

Physical distancing

- Signage at entry to all buildings and as appropriate inside
- HCO Gawler Street office open to the public
- HCO HQ (Hutchinson Street) - open
- Office and meeting areas set up for desks and chairs $\geq 1.5\text{m}$ apart
- Continue to work from home, per agreed **Work from home schedule** for defined Staff group and/or as directed by your Line Manager
- 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 shortest time possible
- 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 check in via QR code or other check in process and to hand wash or hand sanitise upon entry and departure
- Hand sanitizer stations located at HCO HQ and Gawler St offices, Community Centre and Centennial Court
- Hand sanitiser readily available to all Staff and HCO accommodation sites
- 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

- Staff to wear masks at all times when providing services and supports to Clients
- Clients to be supported to wear a mask in the community where possible
- Mandatory infection control training for all Staff
- Advanced infection prevention and control training for front line leadership 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 been tested for COVID-19
- To and from work checklist/guideline for Staff
- Staff advised to not attend work if unwell
- Clients not to participate in external provider supports
- Families and other visitors recommended not to visit
- 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
- Cleaning supplies, antibacterial wipes and hand sanitiser available through HCO administration
- Provide information to Clients about COVID-19 Vaccine and encourage Staff and Clients to join Vaccination program where appropriate.



Compliance and records documentation

- Training records kept on Staff file
- Documentation**
- Pandemic records suite – forms, protocols, flow charts
 - P-F 002 COVID-19 Questionnaire
 - 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-F 009 PPE Order form
 - 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
 - P-CST 005 Client transport protocols
 - P-CST 006 Group activity protocols
 - P-CST 007 Emergency PPE Pack Protocols
 - HCO To and from work checklist
 - Information Sheet – How to fit and remove protective gloves
 - Information sheet – Safe use of PPE poster
 - Flowchart-Accommodation Client with flu-like symptoms
 - Flowchart-Client confirmed to have COVID-19
 - Flowchart-Community Client with flu-like symptoms
 - Flowchart-Unwell employees_family
 - HCO Venue risk assessment COVID-19 template
 - Contact tracing - record attendance at public activities
 - SA Government COVIDSafe Plan and QR code



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 and/or as directed by your Line Manager
- 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
- Provide information and resources around Vaccination program.



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:
 - All Staff and Clients to check-in at all HCO sites and via QR code or other applicable check in process as available
 - Staff to support Clients to check-in via QR code or other applicable check in process as applicable
 - Ensure appropriate COVID-19 questionnaires are completed for Staff, and Clients coming to Day Options
 - Staff and Clients do not attend the service if unwell.
 - Send people home if unwell.
- Program modifications
 - Staff to support Clients to wear a mask in the community, where possible
 - Community based activities conducted in accordance with current restrictions and guidelines.

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:
 - All Staff and Clients to check-in at all HCO sites and via QR code or other applicable check in process as available
 - Staff to support Clients to check-in at all external locations via QR code or other applicable check in process as applicable
 - Ensure appropriate COVID-19 questionnaires are completed for Staff, Clients and family, for visits to Short-Term Accommodation
 - Staff and Clients do not attend the service if unwell.
 - Send people home if unwell.
- Program modifications
 - Staff to support Clients to wear a mask in the community, where possible
 - Community based activities conducted in accordance with current restrictions and guidelines.

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:
 - Staff to support Clients to wear a mask in the community, where possible
 - All Staff and Clients to check-in at all HCO sites and via QR code or other applicable check in process as available
 - Staff to support Clients to check-in at all external locations via QR code or other applicable check in process as applicable
 - Appropriate COVID-19 questionnaires and checklists are completed for Staff, Clients and family in the accommodation Client home
 - Families and other visitors recommended to wear a mask.

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:
 - Staff to support Clients to wear a mask in the community, where possible
 - All Staff and Clients to check-in at all HCO sites and via QR code or other applicable check in process as available
 - Staff to support Clients to check-in at all external locations via QR code or other applicable check in process as applicable
 - Appropriate COVID-19 questionnaires and checklists are completed for Staff, Clients and family 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 Client visit protocols**.