

# Service Delivery Covid-19 Protection Framework (SDCPF)

This document has been based on the Government's COVID-19 Protection Framework.

Brigades must use the [My Vaccine Pass](#) to operate their canteens and hold functions on stations.

## Introduction

### Purpose

These protocols outline a range of measures to be adopted to minimise the current impact of Covid-19 on our people to enable us to maintain our capability and provide our services across the country.

The purpose of this protection framework is to reduce risk to Fire and Emergency personnel based on the New Zealand Government declared COVID-19 Protection Framework and associated legislative measures.

### How to use

Districts are expected to develop local procedures based on these protocols. Highlighted text indicates changes since the last version of this document.

- Vaccine passes are required to access all Fire and Emergency New Zealand premises.
- Fire and Emergency New Zealand personnel do not need to show a My-Vaccine-Pass
- [National Notice 017/2022 Procedure for checking vaccination status](#). Login required

### Omicron variant guidance

The impact of the Omicron variant on Fire and Emergency services, internationally, has been severe.

To protect ourselves, our Whanau and our communities, as well as our ability to safely operate, will see us needing to be agile and continually adapt to the situation as it unfolds

### Mask guidance

Surgical mask is the minimum protection level, N95 is the gold standard.

Due to supply constraints, N95 only for medical calls and MIQs

Personnel covered by the health order must not wear a cloth mask while operating in their role.

## On Station

Topic	ID	Green	Orange	Red	Local Lockdown
Safety measures	1.1	<ul style="list-style-type: none"> <li>All personnel exercise general hygiene etiquette such as sneezing and coughing into elbow, regular hand washing and hand sanitising.</li> <li>Personnel stay at home if feeling unwell and contact Healthline (0800 611 116) or their GP to determine if a COVID-19 test is needed.</li> <li>Where possible, maintain physical distancing as per Government guidelines.</li> <li>Personnel must use the QR codes for the NZ COVID Tracer app or sign in manually.</li> <li>Face coverings and masks to be worn in line with Government guidelines.</li> </ul>		<ul style="list-style-type: none"> <li>All personnel exercise general hygiene etiquette such as sneezing and coughing into elbow, regular hand washing and hand sanitising.</li> <li>Personnel stay at home if feeling unwell and contact Healthline (0800 611 116) or their GP to determine if a COVID-19 test is needed.</li> <li>Where possible, maintain physical distancing as per Government guidelines.</li> <li>Personnel must use the QR codes for the NZ COVID Tracer app, or sign in manually.</li> <li>Avoid face-to-face interaction with the public. Deal with enquiries at door while maintaining social distancing.</li> <li>Personnel covered by the health order - A surgical must be worn at all times when off station and when interacting with contractors or members of the public on station</li> <li>Personnel not covered by the health order may wear a cloth mask, or a surgical mask</li> </ul>	
Signage on station	1.2	<ul style="list-style-type: none"> <li>Covid caution signage on our building entry points.</li> <li>Ensure all stations, offices, workplaces, and hazmat command units display the COVID QR code for scanning.</li> <li>Enquiries can be dealt with at entrance areas ensuring safety measures are maintained.</li> </ul>		<ul style="list-style-type: none"> <li>COVID-19 signage on station entry points to redirect public to alternative methods of contacting stations (e.g. phone).</li> <li>Avoid face-to-face interaction with public. Deal with enquiries at door while maintaining social distancing.</li> </ul>	
Station visitors	1.3	<ul style="list-style-type: none"> <li>Station visits by other non-Fire and Emergency personnel, including families, at fire stations must follow Government guidelines such as physical distancing and QR Code scanning.</li> <li><a href="#">COVID questioning</a> must be asked prior to the station visit.</li> </ul>		<ul style="list-style-type: none"> <li>Ensure physical distancing.</li> <li>No visits by other non-Fire and Emergency personnel, including families, at fire stations. - <b>This includes canteens</b></li> </ul>	

Topic	ID	Green	Orange	Red	Local Lockdown
<b>Region and District staff working remotely</b>	1.4	<ul style="list-style-type: none"> <li>Workplaces – open.</li> <li>There is no requirement to work from home.</li> </ul>	<ul style="list-style-type: none"> <li>Workplaces – open.</li> <li>Alternative working arrangements may be reached with the Region/District manager.</li> <li>Return-to-work duties for career personnel can continue.</li> </ul>	<ul style="list-style-type: none"> <li>Workplaces – Open.</li> <li>Working from home maybe appropriate for some staff.</li> <li>Alternative working arrangements may be reached with the Region/District manager.</li> <li>Staff should not work at operational fire stations as part of their BCP unless this is their normal place of work.</li> <li>This includes operational staff on return-to-work duties.</li> </ul>	<ul style="list-style-type: none"> <li>District and Region staff must work from home.</li> <li>Non-operational staff should not work at operational fire stations. this includes staff on return-to-work duties.</li> </ul>
<b>Meetings</b>	1.5	<ul style="list-style-type: none"> <li>Workplaces – open.</li> <li>Face-to-face meetings must maintain safety measures as per Government guidelines.</li> <li>Wherever possible, conduct internal forums and meetings by VC to limit exposure.</li> </ul>			<ul style="list-style-type: none"> <li>Conduct internal forums and meetings by VC to limit exposure and allow anyone in self-isolation to participate or reschedule.</li> </ul>
<b>Station cleaning</b>	1.6	<p>Clean stations as follows:</p> <ul style="list-style-type: none"> <li>standard (pre-COVID-19) daily station cleaning for career and standard (pre-COVID-19) cleaning for volunteers using chemicals approved in the <a href="#">M5 SOP-D Station and Office COVID-19 cleaning procedure</a></li> <li>when an exposure or high risk event is identified, such as the identification of a symptomatic or positive person on station at any time, then full station cleaning will need to be undertaken as per <a href="#">M5 SOP-D Station and Office COVID-19 cleaning procedure</a>.</li> </ul>			
<b>Appliance cleaning</b>	1.7	<p>Clean vehicles as follows:</p> <ul style="list-style-type: none"> <li>Standard (pre-COVID-19) vehicle cleaning regime for both career and volunteers using chemicals approved in the <a href="#">M5 SOP-E Vehicle cleaning COVID-19</a></li> <li>When an exposure or high-risk event is identified, full vehicle and equipment cleaning will need to be undertaken as per <a href="#">M5 SOP-E Vehicle cleaning COVID-19</a> alongside the cleaning of any equipment such as co-response kits or AEDs. This includes, but is not limited to:                             <ul style="list-style-type: none"> <li>attendance at an incident where COVID positive or symptomatic members of the public are in the vicinity</li> <li>following attendance at an MIQ/SIQ facility</li> <li>immediately after the departure of a crew member who has become symptomatic while at the station.</li> </ul> </li> </ul>			

Topic	ID	Green	Orange	Red	Local Lockdown
Building, Plant & Equipment maintenance	1.8	<ul style="list-style-type: none"> <li>Service operational equipment at normal frequencies, but with contractor safety measures when working on Fire and Emergency sites as in <a href="#">M5 SOP-C Combined asset capability continuity plan</a> and <a href="#">OSCD GD-A COVID-19 Contractors at Fire and Emergency sites – under COVID-19</a>.</li> <li>Contractors permitted on site with prior arrangement, in line with <a href="#">OSCD GD-A COVID-19 Contractors at Fire and Emergency sites – under COVID-19</a>.</li> </ul>			Essential contractors carrying out essential work are permitted on site with prior arrangement according to <a href="#">M5 SOP-C Combined asset capability continuity plan</a> .
Appliance movements	1.9	Appliance movements can take place as usual.			No appliance movements, other than to support operational capability.
Responding at multiple Fire and Emergency sites	1.10	<ul style="list-style-type: none"> <li>Normal volunteering or rostering arrangements can take place.</li> <li>Reduction in capacity must be highlighted to District Management.</li> </ul>	District Managers will ensure response capability is maintained within the district, taking a considered risk-based approach to any staff movement between sites.		Firefighters are to maintain a single station or approved station grouping location for purposes of response.
Essential volunteer services	1.11	Normal services to volunteer brigades. Follow Public Health requirements.			Implement alternative ways of providing essential services to volunteer brigades to minimise exposure risks. E.g. VSO functions.
Volunteers on station	1.12	<ul style="list-style-type: none"> <li>Volunteers can be on station.</li> <li>Follow public health requirements.</li> <li>Composite stations to follow local procedures as issued by district management.</li> </ul>			<ul style="list-style-type: none"> <li>Volunteers MUST only be on station for incident response-and critical operational readiness.</li> <li>Volunteers must not be on a station on standby unless specifically dispatched by ComCen.</li> </ul>
Station canteen	1.13	<ul style="list-style-type: none"> <li>Brigades must use the <a href="#">My Vaccine Pass</a> to operate their canteen as they are a <a href="#">food and drink service</a> (a hospitality business).</li> <li>canteens must always operate to <a href="#">canteen policy and rules</a></li> </ul> <p><b>In Red canteens are only open to Brigade members</b></p> <p><b>The following applies:</b></p> <ul style="list-style-type: none"> <li>At Green - no limits on numbers</li> <li>At Orange - no limit on numbers</li> <li>At Red – up to 100 people, based on 1m distancing, seated and separated.</li> </ul>			Station canteens are closed.

Topic	ID	Green	Orange	Red	Local Lockdown
<b>Brigade Functions - on and off station</b>	1.14	<p>Brigades must use the <a href="#">My Vaccine Pass</a> when holding on-station functions. See the guidance for <a href="#">food and drink service</a> (a hospitality business).</p> <ul style="list-style-type: none"> <li>canteens must always operate to <a href="#">canteen policy and rules</a></li> </ul> <p><b>The following applies:</b></p> <ul style="list-style-type: none"> <li>At Green - no limits on numbers</li> <li>At Orange - no limit on numbers</li> <li>At Red – up to 100 people, based on 1m distancing, seated and separated</li> </ul> <p><b>Brigade functions held off-station</b> depend on the venue’s use of <a href="#">Vaccine Passes</a> and must follow the <a href="#">corresponding rules for Hospitality at the venue’s CPF Setting</a>.</p> <p><b>Brigade functions held on station</b> under RED are only with the approval of the District Manager taking a considered risk-based approach</p>			Brigade Functions are not permitted.
<b>Community Events</b>	1.15	Brigades may participate in community events in line with Government Guidance.		Brigades may participate in ‘Specified outdoor community events’ and in line with Government guidelines with approval of District Management.	Participating in community events is prohibited.
<b>Surgical Masks and cloth face coverings</b>	1.16	<ul style="list-style-type: none"> <li>For non-operational activities and non-operational interactions with the public and other places, including at all times off station/appliance personnel covered by the health order must wear a surgical mask in line with Government guidance.</li> <li>Personnel not covered by the health order may choose to use a surgical mask or Fire to Emergency branded cloth face covering.</li> <li>For any face to face interaction with public on station, personnel covered by the health order must wear a surgical mask.</li> <li>Cloth face coverings must not be worn by personnel covered by the health order while operating in their roles.</li> </ul>			
<b>Recruitment</b>	1.17	<ul style="list-style-type: none"> <li>Recruitment for fully vaccinated career applicants may continue as normal. Following government guidelines</li> <li>Recruitment for fully vaccinated individual volunteer applicants may continue as normal. Following government guidelines</li> <li>Fully vaccinated or full vaccination is as defined in <a href="#">Fire and Emergency’s COVID-19 Vaccination Policy</a></li> </ul>			

## Response

Topic	ID	Green	Orange	Red	Local Lockdown
Pandemic kits	2.1	Place pandemic kits on all operational appliances.			
Questioning protocols	2.2	<ul style="list-style-type: none"> <li>Communications centres will use COVID-19 questioning protocols and advise responding crews.</li> <li>Fire crews will carry out <a href="#">COVID-19 questioning protocols</a> to assess risk at incidents.</li> </ul>			
PPE at medicals	2.3	For guidance and PPE requirements for medical response to potential COVID-19 patients see <a href="#">Medical Response for potential COVID-19 patients</a> .			
CPR	2.4	<p>Changes to CPR procedures</p> <p><a href="#">G2 SOP-A COVID-19 Medical Response – Ventilated CPR</a></p>			
MIQ facilities	2.5	<p>All personnel who enter an MIQ facility must present their Fire and Emergency ID on request.</p> <p>The OIC is responsible for completing a Safe@Work entry for exposure for individual crew members who enter a MIQ facility.</p> <p>All personnel who enter an MIQ facility are required to undergo COVID-19 testing, regardless of vaccination status.</p> <p>Refer to Healthline (0800 611 116) for optimal testing times and frequencies.</p> <p>COVID-19 testing will be managed by Ministry of Health and the individual.</p> <p>Follow <a href="#">S13 SOP-A COVID-19 Response to Managed Isolation and Quarantine Facilities</a></p>			
Use of N95 particulate respirators and Surgical Masks.	2.6	<ul style="list-style-type: none"> <li>N95 particulate respirators must only be worn when attending medical response and MIQ facilities.</li> <li>These must then be discarded after use</li> <li>For all other responses, and investigations, if you are not required to wear a higher form of respiratory protection, such as BA, personnel must wear a surgical mask.</li> </ul>			
Cover moves	2.7	<ul style="list-style-type: none"> <li>Appliances dispatched to cover another station may enter the station, staying within local procedures for each station.</li> <li>Release crews before the other crew returns except where a K10 is in place.</li> </ul>			
BA low pressure tests	2.8	BA low pressure tests to be conducted weekly.			
BA mask washing	2.9	Use BA mask washing protocols in line with the <a href="#">COVID-19 Respiratory Protection page on Portal</a> .			
Respiratory protection	2.10	Full BA only for respiratory as per <a href="#">E3-2 RG Respiratory protection equipment reference guide</a> . Specialist Fire Investigators are permitted to continue the use of APRs where sampling and monitoring is carried out.			

Topic	ID	Green	Orange	Red	Local Lockdown
Volunteer personnel management	2.11	Volunteer Leaders make/update plans and manage personnel numbers responding to station at time of call to minimise exposure risk.			

## Welfare

Self-isolation protocols will be implemented as directed, according to government recommendations. Where personnel are advised to self-isolate, they will be placed on special leave or can liaise with their manager regarding working from home

Topic	ID	Green	Orange	Red	Local Lockdown
Welfare checks	3.1	Managers ensure there are welfare checks on those in isolation - Phone checks only.			
Higher risk personnel	3.2	<ul style="list-style-type: none"> <li>• <a href="#">Higher risk personnel</a> can remain operational.</li> <li>• All personnel who consider themselves at higher risk may wish to have a medical verification regarding their operational status for peace of mind. They can choose to use the <a href="#">medical assessment process</a>, or consult their GP to do this. Any requests for special leave following a <a href="#">medical assessment process</a> should be discussed with your Manager.</li> </ul>			
Higher risk family members	3.3	<ul style="list-style-type: none"> <li>• If you have a higher risk member of your household, you can remain operational, but should follow <a href="#">Ministry of Health guidelines</a> on how families and households can safeguard themselves over this time.</li> <li>• Further guidance on how families and households can safeguard themselves can be found on Portal&gt; COVID-19&gt; <a href="#">Keeping yourself and those around you safe</a>.</li> <li>• If further consideration might be needed, discuss this with your manager.</li> </ul>			
Self-isolation protocols	3.4	Self-isolation protocols from Ministry of Health can be found in on the <a href="#">Government COVID-19page</a> .			
COVID-19 Exposure	3.5	Follow the <a href="#">G2 SOP-D Exposure to COVID-19 at incidents procedure</a> .			

## Training

Workforce Capability Training will prepare updated Training Guidelines, including Risk Assessment, and Training Workplace Site Safety Plans in response to the Covid-19 Protection Framework.

Topic		Green	Orange	Red	Local Lockdown
<b>Scheduled Training courses</b>	4.1	<ul style="list-style-type: none"> <li>Scheduled training courses can continue based on a local risk assessment which will be carried out between Workforce Capability training and local management.</li> <li>Safety is paramount and General Public Health settings are to be followed.</li> <li>Surgical masks must be worn in all training environments where identified by Workforce Capability Training leaders.</li> </ul>			No scheduled training courses within lockdown areas.
<b>Career OSM skills</b>	4.2	Career crews complete OSM skills with safety measures.			Critical or essential skills maintenance only that is conducted in ways that maintain crew safety.
<b>Volunteer currency / OSM</b>	4.3	<ul style="list-style-type: none"> <li>Volunteers complete currency/OSM skills with safety measures.</li> <li>Training on composite stations can occur.</li> <li>District Management are to work with local leaders and stakeholders to develop guidelines for training on composite and yellow watch stations where required.</li> </ul>			Local skills maintenance for critical or core OSM will be placed on hold for volunteer crews.
<b>Interstation training</b>	4.4	Conduct interstation or multi-station training as normal, with safety measures in place.			No inter-station or multi-station training.
<b>PCA</b>	4.5	Physical Competency Assessments (PCAs) and Pack tests can take place following public health advice.			No Physical Competency Assessments (PCAs) and Pack tests.

**Notes:**

- For more information on risk reduction activities, see [M5 SOP-F COVID-19 Risk Reduction and Community Readiness and Recovery COVID-19 Protection Framework](#) (RR&CRR-CPF)
- For more information on ComCen, see [M5 SOP-R Service Delivery ComCen-Covid-19 Protection Framework](#) (SD-ComCen-CPF).



Internal	External
All operational personnel	Unions and Associations
Executive Leadership team	NZ Police
Service Delivery Leadership Team	St John Ambulance
Regional Leadership Teams	Wellington Free Ambulance
District Managers/Group Managers/Community Risk Managers	
Training Leadership Team	
Risk Reduction Advisors/Community Readiness and Recovery Advisors	
Equipment Team	
Legal Team	
Response Capability Team	
Procurement Team	
Tier 3 Managers	
Safety Health and Wellbeing	
Volunteer Support Officers	

### Supporting documents

[E3-2 RG Respiratory protection equipment reference guide](#)

[Epidemic Preparedness \(COVID-19\) Notices](#)

[FAIP interventions during COVID-19 pandemic guidelines](#)

[Fire and Emergency New Zealand \(COVID-19—Fire Safety, Evacuation Procedures, and Evacuation Schemes\) Amendment Regulations \(No 2\) 2020](#)

[G2 SOP-A COVID-19 Medical Response – Ventilated CPR](#)

[G2 SOP-B COVID-19 Medical Response – Non-ventilated CPR](#)

[M5 SOP-C Combined asset capability continuity plan](#)

[M5 SOP-D Station and office COVID-19 cleaning](#)

[M5 SOP-E Vehicle cleaning - COVID-19](#)

[M5 SOP-F COVID-19 Risk Reduction and Community Readiness and Recovery COVID-19 Protection Framework](#)

[M5 SOP-G COVID-19 Weekly checks \(equipment and appliances\) on volunteer-only stations](#)

[M5-SOP-P COVID-19 - Site visits for advice, fire permitting and fire hazard risk assessments](#)

[OSCD GD-A COVID-19 Contractors at Fire and Emergency sites – under COVID-19 Alert Levels.](#)

[P3 SOP-A COVID-19 Fire Investigations – COVID-19](#)

[S13 SOP-A COVID-19 Response to Managed Isolation and Quarantine Facilities](#)

### Document information

Owner	DCE Service Delivery
Steward	National Manager Response Capability
Last reviewed	22 March 2022
Review period	Six-monthly

### Record of amendments

Date	Brief description of amendment
23 November 2021	Initial version
4 December 2021	Updates to where conditions apply in several section 1.15/1.16-2.3 and across all of Training section Minor adjustment to Section 2.6
16 December 2021	Updates to canteen and brigade function guidance and rewording on vaccine passes.
10 January 2021	Updates to 1.3 simplified content across 3 colour levels. Update 2.6 merged Red and Lockdown advice to the higher Lockdown setting. Amend 3.2 merge all levels to the higher levels setting.
29 January 2021	Updated guidance on mask wearing
02 February 2022	Clarification on Canteen use and Brigade functions under Red setting Sections 1.3; 1.13; 1.14. New section 1.17 Recruitment to clarify our position against our Covid-19 Vaccination policy.
02 March 2022	Vaccine pass requirements added and updates about this added to Canteens and Functions at 1.13 and 1.14
18 March 2022	Sections 1.6 and 1.7 updated with firmer guidance on when to clean stations, offices and vehicles
22 March 2022	Section 2.3 - Single level of PPE for medical response during COVID-19