

POL/HRM 08 INFECTION CONTROL – ADDENDUM 1 – COVID-19 RESPONSE

DOCUMENT CONTROL

DOCUMENT #	VERSION	AUTHOR	AUTHORITY	REVIEW DATE
Pol/HRM 08 <small>ADDENDUM 1</small>	02	Amanda Chadwick	Bronwyn Mitchell	26 November 2021

ADDENDUM STATEMENT

Lifebridge will continue to keep informed with Public Health Orders and advice from the Department of Health and follow their directives. Risk assessments will also be regularly conducted as we transition to working with COVID-

19. Based on risk assessments Lifebridge may maintain safety measures and protocols over and above the general community due to the nature of our work and the vulnerability of our customers.

This addendum outlines the core principles of infection control that must be adhered to in response to COVID-19 and for Universal Infection Control practices.

1. GENERAL HYGIENE

All Lifebridge representatives are required to practice general hygiene protocols at all times which includes:

- 1.1 Covering the mouth and nose every time you cough or sneeze.
- 1.2 Use a disposable tissue to cover the mouth or nose if possible and then dispose of the tissue in a bin.
- 1.3 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.
- 1.4 Avoid touching your face eyes, nose and mouth - especially with unwashed hands.
- 1.5 If you find you are coughing and sneezing regularly, go home, get tested and self-isolate to avoid the risk of infecting others.

2. Hand Washing

All Lifebridge representatives are required 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.

3. CLEANING AND SANITISING

3.1 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.

3.2 Lifebridge Representatives are to clean and sanitize their desk and chair at the beginning and end of each day.

4. 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. Staff should ensure that they have sufficient personal supply to complete their duties.

5. WASTE MANAGEMENT

5.1 Single Use PPE Disposal – General Use

5.1.1 Gloves, masks, and shoe protectors can be disposed in general waste as long as there is no free-flowing blood. This means blood which is flowing, dripping, oozing or able to be squeezed from a sodden material. If items are contaminated with free-flowing blood they need to be disposed of in clinical waste bins or double bagged as per instruction below in point 2.

5.2 Disposal of PPE if providing support for customer with confirmed case or suspected case waiting for test result of Covid19;

5.2.1 Customer will be advised to provide a bin liner in their outside bin.

5.2.2 Gloves, gowns and masks must be disposed of in an infectious (biohazard) waste bag.

5.2.3 Alternatively, PPE may be stored in disposable rubbish bags. These bags must be placed in another bag, tied securely and kept separate from other waste. Rubbish should be put aside for at least 72 hours before being put in the household waste bin for disposal. After 72 hours the material should no longer be infectious.

5.2.4 Personal waste (for example, used tissues, continence pads, other items soiled with bodily fluids and used PPE) and disposable cleaning cloths should be disposed of in an infectious (biohazard) waste bag. Alternatively, they may be stored in disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste. Rubbish should be put aside for at least 72 hours before being put in the household waste bin for disposal. After 72 hours the material should no longer be infectious.

6. SOCIAL DISTANCING

6.1 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.

6.2 To ensure that we adhere 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.

- 6.3 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).
- 6.4 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.

7. WEARING OF MASKS

- 7.1 For services being provided;
 - 7.1.1 In-home – a mask must be worn at all times.
 - 7.1.2 Indoors other than a home (For example: Cottage, Hubs, Kingscliff Office, hospitality venues) staff are required to wear a mask if they cannot reasonably maintain a 1.5 metre social distance.
 - 7.1.3 During Transport – a mask must be worn at all times.
 - 7.1.4 No mask is required outdoors only if 1.5 metre social distancing can be maintained
 - 7.1.5 Lifebridge have available disposable surgical masks that can be used. Masks should be changed after 3- 4 hours of continuous use, if they become wet or soiled. . These masks can only be used once. After you have worn a surgical mask, you need to throw it away.
- 7.2 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;
 - 7.2.1 Wash your hands before you put the mask on.
 - 7.2.2 Only touch the ear loops or the strings on the sides of the mask as you put it on.
 - 7.2.3 Make sure the mask covers your nose and mouth.
 - 7.2.4 Make sure the mask fits tightly around your chin, the bridge of your nose, the sides of your face.
 - 7.2.5 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.

8. CONTACT TRACING

- 8.1 Lifebridge representatives are required to use QR codes when accessing any external public venues when completing work on behalf of Lifebridge.
- 8.2 Anyone attending a Lifebridge site must sign in and out using the QR Code and sign in-out sheets (where applicable) which are available at the entrance to each Lifebridge building (this includes customers, staff members, contractors and visitors).
- 8.3 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.
- 8.4 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.
- 8.5 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 for Lifebridge risk assessment.

9. STAY HOME NO MATTER HOW MILD THE SYMPTOMS

9.1 All Lifebridge Representatives are reminded that if unwell, no matter how slight the symptoms, you must avoid contact with others, get tested and stay at home. Please refer to Pol HRM 8 Infection Control - Addendum 3 COVID-19 contact tracing and management

10. SCREENING QUESTIONS

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

- Are you feeling unwell with flu-like symptoms such as fever, cough, shortness of breath or sore throat?
- Do you, or has someone you have had contact with, have a confirmed case of COVID-19?
- Are you, or is someone you have had contact with, currently undergoing testing for COVID-19 and awaiting test results?

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

11. WHAT TO DO IF YOU SUSPECT SOMEONE MAY HAVE COVID-19

11.1 If a staff member observes the signs of an infection in themselves, 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. The situation will be risk assessed following POL 8 Infection Control – Addendum 3 – COVID-19 Risk Assessment and Contact Management.

11.2 Customers are requested to ring and cancel service if feeling unwell or displaying flu like symptoms. If the service is considered an essential service, appropriate infection control practices will be put in place and followed to ensure service to continues.

12. INFLUENZA AND COVID-19 VACCINATION

12.1 All Lifebridge Representatives are required to be fully vaccinated with a COVID-19 Vaccination.

12.2 All Lifebridge representatives are encouraged to receive the current influenza vaccination (flu shot).

12.3 Once vaccinated it is a requirement that you forward your Covid-19 and Influenza Vaccination certificates to human.resources@lifebridge.org.au

Please refer to Pol HRM 8 – Infection Control - Addendum 2 – COVID-19 Vaccination.

13. INFECTION CONTROL TRAINING

13.1 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>.

13.2 Once registered staff must enrol and complete the following courses:

- I. Infection Control Training – COVID 19
- II. Module 1 – Personal Safety
- III. Module 2 – Families and Visitors – Part 2 – In Home Care
- IV. Module 3 – COVID 19 and Aged Care

- V. Module 5 – Personal Protective Equipment (PPE)
- VI. Module 8 – If you suspect a person has coronavirus COVID-19
- VII. 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

14. EMPLOYEE ASSISTANCE PROVIDER

- 14.1 Our Employee Assistance Provider, EAP Assist is available to all Lifebridge Representatives to provide confidential counselling services. If you are feeling overwhelmed or concerned, please contact EAP Assist on 0407 086 000.