
Epidemic or Pandemic Procedures

Reference:

A) *Epidemic or Pandemic Policy - V.1.1*

In accordance with our policy, Clunes Neighbourhood House will as far as possible plan for and make advance preparations for the possibility that its operations will be affected by an epidemic or pandemic.

1. Responsibilities

1.1. The **Manager** is responsible for:

- Nominating the Epidemic/Pandemic Officer. It is the expectation that the **person** is also likely to be the nominated Safety Officer for the organisation.
- Ensuring that the organisation's Leave and Workplace Health and Safety Policies are consistent with the intention of the Epidemic or Pandemic Policy
- Assessing the organisation's vulnerables, in the light of the epidemic or pandemic, to:
 - Clunes Neighbourhood House own human resources
 - Clunes Neighbourhood House suppliers of goods and services
- In the event of an epidemic or pandemic,
 - Giving notice to staff, volunteers, clients and any persons likely to be affected that epidemic or pandemic procedures effect
 - Bringing into operation the epidemic or pandemic management procedures specified below
 - Instituting any administrative measures necessary to reduce the impact of the vulnerable detailed above

1.2 **Employees/Volunteers** are responsible for:

- Abiding by the epidemic procedures specified below, when informed by authorised staff that epidemic or pandemic procedures are in effect

1.3 The **Epidemic/Pandemic Officer** is responsible for:

- Working with the Manager on the preparation of a comprehensive epidemic plan
- Advising the Manager when epidemic procedures should be activated
- Regularly monitoring legislation, restrictions and health advice
- Training staff with recommended procedures regarding epidemic avoidance
- Completing transmission risk assessments for each organisational activity
- Managing the administration of cleaning protocols
- Managing the administration of contact tracing/attendance registers
- Managing the administration of incidents including casual contact and confirmed contact

The Manager, Epidemic/Pandemic Officer and a nominated committee member (recommended that this person be an office bearer such as the President and/or Secretary) will form the Outbreak Management team. This team is responsible for:

- Managing the implementation and administration of procedures where a suspected or confirmed case of COVID-19 has been recorded
- Managing communications where a suspected or confirmed case of COVID-19 has been recorded

- Monitoring mental health needs of committee, employees, volunteers and contractors following an incident
- Authorising re-opening of the building after a confirmed case of COVID-19 has been recorded

2. Procedures

The following procedures apply in the event of the **Manager** giving notice that epidemic or pandemic procedures are in effect.

2.1 Events/Activities/Services

The Manager, with the advice of the Epidemic/Pandemic Officer, will consider on a continuing basis whether any activities, events or services to minimise risk of infection and ensure the safety of employees, volunteers and participants.

- A Transmission Risk Assessment (Enclosure 7) will be completed for all activities, events and services.

2.2 Work procedures

The Manager, with the Epidemic/Pandemic Officer, will consider on a continuing basis whether;

- It is necessary or appropriate for nominated staff/volunteers to work from home
- Staff/volunteer travel, (or other activities that may cause them to come into contact with other people in Australia or overseas) should be modified or terminated.
- Arrangements for staff/volunteers who work with clients or the general public should be modified to minimise risks for all parties.
- The Manager, with the advice of the Epidemic/Pandemic Officer, may require any member of staff to not attend the workplace, and/or work from home, or, if this is not feasible or appropriated, to take (Epidemic Leave/Personal Leave/Annual Leave)
- The Manager, with the advice from the Epidemic/Pandemic Officer, may require any member of staff to provide satisfactory evidence that they are fit to return to work.

2.3 Contractors and suppliers

The Manager, with the advice from of the Epidemic/Pandemic Officer, will consider on a continuing basis whether arrangements with existing contractors and suppliers need to be modified or supplemented to ensure uninterrupted service delivery

3 Health Messaging

The Epidemic/Pandemic Officer shall familiarise staff/volunteers and others, as relevant, with approved procedures on epidemic or pandemic avoidance guidelines (e.g handwashing, soap, hygiene) as appropriate. Health messaging plays a key role in ensuring everyone remains aware of the need for safe practices, and their role and responsibilities. It is recommended that government resources are used where possible, with a comprehensive set of resources available at www.safeworkaustralia.gov.au.

4 Safety Measures and Cleaning

Three types of cleaning protocols will be implemented. These include an Opening/Closing Clean, Touchpoint Clean and Deep Clean.

- The Epidemic/Pandemic Officer will be responsible for managing and monitoring cleaning protocols and maintain records for both Opening/Closing Cleans (Enclosure 3), and Deep Cleans (Enclosure 2).
- Hand sanitiser will be provided at the entrance to each space.
- Health messaging posters will be highly visible in each location.
- Contact tracing/attendance registers will be collected for all activities.
- A cleaning schedule and log of each open/close clean and deep clean will be highly visible in each location.
- Records of contact and cleaning will be maintained in accordance with our data collection and management policy (which exceeds the minimum 28 days necessary for contact tracing).
- Users will be responsible for touchpoint cleans. Likely touchpoint surfaces include:

Photocopier

Between uses the photocopier and phone should be wiped with an Antibacterial Wipe after each use this will be the responsibility of the user.

Telephone

Please wipe the phone with an antibacterial wipe after each use this will be the responsibility of the user.

Office Computers - will be the responsibility of the user to wipe before and after use paying attention to screens, keyboards, computer mouse and nearby surface. Computer should be wiped at the beginning of shift and at intervals of every 2 hours (No Sharing of computers unless absolutely necessary)

Public Computers - Will be cleaned each morning and between each user (if practical)

Wiping Method

Spray cleaner onto paper towel and wipe item that needs cleaning. Be cautious with electronic equipment not to make it too damp.

Kitchens

Communal kitchens are a high possibility of transmitting virus as they are touched by many users and often contain communal supplies.

Encourage the use of own lunches and use of drink bottles for water. Disposable cups for Coffee and Tea to be supplied. Cups are compostable so please place them into the recycle box near the sliding door in the lounge area. The tea towels have been temporarily replaced with paper towels.

Fridges should be wiped with an antibacterial wipe after every use focusing on handle and commonly touched surfaces.

Microwaves should be wiped with an antibacterial wipe after every use paying attention to the handle, keypad and commonly touched components.

Kettle or urn should be wiped after every use with an antibacterial wipe paying attention to handle and commonly touched components.

In addition to touchpoint cleans by users, regular open/close cleans will be undertaken in these spaces.

Additional touchpoint cleans include:

Sporting equipment

Sporting equipment should be cleaned at the start of the day and between each user where possible. Where it is possible for each user to have their own (exclusive use) equipment that would be preferred.

Tools - Mens shed

It is recommended where practical for all tools to be wiped between users. All tools in use should be wiped over at the start and at the end of the day as a minimum.

4 Suspected Infection

4.1 Should any person attending any activity or location by Clunes Neighbourhood House start displaying symptoms of Covid 19, the following steps should be taken

- Isolate the affected person and follow the Infection Control - Incident form (Enclosure 1)
- Contact Department of Health and Human Services 1300 651 160 follow all directions advised
- Contact and advise Hepburn Shire Council 03 5348 2306, follow all directions advised
- Close spaces utilised by affected person and initiate Opening Clean protocols before re-opening

4.2 If a **negative** result is confirmed contact Hepburn Shire Council 03 5348 2306

4.3 If a **positive** result is returned

- Immediately vacate and close building for deep cleaning following the Deep Environmental Cleaning Procedures (Enclosure 2)
- Implement working from home procedures for mission critical staff/volunteers.
- Advise Close Contacts via Contact Tracing Form (Enclosure 3)
- Advise Committee via email (Enclosure 4)
- Advise Stakeholder/Funders via email (Enclosure 5)
- Advise Volunteers/Staff via Telephone
- Advise Groups/Users via Telephone
- Advise Public via Social Media (Enclosure 6)

5 Communications

The Outbreak Management Team will be responsible for the implementation of approved internal and external communications.

- A stakeholder contact list/database should be prepared in advance. This should include health department details, and contact details for staff, volunteers, committee members and other stakeholders, such as those who may have use of the same building or space.

When communicating in any way please DO NOT:

- Use inflammatory language or catastrophise the incident or illness

- Name any suspected case publicly through social media (this will be the role of the State Health department to identify and contact tracing);
- Speculate on how the case was contracted, it's spread or what the outcome may be;
- Blame anyone for the infection. This is a pandemic and outbreaks or clusters are reasonably expected to occur from time to time;
- Accept blame or acknowledge responsibility for the transmission. Do not use words or phrases like "take responsibility", "ensure" or "make sure". Instead use phrases like "we take all reasonable steps to promote safety according to Victorian Health and Commonwealth Health guidelines";
- Pass on any scientific knowledge or speculation, such as about a potential vaccine or 'cure'

How to handle negative or inflammatory comments to social media posts

- Respond as soon as you can before the comments become more inflamed
- Respond to each negative response directly. If this is not possible, only then edit your original post or add another post outlining steps taken to ensure community safety and responsible guidelines.
- Remind the poster that these actions are being taken as a precaution to encourage the safety of the wider community and that it is part of being a responsible member of this community that steps are being taken.
- Use calming language such as "we are taking all reasonable steps to promote safety according to Victoria Health and Commonwealth Health guidelines". Refer commenters to external sites if required such as these.
- Aside from laying out the facts in a calm and responsible manner, do not further engage with negative commenters. It only adds fuel to the fire and makes you sound defensive.
- Never get personal and remember that any negative comments come from a place of fear - they are not personal attacks on you either (though they can feel very personal at times).
- If necessary, and where you have employed all of the above strategies, delete the post or do not allow comments

Enclosure 1

Incident Report - Infection Control

Isolation area at Clunes Neighbourhood House: The Gallery

Please ensure that the **ATTENDANCE REGISTER** is complete before allowing anybody to leave the premises.

Clunes Medical Centre
 69 Service Street Clunes
 03 5345 8090

Creswick Medical Centre
 58 Albert Street Creswick
 03 5345 8090

Personal Information	
Name	
Address	
Contact Number	

Symptoms	
Please describe the symptoms of the affected person	<ul style="list-style-type: none"> • Fever • Coughing • Sneezing • Sore Throat • Runny Nose • General Lethargy • Other _____

Has the affected person been given a surgical mask?	<ul style="list-style-type: none"> • Yes • No
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Complete this section if the person affected is a minor.	
Is this person under the age of 18?	<ul style="list-style-type: none"> • Yes • No
Contact details of next of kin if applicable	
Name	
Relationship	
Contact number	

Transportation Details	
Has the person been sent ...	<ul style="list-style-type: none"> • Home • To a medical center
If the person has been transferred to a medical center please list	
Method of Transport	<ul style="list-style-type: none"> • Self Transport • Relative • Friend • Other _____

Please list and provide details of all that had casual or close contact with the person		
Name	Contact Number	Type of Contact



Deep Clean Procedure

Date _____

Completed By _____

Start Time _____

End Time _____

PPE - Required

- Hi Vis Vest (recommended)
- Gloves
- Goggles (optional)
- Mask (optional)

Method

Deep cleaning requires the entire surface and all objects to be dirt and dust free.

Moving of furniture and office equipment will be required.

Common Areas	
Clean all door knobs and commonly touched area on doors	
Wipe all light switches	
Wipe Heater / Air Conditioner Remote	
Clean all benches, counter tops, chairs	
Spray all soft furnishings with antibacterial spray	
Wipe photocopier paying attention to keypad, lid and paper trays	
Wipe Telephone handset, base and answering machine paying attention to month piece and key pad.	
Wipe bin lid and touchable surface	

Wipe all computers, screens, keyboards, mouse and Hard Drives and devices commonly touched	
Wipe any other office equipment laminators, shredders	
Wipe sign on book and pen	
Clean any cupboards or other furniture	
Clean windows and framing	
Mop all hard floors with antibacterial solution	
Vacuum carpeted surfaces	
Kitchens	
Wipe all door knobs	
Wipe light switches	
Wipe kettle or urn paying attention to handle and commonly touched surfaces	
Wipe microwave paying attention to handle, keypad and commonly touched surfaces	
Wipe fridge paying attention to handle and commonly touched surfaces	
Wipe and other kitchen equipment such as toasters, sandwiches press or grill paying attention to commonly touched areas	
Wipe bin lid and commonly touched areas	
Wipe Paper towel dispenser paying attention to commonly touched areas	
Wipe all counter tops and cupboard doors	
Clean windows and framing	
Mop hard surfaces with adequate antibacterial cleaner	
Toilets	
Wipe all door knobs and door including framing	
Wipe all light switches	



Wipes toilets starting from the top down paying attention to the flush button and toilet seat.	
Wipe toilet paper dispenser	
Wipe walls and doors	
Wipe taps and sinks	
Wipe any soap or paper towel dispensers	
Mop hard surfaces.	

Enclosure 3

Open/Close Clean Procedure

<u>Cleaning procedure needs to be implemented according to usage schedule (which may be subject to modification depending on bookings)</u>	
Time _____	
Date _____	
Completed By _____	
<p><u>PPE - Required</u></p> <ul style="list-style-type: none"> • Hi Vis Vest (recommended) • Gloves • Goggles (optional) • Mask (optional) 	
Task	Completed
Main Building	
Upon entry use Sanitiser to clean hands.	
Fill Hand Sanitiser Bottles in holders at external entry points	
Wipe security key pad and key lock box	
Wipe all door knobs and light switches	
Wipe Heater/Air conditioner remote	
Wipe handrails	
Wipe Tables, Chairs and Desk Surfaces focusing on frequently touched areas	

Wipe the 2 computers in the public space, focusing on keyboard, mouse, screen and hard drive.	
Ensure adequate antibacterial wipes near the public computers.	
Wipe Photocopier paying attention to keypad, lid and paper trays	
Wipe phone and handset base and answering machine	
Wipe sign on book and pen	
Change gloves or wash hands	
Kitchen	
Wipe all door knobs and light switches	
Wipe Kettle/Urn paying attention to handle and commonly touched areas	
Ensure adequate supply of tea, coffee, sugar cups, spoons, paper towel etc and top up if necessary	
Wipe fridge paying attention to the handle.	
Wipe microwave paying attention to handle	
Wipe taps and sink	
Wipe surface of paper towel dispenser	
Bin lid should be wiped if commonly touched. Ensure adequate waste removal.	
Ensure adequate hand soap/sanitizer is available in Kitchen.	
Change gloves or wash hands before preceding	
Toilets	
Fill hand sanitiser in holder	
Wipe door knobs and light switches	
Wipe Toilet Flush buttons	



Wipe taps and sink	
Wipe toilet paper dispensers if applicable	
Ensure adequate hand sanitizer/ Hand Soap/ Toilet Paper top up if necessary	
Wipe waste disposal if required	
Change gloves or wash hands before preceding	
Lunch Room	
Fill Hand Sanitiser in holder	
Wipe all door knobs and light switches	
Wipe Heater/Air conditioner remote	
Wipe Tables and chairs in use	
Wipe Kettle paying attention to handle and frequently touched components	
Wipe Microwave paying attention to handle, keypad and frequently touched components	
Wipe Taps	
Wipe fridge paying attention to handle and frequently touched areas	
Wipe counters and commonly touched areas	
Ensure adequate supply of hand soap / Sanitizer and cleaning supplies	
Change gloves or wash hands	
Wipe Door knobs and light switches	
Wipe Heater / Air conditioner remote	
Wipe any frequently touched surfaces such as counters and desks	
Change Gloves or wash hands	



Food is Free Stand	
Fill Hand Sanitiser	
Wipe frequently touched surfaces such as counters and benchtops	
Wipe all commonly touched areas	
Shipping Container - Offices	
Fill Hand Sanitiser	
Wipe door knobs and light switches	
Wipe Heater/Air Conditioner Remote	
Wipe Table and Chair Surfaces	

Liability Waiver/Contact Tracing

Please note that our attendance register includes details to assist with managing the safety of participants/volunteers/staff during this COVID-19 pandemic. Details will be managed in accordance with our privacy policy and will only be shared with the Victorian Department of Health and Human Services if contact tracing should become necessary.

In signing this register you:

Agree that I, nor any member of my household;

- Are not experiencing any symptoms of coronavirus/COVID 19) fever, fatigue, dry cough, difficulty breathing, sore throat, new loss of taste or smell
- Have not been advised to self-isolate or currently self-isolating awaiting test results
- Have not been exposed to someone with suspected and/or confirmed case of Coronavirus/COVID 19
- Have not been advised to be tested for Coronavirus/COVID 19 and have not yet been notified of the outcome of such a test.
- Have not travelled internationally within the last 14 days.
- Have not travelled to a highly impacted area (Metro Melbourne and Mitchell Shire) within the last 14 days.

Name	Phone	Time In	Time Out	Date	I declare the above to be correct

Enclosure 5

Communications

Email communications to committee members

Dear [Committee members],

There is suspected local transmission of Coronavirus (COVID-19) in the community and we reasonably believe that it may affect our venue.

As a precaution, we have instigated our Epidemic/Pandemic policy. We have temporarily closed our doors and ask that all volunteers do not come into [our venue], nor any non-critical committee members, while we undertake a deep clean over the next 3 days.

Cleaning and disinfecting will be done in accordance with guidance from Safe Work Australia and the public health authority. Frequently touched surfaces such as counters, handrails, doors, till, phones, keyboards and EFTPOS facilities are already regularly cleaned and will be included as part of this responsive deep clean.

We stress that at this stage, all actions are taken as a precaution to prevent any risk of the spread of infection and that you have not been placed at risk. And we also take this opportunity to remind you that we have been prepared for the possibility of this occurrence and have in place our response management team who are coordinating our response. This email is part of that coordinated message.

As always, please stay away if you're unwell, if you have recently been unwell, been in contact with someone who is unwell or you have symptoms of respiratory illness (e.g. fever, cough, shortness of breath, sore throat, muscle and joint pain, or tiredness/exhaustion).

Thank you for your assistance in adhering to these steps. These measures will greatly assist us in protecting the health of our community to prevent a COVID-19 outbreak. Should you require further information regarding COVID-19, please refer to the Commonwealth Department of Health website: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

We will look forward to opening our doors in 3 days after our venue has been properly cleaned in accordance with prevention guidelines.

Regards,

Communications

Email communications to other external stakeholders

Dear [other external stakeholders],

There is suspected local transmission of Coronavirus (COVID-19) in the community and we reasonably believe that it may affect our venue and since you have use of this venue, we are contacting you to advise you of our response.

As a precaution, we have instigated our Epidemic/Pandemic policy. We have temporarily closed our doors and ask that you do not come into, or use any part of [our venue] while we undertake a deep clean over the next 3 days.

Cleaning and disinfecting will be done in accordance with guidance from Safe Work Australia and the public health authority. Frequently touched surfaces such as counters, handrails, doors, till, phones, keyboards and EFTPOS facilities are already regularly cleaned and will be included as part of this responsive deep clean.

We stress that at this stage, all actions are taken as a precaution to prevent any risk of the spread of infection and that you have not been placed at risk.

After 3 days, when you return to work, please keep in mind physical distancing and maintain hygiene. Posters on hand washing are prominently displayed and hand washing facilities are available in the bathrooms.

As always, please stay away if you're unwell, if you have recently been unwell, been in contact with someone who is unwell or you have symptoms of respiratory illness (e.g. fever, cough, shortness of breath, sore throat, muscle and joint pain, or tiredness/exhaustion).

Thank you for your assistance in adhering to these steps. These measures will greatly assist us in protecting the health of our community to prevent a COVID-19 outbreak. Should you require further information regarding COVID-19, please refer to the Commonwealth Department of Health website: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

We will look forward to seeing you again in 3 days after our venue has been properly cleaned in accordance with prevention guidelines.

Communications

Facebook / Social media post suggestions

In the event of advising wider community about possible infection and venue closure:

We have recently been advised of a possible COVID-19 transmission and are closing our doors to the public and all volunteers until a deep environmental clean can be undertaken.

We stress that this is a responsible step that we are taking as a precaution in accordance to Safe Work and Commonwealth Health Guidelines. We look forward to welcoming you back safely in 3 days when all cleaning will have been completed.

After cleaning and closure and the day before opening of venue is expected:

Great news! We've completed our deep clean in accordance with Safe Work and Commonwealth Guidelines and are now ready to safely open our doors to all again. We remind you that as always, social distancing and good hygiene should be undertaken and that numbers into our venue may be limited due to State restrictions.

We thank you for your patience and look forward to seeing you again soon.

Activity Transmission Risk Assessment

In order to limit the spread of COVID-19, Clunes Neighbourhood House will complete Transmission Risk Assessments for all existing and new programs/activities/services.

<u>Prior to activity commencement</u>			
Date _____			
Completed By _____			
Activity Name	Current Status (circle)	Modifications	RISK
	<i>Suspended</i> <i>Remote</i> <i>Face to Face</i>		L - Proceed M - Modify H - No
Number of people likely to be present?			
Are participants attending likely to have had exposure to infection hotspots?			
Duration of activity?			
Available space where the activity will occur? <i>Physical distancing</i> <i>Ventilation</i> <i>Access to sanitiser/handwashing</i>			

At risk status of the likely participants ie over 70, people with disability and/or chronic medical conditions, ATSI people over 50)?			
Are people likely to touch surfaces or objects?			
Are people likely to be coughing, sneezing, spitting etc...			
Could activity be delivered effectively another way?			
Other			
Recommendation:			

Note that current restrictions mean there can only be 20 or less people inside; and density requirements mean that 1 person per 4 square metres applies.