

Responsibility	Youth and Communities		
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1 PURPOSE OF COVID-19 SAFE PLAN

The purpose of this plan is to:

- limit the spread of the current COVID-19 pandemic and take action to minimise the risk to clients, workers and others;
- adapt infection prevention and control measures and promote appropriate use of personal protective equipment in response to changing conditions and risks; and
- facilitate accurate, timely and helpful communications.

2 SCOPE

This plan applies to Carinity Counselling Services

3 GOVERNING POLICY AND PROCEDURE

Infection Prevention and Control Policy

Infection Prevention and Control Procedure

Managing Pandemic Risk Procedure

4 DEFINITIONS

Alcohol-based handrub: A Therapeutic Goods Administration listed alcohol-containing preparation designed for reducing the number of viable micro-organisms on the hands without the use or aid of running water, which is listed on the as a medicinal product.

Community Transmission: Active transmission in the community (where the service is located, connected to or adjacent/ where workers reside).

COVID-19: Is a contagious viral infection that generally causes respiratory illness in humans. Presentation can range from no symptoms (asymptomatic) to severe illness with potentially life-threatening complications, including pneumonia.

Hand Hygiene: A general term applying to the processes aiming to reduce the number of microorganisms on hands. This includes application of a waterless antimicrobial agent (e.g. alcohol-based hand rub) to the surface of the hands; and use of soap/solution (plain or antimicrobial) and water, followed by patting dry with single-use towels.

Hotspot: Means a particular area of Australian decided by the Chief health Officer and published on the Queensland Government website.

Manager: Refers to the managing party; i.e. the manager, supervisor, principal etc.

Personal Protective Equipment (PPE): Gowns, gloves, masks, eye shields, etc.

Queensland Public Health Unit: Unit that acts in an advisory role providing guidance on outbreak management and contribute towards national surveillance.

Respiratory Hygiene and Cough Etiquette: A combination of measure designed to minimise the transmission of respiratory pathogens via droplet or airborne routes in healthcare settings.

Staff: Means Carinity employees.

Visitor: Person wishing to enter the premises.

Worker: Refers to all members of the Carinity workforce that is employees, volunteers, students, trainees, independent contractors and subcontractors.

5 RESPONSIBILITIES

5.1. Carinity Head Office Emergency Operations Team

Is responsible for:

- Oversight of COVID-19 preparedness and response; and
- Maintenance of an organisational response plan.

5.2. Executives/ Managers

Are responsible for:

- Oversight of COVID-19 preparedness and response at the department/service level; and
- Business continuity planning.

5.3. Workers

Are responsible for:

- Complying with this COVID-19 Safe Plan.

5.4. Visitors/clients

Are responsible for:

- Staying away if they are unwell;
- Observing hand hygiene, physical distancing, respiratory hygiene, and cough etiquette;
- Complying with Queensland Health Directions i.e. movement and gathering restrictions, situations where face masks are required; and
- Any other direction from Carinity when at a Carinity workplace (hereafter 'workplace').

6 COVID-19 MANAGEMENT PLAN

6.1. Risk Overview

The risk of serious illness from COVID-19 increases with age. The highest rate of fatalities is among older people, particularly those with other serious health conditions or a weakened immune system.

There is currently no cure or immunity in the community for COVID-19. Early recognition and prompt implementation of appropriate infection prevention and control precautions is critical for preventing transmission.

COVID-19 vaccines will be rolled out in stages across Australia in 2021.

6.2. Head Office Emergency Operations Team

Head Office Emergency Operations Team will during a pandemic:

- Activate department specific contingency planning;
- Resource services and undertake reporting and other functions that can be completed remotely to relieve service workloads;
- Coordinate organisational responses and support the service including:
 - generating reports to meet Qld Health/ Public Health Unit requests (all Depts);
 - staffing i.e. workforce planning, deployment from other sites, access to a temporary surge workforce, rapid orientation and recruitment (HR Dept);
 - information technology i.e. maintain ICT infrastructure, telecommunication and back up services, site management systems including care platforms (ICT Dept);
 - Media and Communications i.e. Communications Plan, letters, internal memoranda, signage, SMS, website, general alerts, media releases (Marketing);
 - procurement, storage (Business and Development Dept).

6.3. COVID-19

Symptoms reported in identified cases of COVID-19 include fever ($\geq 37.5^{\circ}\text{C}$), cough, sore throat, shortness of breath, runny nose, fatigue, diarrhoea, vomiting or nausea, loss of smell and / or taste. Other symptoms people may experience include muscle or joint pain, and loss of appetite.

People most at risk of serious infections are:

- people with compromised immune systems (such as people who have cancer)
- elderly people
- Aboriginal and Torres Strait Islander peoples (as they have higher rates of chronic illness)
- people with chronic medical conditions
- people in group residential settings
- people in detention facilities

Queensland Government website

6.4. Preventive controls

Preventive controls to reduce the transmission of COVID-19 will be implemented in response to the level of community transmission and in accordance with Queensland Health Directions (e.g. hotspots, restricted areas etc).

Information in relation to preventive controls in the workplace is disseminated via signage, memo, phone conversations, email, SMS, Website, Intranet, meetings, newsletter etc.

Table 1: Preventive Controls

Control Measure	Description
Hand Hygiene	Promote hand hygiene. Provide sufficient hand hygiene facilities i.e. handwash facilities, alcohol-based hand rub, single use paper towels, waste disposal.
Physical (Social) Distancing	Promote physical distancing Keep 1.5 meters away from others wherever possible. Avoid personal contact (e.g. hand shaking, hugging). Communicate using MS Teams meetings/ telephone/email. Work from home where able. Comply with room density requirements and display room density signage. Cancel or post-pone non-essential meetings. Reconfigure seating arrangements to meet physical distancing requirements. Stagger/schedule access to common areas as required.
Respiratory Hygiene and Cough Etiquette	Promote respiratory hygiene and cough etiquette.

Control Measure	Description
	Provide tissues, lidded bins and hand hygiene facilities.
Stay away if unwell	People must not enter the service premises if they are unwell or experiencing COVID-19 symptoms.
Additional Cleaning	Implement additional cleaning measures including: <ul style="list-style-type: none"> • increase the frequency of scheduled cleaning, • increase the frequency of cleaning high touch points (e.g. handles, switches, counters, sinks, keyboards, telephones etc), • clean surfaces when visibly soiled and immediately after any spillage, • make cleaning wipes/ disinfection wipes readily available, • wash all crockery/ cutlery in a dishwasher or in hot soapy water, • remove papers/ brochures etc. from communal areas (e.g. lobby areas and staff rooms), • access specialist contract cleaners able to undertake infection prevention and control cleaning of contaminated environments. Contact Carinity Procurement if required.
Restrictions to workplace entry	Undertake temperature and health screening prior to entry. Complete declarations where required. Sign-in process to facilitate contact tracing. Restrict entry to external work sites where required.
Travel restrictions	Avoid non-essential travel. Restrict travel based on Qld Health Directions.
Promote influenza vaccination for employees	Offer to all employees annually. Maintain an immunisation register.
Availability of Personal Protective Equipment (PPE)	Maintain PPE stock at the workplace.
Employee and volunteer training	Complete required training (e.g. hand hygiene competency, Donning and Doffing PPE).

6.5. COVID-19 Risks and Responses

Queensland Health asks anyone displaying signs or symptoms of COVID-19 to get tested and self-isolate in their own home or other accommodation (unless the person is admitted to hospital) until advised otherwise.

Table 2: Risk and action to minimise risk

Risk	Action to Minimise Risk
Effective preparedness	<p>Surveillance and monitoring of preparedness actions at workplaces.</p> <p>Periodic testing of the COVID-19 Safe Plan.</p> <p>Undertake monthly and as required provide reports to MYCS.</p>
Worker is concerned they have COVID-19, has COVID-19, or is awaiting COVID-19 test results	<p>Worker notifies their employer/manager promptly and must:</p> <ul style="list-style-type: none"> • not go to work, must get tested, must self-isolate and seek medical advice; and • must not return to work until they test negative to COVID-19 and meet Queensland Health return to work requirements.
Worker falls ill at the workplace	<p>Worker must:</p> <p>In an emergency situation call '000'.</p> <ul style="list-style-type: none"> • notify their employer/manager promptly, • apply a single-use surgical mask promptly, • maintain physical distancing and hand hygiene, • excuse themselves from the work premises, • seek medical advice and self-isolate, • not return to the workplace until they test negative to COVID-19 and meet QLD Health return to work requirements.
Visitor/client is concerned they have COVID-19, has COVID-19, or is awaiting COVID-19 test results	<p>Visitor/client must notify Carinity they have COVID-19 and must not enter the service premises until they test negative to COVID-19 and meet Queensland Health quarantine and self-isolation requirements.</p>
Visitor/client falls ill when at the workplace	<p>Visitor/client tells staff member they are unwell.</p> <p>In an emergency situation call '000'.</p> <p>Staff member:</p> <ul style="list-style-type: none"> • notifies the manager and dons a surgical mask. <p>Visitor/ client is:</p> <ul style="list-style-type: none"> • provided with a surgical mask and instructed how to apply; • advised to seek medical attention; and • asked to leave the premises. <p>Visitor/client must not enter the service premises until they test negative to COVID-19 and meet QLD Health quarantine and self-isolation requirements</p>

7 RELATED DOCUMENTS

7.1. Policies

- (a) Workplace Health and Safety Policy
- (b) Infection Prevention and Control Policy
- (c) Privacy Policy

7.2. Procedures

- (a) Infection Control Outbreak Management Procedure
- (b) Infection Prevention and Control Procedure
- (c) Managing Pandemic Risk Procedure
- (d) Privacy Procedure

7.3. Internal Documents

- (a) Carinity Code of Conduct
- (b) COVID-19 Day Program Safety and Restart Checklist
- (c) Donning and Doffing Personal Protective Equipment (PPE) in the Community Skills Checklist
- (d) Home Care, Youth and Communities COVID-19 Preparedness Checklist
- (e) Workstation Cleaning Poster

7.4. External Documents

- (a) Australian Guidelines for the Prevention and Control of Infection in Health Care
- (b) Australian Government COVID-19 resources
- (c) Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19)
- (d) Queensland Government Pandemic Influenza Plan
- (e) Queensland Government COVID-19 Resources and Public Health Directions