

Coronavirus COVID-19 Risk Management Plan

Contents

Coronavirus COVID-19 Risk Management Plan	1
Quick reference contact numbers	1
Coronavirus (COVID19) background and definitions	2
Symptoms	2
COVID 19 Risk Management Plan.....	3
Procedure	3
Clinical risk management plan	4
Clinical Resources uploaded also to Subee staff portal and Subee website	5
Roles and Responsibilities around COVID 19 Signs and Symptoms and testing	6
Staff / roster management	7
Information for staff, clients & service providers	8
Visitors to Office	8
COVID 19 Vaccination	8
https://www.health.nsw.gov.au/Infectious/covid-19/vaccine/Pages/default.aspx	8
Travel Advice	8

Quick reference contact numbers

24/7 Health Direct 1800 022 222

24/7 National COVID 19 Health Information 1800 020 080 If you need information about COVID-19, COVID-19 vaccines

Translating or interpreting services use: National Relay Service on 1300 555 727 If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service on 133 677.

NDIS Contact Centre 1800 800 110 Select option 5 for plan enquiries related to COVID-19

NSW Mental Health Line 1800 011 511 Mental Health Crisis Telephone service

NSW Department of Health <https://www.nsw.gov.au/covid-19>

Coronavirus (COVID-19) background and definitions

The Coronavirus (COVID-19) is a large family of viruses that can make humans, especially the elderly and those with compromised immune systems seriously ill. Members of the community, such as older people and people with a chronic condition are at greater risk of serious illness if they contract COVID-19. It is important that they are protected as much as possible. Subee Newlake has adopted behaviours that will help to prevent and mitigate the impacts of COVID-19.

Summary by World Health Organisation (WHO)

A pneumonia of unknown cause detected in Wuhan, China was first reported to the WHO Country Office in China on 31 December 2019.

- WHO is working 24/7 to analyse data, provide advice, coordinate with partners, help countries prepare, increase supplies and manage expert networks.
- The outbreak was declared a Public Health Emergency of International Concern on 30 January 2020.
- On 11 February 2020, WHO announced a name for the new coronavirus disease: COVID-19.

Symptoms

The Coronavirus (COVID-19) can cause illnesses that can range from the common cold to more severe respiratory illness and this will often present as flu like symptoms such as a cough, fever or as severe as pneumonia.

Symptoms can range from mild illness to [pneumonia](#). Some people will recover easily, and others may get very sick, very quickly. People with coronavirus may experience:

Common Symptoms:

- Fever Temperature greater than 37.5 degrees
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath
- Loss of taste

Some people may experience:

- aches and pains.
- nasal congestion.
- runny nose.
- sore throat.
- diarrhoea.

On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

Long Term COVID

Most people will recover within 3 to 4 months. However, for some people, the symptoms can last longer. There is no test for long COVID. Contact your doctor for medical advice.

The term 'long COVID' is generally used to describe both:

- ongoing symptomatic COVID-19 – COVID-19 symptoms lasting more than 4 weeks
- post-COVID-19 condition/syndrome – COVID-19 symptoms after 12 weeks that are not explained by an alternative diagnosis.

Long COVID can present differently in different people and symptoms can range from mild to severe.

The most common symptoms reported with long COVID are:

- fatigue (tiredness)
- shortness of breath
- problems with your memory and concentration ('brain fog')

Recovery times will differ for each person and your symptoms may vary over time. Most people will recover within 3 to 4 months. However, for some people, the symptoms can last longer

COVID 19 Risk Management Plan

Purpose

To provide guidance on how to prepare for new or newly evolved Infectious diseases whose incidence in humans has increased or threatens to increase in the near future and that has the potential to pose a significant public health threat and danger of infection to the clients, families and staff.

Goal

- To protect our clients, families, and staff from harm resulting from exposure to an emergent infectious disease while they are receiving or providing care from Subee Newlake.
- To protect the viability of Subee Newlake business
- To be able to continue to provide essential services during a pandemic
- To provide clear guidelines for staff and clients as health and legislation requirements change
- To communicate ongoing change in an effective and timely manner

Procedure

Updated regularly with newly identified actions.

Subee Newlake has developed an action plan that adopts behaviours that will help to prevent and mitigate the impacts of COVID-19 for its employees, clients and stakeholders who have symptoms of or have been diagnosed with Coronavirus (COVID-19). It is designed to:

- Provide information to staff, clients, families and service providers on how best to avoid infection and minimise transmission.
- Build on work place practices described in Infection Control Policy
- Prepare and support our systems of infection control and management
- manage initial cases and contacts
- support and maintain quality client care
- provide a coordinated and consistent approach
- prioritise care to essential services as an interim arrangement if necessary

- allocate resources where they are needed (including anticipation of when they are needed, as this will change over time;
- put in place strategies to supplement likely shortfalls
- reduce the risk to vulnerable people;
- minimise the disruption to the Subee Newlake clients and
- evaluate and review after the event

Clinical risk management plan

Subee Newlake has policies and procedures for the management of infectious diseases. These documents are located on Subee Information and Management System for Internal Staff and on The Staff Portal for External Staff. Social media platforms and Subee Newlake webpage help promote resources around COVID 19, Infection Control and Mental Health wellbeing. Specific COVI 19 procedures will be updated and distributed to employees and clients via email or mail as required. Emergency procedures will be communicated to clients through their emergency contact plan.

Subee Newlake will follow Organizational Chart and Clinical Governance Framework for staff delegation, responsibility, and accountability.

A high needs register has been developed that identifies clients at increased risk i.e immunosuppressed, aged and comorbidities. Staff supporting these clients have also been identified. The high needs register will guide priority of care if need to reduce to essential services.

Subee Newlake will continue to provide services to all clients whilst safe and quality care can be performed. To comply with reporting requirements, the NDIS safeguard commission and Aged Care Quality and Safety Commission will be contacted in the unlikely case client services cannot be continued.

Subee Newlake staff complete COCID-19 Infection control AusMed eLearning Module Infection Control: An introduction and COVID-19 and COVID-19: Your Role and Responsibilities via Altura Learning and Management System. All staff have completed face to face annual mandatory infection control training. Mandatory Infection Control training with Subee Newlake Registered Nurses has been modified to include a practical component of PPE Doffing & Donning.

Support worker training will continue through a combination of eLearning modules and Skype/Zoom competency training. Minimum employment requirements remain for new employees (Cert II, current WWCC & CRC or NDIS Workers Screening Clearance, NDIS workers orientation module and first aid. COVID-19 minimum three dose vaccination, flu vaccination hare highly recommended.

These procedures have been reviewed to contain the potential spread and specifically to address management of Coronavirus (Covid-19) should an outbreak occur. Educational resources from Department of Health and World Health Organisation WHO have been added to the annual mandatory infection control and waste management training.

All suspected cases of Coronavirus is to be notified to the Quality Coordinator/RN and any confirmed cases is to be escalated immediately to the Chief Financial Officer/Clinical Team Leader. Subee Newlake Registered Nurses at Coffs Harbour site and Newlake site to also be notified of suspected cases to prepare Care Workers with adequate PPE supplies.

This Coronavirus Action plan is in place until such time the Department of Health or WHO direct that the COVID 19 pandemic has ceased. This document "Coronavirus (COVID-19) Action Plan and is located on TRACK under the Clinical Policy Tab and is reviewed monthly or updated sooner if needed.

Surgical Mask Management : Mandatory wearing of masks indoors for aged care and NDIS in home care ended 30th August 2023.

PPE doffing and donning is taught with Infection Control and Waste Management Mandatory training.

If medical masks are worn, appropriate use and disposal is essential to ensure they are effective and to avoid any increase in risk of transmission associated with the incorrect use and disposal of masks.

The following information on correct use of medical masks derives from the practices in health-care settings :

- place mask carefully to cover mouth and nose and tie securely to minimise any gaps between the face and the mask;
- while in use, avoid touching the mask;
- remove the mask by using appropriate technique (i.e. do not touch the front but remove the lace from behind);
- after removal or whenever you inadvertently touch a used mask, clean hands by using an alcohol-based hand rub or soap and water if visibly soiled
- replace masks with a new clean, dry mask as soon as they become damp/humid;
- do not re-use single-use masks;
- discard single-use masks after each use and dispose of them immediately upon removal.

Clinical Resources uploaded also to Subee staff portal and Subee website

Cover your Cough CDC

https://www.cdc.gov/flu/pdf/protect/cdc_cough.pdf

5 Movements for Handwashing

https://www.who.int/gpsc/5may/Your_5_Moments_For_Hand_Hygiene_Poster.pdf?ua=1

PPE sequence

<https://www.cdc.gov/hai/pdfs/ppe/PPE-Sequence.pdf>

WHO Hand wash

https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf?ua=1

COVID 19 Story Boards

https://www.agedcarequality.gov.au/sites/default/files/media/covid-19_working_safely_in_community_care_storyboard_explainer.docx

Social Distancing Story Board

https://www.agedcarequality.gov.au/sites/default/files/media/covid-19_social_and_physical_distancing_storyboard.pdf

Roles and Responsibilities around COVID 19 Signs and Symptoms and testing

The most accurate and up to date information around COVID-19 rules and regulations remains with the NSW Department of Health <https://www.health.nsw.gov.au/>

Mandatory wearing of masks indoors is no longer required.

Client who is positive COVID-19

- Screen clients on arrival to service for signs and symptoms of COVID-19 or whether they are awaiting test results.
- Support Worker to report to client's service coordinator if client informs they have tested positive to COVID-19
- Support client to access information or appointment for anti viral medicines
- If they have serious symptoms such as difficulty breathing, call 000 for urgent medical help.
- We will inform you if you are attending a service where the client is COVID-19 positive
- If a client test positive they must self-isolate for 7 days.
- Full PPE's to be worn whilst waiting for clients COVID 19 testing results **or** when clients are positive and self-isolating for 7 days.
 - We will attempt to roster positive COVID-19 clients at the end of the day if possible and appropriate or delegate a team that only provides care to the positive client to minimise spread to other clients.

Support Workers with COVID-19 Signs & Symptoms

- Monitor for COVID-19 symptoms, if you have any symptoms DO NOT attend service and RAT tested for COVID 19
- Inform HR, Team Leader or rostering immediately if you have tested positive to COVID-19

- If RAT test is positive, self-isolate from work for 7 days.
- Positive RAT tests need to be registered with Service NSW website
<https://apply.service.nsw.gov.au/register-positive-rapid-antigen-test-result/>

Close Contacts

- Monitor for signs and symptoms. If RAT positive self-isolate for 7 days as per above.

Remember Hand Washing and Infection Control procedures must always be followed.

Staff / roster management

Subee Newlake aims to continue to provide all client services during the COVID 10 Pandemic.

Subee Newlake will notify National Quality and Safeguard Commission of any changes to the scale of their operations that effect the services of their clients on the NQSC website or calling 1800 035 544.

Should any aged care clients (HCP) put services on hold Subee Newlake will continue to provide welfare checks via phone contact.

Should Subee Newlake be affected by an outbreak causing a shortage of staff we will follow the Emergency Preparedness Plan Policy:

- Identify high needs clients
- Prioritize essential services to high needs clients.
- Extend work hours for able support workers (SW)
- Facilitate SW in non-essential roles to help meet the needs of high-risk clients.
- Reassign work for some employees for example office or management staff to provide care support if qualified
- All Planned leave requests to be reviewed by CFO/Clinical team Leader for consideration. Leave forms have been updated to include disclosure of travel destination if applicable.
- Advertising and recruitment of more support workers for both offices is occurring
- All planned inter office travel and meetings to ceased immediately. Interoffice meeting via skype or Teams.

- Office staff to work remotely where appropriate
- All interagency meetings, recruitment to occur via ZOOM.

Information for staff, clients & service providers

Subee Newlake aim to keep clients, employees and service providers updated with measures currently being taken to provide safe and quality Service Provision.

Quality Coordinator to prepare correspondence in a timely manner to staff, employees, and stakeholders. Various methods of communication including but not limited to mail/post, email, webpage and staff portal will be used to improve audience reach.

Visitors to Office

Notices at front desk on the front doors reminding visitors of signs and symptoms of Coronavirus COVID-19 and to not enter if displaying any symptoms BUT to call office.

COVID 19 Vaccination

<https://www.health.nsw.gov.au/Infectious/covid-19/vaccine/Pages/default.aspx>

Subee promotes all employees being up to date with COVID 19 vaccination, including recommended boosters.

Employees and clients have been kept up to date with the COVID 19 Vaccination roll out and their eligibility.

Subee runs an Influenza Promotion campaign for employees each year.

Record keeping of employee COVID-19 vaccination remains but mandatory vaccination under the Public Health (COVID-19) Care Services) Order 2021 under the Public Health Act 2010 ceased in November 2022.

COVID-19 vaccination and influenza vaccination is highly recommended by Subee Newlake for new employees but not compulsory for employment.

Subee completes mandatory vaccination reporting to the relevant government departments under their responsibilities as an approved service provider.

COVID 19 and Influenza vaccination status is recorded on TRACK and client files.

Travel Advice

Overseas travel

The Australian Government does not currently have any COVID-19 requirements in place for travellers entering and departing Australia.

<https://www.health.gov.au/health-alerts/covid-19/international-travel>

Last Update 10th Sept 2023

