

COVID-19

ICC Staff Update

27 MARCH 2020

CURRENT ALERT LEVEL



Here we are! Day two of Level 4, day two of our lockdown.

It's easy for all of us to be focussed on what we're doing as individuals, or in our bubbles, or as teams.

I'm very conscious of the fact that we've got people within our organisation who can't work right now. We have people who can work. We have people who must work.

It doesn't matter which category you're in. It's strange times for us all.

I've already told you that you will receive an income. For those of you working from home, you'll have seen a request from Payroll to record your hours. This has resulted in some of you questioning: "Others aren't working, and they're receiving pandemic leave. Why should I have to keep going?"

I wish there was someone handing out buckets of fairness as though it was hand sanitiser. That just isn't the world we live in.

We remain focussed on caring for everyone in our organisation, and making sure they have what they need during lockdown. That's why I have given assurances that you will receive an income. Just how we apply this, how we carry it out, is yet to be determined. If we continue to collect the information we may need from you in future, then we can find ways to apply these decisions as fairly as possible to all.

Remember, we are only on day two. Make sure you have thought about what you want to achieve, what outcomes you have agreed with your manager, and come up with a plan for how you're going to bring them to fruition.

That might be putting a list on the fridge, or setting reminders on your mobile or via Outlook. What I'm saying is, let's not get to day 28 and ask ourselves "where did the time go?"

For those of you unable to work, the same applies. Set up a routine for yourself, your family, your pets.

It also could be a great opportunity to spend some time reconnecting with people we've been meaning to get in touch with – that old friend from school you were reminded about at Christmas and wondered "where are they now". I've already thought of one for me!

Perhaps time to learn a new skill – juggling? Or rediscovering old hobbies or tasks we enjoy. (Editor's note: Hannah is learning to cross stitch!)

On some operational matters...

Some staff have been contacting the Water Tower team to get items they've left in the CAB building retrieved for them. **Please don't do this. The water operators are essential service providers and need to stay safe in their bubble.** Please contact Gary Andrews or Pete Thompson if you need something essential instead – email in the first instance

is good. They'll then work with you to set up a controlled handover, maintaining safe physical distance practises.

I'm anticipating that we will be asked to provide staff for the Emergency Coordination Centre, at Emergency Management Southland – indeed, some staff have already been asked to provide their skills there.

We're all going to have to dig deep to find the diligence, resilience, and passion that will be required to carry on through the next month.

There may be a time, and a turn, for everyone in our organisation to contribute to holding the community, and Council, together.

Yesterday, our customer services team fielded 97 calls. A usual day would see them receive about 220. We don't know yet if this is their new normal, or if we're going to see a spike.

The IT team are pleased to report that they are increasing the capacity of our internet connection to ensure everyone who needs to can remain online. However, they are asking that everyone remembers to log off the remote desktop when they have finished for the day or aren't using it for extended periods of time. It can have an impact on capacity and licensing for some applications. Remember to check the [Promapp instructions](#) if you're not sure on how to do this.

Finally...

Although, being the professionals that you are, you probably don't associate your Chief Executive with hugs, the messaging over the past few days that has resonated with me is the need to send "virtual hugs" – so please consider this one from me!

Another message which resonated for me, and that I'd like to leave you with, is one I received from Outward Bound late yesterday:

E tū kahikatea, hei whakapae ururoa. Awhi mai awhi atu, tātou tātou e.

Stand like the kahikatea, to brave the storms. Embrace and receive, we are one together.

Unite against COVID-19:

Be kind. Share only facts, not rumour. Time to prepare, not panic.