

ADDENDUM TO POLICY HRM 8 – INFECTION CONTROL

COVID-19 RESPONSE

Hand Washing

All Lifebridge representatives are encouraged to wash their hands frequently with soap and water especially before eating or preparing food, after going to the toilet, and after blowing their nose or coughing.

Good hand washing includes:

- Wet your hands with clean, running water (warm or cold)
- Turn off the tap and apply soap
- Lather your hands by rubbing them together with the soap
- Lather the backs of your hands, between your fingers and under your nails.
- Scrub your hands for at least 20 seconds (A quick timer: hum the happy birthday song from beginning to end twice)
- If soap and water is not available use an alcohol-based hand sanitiser.

General Hygiene

All Lifebridge representatives are strongly encouraged to practise general hygiene protocols at all times which includes:

- covering the mouth and nose every time you cough or sneeze.
- Use a disposable tissue to cover the mouth or nose if possible and then dispose of the tissue in a bin.
- If a cough or sneeze sneaks up on you and no tissue is available, cough or sneeze into your upper sleeve as this prevents your hands becoming contaminated with cold or flu viruses.
- Avoid touching your face eyes, nose and mouth - especially with unwashed hands.
- If you find you are coughing and sneezing regularly, go home and self-isolate to avoid the risk of infecting others.

Cleaning and Sanitising

All Lifebridge venues, Lifebridge vehicles and Lifebridge staff and volunteers personal vehicles used to transport customers are to be sanitised prior to and at the completion of every shift. Lifebridge vehicles have been provided with sanitising products so that staff can wipe down all surfaces at the commencement and conclusion of every shift.

Office staff are to clean and sanitize their desk and chair at the beginning and end of each day.

Contact Tracing

Lifebridge representatives are encouraged to download the COVIDSafe app onto their phones to assist with contact tracing.

It is a mandatory requirement that all staff undertaking secondary paid or unpaid employment outside of Lifebridge Australia, complete a Conflict of Interest Declaration Form. In the event of a reported case of COVID-19, this information will be used by the Department of Health for contact tracing

Anyone attending a Lifebridge site must sign in and out using the sign in-out sheets which are available at the entrance to each Lifebridge building (this includes customers, staff members, contractors and visitors). Use the hand sanitiser provided before picking up a pen when you sign in and out of the site. All attendees are required to add their name, contact number and the date and time they attended the site.

All office-based staff are to utilise the Desk and Meeting Room Booking worksheet in Teams for all attendance at the Kingscliff Admin building during this time. This is to ensure that social distancing is maintained to keep everyone safe. Even if you are only attending the admin building for a small block of time you must first ensure there is capacity for you to attend and book in using the worksheet. If numbers are at capacity and you have not booked you will be asked to leave to ensure the safety of all staff.

Social Distancing

All Lifebridge representatives must adhere to social distancing protocols. Wherever possible maintain social distancing (1.5 metres). Avoid shaking hands, hugging, or kissing other people and avoid environments where there are large gatherings of people.

To ensure that we are adhering to social distancing protocols, there will be limited face to face, group & team meetings and office-based staff will continue current working from home arrangements with controlled access to Lifebridge offices. The Kingscliff office will not exceed 12 staff members per day.

For group activities, ensure there is 4 square metres of space per person on premises (excluding staff) and always try and maintain 1.5 metre distancing (in-home and in the community).

Transport to doctors and specialist appointments will continue, however staff will wait outside the building whilst customers have their consultation. When being transported, customers will be asked to sit in the back seat of the vehicle providing as much social distance between the customer and the staff member driving as possible.

Wearing of Masks

Commencing from 17th August 2020, Lifebridge support staff are required to wear a mask if they cannot reasonably maintain a 1.5 metre social distance with the customers they are supporting which may include and is not limited to:

- transporting customers;
- assisting on and off buses,
- attending to personal care needs and
- when serving and supervising a meal.

Lifebridge have available disposable surgical masks that can be used for up to 8 hours. These masks can only be used once. After you have worn a surgical mask, you need to throw it away.

If you wish to use a cloth mask, it needs to have three layers. Cloth masks can be used again after they have been washed and sanitised. There are ways to wear a mask safely and this information is very important to ensure that you are protected.

- Wash your hands before you put the mask on.
- Only touch the ear loops or the strings on the sides of the mask as you put it on.
- Make sure the mask covers your nose and mouth.
- Make sure the mask fits tightly around your chin, the bridge of your nose, the sides of your face.
- Don't touch the mask while you wear it. If you accidentally touch the mask, wash your hands. You must wash your hands anytime you touch a mask.

Stay Home No Matter How Mild the Symptoms

All direct care staff are reminded that if unwell, no matter how slight the symptoms, you must avoid contact with others and stay at home. If you have been in contact with a confirmed case of COVID-19 or visited a hotspot within the past 14 days, you must self-isolate from work for a period of 14 days. Please do not come to work.

Do not come to work if you are unwell, have a fever or respiratory symptoms, no matter how mild. You should isolate at home and seek COVID-19 testing. Any staff displaying these symptoms will be excluded from work and sent home immediately.

Personal Protective Equipment (PPE)

PPE and products including gloves, face masks, waterproof booties, hand sanitiser, disinfectant and hand towels are available at our Kingscliff office. All Lifebridge staff should ensure that PPE supplies are closely managed and checked to ensure that there are adequate supplies on site. Staff should ensure that stocks are replenished by advising Kingscliff administration staff of PPE requirements.

Influenza Vaccination

All Lifebridge representatives are encouraged to receive the current influenza vaccination (flu shot). The 2020 flu vaccine is now available through most pharmacies and GP's. Once completed staff are to forward their Certificate to human.resources@lifebridge.org.au to be retained on their personal file. Although not mandatory, health authorities are advising likely worst case scenario if someone is infected with both the COVID-19 virus and influenza.

What to do if you suspect someone may have COVID-19

If a staff member observes the signs of an infection in themselves, other staff members or customers, they are to report the incident to their direct supervisor. The relevant supervisor will ensure the incident is recorded on the organisation's incident reporting system and will report in accordance with the reporting structure associated with Pol/GM1 – Governance and Quality management, Attachment B – Incident Rating Scale (IRS)

Customers are requested to ring and cancel service if feeling unwell or displaying flu like symptoms. If the service is considered an essential service, it will be risk assessed and appropriate infection control practices put in place to allow service to continue.

Screening Questions

Lifebridge support staff are to ask the following questions to customers before they enter their premises or before they pick them up.

1. Are you feeling unwell with flu-like symptoms such as fever, cough, shortness of breath or sore throat?
2. Do you, or has someone you have had contact with, have a confirmed case of COVID-19?
3. Are you, or is someone you have had contact with, currently undergoing testing for COVID-19 and awaiting test results?
4. Have you or anyone you have been in contact with been told to be in self-isolation? When?
5. Have you or anyone you have been in contact with returned from overseas in the last 14 days?
6. Have you or anyone you have been in contact with returned from Victoria or Sydney in the last 14 days?
7. Are we able to maintain social distancing when we visit you? (1.5 m)
8. If the answer is NO to Q7 the worker must inform the customer that the support worker will be required to wear a mask.

If staff receive a positive response to any question, they are to consult with their Manager immediately for further advice.

Where to find pandemic response and other resources

To ensure ongoing and easy access to all our COVID-19 related documents including fact sheets, signs and posters, safety plans, training links and health department advice, the information has been uploaded to the Lifebridge Website under the Staff Login Section which includes links to:

- Lifebridge Pandemic Response Plans, Fact Sheets and Posters
- Department of Health Fact Sheets and Videos
- COVID-19 Training and eLearning Links
- COVID-19 Information Web Links
- Health Direct (COVID-19) Symptom Checker
- National Coronavirus Helpline Info

All Lifebridge staff are required to read the Lifebridge Pandemic Response Plan and specifically Section 3 - COVID-19 plan.

Infection Control Training

All Lifebridge staff must complete the following modules as part of the Australian Government Department of Health COVID 19 Infection Control Training by registering online at <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Once registered staff must enrol and complete the following courses:

- Infection Control Training – COVID 19
- Module 1 – Personal Safety
- Module 2 – Families and Visitors – Part 2 – In Home Care
- Module 3 – COVID 19 and Aged Care
- Module 5 – Personal Protective Equipment (PPE)
- Module 8 – If you suspect a person has coronavirus COVID-19
- Module 9 – Supporting Older Australians – Part 2 – In Home Care

Once completed staff are to send their completed certificates to human.resources@lifebridge.org.au

Safe Work Australia have an enormous library of safe work practices, information and updates relevant to staff providing in home services during COVID-19. All staff are encouraged to review the Safe Work Australia site via the below link:

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/home-services/cleaning?tab=tab-toc-employer>

Employee Assistance Provider

Our Employee Assistance Provider, Kaye Laemmle is available to provide confidential counselling services. If you are feeling overwhelmed or concerned, we encourage you to call Kaye on 0410 618 330.