

# COVID-19 SAFETY MANAGEMENT PLAN

## SYDWEST MULTICULTURAL SERVICES

This **COVID-19 Safety Management Plan** has been developed in consultation with staff and management of SydWest Multicultural Services. The aim of this Plan is to slow the spread of COVID-19 and reassure all stakeholders that they can safely visit or work at our premises.

This Plan may be updated or amended as restrictions and advice changes.

SydWest Multicultural Services must follow the current COVID-19 Public Health Orders and also manage risks to staff and other people in accordance with Work Health and Safety laws.

BUSINESS DETAILS	
Business name:	SYDWEST MULTICULTURAL SERVICES
Plan completed by:	The Leadership Team
Approved by:	CEO

## GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions that SydWest Multicultural Services will put in place to keep our customers and workers safe

	GUIDELINES	ACTIONS
	Wellbeing of staff and visitors	
1.	Exclude staff, volunteers and visitors who are unwell.	<p>Staff</p> <ul style="list-style-type: none"><li>Weekly Staff Alerts providing consistent messaging on self-exclusion based on symptoms or contact.</li><li>All staff do not attend work if they are unwell, have any COVID-19 symptoms or have been in an identified COVID-19 case location.</li><li>Designated &amp; trained staff members ready to check temperatures and screen visitors/clients to ensure hands are sanitized before start.</li><li>All staff self-screen daily before entering office and sign in as screened and clear of COVID-19 using QR Code, from 6 October 2020 using their mobile..</li></ul> <p>Clients/Visitors/Volunteers</p> <ul style="list-style-type: none"><li>All clients are required to make appointments prior to visiting the office.</li><li>All clients need to scan the SydWest QR Code at the door and register their visit at all locations</li><li>All clients will be temperature checked by the respective Customer Service officers and served only upon a successful registration</li><li>If excluded, advice to test and self-isolate immediately</li><li>All meetings take place in meeting rooms to ensure physical distancing.</li><li>All Aged Care &amp; Disability Services clients at home sent letters on how to protect themselves, instructions on symptoms and the fact that they are asked how they feel prior to a CW entering their house by the worker.</li><li>All Care &amp; Support Workers are currently checking their client conditions through the Procura app prior to entering the client's home</li></ul>

GUIDELINES	ACTIONS
	<ul style="list-style-type: none"> <li>From Tuesday 6th October, all Care &amp; Support Workers will need to update their personal health details through the Procura app as soon as they log in.</li> </ul> <p>General</p> <ul style="list-style-type: none"> <li><b>Guidelines for all clients and community when visiting a SydWest office</b> published June 2020, available online and distributed via email to stakeholders/clients, etc. provides information on exclusion.</li> <li><a href="https://www.sydwestms.org.au/images/2020/Version_4_return_to_office_guidelines.pdf">https://www.sydwestms.org.au/images/2020/Version_4_return_to_office_guidelines.pdf</a></li> <li>Updated Safety Plan of 6-Oct-20 uploaded to website; updated 19-11-20 uploaded 23-11-20</li> <li>Maintain register of visitors and staff and prepare to make the register available at short notice, as needed, for contract tracing purposes.</li> <li>COVID-19 information and guidelines displayed on reception TV during business hours.</li> <li>Maximum number of seated clients allowed to wait in the reception area is three (3) for the Blacktown Office, three (3) for Mt. Druitt and two (2) for Rouse Hill</li> </ul>
2. Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	<ul style="list-style-type: none"> <li>All staff have completed compulsory online COVID-19 infection control training provided by the DoH. Staff Meeting training in safe use of PPE.</li> <li>Three times per week COVID-19 Staff Alerts with regular messaging on getting tested, physical distancing and cleaning; changed to Weekly COVID-19 Staff Alerts from 10 August 2020</li> <li>Centralised Staff Resources on shared drive for all staff to access specific information.</li> </ul>
3. Make staff aware of their leave entitlements if they are sick or required to self-isolate.	<ul style="list-style-type: none"> <li>Communicating of leave entitlements if sick or required to self-isolated sent to all staff by email, CEO Communique, Staff Alerts and presented at Staff Meetings.</li> <li>Updated Award conditions distributed to all staff and Updated communicated through CEO Communique and via emails</li> <li>Updates to Award also available to all staff via Connx.</li> </ul>
4. Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.	<ul style="list-style-type: none"> <li>Regular CEO Communiques, Staff Alerts and <i>ad hoc</i> emails to all staff regarding symptoms and testing, in line with latest NSW Health advice.</li> <li>Information available on shared drive.</li> <li>Information embedded in e-signature graphics.</li> <li>Use of website and social media to provide guidelines and best practice information to all stakeholders (staff and visitors)</li> <li>Use of social media and sharing of NSW health posts</li> <li>Epidemic Pandemic Policy and procedure distributed in May 2020 and discussed with all staff in June Staff Meeting</li> <li>Testing Locations information distributed weekly to all staff</li> </ul>
5. Display conditions of entry for any customers or visitors (website, social media, entry points).	<ul style="list-style-type: none"> <li>Guidelines for all clients and community when visiting a SydWest office displayed on website and social media</li> <li>Signs on all office doors regarding conditions of entry</li> <li>Regular reminders to staff on the contents of all posters displayed by email and staff meetings</li> </ul>
Physical distancing	ACTIONS

	GUIDELINES	ACTIONS
6.	Assign workers to specific workstations. If this is not practical, workstations and shared office equipment should be wiped down with disinfectant surface wipes between users.	<ul style="list-style-type: none"> <li>• Staff workstations with 4m2 distancing established in all offices</li> <li>• Where workstations/desks are to be shared, disinfecting of all surfaces undertaken prior to use by staff</li> <li>• There will be unused workstations that remain vacant in order to comply with physical distancing</li> <li>• Office staff are permanently located in different hubs or working some days from home to ensure physician distancing in the office.</li> </ul>
7.	Use flexible working arrangements where possible, such as working from home or other locations.	<ul style="list-style-type: none"> <li>• iCloud remote access and flexible work arrangements implemented for all staff</li> <li>• Staff can be working from home</li> <li>• Staff may be assigned to another office if space required</li> </ul>
8.	Consider physical, distance or other controls to protect staff and visitors at physical interaction points such as counters or service desks, to maintain social distancing.	<ul style="list-style-type: none"> <li>• Safety screens installed at all head office reception desk</li> <li>• Social distancing markers on all floors at reception</li> <li>• Hand sanitizer station with sensor installed at entry/exit</li> <li>• All visitors are screened in foyer of office building before they can enter office or meeting space</li> <li>• Physical distancing maintained at all times in reception and office areas.</li> <li>• All group activities have a separate COVID-Safe Plan.</li> </ul>
9.	Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).	<ul style="list-style-type: none"> <li>• Office space has been calculated for 4m2 use and staff numbers reduced to accommodate – staff who cannot attend an office due to space restrictions are working under remote, flexible arrangements</li> <li>• Written advice distributed on regular basis to maintain physical distancing</li> <li>• All staff empowered to maintain distancing with each other</li> <li>• Meeting rooms set up to ensure distancing between client and worker and based on floor space</li> <li>• For the Blacktown office, client appointments will move out of the meeting rooms and into the office cubicles</li> <li>• For the Mt. Druitt office client appointments will move into the interview rooms</li> <li>• Staff Meetings face-to-face with limited attendees, spaced and remainder of staff attending via Zoom</li> <li>• Some Group Activities have been cancelled for face-to-face and moved to online/Zoom until further notice</li> <li>• External group activities will recommence with the prior approval of the relevant Manager</li> <li>• All precautionary measures when facilitating a group need to be taken into consideration.</li> <li>• Where a small group (6-10) wishes to come together face-to-face, activities are undertaken in outdoor space (e.g. youth)</li> <li>• Masks need to be worn at all times and physical distancing needs to be maintained. Hand sanitisers and regular hand washing is a must!</li> <li>• In house group activities will recommence from Monday 19th October, following approval from the relevant Manager</li> <li>• Maximum number of clients in the office per group should be no more than twelve (12), and ensure that physical distancing is maintained</li> <li>• Physical distancing signs to be erected in all areas of office for benefit of visitors and staff</li> </ul>

	GUIDELINES	ACTIONS
10.	Use telephone or video platforms for essential meetings where practical.	<ul style="list-style-type: none"> <li>Zoom meetings established as normal procedure and alternative to face-to-face</li> <li>All face to face meetings in office to be held with 4m2 rule and at least 1.5m distancing between persons</li> <li>No more than 32 staff are allowed into the joined-up Blacktown Meeting Room 1 &amp; 2 for meetings for physical distancing and signs placed around the office advising of these rules.</li> <li></li> </ul>
11.	Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	<ul style="list-style-type: none"> <li>Staff room arranged to ensure 4 persons maximum together at break times</li> <li>Staff are regularly reminded to maintain at least 1.5m physical distancing</li> </ul>
12.	Review regular deliveries and request contactless delivery and invoicing where practical.	<ul style="list-style-type: none"> <li>All deliveries and invoicing are now contactless.</li> </ul>
13.	Regular cleaning/disinfecting of work vehicles used by staff	<ul style="list-style-type: none"> <li>Hand sanitisers are placed in all SydWest cars</li> <li>Processes to clean the vehicle hand touch areas at the end of each use</li> <li>Minimise number of staff sharing vehicle</li> <li>If more than 1 person in vehicle, set air-conditioning to external airflow rather than recirculation</li> </ul>
14.	Most lifts can safely take 2-4 people providing people can stand apart; display signs near lifts to advise and recommend physical distancing.	<ul style="list-style-type: none"> <li>Signs erected at elevators with 2-person maximum request</li> <li>Advice to all staff via CEO Communique or Staff Alerts</li> </ul>
	Hygiene and cleaning	ACTIONS
15.	Provide alcohol-based hand sanitiser at multiple locations throughout the workplace, including entry and exit points.	<ul style="list-style-type: none"> <li>Office staff are provided with hand sanitisers, soap and wipes.</li> <li>Hand sanitiser in all workstations and meeting rooms</li> <li>Hand sanitiser (sensor) at entry/exit</li> <li>Information on hand sanitizing best practice distributed and available via shared drive COVID-19 Staff Resources</li> </ul>
16.	Provide disinfectant surface wipes to clean workstations and equipment such as monitor, phones, keyboard and mouse.	<ul style="list-style-type: none"> <li>Wipes available for use by all staff and supplies located at multiple locations around offices.</li> <li>Minimise use of workstation and equipment to one person wherever possible</li> <li>Staff have been provided with guidelines on cleaning and disinfecting their workplace, in accordance with guidance from Safe Work Australia and the public health authority.</li> </ul>
17.	Instruct workers on other ways to limit the spread of germs, including by not touching their face, sneezing into elbow, and staying home if feeling sick	<ul style="list-style-type: none"> <li>Regular information disseminated to all staff</li> <li>Posters displayed in high-traffic areas</li> </ul>
18.	Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces, bathroom surfaces, printers, and lifts with appropriate cleaning agents.	<ul style="list-style-type: none"> <li>High contact areas and all regularly touched surfaces thoroughly cleaned throughout the day in the reception area, after visitor meetings and before use</li> <li>staff are provided with wipes/cleaning products to clean tables in meeting rooms before and after seeing clients</li> </ul>

	GUIDELINES	ACTIONS
19.	Ensure bathrooms are well stocked with hand soap and paper towels and consider putting up posters with instructions on how to wash hands.	<ul style="list-style-type: none"> <li>Bathrooms are stocked and replenished during the day as required.</li> <li>Posters on hand washing in all bathrooms and other key messages</li> </ul>
20.	Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	<ul style="list-style-type: none"> <li>Corporate Services/Reception assigned to clean frequently touched areas</li> <li>Minimise furniture in meeting rooms and common spaces to minimize surfaces for cleaning and possible contamination.</li> <li>Frequently touched surfaces including photocopiers, phones and keyboards are regularly cleaned.</li> </ul>
21.	Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.	<ul style="list-style-type: none"> <li>Disinfectant solutions that do not require dilution available at all sites</li> </ul>
22.	Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	<ul style="list-style-type: none"> <li>Disposable gloves supply for use by all staff during cleaning</li> <li>All staff have been instructed to wear gloves when cleaning</li> </ul>
23.	Community Care Workers (CWs) infection control protocols	<ul style="list-style-type: none"> <li>All community care staff are provided with PPE and strict guidelines on using them in consumer's homes</li> <li>CWs work remotely and visit locations to pick up PPE</li> <li>All CWs received letters with instructions on how to stay safe</li> <li>CWs visit the office by appointment only</li> </ul>
	Record keeping	ACTIONS
24.	Keep a record of name and a mobile number or email address for all staff, volunteers, visitors and contractors for a period of at least 28 days. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	<ul style="list-style-type: none"> <li>COVID-19 Screening &amp; contact registration ready for visitor sign-in at reception via QR code</li> <li>All visitors contact information maintained in central record</li> <li>All screening forms, with visitor declarations, saved and stored securely</li> <li>Staff self-screen before leaving home using the Guide to Safety before Work</li> <li>Sign-in sheet updated to incorporate daily screening/ temperature check clearance; from 6 October 2020, moved to temperature recorded in QR Code registration</li> <li>From 6 October 2020, all staff, clients and visitors to register their attendance at premises using QR code</li> </ul>
25.	Make your staff and visitors aware of the COVIDSafe app and its benefits to support contact tracing if required.	<ul style="list-style-type: none"> <li>Link to App on Connx HR system</li> <li>Link in all Communiques/Alerts sent to staff</li> <li>Continue to promote at Staff Meetings</li> <li>COVIDSafe app posters to be displayed in all reception areas</li> </ul>
26.	Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace and notify SafeWork NSW on 13 10 50.	<ul style="list-style-type: none"> <li>Manager or designate to notify Safework NSW. Team Leaders have been advised to cooperate with NSW Health</li> <li>CEO and Senior Operations Officer Aged Care are in regular contact with the Department of Health.</li> </ul>

## Resources and references

### COVID-19 Resources for All Staff

[https://sydwestms.sharepoint.com/:f/s/SharedData/EuijCz4taeZNIhJlePwZa44Bcr\\_wzGChTO0vB7P8-u8Gpg?e=gcnIQF](https://sydwestms.sharepoint.com/:f/s/SharedData/EuijCz4taeZNIhJlePwZa44Bcr_wzGChTO0vB7P8-u8Gpg?e=gcnIQF)

## Attachment A

### Office & Meeting Room Cleaning Protocol

Staff will be required to clean all used work areas and client spaces after use.

SYDWEST MULTICULTURAL SERVICES cleaners attend offices regularly during the week.

**PPE provided for staff use:**

- Disposable Gloves – discarded after each clean
- Face Mask (optional)

**Equipment onsite for cleaning:**

- Paper towels / disposable cloth/ disposable wipes
- All disinfectant products are alcohol-based at least 70%

**Recommendations for cleaning practice for all staff:**

1. Clean hands immediately after removing gloves using soap and water or hand sanitiser.
2. Always clean from the cleanest surfaces to the dirtiest surfaces. This stops the transfer of germs to cleaner surfaces and allows you to physically remove and dispose of the largest possible amount of germs.
3. Allow the disinfectant to remain on the surface for the period of time required to kill the virus (contact time) as specified by the manufacturer (on the bottle).
4. Any cleaning methods that may disperse the virus or create droplets, such as using pressurized water, pressurized air (including canned air cleaners), dry cloth and dusters should be avoided
5. Rooms or areas of the office that are not in use do not require cleaning i.e. closed off meeting rooms
6. Any shared technology equipment must be cleaned before and after its use. Use the cleaning product recommended above. This includes electronic white boards, keyboards, computer mice, monitors, laptops, terminals, iPads, touchscreen computers or any other technology equipment. Ensure not to douse the equipment with the cleaning product.

## Attachment B

### Office & Meeting Room Cleaning CHECKLIST

Office Location	
Date	
Completing checklist	

- Thermometer is to be wiped with disinfectant after each high use period
- At entry point, employees or clients are reminded to sanitise or wash their hands
- Employees are reminded to wipe down personal items i.e. phone, keyboards, desktops when leaving the workspace daily.

#### Reception Area

Clean/disinfectant twice daily – **high traffic area**

- Door handles
- desk surface
- IT equipment – phone, keyboard, monitor, headset, mouse
- Sneeze guard
- Chair handles – visitors
- Ensure stock of hand sanitizer is available upon entry

#### Common Use Areas

Clean/disinfect at least daily – **high traffic area**

- Door handles – throughout the office
- Lift Buttons
- photocopiers
- Stationery areas

#### Desk Space

Each employee is responsible for cleaning/disinfect their own desk at the end of each day

- IT Equipment – phone, keyboard, monitor, headset, mouse
- Desk surface
- Chair handles
- Credenza/drawers/cupboards
- Other high use items i.e. calculators, pens

**Meeting rooms – between client visits/ or use**

Clean/disinfect as required – **high use area**

- Door handle
- Table surfaces
- Remotes for screens, or where projectors power on/off
- Chair handles

Reminder to sanitise or wash hands prior to seeing a client

**Kitchens**

Clean/disinfectant at least twice daily – **high traffic area**

- Coffee machine/ kettle
- Each employee to maintain own cutlery/ plate/ cup.
  - if permitted, dishwasher to run on highest temperature setting (sign to display)
- Wipe cupboard surfaces used
- Ensure soap/ hand sanitiser is available

**Bathrooms**

To be clean/disinfected daily – **high traffic area**

For buildings with shared amenities, Manager to contact building management to check what cleaning protocols are in place. Should it be less than once per day, cleaning will need to be arranged. Where possible, request for signs in the office for SydWest Multicultural Services staff only cubicle

- Supply clean & bleach wipes or surface spray in the bathroom for use, or staff to take when using shared space
- Ensure a soap is stocked for handwashing
- Paper towel for hand drying

***Any further site-specific cleaning***

Area	Cleaning Activity

**Cleaning should a person suspected of COVID-19 have been on the premises**

- Determine the areas the person has been within the office
- Close off the affected area before cleaning and disinfection
- Ensure all the areas are cleaned and disinfected, utilizing the appropriate PPE
- No entry to that area until thorough cleaning has occurred with clean & bleach method
- Ensure appropriate reporting occurs (RMSS, NSW Health)