

Coronavirus COVID-19 Action Plan

Quick reference contact numbers

- **24/7 Health Direct 1800 022 222**
- **24/7 National COVID 19 Health Information 1800 020 080**
- **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.
- **Disability Information Helpline 1800 634 787**
- **NDIS Contact Centre 1800 800 110** Select option 5 for plan enquiries related to COVID-19

Current Testing Clinics

Clinic	Location	Opening hours	Contact
Bellingen COVID clinic	15-23 Watson St, Bellingen (the old Watson Street Hostel).	6 days a week (Mon-Sat) from midday to 2:00pm	
Coffs Harbour Health Campus	345 Pacific Highway, Coffs Harbour NSW 2450	10am to 2pm 7 days per week	
Fever Clinic Coffs Harbour	Coffs Harbour Base Hospital	Mon-Fri from 10am to 2pm	Phone 1300 001 956 for more details.
Kempsey Health Campus	119 River Street, Kempsey, NSW 2440 Access via front Emergency Department	Mon-Fri 8am-12noon	
Nambucca Respiratory Clinic	Pacific Highway &, Willunga Ave, Nambucca Heads NSW 2448	9:00 – 17:30, Monday to Friday	Online via www.health.gov.au/initiatives-and-programs/coronavirus-covid-19-gp-respiratory-clinics or by phone (02) 6568 8688
Newcastle			
Belmont Clinic	Croudace Bay Rd, Belmont	For screening phone (02) 4923 2211 between 8am-4pm, seven days a week.	02 4923 2000
Calvary Mater Hospital	Edith &, Platt St, Waratah NSW 2298	8am -4pm Mon-Fri	(02) 4921 1211

John Hunter Hospital	Lookout Road, New Lambton Heights, NSW 2305	8am – 10.30pm 7 days	(02) 4921 3000
Maitland Hospital	Health Service Unit 560 High Street, Maitland NSW	10-4 Mon-Fri	02) 4939 2000
Raymond Terrence Respiratory Clinic	4 Jacaranda Avenue, Raymond Terrace, NSW 2324 Entry is at rear of health centre on Swan Street, corner of Jacaranda Avenue	9-5 Mon-Fri	Phone clinic on (02) 4983 0900 when you have arrived, and remain in car until further instruction.

COVID 19 Action 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

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.

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.

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
- 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.

People with mild symptoms who are otherwise healthy should self-isolate. Seek medical attention if you have a fever, a cough, and difficulty breathing. Call ahead.

Action Plan

Updated regularly with 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.

Subee Newlake will follow Organisational 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 MRSI, 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 safe guard commission and Aged Care Quality and Safety Commission will be contacted in the unlikely case client services cannot be continued.

The Subee Newlake staff portal has access to eLearning Module Infection Control: An introduction and COVID-19 via Altura Learning and Management System. All staff have completed annual mandatory infection control training. All employees have been directed to complete the new COVID-19 module by 20th March 2020.

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, NDIS workers orientation module, flu vaccination & first aid). An online first aid module through Coffs Harbour First Aid has been identified and sent to staff with first aid expiring in next 3 months.

These procedures have been reviewed to contain the potential spread and specifically to address management of Coronavirus (Covid-19) should an outbreak occur. New educational resources from Department of Health and World Health Organisation WHO have been added to the staff portal and sent to staff.

At the first sign or symptom of Coronavirus, the Operations Manager is to be notified and the report is 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 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.

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 COVID 19 testing 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

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

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 until the testing results of other are returned negative.
- Should a staff member, one of their family or one of their clients become infected with COVID-19 they must seek medical advice be tested for COVID 19 and self-isolate until a negative result is received.
- Appropriate authorities will be notified if any staff member tests positive for COVID 19.

Roles and Responsibilities for when clients are being COVID 19 tested

Support Workers

- Full PPE's to be worn whilst waiting for clients COVID 19 testing results **or** when clients are self-isolating for 14 days post hospital visit or for other self-isolating reasons.
- Support workers to shower after visiting the above category of clients before attending any further services that day.
- Support workers to be tested for COVID 19 if showing any flu like symptoms, respiratory symptoms, or unexplained temperature. Refer to COVID 19 Action Plan on staff portal for testing clinic or call Subee Newlake
- Support workers to test their temperatures daily. Inform rosters or after hours if temperature is increased, DO NOT attend service and be tested for COVID 19
- Report to client's service coordinator if client has any COVID 19 symptoms
- Client privacy is to be maintained at all times

Remember Hand Washing and Infection Control procedures must always be followed

Rostering Services

- Inform service coordinator and management when client reports they are being tested for COVID 19
- Inform Service Coordinator if client has been admitted to or discharged from hospital
- Try and arrange Support Workers to attend client services as their last job for the day
- Remove any staff from rostered services if being tested for COVID 19 until results are returned negative
- Remove any staff member from roster if staff is self-isolating due to recent hospital admission, travel, contact with potential or COVID 19 positive person
- Record on COVID disruption to service Spread Sheet

Service Coordinators

- Inform roosting department and management if informed by client they are being tested for COVID 19
- Inform roster dept if client has been admitted or discharged from hospital
- Contact relevant support workers to wear full PPE's
- Spot check/Phone call to client to check full PPE's are being worn
- Inform Support Workers when clients results are returned.
- If informed by Support Worker that a client is displaying COVID 19 symptoms, follow up with client or clients advocate for them to be tested. Arrange support to COVID testing clinic if necessary.

Reception

- Front office remains closed
- Any person who enters must fill in a COVID 19 screening questionnaire

IF ANY STAFF MEMBER OR CLIENT OR CLIENTS FAMILY MEMBER TESTS POSITIVE FOR COVID 19 THIS MUST BE ESCALATED TO MANAEMENT IMMEDIATELY

Local COVID-19 Clinics

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 560 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

Bellingen COVID Clinic, 15-23 Watson St, Bellingen (the old Watson Street Hostel).
Clinic Hours: The Clinic is open 6 days a week (Mon-Sat) from midday to 2:00pm.
No appointments are necessary.

Alternative Clinics:

There is a Fever Clinic at Coffs Harbour Hospital, currently open Mon-Fri from 10am to 2pm. Phone 1300 001 956 for more details.

General Practice Respiratory Clinics

The clinics will assess, test and diagnose people with mild to moderate respiratory symptoms that could be consistent with COVID-19 infection

Nambucca Respiratory Clinic will open Monday 4th May

Location: Pacific Highway &, Willunga Ave, Nambucca Heads NSW 2448

Opening Hours: 9:00 – 17:30, Monday to Friday

Bookings: Online via www.health.gov.au/initiatives-and-programs/coronavirus-covid-19-gp-respiratory-clinics or by phone (02) 6568 8688

Kempsey currently being established

Criteria for COVID-19 Assessment

UPDATED: 8 April 2020

Testing is recommended for a person with fever ($\geq 38^{\circ}\text{C}$) **OR** history of fever **OR** acute respiratory infection (e.g. cough, shortness of breath, sore throat) **who meets one or more of the following criteria:**

- A close contact in the 14 days prior to illness onset with a confirmed case
- International travel in the 14 days prior to illness onset
- A cruise ship passenger or crew member who has travelled in the 14 days prior to illness onset
- A healthcare, aged care or other residential care worker
- Hospitalised patients
- Who live in Port Macquarie Hastings Council area (area identified for increased testing and surveillance)
- Who self-identify as Aboriginal
- Who have been referred by their GP or public health unit to a COVID-19 clinic for testing
- Whose clinician, after taking a full history, has reason to suspect that the patient may have COVID-19.

UPDATE 30th April 2020

Increase testing of COVID 19

NSW Health recommends that **anyone with respiratory symptoms or unexplained fever should be tested** for COVID-19.

This is especially important for:

- anyone who lives or works in a high risk setting, including healthcare facilities, aged care and other residential facilities, schools, prisons, and other closed settings
- Aboriginal and Torres Strait Islander people
- people who are close contacts of a confirmed case or who have returned from overseas in the last 14 days
- anyone admitted to hospital
- people who reside in areas for increased testing and surveillance (Note: these areas are updated weekly).

Please make sure any health care or aged care workers or residents are noted on the laboratory request form so their test can be prioritised.

Asymptomatic people do not require testing, except in special circumstances, e.g. they are recovered cases wishing to return to work in a health care, aged care facility, or other high-risk setting, or the person is part of a public health unit outbreak investigation.

For further advice, please see the [COVID-19 control guideline for public health units](#) or call the public health unit on 1300 066 055.

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 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 ceased immediately. Interoffice meeting via skype or Teams.
- Office staff to work remotely where appropriate

Effective from 14th 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

Information will be updated with changes in a timely manner to staff, employees and stakeholders.

Various methods of communication including but not limited to mail/post, email, webpag 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.

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.

From March offices across both sites were closed to Support Workers and the public.

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

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

There is currently a ban on all travel leaving Australia.

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.

For any staff with COVID 19 symptoms they will require a Doctors Certificate to return to work.

For any staff member that has been diagnosed positive COVID 19 a Doctors certificate is required.

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.