

Policy:	Policy Manual No.	Authorised By:	Policy Section:	Effective:	Review Date:
Infectious Disease and Pandemic Response Policy	HSW-IDP	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

Infectious Disease and Pandemic Response Policy (IDP)

Public-facing health and safety policy for infection prevention, outbreak readiness and pandemic response

Property of Glenfield Community Centre Incorporated
Last reviewed April 2026 | Next review April 2029 | Version 2026.1

1 Purpose:

The purpose of this policy is to support Glenfield Community Centre Incorporated (GCC) to prevent, prepare for, respond to and recover from infectious disease risks affecting the Centre, including local outbreaks, epidemics, pandemics and other public health events.

This policy replaces the previous disease-specific epidemic/pandemic information with a broader, risk-based and disease-neutral approach that can be adapted to the nature of the illness, public health advice, legal requirements and the Centre’s operating context.

The policy is intended to protect, as far as reasonably practicable, the health, safety, dignity, accessibility and wellbeing of staff, volunteers, contractors, tenants, hirers, members, visitors, service users and the wider community.

2 Scope:

This policy applies to infectious disease risks connected with GCC buildings, grounds, carparks, entrances, walkways, rooms, kitchens, toilets, events, programmes, meetings, room hire, tenancy use, contractor work, volunteer activity, governance activity and other Centre operations.

This policy applies to Governance Group members, officers, staff, volunteers, contractors, tenants, hirers, members, visitors, service users, event organisers, programme providers and any other person entering or using GCC property.

This policy applies during routine operations and during periods of increased risk, including where an infectious disease is circulating in the community, an exposure or suspected exposure has occurred at the Centre, public health advice changes, or a public health authority issues a direction or requirement.

This policy does not provide medical advice and does not replace instructions from a medical practitioner, public health authority, emergency service, regulator or other lawful authority.

This policy must be read consistently with the GCC Constitution, including the Society’s Principles, Objects, Governance Group powers, employment responsibilities, decision-making requirements, dispute-resolution provisions, financial-gain provisions and Appendix A values.

3 Policy Statement:

GCC will take a practical, proportionate and risk-based approach to infectious disease prevention and response. The Centre will continue to support community access wherever it is safe, lawful and

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practicable to do so, while recognising that temporary controls may be required to protect people and maintain essential operations.

GCC will follow lawful directions and give appropriate weight to advice from the Ministry of Health, Health New Zealand / Te Whatu Ora, the National Public Health Service, WorkSafe New Zealand, Auckland Council, emergency management authorities and other relevant public authorities.

GCC will maintain routine infection prevention measures appropriate to a community facility. These may include encouraging people to stay away when unwell, supporting hand hygiene, maintaining reasonable cleaning practices, promoting ventilation where practicable, responding to spills or contamination promptly, and communicating relevant health and safety expectations to users.

Where risk increases, GCC may introduce temporary controls. These may include additional cleaning, signage, room-use conditions, ventilation measures, occupancy adjustments, physical distancing guidance, face-covering guidance, postponement or cancellation of bookings, remote work arrangements, contact with public health authorities, temporary closure of affected areas, or other lawful and proportionate measures.

GCC will not impose disease-specific controls such as mask requirements, vaccination requirements, contact recording, proof requirements, isolation conditions, event cancellation or site closure unless the measure is lawful, reasonable, proportionate, practically enforceable, privacy-aware and aligned with current public health advice or risk assessment.

GCC will consider the needs of people who may be at higher risk from infectious disease, while balancing individual needs with wider community safety, privacy, employment obligations, human rights obligations and the operational capacity of the Centre.

GCC will manage personal information connected with infectious disease matters carefully and only collect, use or disclose information where there is a lawful and necessary purpose, such as health and safety management, public health response, employment management, contractor management, complaint handling, incident reporting or legal compliance.

The GCC Constitution prevails where it prescribes a process for Governance decision-making, member complaints, member rights, financial stewardship, constitutional records or dispute resolution. If there is any inconsistency between this policy and the Constitution, the Constitution prevails unless Governance determines that the Constitution itself requires amendment to comply with law.

4 Definitions:

Infectious Disease: An illness caused by pathogens such as viruses, bacteria, fungi or parasites that may spread directly or indirectly between people, from animals to people, through contaminated surfaces, food, water, air, droplets, bodily fluids, waste or another transmission route.

Outbreak: An occurrence of cases of an infectious disease above what would normally be expected in a particular place, group, activity or period.

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Epidemic: An outbreak or spread of infectious disease affecting a larger population, region or defined community.

Pandemic: An epidemic that has spread across multiple countries or regions and requires coordinated public health response.

Public Health Authority: A lawful authority or public body responsible for public health advice, direction, investigation, disease notification, emergency management or regulatory action, including the Ministry of Health, Health New Zealand / Te Whatu Ora, the National Public Health Service, a Medical Officer of Health, WorkSafe New Zealand, Auckland Council, Civil Defence Emergency Management authorities or another relevant authority.

Infection Prevention and Control: Practical measures used to reduce the likelihood of infection spreading, including hygiene, cleaning, ventilation, staying away when unwell, safe waste handling, protective equipment where appropriate, and following public health advice.

Higher-risk Person: A person who may be more vulnerable to serious illness from an infectious disease because of age, disability, pregnancy, immune status, medical condition, vaccination status, living situation, role, exposure level or another relevant factor. GCC will avoid making assumptions about a person's health status.

Reasonably Practicable: What is reasonably able to be done to manage health and safety risk, considering the likelihood of harm, the degree of harm, what is known or ought reasonably to be known about the risk and controls, the availability and suitability of controls, and cost where relevant.

5 Roles and Responsibilities:

Governance Group responsibilities include:

- approving this policy and receiving reports on significant infectious disease risks, incidents, controls or operational impacts;
- ensuring appropriate oversight of health and safety systems, business continuity, employment obligations, privacy, public accountability and constitutional compliance;
- providing direction where infectious disease controls have material financial, legal, employment, reputational, community-access or governance implications;
- ratifying urgent or interim controls where required by the Policy and Procedure Framework or Governance direction; and
- ensuring decisions remain consistent with GCC's charitable purposes, community role and Appendix A principles.

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Chair responsibilities include acting as the primary governance contact for significant infectious disease matters requiring urgent governance attention, media or public statements, or liaison with Governance between meetings.

Centre Manager responsibilities include:

- monitoring relevant public health advice and assessing operational risk;
- implementing routine infection prevention and control measures;
- issuing temporary operational instructions, signage, hirer conditions or site controls where required;
- communicating relevant requirements to staff, volunteers, contractors, tenants, hirers and visitors;
- liaising with public health authorities, Auckland Council, contractors, tenants, hirers or other parties where appropriate;
- managing health and safety, privacy, employment, booking, cleaning, maintenance and incident records connected with infectious disease response; and
- reporting significant risks, closures, incidents, costs, complaints, control failures or public health directions to the Chair and Governance as appropriate.

Staff and volunteers must follow reasonable infection prevention requirements, stay away from the Centre when they are unwell or advised to isolate, report relevant health and safety concerns, use supplied protective equipment where required, and support visitors and users to understand current site expectations.

Tenants, hirers, event organisers and programme providers are responsible for managing their own staff, volunteers, participants, clients and attendees in accordance with their legal obligations, public health advice, room-hire conditions, tenancy arrangements and any temporary GCC site controls.

Contractors must follow GCC site requirements, their own health and safety obligations, and any additional controls required for their work, especially where cleaning, waste, maintenance, plumbing, ventilation, pest management or contamination response is involved.

Visitors, service users and members are expected to follow reasonable site guidance, stay away when unwell or advised to do so, practise good hygiene, supervise children or dependants where relevant, and avoid creating avoidable risk to others.

6 Procedure / Implementation:

GCC will implement this policy through routine preparedness and escalating response levels, depending on the nature and seriousness of the infectious disease risk.

Routine preparedness may include:

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- reasonable cleaning and hygiene arrangements for rooms, toilets, kitchens, entrances, shared surfaces and high-use areas;
- availability of soap, hand-drying facilities and, where practicable, hand-sanitiser;
- encouraging staff, volunteers, hirers and visitors not to attend when unwell;
- ventilation through windows, doors, mechanical systems or room-use practices where practicable and safe;
- clear expectations for kitchen use, food handling, waste disposal, spill management and cleaning after bookings;
- contractor arrangements for additional cleaning or specialist cleaning where required;
- maintaining contact details for tenants, hirers, contractors and key public health contacts; and
- including appropriate infectious disease information in hire conditions, website guidance, signage, staff induction or contractor instructions.

When risk increases, the Centre Manager may assess the likely source, transmission route, people affected, rooms or activities affected, public health advice, vulnerability of users, staffing capacity, cleaning needs, booking impacts, legal requirements, privacy issues and operational continuity.

Possible temporary controls include:

- providing health and hygiene signage or targeted communications;
- asking unwell people not to attend or to leave the site where this is reasonable and safe;
- encouraging or requiring hand hygiene, face coverings, distancing, reduced contact, room ventilation, attendance limits or modified room layouts where lawful and appropriate;
- increasing cleaning frequency or arranging specialist cleaning of affected areas;
- restricting access to affected rooms, kitchens, toilets, equipment or shared areas;
- postponing, relocating, modifying, cancelling or refusing bookings where risk cannot be reasonably managed;
- supporting staff to work remotely or take leave in accordance with employment law and GCC employment arrangements;
- notifying, consulting or following instructions from public health authorities where required; and
- briefing the Chair or Governance where the matter creates significant health and safety, employment, privacy, financial, legal, reputation or community-access risk.

If a person reports that they may have attended the Centre while infectious, the Centre Manager should, as appropriate, record the report, identify any affected rooms or activities, consider immediate cleaning or access controls, contact relevant tenants or hirers if necessary, protect personal information, and seek public health advice where the disease, exposure, vulnerable groups or circumstances require it.

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GCC may use the response guide in Appendix One and the public guidance in Appendix Two to support consistent decisions. These appendices may be updated operationally when public health advice changes, provided any material governance, legal, employment, privacy or financial implications are reported to Governance.

7 Monitoring, Reporting and Breach Management:

The Centre Manager may monitor infectious disease risk through public health updates, staff reports, tenant or hirer reports, cleaning issues, incidents, complaints, booking impacts, facility-use patterns, contractor advice and user feedback.

Significant infectious disease matters should be reported to the Chair and Governance where they involve serious risk, public health direction, site closure, repeated non-compliance, employment implications, privacy issues, significant cost, reputational risk, tenant or hirer impact, service disruption, vulnerable groups, or a complaint that cannot be resolved operationally.

GCC may keep an Infectious Disease Incident / Response Register where the issue is more than a minor routine matter. Suggested fields are set out in Appendix Three.

Non-compliance with this policy or a lawful temporary control may result in guidance, reminder notices, additional booking conditions, refusal or cancellation of hire, temporary access restrictions, contractor management, tenant action, employment processes, complaint management, health and safety action, cost recovery where permitted, or referral to a public health authority, regulator or emergency service where appropriate.

Any personal information collected in relation to infectious disease matters must be limited to what is necessary, stored securely, accessed only by authorised people, and disclosed only where there is a lawful and proportionate reason to do so.

This policy should be reviewed after any significant infectious disease event affecting the Centre, and lessons learned should inform related policies, room-hire conditions, cleaning arrangements, business continuity planning, communications and staff induction.

8 Legal and Compliance Requirements:

This policy is intended to support compliance with current statutes, regulations, constitutional requirements, employment obligations, privacy obligations, health and safety duties, venue-use obligations, lease or funding obligations and recognised good-practice requirements relevant to infectious disease management.

Relevant requirements include, but are not limited to:

- GCC Constitution;
- Health and Safety at Work Act 2015;
- Health Act 1956 and related infectious disease or public health requirements;

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- Epidemic Preparedness Act 2006, where applicable;
- Civil Defence Emergency Management Act 2002, where applicable;
- Privacy Act 2020 and Health Information Privacy Code where applicable;
- Employment Relations Act 2000;
- Holidays Act 2003;
- Human Rights Act 1993;
- Auckland Council, Kaipātiki Local Board, lease, funding, insurance or accountability requirements where applicable;
- lawful directions or advice from public health, emergency management, WorkSafe or other relevant authorities; and
- recognised good-practice guidance relevant to infection prevention and control in community facilities.

Where legal or public health requirements change, this policy should be interpreted in a way that supports lawful compliance, proportionality, health and safety, privacy, employment fairness and continuity of essential community services.

9 Related Documents:

- GCC Constitution;
- Policy and Procedure Framework;
- Master Policy and Procedure Register;
- Health and Safety Policy;
- Health and Safety Requirements for Hirers;
- Room Hire Agreement and Room Booking Terms and Conditions;
- Cleaning, maintenance and contractor records;
- Risk Register / Business Continuity arrangements, if used;
- Privacy and Confidentiality Policy;
- Complaints and Feedback Policy;
- Protected Disclosures Policy;
- Smoke-free, Alcohol and Drug-free Site Policy;
- Waste Management and Minimisation Policy;
- Media Enquiries Statement;
- staff employment agreements, leave procedures and remote-work arrangements where applicable;
- tenant, contractor and service agreements where applicable; and

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- Infectious Disease Incident / Response Register, if used.

10 Document Management Control:

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Policy Owner	Centre Manager
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Appendix One - Infectious Disease Response Guide:

The following guide supports proportionate decision-making. It is not intended to be rigid. The Centre Manager may move between levels depending on current public health advice, legal requirements, the disease involved, transmission route, affected users, staff capacity and operational risk.

Response level	Typical trigger	Possible GCC response
Routine prevention	No specific local issue, but routine infectious disease risk exists.	Standard cleaning and hygiene, stay-home-when-unwell messaging, hand hygiene, ventilation where practicable, routine reporting of concerns.
Increased risk	Public health advice changes, seasonal risk increases, local cases occur, or higher-risk users may be affected.	Targeted communications, extra hygiene supplies or signage, review cleaning, consider ventilation and room-use settings, brief staff and key hirers.
Exposure or local outbreak	A suspected or confirmed exposure may have occurred at GCC, or a linked group, tenant, programme or event is affected.	Record details, protect privacy, isolate or clean affected areas, contact relevant parties if necessary, seek public health advice where appropriate, consider temporary controls or booking changes.
Public health direction / emergency / pandemic	A public authority issues requirements, a significant outbreak affects GCC operations, or a pandemic/emergency response is active.	Follow lawful directions, implement temporary site controls, consider remote work, cancellations, closures, attendance limits, public communications, governance reporting and business continuity arrangements.
Recovery and review	Risk reduces or public health settings are relaxed.	Remove controls when no longer required, communicate changes, review incident records, assess costs and impacts, update procedures, signage or hire conditions if needed.

Appendix Two - Public Guidance for Visitors, Hirers and Tenants:

The following short guidance may be used on the GCC website, in booking information, signage, tenant communications or event information. It may be amended operationally to reflect current public health advice.

Topic	Guidance
If you are unwell	Please do not attend the Centre if you are unwell, have symptoms of a contagious illness, or have been advised to stay home or isolate.
Hygiene	Please wash or sanitise hands regularly, cover coughs and sneezes, dispose of tissues safely, and avoid leaving used tissues, masks or hygiene waste in rooms.
Room use	Hirers and tenants are responsible for leaving rooms, kitchens and shared areas clean and ready for the next user, and for following any temporary GCC health and safety instructions.
Ventilation	Where safe and practical, open windows or doors or use available ventilation during activities, especially where rooms are busy or activities involve close contact.

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Food and kitchen use	Use safe food-handling practices, clean shared surfaces after use, and do not prepare or share food if you are unwell or have been advised not to do so.
Higher-risk people	Please consider whether your activity involves people who may be more vulnerable to infectious illness and take sensible precautions.
Temporary controls	During periods of increased risk, GCC may introduce temporary controls such as extra cleaning, signage, attendance limits, room-use changes, face-covering guidance, booking changes or area closures.
Reporting concerns	Please report significant illness, exposure concerns, hygiene hazards, spills, contaminated waste or cleaning issues to GCC staff or the Centre Manager as soon as practicable.

Appendix Three - Infectious Disease Incident / Response Register Fields:

GCC may use the following fields where an infectious disease matter requires more than routine response or where records are needed for health and safety, privacy, public health, employment, booking, complaint, insurance, governance or audit purposes.

Field	Purpose
Reference number	Unique incident or response reference.
Date and time reported	When the issue was reported or identified.
Reported by	Person or organisation reporting the issue, where known and appropriate to record.
Disease or risk type	Known disease, suspected illness, exposure concern, hygiene issue, public health direction or other risk type.
Location / activity	Room, kitchen, toilet, entrance, event, programme, tenancy, booking or other affected area.
People or groups affected	Staff, volunteer, tenant, hirer, contractor, visitor, member, service user or group affected, recorded only to the extent necessary.
Immediate action	Cleaning, isolation of area, signage, communication, public health contact, booking change, remote work or other immediate control.
Public health advice / authority contact	Relevant advice received, authority contacted, reference number or instruction, where applicable.
Privacy considerations	Limits on information collection, disclosure, access or retention.
Outcome	Resolved, monitoring, escalated, reported to Governance, booking cancelled, area reopened, referral made or other outcome.
Follow-up required	Cleaning review, communication, staff briefing, policy update, hire condition update, contractor action, governance report or other follow-up.
Notes	Any employment, health and safety, tenant, hirer, complaint, insurance, funding, legal or constitutional considerations.