

COVID-19 Management Plan – KCLC

Version 19



KCLC COVIDSafe Plan

Kyabram Community and Learning Centre Inc. (KCLC)

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Related Documents

These documents are hyperlinked within this document.

If you are reviewing this document in hard copy please advise KCLC if linked documents are required in hard copy also.

Hyperlinks are used in this document to:

- Make accessing related information quick and easy
- Ensure current information is accessed in a rapidly changing environment (via DFFH, Worksafe, and other websites).

Currently Victoria's state of Emergency is scheduled to expire July 29th, 11.59pm.

Background

KCLC's COVIDSafe Plan has been developed to support businesses to safely reopen, maintain a COVIDSafe workplace, and prepare for a suspected or confirmed case of coronavirus (COVID-19) in the workplace.

In order to be compliant with public health direction:

- All businesses in both metropolitan Melbourne and regional Victoria must complete a COVIDSafe Plan.
- This COVIDSafe Plan is developed in consultation with workers and any relevant Health and Safety Representatives (HSRs).
- In addition to completing this COVIDSafe Plan, you are still required to meet your obligations under the Occupational Health and Safety Act 2004.
- KCLC will comply with a request to present or modify your COVIDSafe Plan, if directed to do so by an Authorised Officer or WorkSafe Inspector.
- In addition to the general restrictions for all businesses, some industries require additional obligations due to a higher transmission risk.
- As the requirements for COVID-19 are able to change rapidly and without notice, there may be periods whereby this plan is not fully aligned with the current requirements of the Victorian State Government and/or Australian Federal Government. In such events all staff, Committee of Management, volunteers and community are asked to adhere to whichever is the more rigorous restriction when working or attending KCLC site or representing KCLC.

Six COVIDSafe principles.

These include:

1. Ensure physical distancing
2. Wear a face covering, whenever social distancing is not possible
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles, where required

Following Guidelines from:

- KCLC Infectious Diseases Policy
- NH Victoria (www.nhvic.org.au)
- Business Victoria (www.business.vic.gov.au)
- Australian Government Department of Health (www.health.gov.au)

- Victoria Department of Health and Human Services (www.dhhs.vic.gov.au)
- Victorian Department of Education and Training (www.education.vic.gov.au)
- SafeWork Australia (www.worksafe.vic.gov.au)

Ensure staff are aware to review updates of the COVID-19 Plan for Community Services Sector

<https://fac.dhhs.vic.gov.au/covid-19-plan-victorian-community-services-sector#:~:text=COVID%2D19%20Plan%20for%20the%20Victorian%20Community%20Services%20Sector,to%20vulnerable%20and%20disadvantaged%20Victorians.>

Details regarding managing a COVID-19 confirmed cases and suspected case are located on the link below.

https://www.coronavirus.vic.gov.au/managing-confirmed-case-coronavirus-covid-19?utm_source=email+marketing+Mailigen&utm_campaign=EmergencyEC2Jun2021&utm_medium=email

Management, Staff and Volunteers

- Communicate with staff
- Consult re workplace spaces and working from home options
- COVID-19 Inductions
- Review and clarify Control Measures (DHHS COVID-19 specifics) – Entry and Exits

COVID Officers

- A contact person (team leaders) in KCLC has been appointed COVID Officers, so staff can talk to about any concerns.
- CEO, Program Coordinators, Team Leaders

Lockdown in Victoria was initiated July 13th. This is currently for one week, however extensions to this are expected. This plan remains in place until lockdown conditions are changed by the Victorian DHHS.

Essential services

KCLC provides several essential services to our community that are authorised to continue to work during lockdowns. Service delivery will in

most cases have modifications to service delivery to reduce the risk to both staff and community while accessing KCLC services.

Were ever possible contact with community will be reduced/removed during periods of lockdown in accordance with laws to protect safety of all Victorian's, however whenever the risk to family stability is greater than the risk of COVID direct connections with community will still occur.

Most Neighbourhood house classes and programs are not essential services and as such are cancelled during lockdowns. These classes will be rescheduled as soon as allowed by the Victorian DHHS.

Essential services currently offered by KCLC include;

- Family Support Services
- Food Support
- Early Learning Program
 - Long Daycare
 - Kindergarten Programs
- Emergency Material Aid

Any Outreach services that are provided at KCLC which are essential services are still permitted to attend KCLC. Providers must follow their organisations COVIDsafe plan to determine if they are able to attend KCLC during Lockdowns.

KCLC will assist any community members that need support to remotely connect with service providers for essential services.

1. Ensure physical distancing

Requirements: Workers and visitors are 1.5m apart as much as possible.

This is achieved by –

- Displaying signs to show clients/visitors limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home a maximum of 3 days per week, attend the office when safe to do so.
- Minimising the build-up of people waiting to enter and exit KCLC
 - by encouraging client to contact staff via phone/video conferencing and email whenever possible. When attending the Centre is required staff are encouraged to keep meetings to a minimum duration, ensure there is adequate ventilation in the room and physical distancing can be maintained
 - by enabling electronic log ins via QR codes, both Staff and visitors to the centre.
- Using floor markings to provide minimum physical distancing guides
- Avoid sharing of any items as much as possible, where unavoidable thorough cleaning to occur between uses.

Action:

- Use an entry and exit system to the site that is as contactless as possible and quick to enter and exit – QR code check in, COVID questionnaire through Swipedon and provide the State QR registration code to be available for community to use also. The Swipedon program is mandatory for all users of KCLC.
- QR codes are provided at the Main reception, and Early Learning entries both inside the building and on a sandwich board outside the building to assist people to sign in prior to entering.
- Administration staff are asked to see the confirmation tick prior to giving anyone access to KCLC.
- Use floor markings to provide minimum physical distancing guides at entrances and exits
- Using contactless invoicing, and payments using EFTPOS, online payments for memberships, Early Learning fees, fundraising and other services where applicable.
- Identify designated drop off areas in particular for Early Learning programs.
- Outlining the maximum occupancy of areas that are open to the general public, and information about signage

- Early Learning Parents are able to enter the Early Learning Area. They may remain outside the building (in the Early Learning yard) without the need to sign in. Parents are reminded to socially distance. Parents that wish to enter the Early Learning Room are required to sign in through our Swipedon QR code system and show staff the (tick) prior to entry. Please note the survey questions have been simplified in line with the reduced risk.
- Family Services meetings are held outside (weather permitting) and practical to do so. Meetings are also held in alternative (larger) rooms at KCLC, at client homes, in clients gardens, meetings are attending via video conferencing whenever possible.
- Sharing of desks (hot desks) items such as phones, computers, to not occur unless vital. Cleaning between uses required. When catering each participant must have access to their own individually wrapped meal. No buffet style arrangements can be used.

Requirements: Apply density quotient to configure shared work areas and publicly accessible spaces to ensure that –

- There is no more than one worker per two square meters of enclosed workspace
- There is no more than one member of the public per two square meters of publicly available space indoors

Action:

- Rearrange, remove or cordon off furniture in common areas to ensure physical distancing, stagger seating so workers are not facing one another on break. This includes;
 - Spacing seating at the Reception waiting room reduced to comply with 1.5m spacing
 - Spacing of seating at the Family Services waiting room reduced to comply with 1.5m spacing
 - Staff common areas have had furniture removed to reduce sitting next to or opposite each other.
 - Staggering of breaks to reduce the number of staff taking breaks together.
- Comply with relevant density quotient and signage requirements
 - Signage on Entry and on each door to a room to ensure the correct density quotients are followed.
 - Signage be placed strategically for consumer and client to view Density, Distancing and Sanitization protocols.

<https://www.safeworkaustralia.gov.au/doc/signage-and-posters-covid-19>

- Work Stations to be moved further apart, separate rooms or work from home to comply with social distancing. Essential workers may have a roster system put in place for working at home options and flexible working hours can be individually assessed.
- Varied resources for communication for clients and workers (additional technology to assist if required) Phone, Zoom and 'team meetings' has been added to communication strategy to minimise face to face contact. Daily contact made with Team Leader and Coordinators. Essential contacts will still occur provided staff have risk managed COVID-19 risk for each visit and any risk is added to the outreach safety check form and completed.
- Visitors must also comply with the 1 person per 2 square metre requirement when visiting KCLC physically. This includes the Early Learning space when parents choose to enter the indoor area.
- **Procedures for entering Building:**
 - Focus on Health and safety, and to comply with current restrictions:
 - All people entering KCLC (including staff, visitors, Early Learning parents) must wear a mask at all times indoors.
 - KCLC Early Learning team must wear a mask when connecting with families or contractors, however are not mandatory while in the Childcare office.
 - Masks must be carried at all times.
 - Entry Points into building reduced (Lake road reception entry/exit and Early Learning external door are the only two access points to the building, until an emergency required alternate exit/entry to be used.
 - Early Years entry point Temperature and symptom evaluation for staff, parents, children
 - Hand sanitiser upon entry and exit
 - All visitors entering KCLC indoor premises must answer the questions through our swipedon program, located using the QR code. Where there are language or other challenges alternative arrangements are able to be managed to support community access KCLC services, but ensure compliance with signing in. All alternative arrangements must be approved by the CEO prior to implementing.
 - Hand sanitiser upon entry and exit and points throughout KCLC, except in the Early Learning Program due to the risk of alcohol

based hand sanitiser to young children. Instead regular handwashing by staff and children will be undertaken.

- Maximum 10 people in Reception area, additional people to wait outside. Adhere to Room Density numbers posted on rooms.
- Maintain physical distancing at all times
- Reception staff can assist people to log in using the Swipedon program. Early Learning Staff can assist families to log in using the Swipedon program.
- Use of Swipedon Phone App for staff at the start and end of work shifts.

Requirements: Provide training to workers on physical distancing expectations while working and socialising. This includes –

- Workers to follow current public health directions when carpooling. This can be found at vic.gov.au
- Workers are to work from home wherever possible
- Acknowledging in the Early Learning Services and Reception work are not able to work from home. They must socially distance and follow mask requirements when not working directly with children. Ensure protections for reception staff including screen protections, sanitiser and masks.
- COVID-19 specific signage for workers regarding physical distancing.

Action:

- Develop and educate workers on strategies and work practice changes to maintain physical distancing
- Reinforce messaging to workers that physical distancing needs to be maintained during work and during social interactions
- Educating workers on hand and cough hygiene, including how to wash and sanitise their hands correctly
- Reinforcing the importance of not attending work if unwell
- Ensuring appropriate information on the use of face coverings and PPE
- Adapt working arrangements to enable working from home, including; staff laptops for Family Services staff and some administration staff to remotely access the KCLC servers to continue work.
- Regularly assess workers in attendance at the workplace to determine whether they are required to be there. For Family services and some administration roles and the Committee of Management this will largely include working from home, except when face to face meetings are required. For Early Learning and Reception staff onsite work will be required at all times

- Only transport clients when essential to do so. Investigate if alternatives are available. Follow carpooling guidelines found at vic.gov.au when transporting clients.
- Early Learning program to minimise the use of Casual staff wherever possible, ensuring correct ratios are maintained at all times.
- Limit number of clients/visitors in accordance with industry directions. This includes Early Learning families dropping children off at the external gate wherever possible and not entering the KCLC building or EL room. Enable staff to meet with clients at the entry, meeting rooms close to the entry whenever possible. Utilise electronic signatures and technology wherever appropriate to do so.
- **Governance:** Remote meetings (Zoom), online governance management system (Cat herder), phone calls/video calls, in person when essential to do so. Constitution already enables technology to hold meetings.
- **Operational:** Staffing COVID-19 Professional Development, Psychological Risk Assessments and Action Plans
- Review of Functioning Neighbourhood House Activities, Early Years and Family Services (Clients and Community)
 - Review each department's capacity for Cleaning, Staffing, Financial Stress and viability
 - Review each room booking on an individual basis (Risk Evaluation)
 - COVID-19 Staff Development
 - Consultation & Communication with Co-located Stakeholders

2. Wear a face covering (mask)

Requirements: You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes –

- Providing adequate face coverings and Personal Protective Equipment (PPE) to workers.

Action:

- Identifying face coverings and PPE required for the workplace and describe when and how they need to be worn. Masks required indoors by all workers, unless in direct teaching/caring role (Early learning while with children).
- Monitoring use of face coverings in all workers, unless a lawful exception applies

- Ordering by reception staff of masks and PPE to ensure adequate supply for KCLC and Campaspe Neighbourhood Houses.
- Masks must be worn by all staff at all times (except Early Learning team when actively working with children).
- Masks are mandatory to wear within KCLC and social distancing observed.
- Masks are available to be provided to both staff and community if they are not in possession of one upon arrival at KCLC.

Requirements: Install screens or barriers in the workspace for additional protection where relevant.

Action: Barrier screens installed at reception. Supports will be provided for other agencies upon request.

Requirements: Provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.

- Inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.

Action: Training

- Ensure staff have recently completed infection control training.
- <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

3. Practise good hygiene

Requirements: We frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones, shared computers.

We are:

- Clean surfaces with appropriate cleaning products, including detergent and disinfectant
- Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so
- Clean between shifts

Action:

- Identify high touch surfaces (exit buttons, door and cupboard handles, kitchen counters, touch screens, shared work equipment, pool vehicles, reception area, shared laptops)

- Provide information about workplace cleaning schedule and how to use cleaning products
- Identify which products are required for thorough cleaning
- Monitor supplies of cleaning products and regularly restock
- Swapping shared coffee and condiments for single serve sachets
- Installing/maintenance of no touch amenities such as contactless taps, rubbish bins and soap dispensers
- Avoid sharing of equipment such as phones, desks, headsets, offices, tools or other equipment
- Provide workers with their own personal equipment, labelled with their name
- Early Learning program to thoroughly clean room and equipment each day. Deep clean of all equipment every Friday and whenever sick children are identified in attendance.

Requirements: Display a cleaning log in shared spaces and implement an audit of cleaning schedules.

Action: None.

Requirements: Make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.

Action:

- Location of hand sanitiser stations throughout the worksite, locations include; Entry and exits, every work station, excluded from the Early Learning room due to risk to children. Portable Sanitiser bottles provided to all staff.
- Ensuring rubbish bins are available to dispose of paper towels (reception staff)
- Ensuring adequate supplies of soap and sanitiser (reception staff)
- Signage erected to inform how to wash and sanitise their hands correctly at every wash station. Reminder to wash hands on the rear of every wash station door.
- Cleaning & Infection Control
 - Existing Resources, Cleaning Regimes, Enact infectious disease Policy and Procedures which includes DHHS COVID-19 guidelines
 - All Staff to complete COVID-19 Professional Development
 - Hygiene and Sanitising Resources update
 - Cleaning Schedule enacted

- Density, Distance and Cleaning checklists
- Communicate needs to Contract Cleaners
- Enhanced environmental cleaning
 - Cleaning and disinfecting to reduce COVID-19 transmission – DHHS
 - Cleaning and disinfecting check list – Safework Australia
<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>
 - <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning>
 - Cleaning and disinfecting to reduce COVID-19 transmission – DHHS link:
 - <https://www.coronavirus.vic.gov.au/preventing-infection-workplace>
 - Cleaning and disinfecting check list – Safework Australia
<https://www.safeworkaustralia.gov.au/covid19-information-workplaces/industry-information/general-industry-information/cleaning>
 - <https://www.safeworkaustralia.gov.au/doc/cleaning-checklist-covid-19>
 - Community Book Swap as per Library PROTOCOLS FOR PUBLIC ACCESS
 - Use hand sanitizer – ensure on entry
 - Do not attend Library if you have been sick or in contact with COVID patient
 - Social distancing
 - Isolate returned books for 3-5 days - Gloves should be worn when handling books within the 3-5 days
 - Wipe down hard surfaces (tables, benches, hard seating) COVID-19 KCLC procedures
 - ALIA <https://www.alia.org.au/australian-libraries-responding-covid-19>
 - <https://www.imls.gov/news/research-shows-virus-undetected-five-highly-circulated-library-materials-after-three-days>
 - http://www.ala.org/tools/sites/ala.org.tools/files/content/NEDCC%20recommendations%20for%20disinfecting%20books_Mar2020-converted.pdf

4. Keep records and act quickly if workers become unwell

Requirements: We support workers to get tested and stay home even if they only have mild symptoms.

Action:

- Communicate to workers the financial support available to them if they cannot work while they are waiting for test result or are confirmed as a positive case

Requirements: We have developed a business contingency plan to manage any outbreaks. This includes –

- Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results

Action:

- Staff encouraged to participate in community COVID-19 screening clinics (while operating)
- Staff are requested to not attend work if a close contact (member of household, or close working team member).is being tested for COVID-19 until a clear result has been returned.
- Staff are reminded of their options for leave during the pandemic including personal/carers leave, annual leave, and government payments available if they have insufficient leave available.
<https://www.coronavirus.vic.gov.au/financial-and-other-support-coronavirus-covid-19#450-covid-19-test-isolation-payment>

Outbreak management

Staff showing any symptoms to be tested and self-isolate until results released and cleared by medical staff.

The most common signs and symptoms include:

- fever (note: fever may be absent in the elderly)
- dry cough
- Other symptoms can include:
 - shortness of breath
 - coughing up thick mucus or phlegm
 - fatigue
- Older people may also have the following symptoms:
 - increased confusion
 - worsening chronic conditions of the lungs
 - loss of appetite
- Less common symptoms include:
 - sore throat

- headache
- myalgia/arthritis (generalised muscle or joint pain)
- chills
- nausea or vomiting
- nasal congestion
- diarrhoea
- haemoptysis (coughing up blood)
- conjunctival congestion (red, swollen and watery eyes)

Think you have Coronavirus or What if a positive result?

Think you have #coronavirus? Use the Self-assessment tool from the Victorian Department of Health and Human Services to help you better understand the risks and precautions you need to take:

<https://www.dhhs.vic.gov.au/coronavirus-self-assessment>

KCLC Management will Contact Department of Health and Human Services regional contact as they must be notified immediately.

- **Action if Positive Test for COVID-19**
 - Communication Strategy with DHHS
 - Clarify Protocol Actions with DHHS according to KCLC Infectious Disease Policy
 - Communication with Kyabram Leadership Group Support
 - Worker instructed to remain home, identify close contacts within the workplace and ask them to self-isolate, enable them to work from home if possible to do so and want to.
 - Undertake a risk assessment to determine whether the work site (or the relevant part of the site in which the diagnosed worker worked) must be closed to allow cleaning and contact tracing to occur or whether the risk can be managed whilst the service continues to operate.
 - Consult with the diagnosed worker and examine the employer's own records to determine any close contacts of the diagnosed worker at work, and where any close contacts are identified and the employer has the relevant contact details of the close contact:
 - If the close contact is a worker, direct the close contact to leave the work site and advise them to obtain a test and self-quarantine; and

- If the close contact is not a worker, give them a written communication to recommend that they self-quarantine in accordance with guidance from the department
- Notify all workers when a worker has tested positive without disclosing the name of the worker
- Inform all workers (including health and safety representatives) to be vigilant about the onset of symptoms of coronavirus (COVID-19) and advise all workers to be tested and self-quarantine if they become symptomatic
- Put in place appropriate control / risk management measures to reduce the risk of spreading coronavirus (COVID-19) at the work site
 - Work with DHHS contact tracers as requested/required to contact trace through QR code system.
 - **Contact tracing measures**
 - SwipedOn program details (past 28 days) to be provided to Contact tracers upon request.
 - Staff encouraged to download COVID Safe app on personal phones
 - Staff requested to download COVID Safe app on all KCLC work mobiles
 - Worksite to be cleaned by contract cleaners (additional clean) to fog premises, staff to remain home until complete and safe to re-enter. undertake a comprehensive clean of the work site (or the relevant part of the site in which the diagnosed worker worked, and any high touch areas likely to have been touched by the diagnosed worker) in accordance with guidelines published on the department's website:
 - <https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission-tips-nonhealthcare-settings>
 - CEO to immediately (within 48 hours) notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace (either an worker or a contractor or self employed person during the infection period) or by:

https://www.worksafe.vic.gov.au/notifiable-incidents-involving-coronavirus-covid19#anchor_1

- In the event that KCLC have been instructed to close by DHHS. We contact all Early Learning Families (EL Director) via Xplor, Email and SMS, signage on all KCLC doors (reception staff) that we are closed until further notice, email to all service users on record, social media post (CEO) to inform as many users as possible. Email/SMS to all KCLC members. IFS Co-ordinator to contact all IFS clients by email/SMS to notify them of changes to service and phone contact will be the only option until further notice.
- Staff that can work from home will work from home.
- Worker (with a suspected or confirmed case) to be tested (or retested) until a negative result for COVID-19 occurs to enable safe return to the workplace. This ensures worker does not have coronavirus (COVID-19) before returning to physical worksite. If worker a close contact they will need to self-isolate for 14 days even with a negative result to delays in COVID-19 positive results indication can occur anytime during this period.
- CEO responsible to ensure Worksafe notifies when KCLC will reopen.

Requirements: You must keep records of all people who enter the workplace for contact tracing.

Action:

- Ask workers to complete a health questionnaire before starting their shift through Swipedon (app accessible on their own phone).
- All visitors to KCLC to use the SwipedOn system to log their entry and exit. Alternative protocols and staff assistance with the program can be implemented for community members that are not able to utilise the system effectively (ie staff ask and complete questionnaire on behalf of visitor). Any/all alternative arrangements must be approved by the CEO.
- Established a process to collect records from workers attendance (including labour hire, external contractors, cleaners, delivery drivers), including areas of the workplace accessed during each shift or visit. Via a contactless system, reception staff ask questions of participants.
- Review processes to maintain up-to-date contact details for all workers, reminders to send to workers to ensure their details in Xero program are up to date at all times and provide information on protocols for collecting and storing information.

Requirements: Implement a screening system that involves temperature checking upon entry into a workplace.

Action:

- Ask staff to declare in writing or electronically before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.

5. Avoid interactions in enclosed spaces

Requirements: Reduce the amount of time workers are spending in enclosed spaces. This could include –

- Enabling working in outdoor environments
- Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms
- Enhancing airflow by opening windows and doors
- Optimising fresh air flow in air conditioning systems

Action:

- Making sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift

6. Create workforce bubbles

Requirements: Keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

Action:

- Communicate to workers so they understand they cannot work across multiple sites/programs.
- Adjust rosters and develop procedures to ensure workers do not work across multiple sites/programs.
- Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time.
- Encourage workers to minimise time in shared facilities when taking breaks, instead enjoying outdoor environments (weather permitting)

Requirements: Maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts.

For the latest information on restrictions in Victoria, visit [vic.gov.au](https://www.vic.gov.au)

7. Workforce support

Requirements: To provide support to the workforce to ensure they have access to the support they need to remain COVIDsafe and mentally strong during the pandemic.

Action:

- Provide workers links to COVID update for Community Services Sector (above link), EAP employee assistance program (ACT Curious, Shepparton) offered to all staff. IFS team Psychological Risk Assessments completed and Action Plan's put in place.
- If feeling distressed, anxious or stressed it is natural during this time, but if these feelings are interfering with daily routine, it is important for staff to seek assistance.
- This URL provided to staff. <https://www.dhhs.vic.gov.au/mental-health-resources-coronavirus-covid-19>
- Provide a number of links and resources to assist anyone in supporting their mental health and wellbeing during this complex times #COVID19
- **Coronavirus (COVID-19) advice for Children and Family services**
 - If you are concerned about how the coronavirus situation in Victoria affects you, call the @VicGovDHHS Coronavirus hotline on **1800 675 398**
 - Follow instructions by the Department.
 - National COVID-19 Helpline: 1800 020 080
- **Coronavirus (COVID-19) advice for early childhood services**
 - The Victorian Department of Education and Training has established a dedicated coronavirus (COVID-19) advice line for early childhood staff. This advice line is available during business hours.
 - Advice line **1800 338 663** for any questions or feedback about the impact of coronavirus (COVID-19) on services.

8. Specialist programs

Requirements: Ensure programs are established for specialist programs to remain COVIDsafe. Any programs that do not have a COVIDsafe plan to remain closed until one is established.

Action- NeuroOptimal:

Adopt good hygiene practices in NeuroOptimal Appointments with:

- Hand Hygiene Stations can be found: Front and Rear access doors and in Neuro Room
- Consumers to utilise Hygiene stations when entering the building
- Staff and Consumer to utilise Hygiene station in Neuro Room when leaving
- Any surfaces consumers or staff touch should be cleaned with a detergent or disinfectant solution between each consumer. Lounge chair for Neuro is made of a cleanable surface with detergent or disinfectant.
- Clients should vigorously comb/brush their hair/scalp to reduce impedance of nodes. This step should be performed by the subject at home rather than in the Neuroptimal Room.
- Talking should be minimized, focusing on the necessary instructions and answering questions about the procedure.
- During set up and pack up for treatment with staff present the consumer must wear a face mask.
- Hands after application of pads to consumer require sanitisation. Reusable pads need to be washed/laundered using hot water and detergent and dried after use.
- Disinfectant solution and Paper Towel are present in Neuro room for Sanitisation purposes between each consumer appointment. This includes touch points and possible touch points due to unsupervised consumer treatment. Cleaning of non-disposable medical devices in Neuroptimal Room that have repetitive usages can be cleaned with warm to hot water and mild detergent. This includes Cables and electrodes that come in contact with patients and the skin of patients. Make sure that the skin is clean and dry. Make sure no water or fluid can enter the connector.
- Remove books, magazines and pamphlets. Consumers may bring their own reading, drawing materials, but must not be left in Neuro room or new items supplied and can be taken with consumer after treatment.
- Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.
- Staff are to follow the COVID Cleaning protocols expressed by Safe Work Australia.
- <https://www.safeworkaustralia.gov.au/media-centre/video>
- Record keeping: All Nero consumers have filled in Screening Questions and supplied; name and a mobile number or email address with reception in line with organisation's COVID Management Plan. These are stored confidentially and securely for at least 28 days.

Once all equipment has been sanitised cover/or place equipment in a draw and fog room.

Action: Early Years

- Social distancing with young children is not suitable. As a result within the Early Years environment additional hygiene measures have been employed. Sanitising toys and surfaces at least 3 times a day and deep clean if any illness identified. COVID Screening questions and sanitiser for all adults (Staff and families). Increased hand washing for children and staff (not sanitiser due to risks of ingestion).
- Families are asked to keep children at home if unwell. If a person in the same household is being tested for COVID-19 we ask if the child or staff member could remain home until results are received at which time if positive KCLC will follow Worksafe and DHHS instructional response. If negative child or staff member may return to KCLC.
- Temperature checks of all children prior to entering KCLC building. If a higher than DHHS recommended temperature is recorded parents are asked to take children home.
- Parents are still able to enter KCLC Early Learning room when essential (Stage related), but parents are asked to release children to the educators at the KCLC external door.

Action: Volunteers

- Below link and details provided to all volunteers and/or prospective volunteers during COVID-19 pandemic to provide them with information regarding volunteering during this time.
- <https://www.volunteer.vic.gov.au/covid19>
- All volunteers will be provided a copy of KCLC's COVIDsafe plan upon becoming a volunteer.

Action: Room Hire / External Providers/Users

- Cleaning checklist is provided to all room hire users
- A copy of KCLC's COVIDsafe plan is provided with room booking, or an updated one provided when a new plan becomes effective.
- Plans provided digitally and only printed on request to reduce the use of physical paper

Action: Family Services

- Wherever possible, if the client is determined to have any COVID risk factors (see below), the appointment should be postponed until there are no longer any risk factors (for example, end of quarantine for close contact). Appointments should also be kept as brief as possible to minimise risk of transmission, or held outside to minimise spread (weather permitting).

- Community service staff and volunteers in Victoria must wear a surgical mask when interacting with clients. Clients should also wear a face mask in these environments. For further guidance about masks see Face masks and coverings on the department's website <https://www.dhhs.vic.gov.au/face-masksand-coverings-covid-19> and <https://www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid19>.

PPE recommendations

1. Coronavirus (COVID-19) risk factors

Workers should use PPE as outlined in Table 1 for clients who meet any of the following risk factors:

- suspected (that is awaiting a coronavirus (COVID-19) testing result) or confirmed as having coronavirus (COVID-19)
- fever or chills (in the absence of an alternative diagnosis that explains the clinical presentation)

OR

- have symptoms of an acute respiratory infection (for example, cough, sore throat,
- shortness of breath or runny nose)
- have been advised by DHHS they are a close contact of someone with confirmed coronavirus
- (COVID-19) and are in quarantine for 14 days ,or
- where you cannot determine whether the client or anyone in their home is at risk of having
- Coronavirus (COVID-19) because you cannot get in contact with them or they refuse to answer.

2) If any of the above risk factors are identified, the client should also, wherever possible, wear a surgical mask.

PPE to use when clients have coronavirus (COVID-19) risk factors^{1, 2} and

PPE to use when clients do not have coronavirus (COVID-19) risk factors or have been cleared of coronavirus (COVID-19).

View at: Guide to the conventional use of personal protective equipment (PPE)

<https://www.dhhs.vic.gov.au/coronavirus-covid-19-guide-conventional-use-personal-protectiveequipment-ppe>

2. Sequence for putting on and removing PPE

Information on how to safely don (put on) and doff (remove) PPE is available on the PPE page on the department's website

<https://www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-19>

3. Reusable eye protection

Eye goggles and safety eye glasses are reusable but need to be cleaned between uses.

Discard the eye protection if it becomes damaged or heavily soiled.

Each worker should disinfect and clean their own eye goggles/glasses and store them in a clean safe place between each use.

After taking off reusable eyewear:

- perform hand hygiene
- place the eye protection on a clean surface
- use a disinfectant wipe (or a 2-in-1 detergent/disinfectant wipe if you have them) to clean and disinfect:
 - first wipe the inside of the eyewear, then wipe down the outside
 - repeat wiping down the outside of the eyewear with a second wipe
 - fully air dry on a clean surface
 - after disinfection if there are streaks on the eye protection making it difficult to see out of, the eye protection can be washed with soap and water or wiped with a clean cloth dampened with water to remove streaking allow to air dry.

4. Use of P2/N95 respirator/mask

All staff and volunteers required to use a P2/N95 respirator/mask must be trained in their use and how to perform a fit check.

5. Fit checking

Fit checking is the process of ensuring a P2/N95 respirator achieves a good seal once it has been applied and should occur each time a respirator is donned, even if fit testing has previously been undertaken.

Workers must perform fit checks every time they put on a P2/N95 respirator to ensure a facial seal is achieved.

Workers who have facial hair (including 1–2 day stubble) must be aware that an adequate seal cannot be achieved between the P2/N95 respirator and the wearer's face. The wearer must either shave or seek an alternative protection.

No direct activity should be undertaken until a satisfactory fit has been achieved. Fit checks ensure the respirator is sealed over the bridge of the nose and mouth and that there are no gaps between the respirator and face. Workers must be informed about how to perform a fit check.

The procedure for fit checking includes:

- Placement of the respirator on the face so the top rests on your nose and the bottom is secured under your chin.
- Placement of the top strap or ties over the head and position it high on the back of the head.
- Pull the bottom strap over your head and position it around your neck and below your ears.
- Place fingertips from both hands at the top of the nosepiece. Using two hands, mould the nose area to the shape of your nose by pushing inward while moving your fingertips down both sides of the nosepiece.
- checking the negative pressure seal of the respirator by covering the filter with both hands or
- A non-permeable substance (for example, plastic bag) and inhaling sharply. If the respirator is not drawn in towards the face, or air leaks around the face seal, readjust the respirator and repeat process, or check for defects in the respirator.
- Always refer to the manufacturer's instructions for fit checking of individual brands and types of P2/N95 respirator.

6. When to discard P2/N95 respirators

P2/N95 respirators should be:

- Discarded and replaced if contaminated with blood or bodily fluids
- Replaced if it becomes hard to breathe through or if the mask no longer conforms to the face or loses its shape
- Removed outside of patient care areas (for example, between wards, break room, reception area) and are to be removed before proceeding to care for patients that are not isolated for COVID-19.

7. Disposal of PPE

If PPE is not contaminated, that is blood or body fluid is not visible, it can be disposed of in general waste.

If PPE has been contaminated, that is blood or body fluid is visible, it should be disposed of in the following manner:

- Remove and place in sealable plastic bag.
- Transport and store in a secure area. Dispose of as clinical waste.

8. Responding to confirmed cases of coronavirus (COVID-19)

Requirement to notify clients to the department

The department requires staff in program areas and funded services to record and submit information via an online form on clients with a confirmed coronavirus (COVID-19) diagnosis, including the service response to that client, to help ensure that they are appropriately supported.