

**YEALMPTON
PARISH EMERGENCY PLAN
2010**

**VOLUME 2
RESPONSE TO A PANDEMIC
PRECIS VERSION**

IN EMERGENCY;

READ PAGE 1

FOLLOW THE INSTRUCTIONS

RESPONSE TO A PANDEMIC

1. A pandemic is unlikely to appear immediately. There will probably be weeks, or months, of “warning”. Once the Parish Council believes that there is the possibility of a pandemic developing it should approach the Head of Yealm Medical Practice, and discuss the possibility of Parish Council emergency support to the Practice.
2. There are two possible “medical” responses to a pandemic:
 - a. Yealm Medical Centre will be a distribution point for any drugs developed to counter the pandemic.
 - b. Yealm Medical Centre will not be a distribution Point for any drugs developed to counter the pandemic.
3. A Parish Council Plan for possible support to Yealm Medical Centre, if it is a distribution point, is at Annex A.
4. A Parish Council Plan for possible support to Yealm Medical Centre, if it is not a distribution point, is at Annex B.
5. Model For Plan. This plan is based on the model provided by Devon County Council.

Councillor Justin Robbins
Chair, Yealmpton Parish Emergency Management Team
01/03/ 2010

Annexes;

- A. Pandemic - If Yealm Medical Centre Is A Distribution Point.
- B. Pandemic - If Yealm Medical Centre Is Not A Distribution Point.

PANDEMIC – IF YEALM MEDICAL CENTRE IS A DISTRIBUTION POINT

1. Roles. In the response to a pandemic, if Yealm Medical Centre is a distribution point, the Parish Emergency Plan has a main and a subsidiary role;
 - a. Main Role. Support to Yealm Medical Centre, in the distribution of antiviral drugs.
 - b. Subsidiary Role. Assistance to infected parishioners, confined to their homes, who do not have relatives or friends who can help them with shopping, repeat prescriptions, etc. This should only be done if there are sufficient Volunteers available for both roles. It must not affect the ability to carry out the Main Role.
2. Support to Yealm Medical Centre.
 - a. Activation. If there is a need to activate Parish Council assistance the Yealm Medical Centre will alert a Parish Councillor*, ideally the Chairman, and confirm;
 - (1) When the assistance is to start.
 - (2) The number of dispensing sections needed.
 - (3) Start and finish times of morning and afternoon shifts.
 - (4) Contact details of the Doctor who will oversee Parish Council support.

*Contact details of the Chairman and all other Councillors is at Appendix 1 to this Annex.
 - b. Action Of The Chairman, Or First Councillor Contacted. The Chairman, or the first Councillor contacted, will;
 - (1) Check the situation regarding the issue of prophylactic anti-viral drugs to Volunteers, with the member of Yealm Medical Centre making contact.
 - (2) Contact all other Councillors and arrange an emergency meeting to activate support to the Yealm Medical Centre. The agenda for the meeting is at Appendix 2 to this Annex.

3. Assistance With Shopping/Repeat Prescriptions For Infected Parishioners. Parishioners needing assistance to obtain shopping or repeat prescriptions will probably fall into two main categories;
 - a. Those who do not have a “friend” to assist them in normal circumstances.
 - b. Those who have “friends”, Social Services Staff, or District Nurses, who could normally assist them, but who have become victims of the pandemic themselves.

Arrangements for the provision of assistance are at Appendix 6 to this Annex.

4. Callout Of Additional Volunteers. It may be necessary to call out additional Councillors and/or Volunteers, either because the pandemic becomes more severe, or because those already involved become infected. In this case assistance should be sort from;
 - a. Councillors not already involved.
 - b. Volunteers not already involved, see lists in Volume 1 of the Parish Emergency Plan.
 - c. Friends and family of those Councillors and Volunteers already involved.
 - d. Parishioners who have already had the infection, but have now recovered. These details can probably be obtained from Yealm Medical Centre.
 - e. Via the News Desk of local radio stations, calling for volunteers from the Parish to contact a specific telephone number.

Appendices:

1. Contact Details For Parish Councillors.
2. Agenda For First Emergency Meeting.
3. Team Organisation And Tasks.
4. Layout Of Medical Centre Area, Car Park and Traffic Flow.
5. Log Sheet
6. Assistance With Shopping Or Repeat Prescriptions.

APPENDIX 1
TO ANNEX A

**CONTACT DETAILS FOR PARISH COUNCILLORS, THE CLERK AND
EMERGENCY PLANNING ADVISOR**

POSITION	NAME	ADDRESS	PHONE
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Contact Details Are Listed

Page 1(of 1) of Appendix 1 to Annex A

APPENDIX 2
TO ANNEX A

AGENDA FOR FIRST EMERGENCY MEETING

1. Confirm Chair, if Chairman absent.
2. Review the Yealm Medical Centre request, noting particularly;
 - a. How many dispensing sections are needed.
 - b. The start and finish times of the morning and afternoon shifts.

and agree;

- (1). Who will lead the morning and afternoon shifts of the Support Team.
- (2) Which Councillors and Volunteers* will be activated to form the Team**.

*Contact details of all Volunteers are in Volume 1 of the Yealmpton Parish Emergency Plan.

**Details of the number of people needed to make up a shift of the Team, and the tasks they are needed for, are at Appendix 3 to this Annex.

3. Agree ;
 - a. who will activate the volunteers, and how.
 - b. What the Volunteers will be told, including;

- (1) Which shift they are in.
 - (2) The role they will undertake.
 - (3) When to report for duty, and the time their shift will finish.
 - (4) Where to report for duty.
 - (5) Any recommendations for dress etc, particularly the ushers/marshals in inclement weather.
 - (6) The position regarding issue of prophylactic ant-viral drugs.
4. Confirm the time and location of the next emergency meeting to review the situation.

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APPENDIX 3
TO ANNEX A

TEAM ORGANISATION AND TASKS

1. The team will work under the direction of a Doctor nominated by Yealm Medical Centre, and will help to issue antiviral drugs. It will consist of two shifts per day, one working in the morning, the other in the afternoon. Each shift will consist of;
 - a. Shift Leader. The Shift Leader will be a Parish Councillor, ideally either the Chairman, or Vice Chairman of the Parish Council. The Shift Leader will be based in Room 6*, and will maintain liaison with the Doctor nominated by Yealm Medical Centre, co-ordinate the work of all members of the Shift, and advise the other Shift Leader, at Shift change, of any developments affecting the way the Shift supports the Medical Centre.
 - b. Marshalling Section. This will consist of three Councillors and /or Volunteers. They will work with any Police presence, marshal vehicle traffic, ensuring that the correct parking slots are used and the one way system is observed*. They will direct applicants to the correct entrance for Room 8*.
 - c. Dispensing Section. This will consist of three Councillors and/or Volunteers. They will work in Room 8*, with a member of staff of Yealm Medical Centre, who will have computer access to the NHS system, and will check issue numbers. One member of the Section will take the details of the applicant and confirm, with the member of Medical Centre staff, that the application is valid. The Medical Centre staff member will advise the number of doses to be issued. The second member of the Section will issue the doses. The third member of the Section will answer the phone, recording any messages relevant to the Pandemic outbreak**, and advise the Shift Leader if necessary. He/she will also cover for the other two for

breaks, etc.

NB. If demand is excessive a further Dispensing Section will be needed and will work in Room 6.*

- d. Delivery Section. This will consist of two Councillors and/or Volunteers, and will deliver antiviral drugs to Parishioners who are confined to home, but who have no one to collect them for them. They will be located in Room 6*, or the Staff Room*, and will be advised of the requirement by the Dispensing Section. Space for their vehicles will be designated in the Car Park, and kept free by the Marshalling Section..

* See layout map at Appendix 4.

** See Appendix 5 for a copy of the Log Sheet to be used.

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APPENDIX 4

A DIAGRAM OF THE MEDICAL CENTRE AREA

APPENDIX 5
TO ANNEX A

LOG SHEET

APPENDIX 6
TO ANNEX A

ASSISTANCE WITH SHOPPING OR REPEAT PRESCRIPTIONS

1. Assistance With Emergency Shopping. Parishioners needing assistance to obtain emergency shopping will probably be identified when they first apply to the NHS for antiviral drugs. When the Delivery Section deliver antiviral drugs to parishioners they should leave a contact telephone number, for assistance with emergency shopping. Examples of forms to be left by the Delivery Team, with space for the contact phone number to be completed at the time, are Attachment 1 to this Appendix. The accounting system to be used by the Delivery Team is at Attachment 2 to this Appendix.
2. Shops To Be Used. To save time, ideally only shops in the Parish should be used: ie:
 - a. ////////////// Stores.
 - b. ////////////// Farm Shop.
 - c. ////////////// Motor Services.

3. Assistance With Repeat Prescriptions. Parishioners needing repeat prescriptions, but who are unable to collect them, or to have them collected for them, will probably contact the Yealm Medical Centre direct. The Medical Centre should note the requirement, prepare the repeat prescription, and liaise with the Delivery Section to arrange delivery.

- Attachment 1. Example Of Forms To Be Left By The Delivery Section.
Attachment 2. Accounting System For Assistance With Emergency Shopping.
Attachment 3. Form, Request For Assistance With Emergency Shopping
Attachment 4. Form, Purchase And Delivery Record

Page 1(of 1) of Appendix 6 to Annex A

ATTACHMENT 1
TO APPENDIX 6
TO ANNEX A

PARISH COUNCIL ASSISTANCE WITH EMERGENCY SHOPPING

If you are in urgent need of assistance to obtain emergency shopping, but are unable to leave your home to obtain it, and have no neighbour, family member, or friend who can obtain it for you, contact the Parish Council Support Team on

01752 and explain your needs. They must be as simple as possible, and just sufficient to get by on, ie make sandwiches and a hot drink. This is not a “meals on wheels” service.

After the Pandemic is over the Parish Council will bill you for the cost of any shopping supplied.

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ATTACHMENT 2
TO APPENDIX 6
TO ANNEX A

ACCOUNTING SYSTEM FOR ASSISTANCE WITH EMERGENCY SHOPPING

1. General. Co-ordination of the emergency shopping assistance system will be based on the Dispensing Section. They will prepare a copy of the form to be left with infected parishioners who need antiviral drugs delivering, (see Attachment 2 to this Appendix). The phone number they will enter will be the number of the phone in their room. They will give the form to the Delivery Section, with the antiviral drugs. Delivery Section will bring the form, and it’s purpose, to the attention of the infected parishioner/s when they deliver the antiviral drugs.
2. Response To A Call For Assistance.
 - a. Record The Detail. The member of the Dispensing Section receiving the call will take down the details of the requirement, on a copy of the form at Attachment 3 to this Appendix, and will retain this detail as the master

copy. The Serial number, in the left hand column, will be the reference number for all activity carried out by the Team, and for accounting purposes.

- b. Purchasing And Delivery. Dispensing Section will fill out two copies of the form at Attachment 4 to this Appendix, and will pass it to the Delivery Section. Delivery Section will go to the most appropriate shop, and purchase the supplies*. Delivery Section will complete the price details on the two copies, and give one to the parishioner making the request, with the supplies, and retain the other copy. On return to the Medical Centre the retained copy will be handed over to Dispensing Section, who will maintain a register of all deliveries, and tick the delivered column of the master copy.

*The Team Leader will have to decide at the time how the supplies are to be paid for. Ideally the Parishioners being aided should provide cash, but this may not be possible. It may be possible to agree a Parish Council Account with the shops at the time. It may be that a cash float is needed.

ATTACHMENT 3
TO APPENDIX 6
TO ANNEX A

REQUEST FOR ASSISTANCE WITH EMERGENCY SHOPPING

Serial	Time/Date	From	Requirement	Delivered
		Name		
		Address		
		Phone		
		Name		
		Address		

		Phone		
		Name		
		Address		
		Phone		
		Name		
		Address		
		Phone		
		Name		
		Address		
		Phone		

PURCHASE AND DELIVERY RECORD

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Serial

Delivery Details
Name

Address

Requirement

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Cost

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Serial

Delivery Details

Name

Address

Requirement

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Cost

ANNEX B

PANDEMIC – IF YEALM MEDICAL CENTRE IS NOT A DISTRIBUTION POINT

1. Role. In the response to a pandemic, if Yealm Medical Centre is not a distribution point, the Parish Emergency Plan has one role. This is to respond to Yealm Medical Centre requests to provide assistance to infected parishioners, confined to their homes, who do not have a “Flu Friend”, and who can not be served by the British Red Cross.

2. Support to Yealm Medical Centre. If there is a need to activate Parish Council assistance the Yealm Medical Centre will alert a Parish Councillor* and confirm;
 - (a) What type of assistance is required; ie;
 - (1) Collection of antiviral drugs; including which distribution point they are to be collected from, and the collection number/code.
 - (2) Delivery of repeat prescription.
 - (3) Collection of shopping, or none prescription drugs, etc.
 - (b) The name, address and telephone number of the parishioner needing assistance.

**Contact details of the Chairman and all other Councillors is at Appendix 1 to this Annex.*

- 3. Action Of The Councillor Contacted. The Councillor will;
 - (a) Contact one of the Volunteers listed at Appendix 2 to this Annex, and advise him/her what assistance is required, and the details of the parishioner requiring that assistance. *If a Volunteer can not be activated the Councillor will carry out the task.*
 - (b) Contact the parishioner requiring assistance, and advise him/her which Volunteer will be responding.

- 4. Collection Of Anti-viral Drugs. The Volunteer, or Councillor, will collect the anti-viral drugs from the distribution point and deliver them to the parishioner.

- 5. Assistance With Repeat Prescriptions. The Volunteer, or Councillor, will collect the repeat prescription from Yealm Medical Centre, and deliver them to the parishioner.

- 6. Assistance With Shopping. The Volunteer, or Councillor, will contact the parishioner, ascertain what is required, purchase the requirements, deliver them to the parishioner, and get reimbursement for cash spent from the parishioner.

Appendices:

- 1. Contact Details For Parish Councillors.
- 2. Contact Details Of Volunteers.

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APPENDIX 1
TO ANNEX B

CONTACT DETAILS FOR PARISH COUNCILLORS, THE CLERK AND EMERGENCY PLANNING ADVISOR

POSITION	NAME	ADDRESS	PHONE
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Contact details are listed

TO ANNEX B

CONTACT DETAILS FOR VOLUNTEERS

With Car

Details are listed

No Car – But Willing To Work In The Village

Details are listed

Page 1 (of1) of Appendix 2 to Annex B