should also include engagement in national planning and coordination activities including Group Manager and Group Controller Teleconferences as well as Intelligence Manager Teleconferences

In the event that a CDEM Group is at Alert Level 2 while an adjacent CDEM Group is at Alert Level 3, there are likely to be ongoing requirements to coordinate between Groups,Groups should maintain the capacity to respond to concurrent emergencies.EOCs, ECCs and CDEM Group offices should display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing |
| **Emergency Welfare Services** | Lead multi-agency regional (via CDEM Group) and local coordination for emergency welfare services.Provide those emergency welfare services that CDEM is a responsible agency for, in partnership with support agencies, to people whose lives and livelihoods have been affected by COVID-19 where these needs cannot be met by other sources of support.If the Āwhina COVID-19 Welfare Needs Assessment system is being used, provide support to users where possible.Implement integrated plans with Welfare Coordination Group/Local Welfare Committee member agencies, iwi, and community groups to identify and meet community needs where there are no other means of support. | Lead multi-agency regional (via CDEM Group) and local coordination for emergency welfare services.Provide those emergency welfare services that CDEM is a responsible agency for, in partnership with support agencies, to people whose lives and livelihoods have been affected by COVID-19 where these needs cannot be met by other sources of support.If the Āwhina COVID-19 Welfare Needs Assessment system is being used, provide support to users where possible.Implement integrated plans with Welfare Coordination Group/Local Welfare Committee member agencies, iwi, and community groups to identify and meet community needs where there are no other means of support. | CDEM Groups may provide some CDEM emergency welfare services where there are no other means of support available from social service and community-based agencies, and may consider whether provision of these services meet eligibility criteria in Section 33 of The Guide to the National CDEM Plan.  |
| **Managed Quarantine and Isolation**  | Support the operation of Managed Quarantine and Isolation Facilities where required.  | Support the operation of Managed Quarantine and Isolation Facilities where required | Support the operation of Managed Quarantine and Isolation Facilities where required |
| **Checkpoints / roadblocks** | Support NZ Police to implement movement restrictions within and between the impacted regions.* Coordination will likely be required with adjacent regions, particularly where an adjacent region remains at a lower Alert Level. Consideration should be given to communities in the border region with a view to minimising impacts through pragmatic and enabling measures.
* This may include enhanced PIM as well as intelligence-led checkpoints led by New Zealand Police.
 | Support NZ Police to implement movement restrictions within and between the impacted regions.* Coordination will likely be required with adjacent regions, particularly where an adjacent region remains at a lower Alert Level, Consideration should be given to communities in the border region with a view to minimising impacts through pragmatic and enabling measures.
* This may include enhanced PIM as well as intelligence-led checkpoints led by New Zealand Police.

CDEM Groups may need to work with partners such as Police and Iwi to provide additional assurance to any community who seek to implement or maintain community-led checkpoints. | Inter-regional travel is permitted. CDEM Groups may need to work with partners such as Police and Iwi to provide additional assurance to any community who seek to implement or maintain community-led checkpoints.CDEM Groups to maintain, or refresh, contingency plans under normal readiness processes with partners including Police to re-escalate upon any resurgence of COVID-19.Where one region may be at Alert Level 2, there may be an adjacent region at a higher Alert Level. As a regional border control issue, it will therefore be important that the need for cross-border coordination and management of consequences in the lower Alert Level area are considered and, where required, acted upon. |
| **Recovery** | Engagement with local and regional recovery leadership, using RLG structures applicable to the region and C4C arrangements, on economic and social recovery. | Engagement with local and regional recovery leadership, using RLG structures applicable to the region and C4C arrangements, on economic and social recovery.Ensure iwi partners and key stakeholders are engaged and connected as part of recovery planning.If necessary, review, build on and share detailed intelligence picture of regional impacts with a focus on community (especially those at risk of severe illness should they contract COVID-19) and economic recovery. If appropriate, support and engage on any discussions to review key regional recovery priorities in consultation with partners and stakeholders. | The CDEM Group to work together with agencies, organisations, member local councils, their communities and, as necessary, adjacent CDEM Groups to establish and achieve shared goals, priorities, and deliver community development activities and services. Supporting and enabling New Zealand to regenerate from the effects of COVID-19 needs to be in partnership with Iwi and Māori. Community rebuilding activities should consider all aspects of the local community (social, economic, natural and built environments). Culture, cultural practices and tikanga need to be considered and factored into all aspects of community regeneration and enhancement. Activity needs to be flexible and scalable to meet the needs of all communities. CDEM Groups should work with member local councils and should encourage innovative thinking and solutions and approaches. Activity should consider if individuals, communities and sectors will need support for a longer period of time than would normally be expected following an emergency to enable these communities to adapt to the new normal. The CDEM Group and member local councils should ensure their plans, arrangements and activities are flexible and agile to enable them to respond to change and uncertainty.  |
| **CEG and Joint Committee** | Changes made under modification orders linked to the Epidemic Notice allow for Joint Committee meetings to be conducted remotely. (The order enabling this runs until 24 September 2020, at that point the Government may choose to extend the order) | Changes made under modification orders linked to the Epidemic Notice allow for Joint Committee meetings to be conducted remotely.  (The order enabling this runs until 24 September 2020, at that point the Government may choose to extend the order) | Physical meetings resumed where they can operate safely, and:* Physical distancing of 2 meters is maintained between members of the public and with councillors and staff \*
* Infection prevention and control requirements must be met
* Must keep records to enable contact tracing of all workers who enter the workplace or carry out work for the business or service.
* With effect 11:59am on Wednesday 19 August, all businesses must display a NZ COVID-19 Tracer QR code for each business location. This includes locations where CEGs and Joint Committees may meet.
* Arrangements will still be needed for councillors, staff and public who are at risk of severe illness should they contract COVID-19 to participate remotely, if required (e.g. people aged 70 and over)

If public meetings cannot be held safely they may be held remotely\*where physical distancing is maintained restrictions on gatherings do not apply. 1m separation applies within CDEM workplaces. |
| **National meetings and working groups**  | Not meeting. Staff allocated to response. | Not meeting. Staff allocated to response. | All CDEM Group and NEMA Readiness meetings at AL2 to be conducted virtually unless authorised by Director CDEM. |
| **Local and regional meetings, working groups, training and exercising**  | Not meeting. Staff allocated to response. | Not meeting. Staff allocated to response. | Physical meetings resumed where they can operate safely, and:* Physical distancing of 2 meters is maintained between members of the public and with councillors and staff \*
* Infection prevention and control requirements must be met.
* Must display a government issued QR code for use with the NZ COVID Tracer App at each facility (and provide an alternative method to sign in for those without the app) to enable contact tracing This includes CDEM locations such as ECCs and EOCs.
* Arrangements will be needed for councillors, staff and public who are at risk of severe illness, should they contract COVID-19, to participate remotely if required (e.g. people aged 70 and over).

If public meetings cannot be held safely they may be held remotely.\*where physical distancing is maintained restrictions on gatherings do not apply. 1m separation applies within CDEM workplaces.* Complying with [Alert Level 2 settings](https://covid19.govt.nz/covid-19/alert-system/alert-system-overview/#alert-level-2-%E2%80%94-reduce).
* Meeting [appropriate public health requirements for their workplace](https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/) (e.g. having contact tracing systems and physical distancing).
* Fulfilling all other [health and safety obligations](https://worksafe.govt.nz/laws-and-regulations/acts/hswa/).
 |

**Descriptions of EOC (ECC) Activation Status adapted from DGL06 Response Management, Table 6. Available at:** [**https://www.civildefence.govt.nz/assets/Uploads/publications/Response-management-DGL06-08-Oct14-Revisions.pdf**](https://www.civildefence.govt.nz/assets/Uploads/publications/Response-management-DGL06-08-Oct14-Revisions.pdf)

**The Group Controller should determine the most appropriate coordination mechanism and structures to respond to an escalation of alert levels within their region. Coordination may be achieved through a variety of mechanisms and will be supported by governance functions. A clear trigger for escalation to a coordination centre function should be identified.**

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| ***ECC/EOC Activation Status 1**** EOC monitors incidents/events that may lead to an emergency or that may require support.
* Controller informed.
* Limited staffing.
* Other CDEM stakeholders informed.\*
* Public may be informed (consider public information needs).^

 \*Other CDEM stakeholders are the agencies that have roles and responsibilities under the response plan that applies, and include the members of the particular CDEM Group and MCDEM. ^ Consider whether the response is likely to move to a higher status – it will be easier to work with the public and media if their awareness has been raised early. | ***ECC/EOC Activation Status 2*** * EOC supports the response.
* Controller involved.
* Increased staffing.
* Other CDEM stakeholders informed and may be involved.
* Political stakeholders informed.
* Public informed.
 |
| ***ECC/EOC Activation Status 3*** * EOC coordinates the response.
* Controller coordinates.
* Full staffing.
* Other CDEM stakeholders informed and involved.
* Political stakeholders involved.
* Public informed.
 | ***ECC/EOC Activation Status 4*** * EOC directs the response.
* Controller directs.
* Full staffing.
* Other CDEM stakeholders informed and involved.
* Political stakeholders involved.
* Public informed.
 |