

Work Healthy Australia Provider COVID-19

Action Plan: Last Updated: 3rd August 2020

Purpose: This document serves to establish the appropriate courses of action for the prevention of transmission of COVID-19, and outlines the steps to be taken in the event that a WHA staff member:

- Develops possible symptoms of COVID-19 or,
- Comes into contact with someone with a confirmed case of COVID-19

Goals: This action plan is designed to minimise the potential to spread the virus to other staff, or to patients at our client sites in the event that a WHA staff member displays potential symptoms of COVID-19, or comes into close contact with a confirmed case of the virus. The information here is taken from advice from the World Health Organisation and the Department of Health and Human Services.

Communicable and Infectious Disease Control: All WHA Providers are required to adhere to the guidelines set out by the **Work Healthy Australia Communicable and Infectious Disease Control Policy**.

What are the symptoms of COVID-19?

- Fever or chills
- Flu-like symptoms such as coughing, sore throat and/or fatigue
- Shortness of breath
- Increased coughing
- Symptoms can range from mild illness to pneumonia. Some people will recover easily with very minor symptoms, while others will experience greater duration and severity of the illness.

What should you do if you experience any of the above symptoms?

- Do not go in to work, whether this is the office or a client site. Call your direct manager or Operations (0488 038 497) immediately to notify them of your symptoms so that alternative operational arrangements can be made if required.
- If you are already at work and start to notice symptoms, alert your manager. If you are onsite, inform your contact and cease seeing patients immediately.
- Maintain social distancing or at least 1.5 metres.
- Seek medical attention and get tested. You will be able to find more details on testing locations with your local health government websites.

- For Victorian employees, you can find more information regarding COVID-19 testing in the link below:

<https://www.dhhs.vic.gov.au/where-get-tested-covid-19>

If you require further information, you can contact the **Department of Health Coronavirus Health Information Line on 1800 675 398 (24 hours, 7 days a week)**. If you are going to a GP clinic then phone ahead and follow their advice, as many clinics have specific protocols to follow.

Following medical opinion and testing, you will likely be required to self-quarantine in your home at least until the test results come back. In this case:

- Do not attend work and maintain social distancing – at least 1.5m between yourself and others.
- Wash your hands often with soap and water.
- Cough and sneeze into a tissue and discard this straight away. If you do not have any tissues, then cough or sneeze into your elbow.
- Avoid cooking for members of your household.
- Wear the mask your doctor gives you if you cannot avoid close contact with other people.
- Avoid any contact with people who may be immunocompromised. In particular you should avoid close contact with the elderly, cancer patients, people with cardiovascular diseases or people with poorly controlled diabetes.
- If your testing returns a positive result, contact everyone you've had close contact with in **at least the last 5 days. Contact tracing may also begin by the local health department.**

What if your COVID-19 test was negative?

- If you are unwell, and your COVID-19 test was negative, you will still need to isolate at home until your symptoms have completely gone. Taking this precaution will stop you passing any illness onto others.

What should you do if you come into close contact with a confirmed case of COVID- 19?

- Inform your direct manager to discuss direct implications for continuing work
- You will be sent home and will need to seek medical advice. This will include getting tested and await direction from the local health department. In all but exceptional circumstances you will need to self-quarantine at home until you receive the results of your test and may be required to self-quarantine for up to 14 days.
- Avoid touching your face and wash your hands with soap and warm water for at least 20 seconds.
- Use and alcohol-based hand sanitiser
- Call the **Department of Health Coronavirus Health Information Line on 1800 675 398**. The Department of Health will be able to give you more information on further steps required.

What other measures are being put in place by WHA to limit the risks related to COVID-19 with regards to Onsite Health Providers?

- All providers are required to complete an electronic **Daily Health Declaration** before stepping on site. These are time-stamped and will be made available to clients on request.
- Providers have been instructed on proper hygiene and sanitation requirements regarding COVID-19. This includes (but is not limited to) washing of hands and table surfaces between every patient and monitoring patients for signs and symptoms of COVID-19.
- In order to prevent unnecessary risks between staff, providers are advised not to come into the office. Any required equipment can be sent out to a provider's home or to client sites.
- Where possible, in the case of clients where WHA is on site multiple times per week, a single provider will be assigned to that site and will not attend any other sites, to eliminate the risk of any cross-contamination between sites.
- WHA will continue to hold two staff updates each day – one in the morning and one in the afternoon, to ensure providers are kept current on any changes which effect their work.

- Non-contact digital thermometers have been ordered and sent to all providers, and upon receipt of these providers will be required to take the temperature of all patients presenting for treatment to monitor for any early signs of COVID-19.
- From 11:59pm on Sunday 2 August 2020, all Victorians must wear a face covering when leaving home, which includes going to work.
- Face masks and eye protection is now mandatory for all staff in Victoria who are directly involved in treating patients. At a minimum, a level 1 or type 1 surgical mask must be worn during consultation. Do not use cloth masks at work. Masks and eye protection will be provided to all staff.
- Unless damp or soiled, surgical masks and eye protection can be worn for up to 4 hours. Replace these if they become contaminated.
- Eyeglasses are not considered as protective eyewear. Eye protection must be worn over any corrective lenses or glasses.

What other measures are being put in place by WHA to limit the risks related to COVID-19 with regards to Office Staff?

- Staff have been directed to work from home if they have the capabilities to do so. Where staff members are required to meet, it has been encouraged for meetings to occur via phone or video conference.
- Staff have been advised to maintain social distancing requirements of at least 1.5 metres whilst in the office. Limits have been placed on the number of people allowed in an enclosed space at any given time.
- From 11:59pm on Sunday 2 August 2020, all Victorians must wear a face covering when leaving home, which includes going to work. Staff working in the office will also be asked to use a face covering whilst in the office if they are unable to social distance of at least 1.5 metres
- Cleaning and disinfecting of frequently touched surfaces including tables, handrails, doors, phones and keyboards have been identified and will be cleaned frequently.
- Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well.
- Soap and water for hand washing and paper towel for hand drying is available in bathrooms and breakrooms, with instructional signs on hand washing.
- Alcohol based hand sanitiser is also available in multiple areas of the office space and signs are displayed on appropriate use
- An office roster has been implemented to control the number of people in the office at any given time.

Meetings and Event:

- All unnecessary events (training courses, social events etc) are cancelled until further notice.
- Meetings will adhere to the current guidelines from the Department of Health on social distancing.

Employee Assistance Program

- All staff have access to [Acacia Connection](#)- our EAP program that we have chosen to assist and support our employees
- Staff can access confidential support by calling Acacia Connection 24 hours day on 1300 364 273. Alternatively, they can lodge an appointment/ live chat on the website or text 0401 337 711 to receive support via SMS.

If you have any other questions or concerns, then please speak to your manager. Alternatively, you can contact **Darragh** or **Alex** in **Operations (0488 038 497)** or **Ron** in **People and Culture (0488 038 482)**.