

COVIDSafe Management Plan

Australia confirmed its first case of COVID-19 in late January, cases began to emerge among the states through late February and escalated during early March. The World Health Organisation declared the COVID-19 outbreak a global pandemic on 12 March 2020.

Baptist Care SA developed a continuity plan in response to COVID-19 and established an Emergency Response Management Working Party (ERMWP) in early March coinciding with the Pandemic declaration. The working party met twice weekly (reverting to weekly from 6 July) and engaged leaders from service delivery streams, as well as corporate and support functions. It is co-chaired by two Executive Leaders.

All staff received twice weekly updates from the ERMWP through a variety of mediums, including online videos, email communications, staff newsletters and direct communication from line managers. Formal communications reduced to weekly on 15 June 2020.

Key actions taken by the ERMWP in response to the pandemic declaration include:

- Development of an Escalation Matrix outlining a staged response to a potentially worsening environment following government advice
- Mandating Infection Control training for all staff
- Restrictions placed on face to face staff meetings initially then suspended entirely
- 80% of all non-client facing staff directed to work remotely to support social distancing guidelines
- Upgrade to IT systems to facilitate online video conferencing in support of staff engagement
- Additional cleaning and hygiene measures put in place at all sites (especially residential sites) in addition to protocols for transporting clients and pre/post transport cleaning
- Limitations placed on staff moving between residential sites (greater focus on care teams to avoid staff travelling to multiple sites and engaging with multiple clients)
- Production of Outbreak kits including sufficient PPE to protect staff members providing 24/7 care for one week. Sufficient kits are held to provide appropriate PPE to continue support to multiple infected clients at one time
- Work Directives specific to management of pandemic risks designed and distributed to all staff via email and held in an identified portal accessible to all staff
- Recommendation that Baptist Care SA staff obtain a Flu Vaccine, the cost of which is reimbursed by the organisation
- Promotion of Baptist Care chaplaincy and EAP services to all staff to support mental health
- A dedicated staff support page placed on the internal online portal to ensure all staff can access the supports and information made available to them
- A designated Coronavirus email account to capture and manage all questions and concerns from internal stakeholders. These are logged to provide an ongoing point of reference on matters of concern
- A specific COVID19 Risk Register.

A range of work instructions and supporting documents have been compiled for staff to support them in working with clients during this time. These include:

- Coronavirus Update – Visiting Clients in their Homes
- Coronavirus Update – Responding to an Outbreak of COVID-19 in a Residential Home
- Coronavirus Update – Protection, Cleaning and Hygiene measures to take when responding to an outbreak in a Residential Home.
- Coronavirus Update – Outbreak Coordinator
- Guidelines for Team Leaders – Coronavirus/COVID-19
- Influenza (Flu) Vaccination 2020 – Your Health this Winter'
- Working from Home – Work Health and Safety Checklist
- Information on social distancing
- Poster titled 'Safe Use of PPE'.

Recovery Planning

In response to Federal and State Governments release of respective Roadmaps to a COVIDSafe Australia and relevant easing of restrictions, the ERMWP commenced planning to move towards normal operation of programs and corporate support functions.

Baptist Care SA adopted 10 Principles for a COVIDSafe Workplace (attached) to guide program managers and corporate functions in returning to normal operation following government advice.

All offices and staff areas at all Baptist Care SA sites have been assessed against both the 1.5m social distancing requirements and the 1 person per 4sqm density requirements. All meeting rooms have been labelled with maximum capacity.

Program managers have completed a de-escalation matrix to respond to the staged easing of restrictions and ensure both client and staff safety.

From Tuesday 9 June, Baptist Care SA re-opened offices to allow one third of staff members to return to offices at any one time. Increasing populations in offices beyond one third of staff will occur only following government advice.

Following South Australia's move to Step 3 restrictions on 29 June, Baptist Care SA is moving to repopulate its office to 50% capacity by 20 July.

Ongoing Review

The ERMWP will continue to meet weekly from 6 July and retains an agenda item on the Executive Leadership team meetings each week.

The Executive Leadership Team reported to the Baptist Care SA Board on a weekly basis following the pandemic declaration on 12 March and reverted to monthly reporting from June as South Australia began to move on its Roadmap to a COVID Safe Australia.

Following adoption of 10 Principles for a COVIDSafe Workplace on 9 June, the ERMWP have committed to ongoing review of increasing populations at Baptist Care SA sites and commenced an internal audit program to assure compliance with the principles.

Individual programs have completed operational plans to support the return of their programs to full operation as government advice is received.

10 Principles for a COVIDSafe Workplace

1. COVIDSafe app

The COVIDSafe app speeds up contacting people exposed to coronavirus (COVID-19). This helps health officials support and protect you, your friends and family. All Baptist Care SA Staff are strongly encouraged to support the country and download this app to their personal phones.

2. Office Cleaning & Wipe down workspaces

Normal office cleaning continued through COVID period and now with staff returning to offices, frequency of cleaning has increased with greater cleaning of surfaces and high touch points

Staff are asked to use the disinfectant wipes provided to wipe down desks, keyboards and mouse at the beginning and end of each shift.

3. Limit Face to Face Meetings

Thanks to the great work undertaken by our Information Services Team, we have all become familiar with using Microsoft Teams to facilitate meetings in place of face to face meetings. As restrictions begin to lift, and staff return to our sites, face to face meetings should be kept to a minimum with a directive to use Microsoft Teams where possible.

Where face to face meetings cannot be avoided, consider having small numbers in the open air or chose a meeting room with greater seating capacity than you need to facilitate social distancing. All meeting rooms are labelled with maximum capacity, so please abide by these limits.

4. Flu Vaccine

As we continue to live in an environment where COVID-19 exists without a known vaccine, it is important that we maintain our base level immunity. One way to support this is to vaccinate against this year's Flu.

Baptist Care SA have agreed to reimburse staff for the cost of the vaccine and strongly encourages all staff to visit their GP or Pharmacy and get vaccinated.

5. Social Distancing

Social Distancing is a term many of us had not heard of until early 2020 and it is here to stay for some time to come.

Please ensure that you maintain social distance in the workplace by keeping 1.5m apart from other individuals and ensure 4sqm for every work-space.

All meeting rooms are labelled with maximum capacity to facilitate the required social distancing and it is recommended that lunchtimes are staggered to avoid groups spending time together in the lunchroom.

6. Look out for each other

We're all in this together. Social distancing is the one of the best ways to ensure that COVID-19 does not spread in the community.

If you see a group of colleagues working or meeting in areas where the 1.5m separation is not being adhered to, you have permission to call it out – with respect and with the appropriate manner.

7. Wash Your Hands

Wash your hands! Wash your hands! Wash your hands! Washing with soap and water for 20 seconds is proven to be the most effective method of cleaning your hands to prevent infection.

Hand Sanitiser is available at every workstation and surface sprays and wipes are available across each group of 4 desks. Copy areas and lunchrooms are covered also, so there is no reason that you wouldn't have access to sanitisers.

8. Temperature Check

Temperature Testing Stations have been placed in reception areas of all Baptist Care SA offices. We encourage staff to check their temperature on arrival to work each day/shift. If your temperature is above 37.5°, we recommend that you speak to your manager and seek medical advice.

9. Limit Visitors

Where possible please avoid inviting visitors to Baptist Care SA offices and use alternative meeting methods. Where a visit cannot be avoided, please ensure that social distancing measures are used.

Where a visit cannot be avoided, please phone ahead to confirm their appointment and ensure that they do not have any symptoms including runny nose, sore throat, cough or temperature. If they do, please respectfully re-schedule the meeting.

10. If you feel unwell – stay at home

We are in a new world! There can be no more 'Soldiering On' when you have a little bit of a cold, or a sore throat.

If you feel unwell at all, please contact your manager and arrange to stay home. There may be cases where you are well enough to work from home, but please do not come to the office if you feel unwell.



Limit Face to Face Meetings

As restrictions begin to lift, face to face meetings should still be kept to a minimum. MS Teams should be used wherever possible.

Where face to face meetings cannot be avoided, consider meeting in the open air. All meeting rooms are labelled with maximum capacity.



Social Distancing

Maintain social distance by keeping 1.5m apart from others and ensure 4sqm for every workspace.

All meeting rooms are labelled with their new maximum capacity. It is recommended that lunchtimes are staggered to avoid groups spending time together in the lunchroom.



Wipe Your Workspace

Office cleaning frequency has increased with greater cleaning of surfaces and high touch points.

Staff are asked to use the disinfectant wipes provided to wipe down surfaces, keyboards, mice, and other equipment at the beginning and end of each day/shift.



Wash Your Hands

Wash your hands! Wash your hands! Washing with soap and water for 20s is the most effective method of cleaning your hands to prevent infection.

Hand Sanitiser and surface sprays/wipes are readily available in all offices, lunch rooms and meeting rooms.



Temperature Check

Temperature testing stations have been placed in Baptist Care SA offices.

We encourage staff to check their temperature on arrival to work each day/shift. If your temperature is above 37.5°, we recommend that you seek medical advice and take sick leave or work from home.



Stay home if you're sick

We are in a new world! There can be no more 'Soldiering On' when you have a little bit of a cold, or a sore throat.

If you feel unwell at all, please contact your manager and arrange to stay home. There may be cases where you are well enough to work from home, but please do not come to the office.



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Where a visit cannot be avoided, please phone ahead to ensure that they do not have any symptoms. If they do, please respectfully re-schedule the meeting.



Look out for each other

We're all in this together. Social distancing is the one of the best ways to ensure that COVID19 does not spread in the community.

If you see a group working in areas where the 1.5m separation is not being adhered to, you have permission respectfully remind them.



COVIDSafe App

The COVIDSafe app speeds up contacting people exposed to COVID19. This helps health officials support and protect you, your friends and family.

All Baptist Care SA Staff are strongly encouraged to download this app to their personal phones.



Get a flu vaccination

While we don't have a known vaccine for COVID-19, it is important that we maintain our base level immunity. One way to support this is to vaccinate against this year's Flu.

Baptist Care SA will reimburse staff for the cost of the vaccine and strongly encourages all staff to get vaccinated.

10 PRINCIPLES FOR A COVIDSAFE WORKPLACE

Baptist Care SA successfully navigated the COVID19 Pandemic conditions and associated restrictions aimed at limiting community transmission of the virus with no confirmed cases being detected amongst our staff, volunteers or clients.

From 9 June 2020, Baptist Care SA will be allowing one third of each team to return to offices. People Leaders will work with teams to ascertain how this will work best for them.

