

# COVID Safe plan

Guidance on how to prepare your COVID Safe plan is available [here](#).

## Our COVID Safe Plan

Business name: The Bays Aged Care  
 Site location: 86 Victoria St., Hastings 3915  
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 Date prepared: 5/10/2020

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Hygiene</b>	
<p><b>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</b></p>	<ul style="list-style-type: none"> <li>• Front doors and foyer areas are signed and equipped with sign in books, sanitiser and staff attestation logs.</li> <li>• A manned screening station is set up at the main entry point for visitors and contractors.</li> <li>• Hand sanitiser and gloves are mounted on the inside wall of resident rooms. This allows staff to sanitise on the way into each room and on the way out.</li> <li>• Other wall mounted hand sanitiser can also be found distributed throughout the home.</li> <li>• Paper towels have been located in each of the common toilets – air dryers have been disconnected.</li> <li>• Hand wash stations are located in each of the resident room areas.</li> </ul>
<p><b>Where possible: enhance airflow by opening windows and adjusting air conditioning.</b></p>	<ul style="list-style-type: none"> <li>• The Bays Aged Care is newly built and has included an air conditioning service which intakes air from outside and extracts air through ducts in resident bathrooms in the new building.</li> <li>• This system ensures the intake of fresh air which is extracted locally avoiding contamination to common areas.</li> <li>• No recycling throughout the home.</li> <li>• Windows and doors are opened in Hostel/Gold area to increase circulation</li> </ul>
<p><b>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</b></p>	<ul style="list-style-type: none"> <li>• All staff are provided with a new face mask on presentation for each shift and following meal breaks.</li> <li>• Visors have been allocated to each staff member and are cleaned and disinfected between shifts.</li> <li>• A cleaning station has been set up near the thumb-on station and in 4 staff meal areas.</li> <li>• All visors are swapped out each week to refresh with new supply.</li> <li>• A donning and doffing station has been established at the entry to each staff dining area, which includes a supply of masks, sanitiser, a waste receptacle and a High risk area poster.</li> <li>• Outbreak kits are ready, sealed and checked monthly for dispatch as needed</li> <li>• Staff education is being conducted one on one.</li> <li>• Posters have been created and mounted in all high risk areas and staff zones to monitor better practice in regard to not touching masks or faces.</li> <li>• Care Manager is speaking daily with staff and conducting random audits.</li> <li>• Infection control Consultant from The Bays Hospital is attending one day per</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
	week to provide staff education support and competency testing.
<b>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</b>	<ul style="list-style-type: none"> <li>• The Bays has a moodle education package which includes Infection control and hand washing.</li> <li>• All staff are mandated to complete this package annually.</li> <li>• Extra practical sessions for donning and doffing of PPE and handwashing have been convened by the Infection Control Consultant and offered to all staff, including the lifestyle team.</li> <li>• Ongoing sessions have been scheduled.</li> <li>• Aiming for 100% of the DHHS COVID Infection Control package (95% achieved so clear)</li> </ul>
<b>Replace high-touch communal items with alternatives.</b>	<ul style="list-style-type: none"> <li>• Knick knacks and false foliage to be removed from lounge and dining areas .</li> <li>• Sanitiser available adjacent to touch pads.</li> <li>• Staff will be advised to sanitise their hands after each contact.</li> </ul>

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<b>Cleaning</b>	
<b>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</b>	<ul style="list-style-type: none"> <li>• Extra cleaning has been made available to ensure the adequacy of cleaning of high touch surfaces.</li> <li>• This includes all door handles, hand rails, key pads and horizontal surfaces in resident areas.</li> <li>• Dedicated frequent high touch cleaner 7 days a week 5 hours a day appointed.</li> </ul>
<b>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</b>	<ul style="list-style-type: none"> <li>• A four week supply is being maintained as an imprest.</li> <li>• Stocks are replenished at least weekly and as required.</li> <li>• Stock levels are managed locally daily by the Environmental Services Team Leader and overseen by the Support Services, Supply and Procurement Manager.</li> </ul>

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<b>Physical distancing and limiting workplace attendance</b>	
<p><b>Ensure that all staff that can work from home, do work from home.</b></p>	<ul style="list-style-type: none"> <li>• There are no non-essential roles at Aged Care who are able to work from home.</li> <li>• The General Manager Aged Care, Care Manager and limited administration support team all occupy single offices.</li> <li>• Team leaders in Catering/Environmental services job share across the week and have separate work stations for their use when on duty.</li> <li>• The Chef and Maintenance officer have separate admin areas available</li> <li>• All staff don masks and visors on entry to the home for wearing in all areas</li> </ul>
<p><b>Establish a system that ensures staff members are not working across multiple settings/work sites.</b></p>	<ul style="list-style-type: none"> <li>• The home has a logical geographical segmentation of Upper floor (29 residents), lower floor (30 residents) and Hostel (19 residents)/Gold (12 residents).</li> <li>• Ideally the roster would keep staff strictly to these areas.</li> <li>• The location of the home and the availability of staff preclude this perfect solution.</li> <li>• The roster has been reviewed and staff re-located to segregate as much as possible to one area.</li> <li>• Six separate staff dining areas have been set up for segregation of staff grouping</li> </ul>
<p><b>Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.</b></p>	<ul style="list-style-type: none"> <li>• All staff, visitors and contractors only gain access to the home through one entrance.</li> <li>• A screening station is set up at the front entrance.</li> <li>• All who enter are screened against the COVID questions, have their temperature taken, are provided with a clearance sticker and a mask and visor and required to use hand sanitiser before proceeding.</li> <li>• All staff are requested to notify any illness, take leave and if indicated get tested for respiratory symptoms, not returning until a negative test is received and/or symptoms resolve.</li> </ul>
<p><b>Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.</b></p>	<ul style="list-style-type: none"> <li>• Communal work areas (nurses stations and lifestyle office) are well signed with the maximum number of staff who can be present in one area.</li> <li>• Signs reinforcing social distancing are replicated throughout the home.</li> <li>• Environmental services/Catering team leaders and Lifestyle staff share work areas and do not face each other.</li> </ul>
<p><b>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</b></p>	<ul style="list-style-type: none"> <li>• 1.5 metre taping is located on carpet and vinyl flooring to establish appropriate spacings at nurses stations and front desk.</li> </ul>
<p><b>Modify the alignment of workstations so that employees do not face one another.</b></p>	<ul style="list-style-type: none"> <li>• The Environmental services/Catering team leaders share an office</li> <li>• Lifestyle staff share a work area and do not face each other.</li> <li>• At nurses stations no more than two people are expected to be seated at any one time and are configured away from each other.</li> <li>• No other employees face each other or share workstation spaces.</li> <li>• Handover rooms allow for one staff member at a time</li> <li>• All other administrative staff are segregated to separate offices/areas</li> <li>• Maintenance has their own workroom</li> <li>• Kitchen and laundry are isolated</li> <li>• Hooks have been set up for the safe storage of visors at meal breaks</li> </ul>

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<p><b>Minimise the build up of employees waiting to enter and exit the workplace.</b></p>	<ul style="list-style-type: none"> <li>• The Bays Aged Care does not have high numbers of staff starting and ending at the same times.</li> <li>• Rosters are staggered to separate staff</li> <li>• Lunch and tea breaks are also staggered and managed by the local Team Leader</li> </ul>
<p><b>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</b></p>	<ul style="list-style-type: none"> <li>• Training has been provided.</li> <li>• All furniture in the six lunch rooms has been set up to allow 1.5 m distancing</li> <li>• Signs and flyers are on the walls to remind staff that meal areas are high risk</li> <li>• Extra furniture has been removed to storage.</li> <li>• The café has been dismantled</li> <li>• All 2 seater couches have been removed</li> </ul>
<p><b>Review delivery protocols to limit contact between delivery drivers and staff.</b></p>	<ul style="list-style-type: none"> <li>• All goods and resident deliveries are left in the airlock.</li> <li>• Staff transfer products from this drop off zone within the Home observing appropriate use of PPE and handwashing after each distribution.</li> </ul>
<p><b>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</b></p>	<ul style="list-style-type: none"> <li>• Staggered breaks are in operation to achieve acceptable distancing throughout the home.</li> <li>• Staff allocation lists are available in the diary at each nurses' station for quick access and contact tracing.</li> <li>• To minimise numbers, assist with the cohorting of staff and decreasing cross contamination, there have been six separate dining areas set up for each staff group and location.</li> <li>• A donning and doffing station has been established at the entry to each staff dining area, which includes a supply of masks, sanitiser, a waste receptacle and a High risk area poster.</li> </ul>
<p><b>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the <a href="#">'four square metre' rule</a>.</b></p>	<ul style="list-style-type: none"> <li>• Signage has been reviewed and is now placed in all areas identifying the maximum number of people per calculated square meterage.</li> <li>• Signs are displayed in all high risk areas and work zones to reinforce management of masks, maximum numbers and 1.5 metre social distancing</li> <li>• Random visual audits are conducted by the CM to ensure compliance with these requests..</li> </ul>


Guidance	Action to ensure effective record keeping
<b>Record keeping</b>	
<p><b>Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.</b></p>	<ul style="list-style-type: none"> <li>• All visitors are scheduled and registered daily.</li> <li>• Contractors complete a Sign in register with entry and exit times.</li> <li>• Staff are clocked in and out via EmpLive.</li> <li>• Delivery drivers are not allowed on site, but drop goods at the front door.</li> <li>• A Contacting Tracing data collection list has been created for the first sign of COVID</li> <li>• The resident information sheet has been updated with Medicare numbers. Details are maintained with resident movement.</li> </ul>

Guidance	Action to ensure effective record keeping
<p><b>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</b></p>	<ul style="list-style-type: none"> <li>• Staff are aware of the Action for Improvement forms, Comments, compliments and concerns brochure and the Hazard alert forms.</li> <li>• Any reactive maintenance is registered in Mex.</li> <li>• Yearly training on OHS is undertaken for all staff</li> <li>• OHS meetings are held as schedules</li> <li>• OHS representatives are available for all work groups and are displayed in staff areas</li> </ul>

Guidance	Action to prepare for your response
<b>Preparing your response to a suspected or confirmed COVID-19 case</b>	
<p><b>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</b></p>	<ul style="list-style-type: none"> <li>• An action plan is available showing all items which have been instigated since the COVID virus was identified.</li> <li>• A 24 hour and Outbreak Management plan is available at</li> <li>• The Outbreak Management plan has been updated with a clear list of personnel, their contact details and roles and responsibilities which covers the Incident Control Group, DHHS, Peninsula Health, Key Personnel and External support agencies.</li> <li>• Access to PPE is now tiered and enhanced to ensure immediate supply (out of hours if required), with 48 hours of stock held at the site and further supplies available from the Hospital on demand</li> <li>• Waste is already collected from the site for the adjoining Renal Dialysis Unit.</li> <li>• Frequency and volume of collection has been increased for utilisation as needed.</li> <li>• Adequate storage is available in a secure area.</li> </ul>
<p><b>Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.</b></p>	<ul style="list-style-type: none"> <li>• Current staff and resident NOK lists are maintained and available on the relevant network drives</li> <li>• They will be printed and provided in the event of an outbreak.</li> <li>• Rosters clearly identify staff and the area in which they worked each shift.</li> <li>• Staff allocation lists are available in the diary at each nurses' station for quick access and contact tracing.</li> </ul>
<p><b>Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.</b></p>	<ul style="list-style-type: none"> <li>• The workplace is not expected to close entirely.</li> <li>• The use of PPE will protect staff during ongoing resident care and support.</li> <li>• Floor plans have been laminated and placed in COVID folders identifying:</li> <li>• Resident rooms and areas such as communal and food preparation areas</li> <li>• Donning and doffing stations</li> <li>• Each resident has their own ensuites/toilet</li> <li>• Rosters show staff allocation to each area/floor</li> </ul>
<p><b>Prepare for how you will manage a suspected or confirmed case in an employee during work hours.</b></p>	<p>On notification that an employee is COVID+, they would be:</p> <ul style="list-style-type: none"> <li>• Immediately sent home,</li> <li>• Told to self-isolate for 14 days</li> <li>• Present for a COVID screening test immediately, on Day 5 and Day 11 if –ve.</li> <li>• Ready to return to work if symptom free and at least 14 days after the last –ve screening test.</li> <li>• DHHS will be contacted and contact tracing would be instigated</li> </ul>
<p><b>Prepare to notify workforce and site visitors of a confirmed or suspected case.</b></p>	<ul style="list-style-type: none"> <li>• Template letters for residents/families and staff have been drafted in preparation for notification of a COVID+ case.</li> <li>• They are located at S:Coronavirus/Aged Care</li> <li>• All residents will be immediately isolated to their room either on suspicion of being COVID+ or return from hospital following a COVID- swab.</li> <li>• Full PPE will be instigated by all staff.</li> <li>• Daily screening will be put into place for 14 days. If still asymptomatic, resident will return to normal activity within the home.</li> <li>• If confirmed COVID+ by appearance of symptomatology and positive result to subsequent swabbing, the full Outbreak Management plan would be instigated.</li> <li>• A COVID 19 roster has been created where staff have agreed to work in one area wherever possible to support cohorting.</li> <li>• The COVID roster has already been introduced in readiness for any outbreak and to minimise any chance of cross infection of residents and staff.</li> <li>• Residents have been restricted to their own areas to minimise any chance of cross infection.</li> <li>• Activities have been reviewed and replenished to ensure all support resources can be fully washed between residents and support one on one entertainment.</li> <li>• A Surge workforce manual has been created providing comprehensive details of all common practices and processes as an Orientation aid.</li> <li>• Descriptions of the manual resident files and how they are sorted are included.</li> <li>• There is an interim care plan for each resident, which is updated and inserted in a plastic sleeve which includes the full range of base care needs. It will be affixed to the resident room door on confirmation of a COVID+ case.</li> </ul>

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	<ul style="list-style-type: none"> <li>Wrist bands have also been prepared containing the name of the resident and the name of their NOK and their contact number. These will be applied on confirmation of a COVID+ case.</li> </ul>
<p><b>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</b></p>	<p>COVID 19 folders are in place at each of the nurses stations. They contain all notification numbers:</p> <ul style="list-style-type: none"> <li>GMAC</li> <li>Care Manager,</li> <li>CEO,</li> <li>DHHS</li> <li>COVID support team.</li> <li>Work safe</li> </ul>
<p><b>Confirm that your workplace can safely re-open and workers can return to work.</b></p>	<ul style="list-style-type: none"> <li>Unless otherwise directed, workers would continue to work while using appropriate PPE</li> <li>All resident rooms would individually be deep cleaned after the removal of isolation and precautions for each resident or following death of the resident,</li> <li>All common areas would be deep cleaned and fogging would be considered</li> </ul>

I acknowledge that I understand my responsibilities and have implemented this COVID Safe plan in the workplace.



Signed

Name Gael Traa

Date 5 / 10 / 2020