



Emergency Deployment Policy

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Version 2.1

Emergency Management Bay of Plenty
c/o Bay of Plenty Regional Council
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Please note that this is a “living document” particularly in a COVID environment and is subject to change to meet current guidance and policy.

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1 Introduction

1.1 Emergencies can occur anywhere in New Zealand with or without warning. Depending on the severity of the event, locations may be unlikely to have sufficient human resources to provide an effective Response or Recovery. In those situations, CDEM Group (through Emergency Management Bay of Plenty) may be asked to assist by deploying human resources to support the response/recovery activities. This policy covers Emergency Management practitioners, CDEM Group member council employees and EMAT members employed by CDEM Group member councils. New Zealand Response Teams (NZRT) are covered in a separate Volunteer Deployment Policy.

This policy provides the processes that will be followed for deployments to ensure that those persons who are deployed have an understanding of how deployments work and the steps that will be undertaken to ensure that the deployed person's health, safety and welfare are of paramount importance (along with supporting their dependants) and that their overall wellbeing is ensured as much as can be reasonably achieved.

This policy should be read in conjunction with the BOPRC CDEM Group deployment process flow to clarify the relationships between NEMA, the BOPRC CDEM Group, Local Authorities and requested individuals.

2 Duties

2.1 When a CDEM Group member council employee puts their name forward for a deployment, the individual is deploying to work on behalf of their parent Council. The parent Council must therefore ensure that it continues to meet its moral and legal duties to the deployed person while deployed, in particular the Health & Safety at Work and Employment Relations Acts. The hosting Council shares the primary duty of care for safety with the parent Council.

2.2 When a Member of the New Zealand Emergency Management Assistance Team. (EMAT) puts their name forward for a deployment, the individual is deploying to work in alignment with the MOU between NEMA, the EMAT member and the Home agency. All individual EMAT deployments are to be approved by the EMBOP Group Controller prior to confirmed commitment being made to the NEMA EMAT team deployment.

3 Process for Deployment

3.1 Requests for assistance/surge staffing from outside the region should come directly from the NCMC to the Bay of Plenty Duty Manager, Group Manager or GECC when activated. Should any request be received direct from regions seeking support, they should be directed to NCMC in the first instance.

3.2 Within the Bay of Plenty, staff deployments will be coordinated at a group level. EMBOP will coordinate all deployments on behalf of the group through an appointed deployment coordinator. When an official request for surge staffing is received from the NCMC, the appointed deployment coordinator will initiate the Bay of Plenty Deployment process as detailed in the 'Deployment process flow SOP'.

4 Deployment Process within COVID Protection Framework

Deployments occurring while there is a potential risk of Covid or where a national Covid Framework is in place will be reviewed by the Group Controller on a case by case basis. Deployments occurring within this environment may therefore require evidence of current vaccination status along with Pre and post deployment Covid testing. Where this is the case, it is the responsibility of the deployment coordinator to ensure that this is communicated when requesting staff for deployment

5 Readiness

Councils are strongly encouraged to establish a suitable pool of persons available to deploy on short notice to support an urgent response requirement

5.1 Pre-Deployment. The following areas must be considered for each deployed person prior to, or at the time of, the deployment.

5.2 Family considerations. The deployed person should discuss the proposed deployment with family and friends. If a member of the family has reservations (e.g. a child's anxiety over the deployed person's safety), the deployed person should carefully consider if proceeding with the deployment is wise. Also consider other family/friend factors such as birthdays, anniversaries, school/sports commitments and the health of parents and dependants.

5.3 Next of Kin. If suitable, it is recommended that the deployed person provide details of the next of kin when deployed. This information will be held securely and only used for the following purposes;

- Notifying next of Kin of incidents affecting the deployed individual
- Conducting welfare checks on Next of Kin with prior agreement

5.4 Personal Health. It is strongly recommended that where relevant, the deployed person disclose any medical condition (physical or mental) that may negatively impact them or others during the deployment.

5.5 Additional Equipment. Where there is a need for a deployed individual to take equipment of any kind, the deployment coordinator will clarify requirements and provide guidance. This may include personal deployment items and/or group assets such as the Covertex solution which can be made available with Group Controller approval.

5.6 Resilience. Operating Centres are stressful environments and therefore provisions will be made to support staff affected. Where possible, individuals who are within a pool of staff available to be deployed should undergo psychosocial training.

All staff deployed during an event will have the opportunity to access EAP services. In some cases, the receiving agency will have its own established process in place to access EAP services. It is the responsibility of the deployment coordinator to ensure that the process for accessing EAP Service, during the deployment phase, is incorporated into the pre-deployment information.

6 Deployment

Note, costs associated with 6.3, 6.6 and 6.7 below fall with parent organisations however all other deployment costs are the responsibility of the requesting agency.

6.1 Deployed Person Duties. Due to the ambiguous nature of emergency response, a deployed person (or Team) may not be provided full clarification of assigned duties until they arrive at the receiving organisation. It is therefore essential that anyone putting their name forward to respond, does so on the understanding that they must remain flexible and able to adapt to an ever-changing environment.

On arrival at the receiving agency, the deployed individual should conduct a self-assessment of the assigned duties, requirements and risks. This should be done to ensure that they are comfortable and capable of performing the required role. Once in a confirmed role, details of the role should be relayed to the deployment coordinator to ensure that appropriate health & safety support is in place.

6.2 Deployment Duration. The deployment coordinator will determine deployment duration and shift patterns and provide clarification to the individual being deployed. In the initial stages of an event, there may be uncertainty around the event progression and therefore significant or complex emergencies could be for a maximum of 15 days

Where an individual is deployed for a period of up to 7 Days, the individual is entitled to two working days off for the first seven calendar days worked (work includes travel time. For deployments exceeding 7 days, an additional day stand down should be factored into the deployment to ensure that the individual does not work for more than 5 consecutive days at any time.

For a full 15 day deployment the following working pattern will should be adhered to;

- 1 Day mobilisation and deployment
- 5 days operation
- 1 day stand down
- 5 days operation
- 1 Day demobilisation
- 2 Day stand down

6.3 Hours of Work. It is the duty of the deployed person and the receiving agency to ensure that deployed persons are not asked to work unreasonable hours. Where there is concern about the excessive scheduling/tasking the deployed person is to consult with the Event Rosters/Logistics manager in the first instance. Should this not be resolved then the individual is to discuss the situation with the EMBOP deployment officer.

Where an individual is deployed as a member of EMAT, any concerns in relation to operational arrangements during the deployment are to be raised through the EMAT team leader.

The deployed person must keep a daily log that contains details on hours of work per 24 hour period, for the duration of the deployment. This log will form one of the formal records when calculating and reconciling leave and pay matters both for the deployed person and for parent Councils when cost recovering.

6.4 Accommodation. While accommodation may be severely limited and of poor quality, the deployment coordinator shall make reasonable endeavours to ensure that deployed person's accommodation is/has:

1. Clean and hygienic.
2. Able to be darkened for night shift workers.
3. Potable water supply.
4. Toilet and shower facilities.
5. Secure.
6. Quiet during sleep periods.
7. If available, a motel/hotel at three-star or higher is recommended

6.5 Catering Arrangements. It is the duty of the deployed person and the receiving agency to ensure that the catering arrangements are confirmed prior to arrival at the deployment location. Catering arrangements should be confirmed for both during operational hours while deployed and for out of hours/stand down periods whilst at the deployment location.

6.6 Pay and Leave Accrual. For the duration of the deployment, the deployed person will receive their normal pay and accrue their normal leave entitlements in align with their parent organisations employment arrangements. Rostered days off while on deployment do not require the use of the deployed person's leave entitlement as part of their employment.

Where a member of EMAT is deployed, the arrangements for Pay and Leave Accrual are as detailed within the EMAT MOU.

6.7 Overtime/Toil. Where an individual works additional hours, reimbursement should be coordinated with the parent organisation in alignment with the parent organisations employment arrangements. The deployed person should determine these arrangements prior to deploying as overtime could result in an unbudgeted expense for the parent organisation.

6.8 Expenses while deployed. Fair and reasonable expenses incurred while deployed will be reimbursed in alignment with the parent organisations reimbursement policy. This can include when appropriate catering arrangement should any on site supply arrangements not meet base nutritional requirements. For clarity this is limited to addressing specific dietary concerns, allergies etc, as opposed to "nice to have items" or extensive menu options that in a response environment are not easily available.

6.9 GECC Duties. Daily 'welfare checks' will be made by the Deployment coordinator to the deployed person to ensure that the deployed person's wellbeing is maintained. Where prior agreement is made, suitably times welfare checks can be made to the deployed person's family/dependants to ensure that the family/dependants welfare is maintained. If a welfare check raises concerns from the deployed person, their family/dependants, or the Deployment coordinator, then the deployment may be ended immediately and the deployed person returned to their home base.

7 Post-Deployment

- 7.1 Psychological Wellbeing.** Deployed persons will be provided the opportunity to obtain EAP upon their return post-deployment. These will be arranged by the deployed person's parent Council or through NEMA for EMAT. NEMA are currently (as at issue 2.1) completing a procurement process to ensure complex post event psychological wellbeing support is offered across the sector and clarifying financial arrangements associated with this.
- 7.2 Follow-up.** Each deployed person is to be monitored upon return to work for their transition back to the workforce, workload and general health and wellbeing. The deployed person's supervisor performs this duty.
- 7.3 Debrief.** All deployed persons will, on return from a deployment, be invited to participate and contribute to the debrief process.
- 7.4 Overtime/Time Off in Lieu.** Any overtime or Time off in Lieu (TOIL) accrued while on deployment must have a management plan developed between the deployed individual and the Parent organisation in accordance with pre-existing arrangements.