



RAMSEY TOWN COMMISSIONERS
COVID-19 ESCALATION PLAN

Originating Officer	Town Clerk
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1. Introduction

The Isle of Man Government has developed a detailed Coronavirus Outbreak Plan detailing the actions to be taken in the event of a Coronavirus outbreak and the escalation of cases.

The current border restrictions prevent non-residents from entering without an exemption and all residents returning to the Island must self-isolate for 14 days along with household members. Despite these restrictions, there is a strong likelihood that the virus will return at some point.

This likelihood increases in the event that there is a further surge of coronavirus cases in the UK and Europe and the UK's 'R' number increases beyond a range of 0.9 – 1.1.

The plan is available on the Government Website and describes how Government is preparing for and will respond to a new outbreak of Covid-19.

<https://covid19.gov.im/outbreak-management-plan/outbreak-plan/>

This document outlines the responses of Ramsey Town Commissioners to those escalation scenarios, the approach to which draws heavily on work done during the first Covid-19 lockdown and that undertaken by Government and its Departments.

2. Principles

The plan will follow the lead set by Public Health within Government's own plan and will respond to national declarations of Covid-19 Level. Notwithstanding this the Commission will ensure that at all times staff remain fully apprised of the ongoing status and of the need to follow good cleansing and personal hygiene practices at all times.

3. The COVID-19 outbreak national outbreak management approach and thresholds.

The plan will be implemented in response to Governments national outbreak management approach available on the government Website, a copy of which is appended.

Specific actions may vary depending on context of any outbreaks, it is to be expected therefore that the contingencies planned will be dynamic and may have to be adapted to suit varying circumstances.

The Commissions response will be managed across the four recognised levels being:-

- Level 1 - Stay Responsible
- Level 2 - Stay Safe
- Level 3 – Stay at Home
- Level 4 – Lockdown

The response may vary across the Commission's functions and, where priority is to be applied to resource usage, it will focus primarily on services with public health implications including refuse collection and disposal, litter and street cleaning, Civic Amenity Site operation, and the protection of assets through statutory and emergency property repairs and/or maintenance.

4. Level of COVID-19 and general response

The following tables outline the general approach which will be adopted at the various Covid-19 Levels and is to be used as a guide when considering actions which are not specifically referenced in this document.

Tables for each response level outline the specific actions identified to be implemented by the Commission across its service areas in the event of a national declaration of Covid-19 Emergency at levels 1, 2, 3 & 4.

5. Communication

This plan will be communicated to Members by the Town Clerk, and staff through the Senior Management Team, and will be available on the Commissioner's website.

The plan will be reviewed by the Management Team on a quarterly basis during periods of risk, and upon implementation of each national level.

	General response
<p>No cases of COVID-19 on the Island (community)</p> <p>LEVEL 1 – Stay Responsible</p>	<ul style="list-style-type: none"> • All services continue as normal • All staff in work • Good hygiene measures in place (staff and customers) • Screening of appointments both at town hall and home visits to ensure no parties self-isolating in household. • Procedures for staff self-isolation in place • Meetings held as normal and accessible to the public
<p>Low number of cases of COVID-19 on the Island</p> <p>LEVEL 2 – Stay Safe</p>	<ul style="list-style-type: none"> • Increased and improved levels of hygiene and cleaning by staff and visitors • Consider restricting public access to meetings • Screening of appointments both at town hall and home visits to ensure no parties self-isolating in household. • Maintain customer records for contact tracing purposes of those who have been visited by staff or who have been in close contact with staff (i.e. interviews, civil registrations) Diary system to be used for all appointments. • Signage in place throughout Town Hall and other locations and information easily available to customers and staff • Communication to customers and staff to advise of changes, updates and guidance via web, media releases and social media • Any staff who are displaying symptoms – notify managers and follow Public Health advice • Any customer who tests positive after attending Town Hall or other premises/locations follow public health advice
<p>Moderate number of cases of COVID-19 on the Island</p> <p>LEVEL 3 – Stay at Home</p>	<ul style="list-style-type: none"> • Closure of none essential services • Closure of public library and implementation of delivery and collect system • Social distancing measures in place, separation of staff work utilising library and workshops where needed • Some staff to work from home where possible to undertake work at a level similar to that achievable within the office environment and others remain in work but spread out within office or in own office or are redeployed. • Staff unable to work to take accrued annual leave entitlement to date as annual leave, staff to be offered

	<p>for redeployment within organisation if possible</p> <ul style="list-style-type: none"> • Social distancing in place. No large group activities or close contact / interactions • Communication to customers and staff to advise of changes and updates by social media and household letter drops • PPE to be available to all staff • Any staff who are displaying symptoms –follow Public Health advice • Any customer who tests positive after being in contact with staff to follow public health advice
<p>Significant number of cases of COVID-19 on the Island</p> <p>LEVEL 4 - Lockdown</p>	<ul style="list-style-type: none"> • Closure of Town Hall • Closure of all venues to the public • Closure of library service • Access to outdoor sports facilities closed (Skate Park, Bowling Green, Exercise Equipment, Tennis Courts etc.) • Staff work from home where possible or are offered for redeployed into essential services • Activity limited to services which contribute to public safety or health – i.e. refuse collection, street cleaning, litters, emergency housing repairs • Communication to customers and staff to advise of changes and regular updates utilising Web, social media and household letter drops.

6. Level 1 – Stay Responsible - action by section

Civic Amenity Site	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing
Civil Registry	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing • Vetting of appointments to verify no occupants/attendees self-isolating
Courthouse	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing
Housing Maintenance	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing • Vetting of appointments to verify no occupants/attendees self-isolating
Litter Bins	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing
Play & Sport Facilities	<ul style="list-style-type: none"> • Normal operation • Maintain good levels of personal hygiene and cleansing
Public Toilets	<ul style="list-style-type: none"> • Normal operation
Public Library	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing • Separation screens at library counter • Online library system introduced to familiarise users with operation
Public Parks	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing
Refuse Collection Service	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing, adherence to closed bin policy
Street Cleaning	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing
Town Centre Management	<ul style="list-style-type: none"> • Normal operation
Town Hall	<ul style="list-style-type: none"> • Normal operation • Maintain enhanced levels of personal hygiene and cleansing • Separation screens at public counter and interview rooms • Vetting of face to face appointments to verify no attendees/occupants self-isolating • Board and other meetings continue as normal with public access permitted where appropriate • Laserfiche Forms implemented to communicate and monitor service requests alongside enquiries email, web contact reporting and FB Messenger

7. Level 2 – Stay Safe - action by section

Civic Amenity Site	<ul style="list-style-type: none"> • Closure of re-use bays • Implementation of booking system for access • Enhanced cleansing regime for site and personal hygiene • Social distancing measures established.
Civil Registry	<ul style="list-style-type: none"> • Social distancing measures introduced • Restrict numbers at weddings • Registrations undertaken with prior telephone contact to complete drafts documents, face to face engagement minimised
Courthouse	<ul style="list-style-type: none"> • Social distancing guidelines applied • Enhanced levels of personal hygiene and cleaning • Restriction on number of customers permitted in premises
Housing Maintenance	<ul style="list-style-type: none"> • All appointments/attendance to be risk assessed, social distancing on sites, enhanced cleansing • Enhanced levels of personal hygiene and PPE
Litter Bins	<ul style="list-style-type: none"> • Enhanced levels of cleansing • Enhanced levels of personal hygiene and PPE
Play & Sport Facilities	<ul style="list-style-type: none"> • Access to sport facilities subject to risk assessment in conjunction with sport bodies • Safe use advisory signage to be displayed • Staff to adhere to social distancing guidelines
Public Toilets	<ul style="list-style-type: none"> • Enhanced levels of cleansing and advisory signage
Public Library	<ul style="list-style-type: none"> • Social distancing guidelines applied • Enhanced levels of personal hygiene and cleaning • Restriction on number of customers permitted in library • Encourage use of online Heritage System,
Public Parks	<ul style="list-style-type: none"> • Social distancing signage displayed • One-way system for paths including lake circumference to be implemented
Refuse Collection Service	<ul style="list-style-type: none"> • Separation of key staff and implementation of 3 team crewing system • Staff to be redeployed from other sections where needed • Maintain enhanced cleansing/personal hygiene regime and use of PPE
Street Cleaning	<ul style="list-style-type: none"> • Service review to reflect demand • Staff to adhere to social distancing guidelines
Town Centre Management	<ul style="list-style-type: none"> • Normal operation • Cessation of town centre events
Town Hall	<ul style="list-style-type: none"> • Enhanced cleaning and personal hygiene to be implemented, PPE to be made available to staff • Face to Face interviews cease, interviews to be conducted using telephone, Zoom , Microsoft Teams or similar • Staff meetings to be conducted using Microsoft Teams • Board meetings to be conducted by Microsoft Teams, Zoom, or teleconference

8. Level 3 – Stay at Home - action by section

Civic Amenity Site	<ul style="list-style-type: none"> • Maintain booking system • Restrict number on site at any one time • Review operating times • Enhanced levels of cleansing personal hygiene and PPE
Civil Registry	<ul style="list-style-type: none"> • Follow General Registry guidance • Staff to use PPE
Courthouse	<ul style="list-style-type: none"> • Closed • Premises to be used to facilitate staff separation when needed.
Housing Maintenance	<ul style="list-style-type: none"> • Consider suspension of works on construction schemes • Emergency and statutory access only (i.e. Gas Safe etc.) • Staff to use PPE
Litter Bins	<ul style="list-style-type: none"> • Enhanced levels of cleansing personal hygiene and PPE
Play & Sport Facilities	<ul style="list-style-type: none"> • Exercise equipment closed to public use • Closed to public in accordance with national guidelines
Public Toilets	<ul style="list-style-type: none"> • Enhanced levels of cleansing and advisory signage
Public Library	<ul style="list-style-type: none"> • Public access closed • Staff to be separated on site • Enhanced levels of cleansing personal hygiene and PPE • Online booking system and deliveries to vulnerable clients • Quarantine of returns, and cleansing before restocking
Public Parks	<ul style="list-style-type: none"> • Available for exercise only in accordance with applicable national controls
Refuse Collection Service	<ul style="list-style-type: none"> • Continue weekly household refuse collection • Enhanced levels of cleansing personal hygiene and PPE • Adjust commercial collection to suit trading circumstances
Street Cleaning	<ul style="list-style-type: none"> • Cleansing on the basis of demand - regular inspections to be undertaken • Staff to use PPE
Town Centre Management	<ul style="list-style-type: none"> • Social Distancing Guidance issued • Consider introduction of courtesy one-way pedestrian system • Consider loan of barrier to permit management of shop queues • Consider full or partial pedestrianisation of Parliament Street
Town Hall	<ul style="list-style-type: none"> • Staff to work from home where possible • Public counters closed • Enhanced levels of cleansing personal hygiene and PPE • On-site staff to be allocated individual works spaces with a minimum of 2 metres separation at all times

9. Level 4 - Lockdown - action by section

Civic Amenity Site	<ul style="list-style-type: none"> • Site closed
Civil Registry	<ul style="list-style-type: none"> • Registry Services closed
Courthouse	<ul style="list-style-type: none"> • Closed • Premises to be used to facilitate staff separation when needed.
Housing Maintenance	<ul style="list-style-type: none"> • Emergency and statutory access only (i.e. Gas Safe etc.)
Litter Bins	<ul style="list-style-type: none"> • Emptying on the basis of demand - regular inspections to be undertaken
Play & Sport Facilities	<ul style="list-style-type: none"> • Closed to public access
Public Toilets	<ul style="list-style-type: none"> • Enhanced levels of cleansing and advisory signage • Consider operating hours and partial or total closure in accordance with national controls
Public Library	<ul style="list-style-type: none"> • Closed
Public Parks	<ul style="list-style-type: none"> • Available for exercise only in accordance with applicable national controls
Refuse Collection Service	<ul style="list-style-type: none"> • Continue weekly household refuse collection • Enhanced levels of cleansing personal hygiene and PPE • Adjust commercial collection to suit trading circumstances • Additional household refuse collection on a 3 weekly basis commencing with closure of civic amenity site
Street Cleaning	<ul style="list-style-type: none"> • Cleansing on the basis of demand - regular inspections to be undertaken
Town Centre Management	<ul style="list-style-type: none"> • Essential retail only open • Provision of barriers to assist in management of shop queues where needed
Town Hall	<ul style="list-style-type: none"> • Closed

10. Appendix - The COVID-19 national outbreak management approach and thresholds.

<p>0-5 Rolling 7 day average number of cases</p> <ul style="list-style-type: none"> • Very low/zero virus circulating in community. • Risk of imported cases remains (reduced by border controls). • Self-isolation of arrivals and testing & contact tracing identifies sporadic cases and prevents wider spread. 	<p>Level 1 Stay Responsible</p>	<p>Targeted interventions – see individual plans below</p> <ul style="list-style-type: none"> • Small numbers of cases managed within the setting • Active cluster management • Targeted interventions • Closure of specific premises where necessary • Active testing and contact tracing • Targeted PH messages • Use of face coverings, social distancing, hand washing • Cease visits to care homes • Consider collecting contact tracing information at cafes/pubs/restaurants/theatres/beauty salons/hairdressers
<p>6 – 10 Rolling 7 day average number of cases</p> <ul style="list-style-type: none"> • Virus circulating in community. • Number of cases is stable, increasing from Level 1 or decreasing from Level 3 • Spread controllable by contact tracing. 	<p>Level 2 Stay Safe</p>	
<p>11-20 Rolling 7 day average number of cases</p> <ul style="list-style-type: none"> • Sustained spread of virus within community. • Number of severe infections putting strain on health & care services. • Spread not fully controllable by testing & contact tracing 	<p>Level 3 Stay at Home</p>	<p>Wider population measures</p> <ul style="list-style-type: none"> • Social distancing • Face coverings in shops/public transport • Cease visits to vulnerable people • Closure of some premises • Restrict health service access • Broad PH Messaging • Work from home where possible • Restrict gatherings
<p>21+ Rolling 7 day average number of cases</p> <ul style="list-style-type: none"> • Local transmission present. • Number of new cases is doubling rapidly. • Likely to overwhelm health & care services. • Likely to overwhelm testing & contact tracing. 	<p>Level 4 Lock down</p>	