

SO 41c COVID19 Safe Work Plan

Community Services (Updated January 2022)

Employees are to stay home if unwell, always maintain 1.5 metres social distancing, good hygiene practices, use appropriate PPE and frequently clean and disinfect communal areas. Administration staff are to work from home where possible.

The Plan has been developed and informed by Government guidelines (as of January 2022).

As a registered Aged Care and NDIS provider, Lifebridge services has obligations under the:

- The Aged Care Act 1997
- Aged Care Quality Standards
- The Charter of Aged Care Rights
- The NDIS Code of Conduct
- The NDIS Practice Standards
- NSW Department of Health
- Commonwealth Department of Health
- NSW Public Health Orders
- Safe Work Australia

The Community Services COVID-19 Safe Work Plan outlines actions that Lifebridge is taking to minimise the risk of a person with COVID-19 entering the workforce and spreading it to other people. The primary concern of Lifebridge Australia is the health, safety and wellbeing of staff, volunteers, customers and their families.

Current Position

The World Health Organisation (WHO) declared the novel coronavirus (COVID-19) a worldwide pandemic on 11 March 2020. The COVID-19 pandemic is still active with case numbers and outbreaks affecting the country including the North Coast of NSW.

Procedures in Place:

- All Personal Protective Equipment (PPE) and Rapid Antigen Tests (RAT's) will be supplied by Lifebridge Australia subject to supply being available.
- The Clinical Care Manager will review PPE requirements and adjust PPE equipment and communications as necessary.

- All service necessary for the health and safety of customers will continue where it is safe to do so and in line with the current NSW public health order.
- Service will be maintained even when the customer:
 - Is in lockdown
 - Is in quarantine or self-isolation
 - Has tested positive for COVID-19

Customers

1. Prior to the commencement of service, staff must ask the following questions:

- Are you feeling unwell?
- Do you have any cold or flu-like symptoms: (headache, fever, sore/irritated throat, cough, runny nose)?
- Have you tested positive to COVID-19 or are you waiting on test results?
- Have you been in contact with anyone who is waiting for a COVID-19 test result?
- Have you been in contact with anyone who has tested positive to COVID-19?

If the customer answers “yes” to any of the above, the General Manager, Bev Smallmon is to be contacted immediately for advice prior to providing service. If the customer is suspected of having Covid or is deemed high risk, alternative arrangements will be made. This includes experienced and trained staff providing essential services using the appropriate level of PPE until a negative test is returned.

2. If a customer is experiencing symptoms, is concerned about exposure to COVID-19 and requires assistance to receive a PCR or RAT, the staff member shall contact Bev Smallmon for assistance. Where it is determined appropriate, customers will be offered support to receive a RAT in their home by trained staff or assisted to have a PCR test.
3. Staff requested to provide essential services to confirmed COVID Positive or High-Risk customers will receive training from the Clinical Customer Care Manager on the use of next level PPE including N95 masks, protective eye goggles, face shields and other protective clothing. A COVID safe specific PPE pack will be provided to these trained staff providing services to suspected or confirmed COVID positive customers.
4. Where possible services being rostered for COVID positive or High Risk customers will be scheduled as the last shift of the day and will only be allocated to staff who have received training from the Clinical Customer Care Manager.
5. Case notes are to be entered into VisiCase of all communication with customers and actions taken if they advise they are a casual or close contact or have tested positive to COVID.
6. If a customer is COVID positive and requests/requires ongoing services, a risk assessment will be completed and retained in the customer file in Visicase.
7. An alert will be placed in VisiCase to advise support workers that a customer is COVID positive. That customer will be assigned to a staff member who has received specialised training from the Clinical Customer Care Manager.

8. Staff providing services to non-COVID positive customers must adhere to the correct use of PPE (as supplied by Lifebridge) and are to wear for the duration of the shift. Staff are encouraged to tie long hair up/back (behind ears) prior to applying PPE. Required PPE consists of booties, apron (if in wet area), regular surgical mask, protective eye wear (if dealing with bodily fluids) and gloves.
9. Wherever possible and appropriate, customers should be encouraged to wear a mask when receiving service. Staff will have access to enough masks for themselves and customers for each service.
10. All staff, volunteers, subcontractors and visitors entering the Kingscliff administration building and the Cottage must apply a fresh face mask and use the hand sanitizer available at the entrance of each building. All are required to sign in and out and use the QR code located in Reception.
11. Staff are to inform the General Manager if they have been identified as a close contact or tested positive for COVID19. Staff will be advised to isolate in accordance with current government advice for Aged Care and NDIS service providers.
12. If a staff member is concerned about workplace exposure, they should contact the General Manager, Bev Smallmon to determine whether they should take a RAT.
13. Staff returning from their COVID-19 related isolation period will be required to return a negative RAT test prior to commencing their first shift. These tests must be approved by Bev Smallmon and are facilitated by Emma at Reception ensuring all safety protocols and PPE are adhered to.
14. All staff are required to be vaccinated with two COVID-19 TGA approved vaccines.
15. Lifebridge encourage all representatives to book their COVID-19 Booster Shot and to notify receipt of their booster with a copy of an updated vaccination certificate via email to human.resources@lifebridge.org.au
16. All Lifebridge representatives are encouraged to access the recently updated Staff Portal located on the Lifebridge website. Updated COVID-19 relevant documents, information and links are available at this location. Password is Bridge2487.
17. All staff are encouraged to contact Lifebridge's employee assistance provider EAPAssist if they feel independent counselling may provide extra support at this time. Contact EAPAssist on 0407 086 000 or book an appointment on-line at <https://eapassist.com.au/bookingform/>

Communications

- Communications of COVID19 safe practices and Covid response updates are sent to staff and customers on a regular basis (weekly, fortnightly or monthly) reflecting Department of Health advice, Public Health Orders and risk assessments.
- PPE and COVID-19 signage is clearly displayed at all work locations.
- Text messages will be sent to staff with alerts from Communications department as required and depending upon urgency.

Environment

- Furniture will be positioned for social distancing.
- Common areas, seating and bathroom to be cleaned and sanitised at the conclusion of each day.
- Provision of disposable cups and tea and coffee for staff and customers.
- Regular monitoring and restocking of PPE and RAT supplies.
- Regular review and facility visit by General Manager or their delegate to ensure practice implementation.
- Alcohol based sanitizer stations at entry and exit points of all buildings.
- All staff, contractors, visitors to use daily sign in/out sheet and the QR code.
- Where possible, Community Access Groups are to utilise outdoor venues.
- Customer participation to be recorded in Visicase.
- Common areas to be wiped down throughout the day as people move away (e.g tables, handrails, chairs).
- All activity items to be sprayed with disinfectant spray prior to use.
- Staff will ensure that all hard surfaced are wiped with antibacterial wipes and other hard surfaces sprayed with antibacterial spray at the end of each day.

Vehicles

- Alcohol based hand sanitiser available in all vehicles and to be used by all customers on entry and exiting vehicles.
- Vehicles are wiped down at the beginning and end of each service using anti-bacterial wipes and sprays.
- No more than 5 customers to be in any single van.

Related Documents

1. Lifebridge HRM Pol 08 Infection Control Policy including Addendums 1, 2 & 3.
2. Lifebridge Pandemic Plan.
3. Lifebridge Business Continuity Plan.