



Interchange Inner East COVID-19

Management Plan



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Overview

Interchange IE continues to monitor the impact and spread of COVID-19. Symptoms may include fever, fatigue, temperature, dry cough, and a runny nose. We are closely following developments and advice from various national and international government bodies. Above 80% of those with COVID-19 recover without needing any special treatment. People most at risk from the disease are the elderly and those with pre-existing health problems. COVID-19 is thought to be spread mainly through person – to – person contact (i.e., coughing and sneezing). To date no Interchange IE participants, employees or volunteers have been confirmed to have contracted COVID-19. Interchange IE is preparing for the potential impact of the disease which may involve community transmissions and state/ local government actions such as school closures and movement restrictions. This document sets out Interchange IE's response to COVID-19, both immediate and in the event of identified trigger events. This response will be reviewed continually by the Executive Team considering swiftly changing global and local developments.

Current Organisational Situation

- COVID-19 has been declared a pandemic by the World Health Organisation, and Australia has declared a health emergency.
- Interchange IE has developed a range of COVID-19 management plans in line with Government advice.
- Ensure best practice in infection control and management of COVID-19.
- Communicate with staff, families, and carers.
- Plan for the prevention, containment, and management of incident of CV.
- The Interchange IE executive and management are meeting regularly to review the situation and risk.
- The executive will call together the Emergency Management Team if COVID-19 is confirmed within our organisation. They will provide information, advice, and a plan of action. It is important that you escalate any situations relating to this to management as a priority, prior to making decisions.

COVID-19 Symptoms

The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some patients include loss of taste or smell, aches and pains, headache, sore throat, nasal congestion, red eyes, diarrhoea, or a skin rash. Other people may be asymptomatic.

IT IS VITAL FOR ANYONE EXPERIENCING SYMPTOMS TO IMMEDIATELY BE TESTED AND STAY HOME UNTIL YOU RECEIVE YOUR RESULTS.

Interchange IE COVID – 19 Response Priorities

Interchange IE will continue to implement precautionary measures to help minimise the risk of COVID19 exposure.

1. Ensuring the health, safety and well-being of our participants, employees, and volunteers.
2. Focusing on providing our participants with high quality services as far as is practicable.
3. Taking actions to support community spread of the virus.

INTERCHANGE IE COVID-19 – Response Plan

INFECTION PREVENTION AND EARLY DETECTION IS KEY

All Interchange IE staff must take the following steps:

Supporting participants with Social Distancing

- Avoid close contact where possible.
- Do not attend large social gatherings.
- Think about community access alternatives such as visiting parks, open spaces instead of shopping centres.

keep your environment clean

- Use the attached Site cleaning Procedure Checklist to thoroughly clean the environment.
- Interchange IE expects cleaning to be conducted: Ongoing cleaning at each site in required on a daily basis if no COVID-19 is detected at the site.
- Follow Interchange IE Waste Management Policy

practice hand-hygiene and learn appropriate use of PPE

- Practice thorough Handwashing
- Use gloves as required

monitor participants and yourself for symptoms (including temperature)

- Monitor body temperature of participants on entry to Interchange IE sites, and can be updated if required every 4-8 hours whilst on site (see Interchange IE Body Temperature Measurement Procedure).
- Watch for symptoms of COVID-19 – fever, coughing, sore throat, fatigue, or shortness of breath.
- Place the COVID-19 resources and posters up in your workplace – Include the Service Flyer for All Doors.

Stocktake of necessary items for Balwyn community centre

ITEMS	NUMBER IN STOCK	RESTOCK
Gloves		
Masks		
Hand Sanitizer		
Cleaning Products		
Thermometer		
Other		

Interchange IE staff presenting with symptoms.

WHAT	HOW	WHO	BY WHEN
Employee or volunteer experiencing symptoms. NOT AT WORK	Stay home do not attend work. <ul style="list-style-type: none"> • Take a COVID test. • If unwell take sick leave. • Inform your manager. 	Employee Volunteer Manager Operations Team for tracing.	Now and ongoing

	<ul style="list-style-type: none"> All necessary tracing will be followed up. 		
Employee or volunteer experiencing symptoms. AT WORK	<ul style="list-style-type: none"> Inform your manager. Leave work immediately (travel home by the safest route possible) Manager to inform CEO. Manager to inform Operations Team for immediate tracing. 	Employee Volunteer Manager CEO	Now and ongoing
Participant or family member presenting with symptoms	<ul style="list-style-type: none"> Immediately leave using appropriate PPE. Attend a testing site. Isolate until results are back. If positive, continue to isolate or if symptoms worsen attend a hospital, notifying via a phone call before leaving your home. 	Participant Family Member	Now and ongoing

Our responsibilities

Information on public health directions applying to employers is available at <https://www.coronavirus.vic.gov.au/>

Our plan

The COVID Safe Plan for Interchange IE is below. The plan is grouped into seven COVID Safe principles.

These include:

1. Ensure physical distancing
2. Wear a face covering
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles
7. Notification to Authorities

Keeping our plan up to date

The Interchange IE COVID Safe Plan will be reviewed and updated routinely, and when restrictions or public health advice changes.

Whilst we do not need to lodge our COVID Safe Plan with the Victorian Government, we may need to provide our COVID Safe Plan to an Authorised Officer or WorkSafe Inspector upon request, or in the event of a confirmed positive case at our workplace.

There may be virtual and physical inspections as well as desktop audits, to ensure the implementation of and compliance with our COVID Safe plan.

4. Sharing our plan

The Interchange IE workforce must be familiar with this plan and will be routinely updated if changes are made.

Plan Overview

1. Ensure Physical Distancing
2. Wear Face Covering
3. Practice Good Hygiene
4. Keep Records, act quickly if workers become unwell.
5. Avoid interactions in enclosed spaces.
6. Create workforce bubbles.
7. Notification to authorities

1. Ensure physical distancing.

Requirements: ensure workers and visitors are 1.5m apart as much as possible. This will be achieved by –

	Surrey Hills	Balwyn (BCC)	Participant Support	Note:
Displaying signs to show limits at the entrance of enclosed areas where limits apply.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All office spaces have capacity limit signage clearly displayed.
Informing workers to work from home wherever possible.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Office based staff continue to work from home where possible. Staff required to attend the office may only do so in line with capacity requirements.
Minimising the build-up of people waiting to enter and exit the workplace.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal staff attend either office site. At BCC entrance and sign in procedures are in place.
Allocate different doors for entry and exit.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This is not achievable at Surrey Hills, however social distancing is enforced. BCC has separate entry and exit doors identified via signage.
Identify designated drop off areas.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Signage at BCC clearly identifies drop off /entry procedure
No more than one staff member/participant per 4 square	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Capacity limits for offices are clearly identified via signage. Staff attendance is monitored in line with capacity requirements.

meters of enclosed workspace. (refer to current legislation)				
Rearrange, remove, or cordon off furniture in common areas to ensure physical distancing, stagger seating so workers are not facing one another on break.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Office seating arrangements have been reviewed. Desks which may be used are clearly identified, those not to be used to maintain social distancing requirements are identified via signage.
Develop and educate workers on strategies and work practice changes to maintain physical distancing.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Office seating arrangements have been reviewed. Desks which may be used are clearly identified, those not to be used to maintain social distancing requirements are identified via signage.
Educating workers on hand and cough hygiene, including how to wash and sanitise their hands correctly.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All sites have clear signage. Support Workers receive regular updates and reminders.
Educating workers on hand and cough hygiene, including how to wash and sanitise their hands correctly.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All staff have received Infection Control training and access to training on the correct use of PPE
Maintain social distancing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Signage to be displayed in each room regarding physical distancing. - Team Leaders & Office staff to be responsible for COVID Compliance tasks in absence of COVID Safety Officer - Team Leaders & Office staff responsible for reminding participants and any others to continue to remain physically distanced throughout their time at BCC - Training for all Team Leaders regarding responsibilities in each room
Disability services should apply the density quotient	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Maximum number of people that can be present in the indoor area should be visible in

<p>which limits the number of people permitted to share a space. Ref current regulations</p>				<p>each space - attached is the sq m per room at BCC.</p> <ul style="list-style-type: none"> - =Max people in the building - Max people per space - Max people per Quiet room and Let's CreARTE! room - Square meter rule applies to all spaces within the building. - Floor stickers to ensure physical distancing is adhered to at entry and exit where parents/carers will congregate - Staggering start and finish times to reduce the amount of people congregating together before or after sessions - Staggering the times people attend during the day to help facilitate allowable density limits and physical distancing - Staggering the use of communal areas such as kitchens and lunchrooms to ensure there is no congregation of people and density requirements and physical distancing are met - Track rooms and numbers of people on daily basis to ensure we are within DHHS guidelines <p>Signs to be put up at the entry to each room and the front door re max numbers.</p> <ul style="list-style-type: none"> - Floor stickers to be ordered and purchased for entry and exit where parents/carers will congregate - Create timetables that are staggered for office staff, class, and break times. - One-way system to be introduced - entry at the main door and exit at the childcare end of BCC - Outlook calendar to be created and all Team Leaders and office staff to book in when attending BCC. - Undertake outdoor activities where possible
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2. Wear a face covering.

Requirement: Ensure all workers and visitors entering the worksite wear a face covering as per public health advice.

	Surrey hills	Balwyn (BCC)	Participant Support	Note:
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Disability service providers must ensure a disposable surgical mask in line with COVID19 guidelines and other required personal protective equipment (PPE) is worn by staff and that staff are trained on how to use PPE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All disability support workers & office staff sharing the space, are required to wear a single use surgical mask at all times when at work., both indoors and outdoors inline with current regulations - Staff, volunteers, and visitors to agree to the use of PPE onsite when signing in via the QR Code - Signage required re mask wearing - Bulk emails to staff reminding them of the requirement to continue wearing a mask when in a service provision building
Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Interchange IE hold stock of PPE for staff use, to be distributed as required in line with current restriction guidelines.
Monitoring use of face coverings in all workers, unless a lawful exception applies	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Support Workers are asked to wear a face mask whilst working with participants. All other staff are required to wear masks as required by current COVID19 guidelines.

3. Practise good hygiene.

Requirement: Frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones.

	Surrey Hills	Balwyn (BCC)	Participant Support	Note:
Ensure soap and sanitizer is available at all disability service sites	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Hand washing or hand sanitising by all staff and participants must be undertaken at the beginning and end of every session/ day/entry to office area. Hand sanitiser is available throughout Interchange IE sites. Support workers working in the community/participants homes may request a supply of sanitiser. Signage at each entry to remind staff/participants and visitors to sanitise hands before entry.
Ensure regular and frequent cleaning with appropriate cleaning products, including detergent and disinfectant of shared spaces, vehicles, and equipment.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	- Cleaning and disinfecting of high touch surfaces, equipment, materials must be undertaken at the beginning and end of each session - Team Leaders will no longer do group pick-ups for programs for participant and staff safety. All participants taking part in programs must be dropped and collected at BCC by a parent/carer unless other arrangements are made. Approval for any other arrangements must be provided by Group Options manager. - COVID Safety Officer duties will be active during each program at BCC.

				<p>- General area high touch points will be cleaned and sanitised as required and monitored by COVID Safety Officer</p> <p>- Team Leaders will ensure effective cleaning and sanitising of their rooms before and after each program.</p>
In addition to cleaning, providers should display a cleaning log in shared spaces.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>- Cleaning log and register will be located in shared spaces and completed monitored by the COVID Safety Officer.</p> <p>- Cleaning log for each shared room will be available in each room. This will be completed by Team Leaders and office staff before and after each session.</p>
Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Cutlery and crockery removed from kitchen areas. Staff to use their own or use disposable alternatives.
Monitor supplies of cleaning products and regularly restock	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PPE and cleaning supplies inventory to be created and maintained. Cleaning supplies to be available in each room. List of items to be cleaned in each room before and after each session to be prepared.
Avoid sharing of equipment such as phones, desks, headsets, offices, tools, or other equipment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Where sharing of office equipment is required, e.g., at a hot desk, a sanitization procedure and associated record is in place.

4. Keep records and act quickly if workers become unwell.

Requirements: Support workers to get tested and stay home even if they only have mild symptoms.

Ensure that participants and families are aware of their obligation to report COVID19 symptoms or diagnosis of household members to Interchange IE.

Develop a contingency plan to manage any outbreaks.

Keep records of all people who enter the workplace for contact tracing.

	Surrey Hills	Balwyn (BCC)	Participant Support	Note:
Support staff to stay home and get tested if unwell by communicating the financial support available to them if they cannot work while they are	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All staff receive regular communication outlining the requirement that they NOT attend work if they are unwell, awaiting a test result, have a close contact diagnosed with Covid19, display symptoms or have received a diagnosis.

waiting for test result or are confirmed as a positive case.				
Records must be kept of all people entering a work premises for longer than 15 minutes including: – the person’s first name; and – a contact phone number; and – the date and time at which the person attended the work premises; and – the areas of the work premises which the person attended	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	At BCC, QR code sign in will determine if any support staff are feeling unwell. Staff unwell must not enter the building. Separate sign in from staff/volunteers and visitors as there is to participants. Participants required to log their name. At Surrey Hills, a full record of office attendees is maintained.
Immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	The COVID19 Safety Officer will ensure that WorkSafe is notified if required.
Establish a process for notifying workers and close contacts about a positive case in the workplace.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Full COVID19 Tracing and Notification is in place and has been tested via scenario training. COVID19 Safety Officer is responsible for overseeing this process. Documented COVID19 Reporting procedure is listed at the bottom of this Covid Safety Plan
Establish a process for notifying workers and close contacts about a positive case in the workplace.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DHHS advice re COVID19 cleaning requirements will be followed in the instance of a positive diagnosis in the office. In participants home, Interchange IE will work with the family to ensure required cleaning is undertaken before shifts can resume in the home environment.
Establish a process and responsibility for notifying DHHS, WorkSafe and	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The COVID19 Safety Officer will take responsibility for notifications to all authorities

your health and safety representative				
Implement temperature checking.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Both Interchange IE sites have a requirement for temperature checking and recording prior to entry. Anyone with an elevated temperature will be asked to leave and seek medical advice.
Ask workers to complete a health questionnaire before starting their shift	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Support workers are required to complete a COVID19 Assessment Checklist prior to the start of any shift
Review processes to maintain up-to-date contact details for all workers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All staff details are regularly updated by HR

5. Avoid interactions in enclosed spaces.

Requirements: Reduce the amount of time workers are spending in enclosed spaces.

	Surrey Hills	Balwyn (BCC)	Participant Support	Note:
Moving as much activity outside as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Support Workers are encouraged to undertake activities with the participants outside where possible. If indoors, PPE requirements MUST be adhered to.
Enhancing airflow by opening windows and doors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Where possible/safe staff are encouraged to open windows or doors for increased air flow
Maintain physical distancing and wear appropriate PPE.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All staff must adhere to PPE and social distancing requirements whilst indoors, either in an office, in the community or participants home
Stagger the use of communal spaces.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Staff are asked to stagger use of areas such as kitchens to maintain social distancing and capacity requirements.

6. Create workforce bubbles.

Requirement: Keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

	Surrey Hills	Balwyn (BCC)	Participant Support	Note:
Ensure staff members are not working across multiple work sites / settings.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limit as required staff accessing multiple site

Ensure staff are aware of the requirement to provide a declaration if they are working for another employer.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Training maintained with HR
Employers must maintain a record of all workers and staff who have disclosed they are working across more than one work site.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Records maintained with HR

7. Notification to Authorities.

Requirements: Interchange Inner East will notify the required authorities regarding any positive cases in line with required timeframes and supply relevant information.

	Surrey Hills	Balwyn (BCC)	Participant Support	Note:
Notify WorkSafe for any positive test to any employee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	The COVID Safety Officer or HR is responsible for notifying WorkSafe within 48 hours of notification of a positive test result
Notify NDIS Quality and Safeguards Commission of any positive test for a support worker or participant. Also if support has been ceased as a result of a positive test	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The COVID Safety Officer or in his absence the GSM is responsible for notifying the NDIS Commission of notification of a positive test result GSM – General Services Manager
Notify DFFH Covid Readiness and Response via email of any positive test for support workers, Participants or other support staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The COVID Safety Officer or in his absence the GSM is responsible for notifying DFFH of notification of a positive test result

The following is Interchange Inner Easts COVID19 Notification/Respond Reporting Procedure

Any positive case (Including Household Positive Case) :

1. Confirm that participant or staff member is isolating
2. Notify CEO, General Services Manager, COVID Safety Officer AND rostering and engagement & active living managers
3. Contact trace back 14 days
4. Notify ALL staff/participants who may have had contact with positive case in this time
5. **COVID Safety Officer:** Update NDIS Quality and Safeguards Commission - complete and submit the COVID-19 Notification of event form (PARTICIPANT POSITIVE ONLY)
6. **COVID Safety Officer:** Contact COVID Readiness and Response within the Department of Families, Fairness and Housing **RREMOutbreak@dffh.vic.gov.au.**
7. **COVID Safety Officer:** A Notifiable Incident must be reported to WorkSafe within 48 hours when COVID-19 is confirmed in any person who has been at the worksite (EMPLOYEE POSITIVE CASE ONLY)
8. Follow guidance from response and readiness
9. Cancel all shifts until further notice from response and readiness
10. Notify families/staff members based on CEO and General Services Manager direction
11. Inform participant/family/support worker who are required to isolate that they must get tested again on day 13 prior to being reinstated to support/shift
12. Families to arrange deep cleaning prior to being able to access supports (participants can claim the cost of this through NDIS – families can contact LAC, support coordinator or plan manager for help on how to claim)

Tier 1 - High risk – Close contact – immediately test and isolate for 7 days (DOUBLE VACCINATED)

Participant (or person participant lives with who is unable to isolate):

1. Confirm that participant is getting tested and is isolating
2. Contact trace back to 5 days / day of exposure
3. Notify families/participants who staff members may have been in contact with during this time (monitor for symptoms and get tested OR isolate for 7 days if cannot get tested)
4. Notify General Services Manager and update Microsoft Teams
5. Looking at roster for next 7 days – all shifts cancelled UNLESS: Staff agree to continue supporting in full PPE. Double vaccinated. Staff will not be able to support other IIE participants until after 7 days since participant tier 1 exposure and negative test.
6. Advise families and participants that they will be required to return a NEGATIVE result on day 6 before accessing supports

Staff:

1. Confirm that staff member is getting tested and isolating
2. Contact trace back to 5 days / day of exposure
3. Update families who staff member may have been in contact with during this time (monitor for symptoms and get tested and isolate until negative result OR isolate for 7 days if cannot get tested)
4. Look at roster for next 7 days – all shifts cancelled
5. Notify General Services Manager and update Microsoft Teams
6. Notify HR of staff member who is isolating for 7 days

7. Advise staff that they will be required to return a NEGATIVE result on day 6 before accessing support

Tier 1 - High risk – Close contact – immediately test and isolate for 14 days
(UNVACCINATED/PARTIALLY VACCINATED)

Participant (or person participant lives with who is unable to isolate):

7. Confirm that participant is getting tested and is isolating
8. Contact trace back to 5 days / day of exposure
9. Notify families/participants who staff members may have been in contact with during this time (monitor for symptoms and get tested OR isolate for 14 days if cannot get tested)
10. Notify General Services Manager and update Microsoft Teams
11. Looking at roster for next 14 days – all shifts cancelled UNLESS: Staff agree to continue supporting in full PPE. Double vaccinated. Staff will not be able to support other IIE participants until after 14 days since participant tier 1 exposure and negative test.
12. Advise families and participants that they will be required to return a NEGATIVE result on day 13 before accessing supports

Staff:

8. Confirm that staff member is getting tested and isolating
9. Contact trace back to 5 days / day of exposure
10. Notify families who staff member may have been in contact with during this time (monitor for symptoms and get tested and isolate until negative result OR isolate for 14 days if cannot get tested)
11. Look at roster for next 14 days – all shifts cancelled
12. Notify General Services Manager and update Microsoft Teams
13. Notify HR of staff member who is isolating for 14 days
14. Advise staff that they will be required to return a NEGATIVE result on day 13 before accessing support

Tier 2 – Moderate risk – casual contact - COVID test and isolate until negative result

Participant OR person participant lives with (unable to isolate):

1. Interchange IE recommend for families and participants to get tested and isolate until negative result, however, this is not mandatory unless they have developed symptoms
2. Contact trace back to 5 days / since exposure and inform staff to monitor for symptoms
3. If showing symptoms/getting tested, cancel participants shifts for at least next day / until negative result returned
4. Notify General Services Manager and update Microsoft Teams

Staff:

1. Interchange IE recommend that staff get tested and isolating until negative result, however, this is not mandatory unless they have developed symptoms
2. Contact trace back to 5 days / since exposure and inform participants/families to monitor for symptoms
3. If showing symptoms/getting tested, cancel staff shifts for at least next day / until negative result returned
4. Notify General Services Manager and update Microsoft Teams



Tier 3 – Lower risk

- Staff member/ family member/ participant: monitor for symptoms
- Only isolate and get tested if symptoms develop

Close contact (NOT classified by DHHS):

Examples:

- *Participant attended day service with another participant who's family member has tested positive – unsure of how close contact was*
- *Staff member lives with a housemate who's colleague has tested positive. Unsure of how close housemate was to this person*

- Follow Tier 2 procedure (secondary contact)

Known Tier 1 OR 2 exposure site – NOT classified by DHHS:

- Follow Tier 1 OR 2 procedure
- COVID Safety officer to contact DHHS to receive further clarity/confirmation