

## **Coronavirus COVID-19 Action Plan**

**24/7 Health Direct 1800 022 222**

**24/7 National COVID 19 Health Information 1800 020 080**

### **Definitions**

Emerging Infectious disease -- Infectious diseases whose incidence in humans has increased in the past two decades or threatens to increase soon have been defined as "emerging." These diseases, which respect no national boundaries, include:

- i. New infections resulting from changes or evolution of existing organisms
- ii. Known infections spreading to new geographic areas or populations
- iii. Previously unrecognized infections appearing in areas undergoing ecologic transformation
- iv. Old infections re-emerging as a result of antimicrobial resistance in known agents or breakdowns in public health measures

Pandemic -- A sudden infectious disease outbreak that becomes very widespread and affects a whole region, a continent, or the world due to a susceptible population. By definition, a true pandemic causes a high degree of mortality. Isolation – Separation of an individual or group who is reasonably suspected to be infected with a communicable disease from those who are not infected to prevent the spread of the disease.

Quarantine – Separation of an individual or group reasonably suspected to have been exposed to a communicable disease but who is not yet ill (displaying signs and symptoms) from those who have not been so exposed to prevent the spread of the disease.

### **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 care from Subee Newlake.
- To protect the viability of Subee Newlake business

### **Coronavirus (COVID19)**

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. Coronavirus while not currently labelled a pandemic by the World Health Organisation it is considered a serious risk.

## 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:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

## Action Plan

**Updated regularly with added completed and newly identified actions. Refer to end of document**

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 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 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.

A high needs register has been developed that identifies clients and staff risk clients i.e immunosuppressed, aged and severe disability.

The Subee Newlake staff portal has access to eLearning Module Infection Control: An introduction and COVID-19 via Altura Learning and Management System.  
All employees have been directed to complete COVID-19 module this week.

These procedures have been reviewed to contain the potential spread and specifically to address management of Coronavirus (Covid-19) should an outbreak occur.

At the first sign or symptom of Coronavirus, the Operations Manager is to be notified and the report to be escalated immediately to the Executive Manager, Chief Financial Officer EMCFO.  
Subee Newlake Registered Nurses at Coffs Harbour site and Newlake site to also be notified.

This Coronavirus Action plan is in place until such time as clients or staff shows symptoms or is diagnosed with Coronavirus. The document is "Coronavirus (COVID-19) Action Plan and is located on TRACK under the Clinical Policy Tab.

The Department of Health 24/7 hotline will help triage people with respiratory symptoms and those who are concerned about contact with a possible COVID-19 case.

Alternatively, potential COVID-19 patients can present in person to a GP clinic, a dedicated respiratory clinic or to a hospital ED if they call ahead.

Health Direct 24/7 Number is 1800 022 222

The National hotline 24/7 number is 1800 020 080

## Clinical Resources

Cover your Cough CDC

[https://www.cdc.gov/flu/pdf/protect/cdc\\_cough.pdf](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](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](https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf?ua=1)

## Staff displaying symptoms of Coronavirus

Staff members who display symptoms of Coronavirus at work should inform their supervisor immediately and arrange for staff to come and replace them.

The staff member should phone their doctor or testing clinics ahead of time ahead of time to book an appointment.

- Tell the doctor about their symptoms, travel history and any recent close contact with someone who has or may have coronavirus.
- If they have serious symptoms such as difficulty breathing, call 000 for urgent medical help.
- Staff members who display symptoms of Coronavirus but are not at work should self-isolate and seek medical assistance as above.
- Staff member must inform their supervisor who will escalate the information to the operations manager.
- Staff must inform rosters if a member of their family is unwell with symptoms of Coronavirus (COVID19) and self-isolate.
- Should a staff member, one of their family or one of their clients become infected with COVID-19 they must seek medical advice and self-isolate.
- Subee clients will be notified if any support worker they have seen is infected with Coronavirus (COVID19).

### COVID testing clinic

#### Newcastle:

Belmont clinic, Croudace Bay Rd, Belmont 02 4923 2000

John Hunter Hospital, Lookout Road, New Lambton Heights, NSW 2305  
8am – 10pm Mon-Fri (02) 4921 3000

Maitland Hospital 0560 High Street, Maitland NSW 2320 (02) 4939 2000

Calvary Mater hospital, Edith &, Platt St, Waratah NSW 2298 (02) 4921 1211

#### Coffs Harbour

Coffs Harbour Health Campus 345 Pacific Highway, Coffs Harbour NSW 2450 10am -2pm

Kempsey Hospital 119 River Street, Kempsey NSW 2440 8am-12pm (02) 6561 2600

## **Staff / roster management**

Should Subee Newlake be affected by an outbreak causing a shortage of staff will follow our Subee Newlake 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
- All Planned leave requests to be declined effective immediately until August and then reviewed to cover this crisis and flu season.
- Advertising and recruitment of more support workers for both offices is occurring
- All planned inter office travel and meetings to be ceased and meetings with HO to be skyped only

**From 14<sup>th</sup> March 2020, staff who choose to travel to a High Risk or Moderate Risk country will not be paid to self-isolate on their return from that country.**

## **After Hours Procedure**

Follow the action plan for **Staff displaying symptoms of Coronavirus** section.

Staff members who display symptoms of Coronavirus at work should inform after hours number immediately.

After hours coordinator will:

- attempt to arrange for a replacement SW come and replace them
- Notify Operations Manager & Executive Manager via text or email
- If alternative SW is unable to be found during after hours, please activate client emergency plan for high needs clients.

This will be documented, and rostering will:

- inform clients of changes to support worker or service delivery.
- Check Roster to see who they have had service with over the last forty eight hours

## **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.

Operations Manager has written to

- Clients to advise precautions being taken
- All staff to update with information and advice precautions being taken for their safety
- All service providers to advise precautions being taken

## 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.

Access to the office by not allowing clients/visitors past reception has occurred from 16/3/20. A screening form has been developed for visitors and care workers to identify possible staff and visitors that could be infectious of COVID 19.

## Office Cleaning

Perform routine environmental cleaning:

- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, handrails and doorknobs with disposable disinfectant wipes.
- Use the cleaning agents that are usually used in these areas and follow the directions on the label.
- Bathrooms to be cleaned twice a week
- Staff are to use the dishwasher and not leave used plates and utensils out. Dishwasher is to be run and emptied daily. No cups or coffee mugs to be left on work desks
- Handwashing and cough/sneeze etiquette signs around office and sent to staff

The need for additional cleaning to be reviewed daily.

## Travel Advice

Australian health authorities are constantly monitoring emerging evidence for any indication of significant transmission of the virus in other countries and will modify travel and public health advice if appropriate.

Subee Newake will act on these guidelines for any clients or employees traveling overseas.

All staff who arrive back in Australia after 15<sup>th</sup> March are required to self-isolate for 14 days.

## Incubation Period

Australian health authorities are constantly monitoring emerging evidence around the epidemiology and clinical characteristics of COVID-19.

Subee Newlake will keep updated with this advice and adapted guidelines and procedures to reflect.

Recommendation from Department of Health is 14 days.

## **Returning to Work**

For any staff that has self-isolated:

14 days need to have passed since the person's last travel or case contact exposure.

At present there is no requirements for clearance certificates to return to work.

## **Aged Care Quality Standards, NDIS Practice Standards**

Subee Newlake works within the legislation and quality practice standards of The Aged Care Quality Standards, NDIS Practice Standards.

“The Aged Care Quality and Safety Commission is taking a proportionate risk-based approach in responding to the Coronavirus (COVID-19) situation.

We will always act in the best interests of people who receive aged care and disability services by:

- A. focusing our additional effort where it is needed most to ensure that aged care and disability consumers are safe, by concentrating on services where we identify elevated risk to safe, quality care; and
- B. being flexible in considering adjustments to our routine regulatory services as to avoid putting untimely demands on providers; and
- C. supporting providers and fulfilling our duty of care to Commission staff.
- D. We continue to closely monitor the Coronavirus COVID-19 situation and calibrate our response in line with the latest advice from the Department of Health and other health authorities. As always, our priority will be to protect and enhance the safety, health, well-being and quality of life of aged care consumers.”

Subee Newlake will check advise and updates from regulatory bodies and change action plan and procedures to reflect quality and safe care.

The aged care and safety commission will be asking service providers:

*“What action has the service taken to assess and minimise infection-related risks for the care of aged care consumers including the impact of a potential coronavirus (COVID-19) outbreak?”*

If this occurs, please provide them with a copy of this plan.

## **Last Update 27<sup>th</sup> March 2020**