

## Physical distancing



- Signage at entry to all buildings and as appropriate inside
- HCO offices remain closed – restricted access only
- Floor markers in reception and large gathering areas to indicate where people can stand
- Maximum people/location identified and communicated to all locations in accordance with 2sqm/person and gathering restrictions
- Office and meeting areas set up for desks and chairs  $\geq 1.5\text{m}$  apart
- Limit meeting times to  $\leq 2$  hours and maintain  $\geq 1.5\text{m}$  apart at all times
- Continue to work from home, per agreed **Work from home schedule** for defined staff group
- Utilize skype, zoom, facetime and other online platforms for face to face communication
- Seating arrangements in vehicles to maintain 1.5m where practicable. Limit travel time to  $\leq 2$  hours
- Deliveries and supplies:
  - Phone orders for HCO site supplies in advance of attendance
  - Pickup and delivery boxes located external to the office

## Hygiene



- Signage at entry to all buildings and as appropriate inside to inform people to hand wash or hand sanitise upon entry and departure
- Hand washing signage in restrooms/bathrooms
- Cough and sneeze etiquette – signage
- Cleaning of high touch surfaces throughout day and at end of shift:
  - Counter surfaces/desks/table tops
  - Chairs
  - Door handles
  - Light switches
  - Computer keyboards
  - Phones/keypads/remotes
  - Taps – Restroom/Bathroom/Kitchen
  - Vehicles – door handles, boot, steering wheel, gear shift, radio, keys, seats, seat belt /buckles and other high touch surfaces
- Hand sanitiser and antibacterial wipes provided in HCO Community Support vehicles
- Dedicated cleaning routines as specified at each location

## Infection control



- Mandatory infection control training for all Staff
- Advanced infection prevention and control training for front line Staff
- COVID-19 screening questionnaire and protocols for Staff, Clients, external providers, contractors and visitors
- All Staff and Clients encouraged to get flu shot
- Suite of COVID-19 flow charts developed as guidelines for Staff in the event Clients present unwell, are required to self-isolate and or test positive (+ve) to COVID-19
- Emergency PPE packs and site PPE available for all sites
- Unwell Staff/Client register maintained including details of COVID-19 testing and results
- Known contacts collated for all potential COVID-19 exposures i.e. where Staff or Clients are/have being tested for COVID-19
- To and from work checklist/guideline for Staff
- Staff advised to not attend work if unwell
- Clients advised not to participate in external provider supports if unwell
- Families and other visitors not encouraged to visit if unwell
- Contactless digital thermometers at key locations – to be used if and when necessary i.e. if Client or Staff become unwell
- Site specific cleaning schedules

## Compliance and records documentation



- Training records kept on Staff file
  - COVID-screening questionnaire register maintained
  - Copies of all completed questionnaires and forms kept on file
- Documentation**
- Pandemic records suite – forms, protocols, flow charts
    - **P-F 002 Client Questionnaire COVID-19**
    - **P-F002A Questionnaire COVID-19**
    - **P-F 002B Questionnaire COVID-19 Contractor/other**
    - **P-F 004 Visitor home visit checklist**
    - **P-F 005 Provider in-home visit checklist**
    - **P-F 006 Provider pre-visit checklist**
    - **P-F 007 External service support checklist**
    - **P-F 008 External provider pre-support checklist**
    - **P-CST 001 Questionnaire COVID-19 protocols**
    - **P-CST 002 CS Client visit protocols**
    - **P-CST 003 In-home visit protocol**
    - **P-CST 004 External provider supports protocol**
    - **HCO To and from work checklist**
    - **Information Sheet – How to fit and remove protective gloves**
    - **Information sheet – Safe use of PPE poster**
    - **Client with flu like symptoms**
    - **Client required to self isolate**
    - **Client confirmed to have COVID-19**

## Staff Support



- COVID-19 Response team - key points of contact for any COVID-19 related questions/concerns
- EAP program available for all Staff – communicated regularly and links sent out
- COVID-19 flow charts for various scenarios provided as guidelines for Staff
- Identify and risk assess vulnerable Staff and Clients and working with individuals to manage risks
- Working from home per agreed **Work from home schedule** for defined staff group
- COVID-screening questionnaire register maintained and copies of completed questionnaires kept on file
- Pandemic records suite – forms, protocols, flow charts
- Follow up with Staff who are tested, isolated and/or unwell
- Communicating with Staff who may have/be impacted by Staff or Clients who become unwell, being tested and/or awaiting test results

## Communication



- COVID-19 Response team – key points of contact for issues, questions, information, documentation, responders to potential COVID-19 exposures/outbreaks
- Regular communications and updates from CEO via email, Facebook and written communications to the HCO Board, Staff, Clients and families
- Staff surveys via survey monkey
- Pandemic page on HCO website, including COVID-19 FAQ's
- Links to key websites, information and resources
- Staff meetings via zoom, Microsoft Teams, Facetime and phone conferencing
- Staff kept updated regarding visitors, providers or contractors visits to locations – email, phone, calendar updates
- Dedicated HCO COVID-19 Communications email address set up for Staff and Clients with questions or concerns

## Supports and service delivery specific protocol

### Community Access

- Staff to follow:
  - All current restrictions and guidelines
  - To and from work checklist
  - HCO COVID protocols for Staff, Clients, families, external providers and contactors
  - Site specific cleaning routines
  - Site specific transport arrangements
  - Food preparation and food service protocols
  - HCO flow charts
    - Client with flu-like symptoms
    - Client confirmed to have COVID-19
- Staff to ensure:
  - Ensure appropriate COVID-19 questionnaires are completed for Staff, Clients, family, contractors and other visitors coming to Day Options
  - Staff, Clients, families and other visitors do not attend the service if unwell
    - Send people home if unwell
- Program modifications
  - Staff to risk assess group and community activities external to the community centre and prepare specific COVIDSafe protocols for staff and clients
  - Access parks and open areas for group activities

### Short-Term Accommodation

- Staff to follow:
  - All current restrictions and guidelines
  - To and from work checklist
  - HCO COVID protocols for Staff, Clients, families, external providers and contactors
  - Site specific cleaning routines
  - Site specific transport arrangements
  - HCO flow charts
    - Client with flu-like symptoms
    - Client directed to self-isolate
    - Client confirmed to have COVID-19
- Staff to ensure:
  - Ensure appropriate COVID-19 questionnaires are completed for Staff, Clients, family, contractors and other visitors coming to Short Term Accommodation
  - Staff, Clients, families and other visitors do not attend the service if unwell
    - Send people home if unwell
- Program modifications
  - Staff to risk assess group and community activities external to the community centre and prepare specific COVIDSafe protocols for staff and clients
  - Access parks and open areas for group activities

### Accommodation

- Staff to follow:
  - All current restrictions and guidelines
  - To and from work checklist
  - **P-CST 001 Questionnaire Protocols**
  - **P-CST-003 In-home visit protocols**
  - **P-CST 004 External provider supports protocol**
  - Site specific cleaning routines
  - Site specific transport arrangements
  - HCO flow charts
    - Client with flu-like symptoms
    - Client directed to self-isolate
    - Client confirmed to have COVID-19
- Staff to ensure:
  - Appropriate COVID-19 questionnaires and checklists are completed for Staff, Clients, family, contractors and other visitors in the accommodation Client home
  - Staff, families and other visitors do not attend the service if unwell
  - Send people home/encourage not to visit

### Community Support

- Staff to follow:
  - All current restrictions and guidelines
  - To and from work checklist
  - **P-CST 001 Questionnaire protocols**
  - **P-CST 002 Client visit protocols**
  - Site specific transport arrangements
  - HCO flow charts
    - Client with flu-like symptoms
- Staff to ensure:
  - Appropriate COVID-19 questionnaires and checklists are completed for Staff, Clients, family, contractors and other visitors in the CS Client home
  - Staff, are not attend the service if unwell
  - Personal PPE packs are fully stocked, carried at all times and used appropriately per **P-CST 002**