The STEPS Quality Manual

USER MANUAL

COVID-19

1   COVID-19

Under Work Health and Safety laws STEPS has an obligation to provide and maintain a safe working environment for workers and others at the workplace (as far as is reasonably practicable). Workers also have responsibilities under these laws.

This obligation now includes STEPS taking measures to control the risks associated with COVID-19.

This section of the Integrated Management System has been developed to hold all COVID-19 related procedures.

Underpinning all these procedures is the recommendation that we all help slow the spread of COVID-19 by:

- practising **good hygiene**

- practising **physical distancing**

- following the **limits for public gatherings**

- understanding how to **isolate** if you need to

Checklists for Confirmed COVID-19 Cases & Return To Work Declarations

Confirmed COVID-19 Case In Disability Accommodation (i052301)

Confirmed COVID-19 Case In Office Site (i051901)

Return to Work Declaration QLD (i051902)

Return to Work Declaration NT (i051903)

Return to Work Declaration TAS (i051904)

COVID-19 information for each site can be found in the "O" Drive under the "Work Health and Safety" Folder. Each site has a "COVID" folder.

There are also regular messages from the COVID-19 Response Team published on the Intranet and a dedicated email address COVID-19@stepsgroup.com.au where any questions and queries can be directed.

1.1   Suspected or Confirmed Case of COVID-19

1.0   INTRODUCTION / GENERAL

STEPS is committed to providing and maintaining a safe work environment and adequate facilities for workers in carrying out their work, so far as is reasonably practicable.

To achieve this, STEPS will follow the advice of the Governments and health authorities in relation to physical distancing, personal hygiene measures and other restrictions to limit the spread of COVID-19 to workers, customers, participants, and students, as well as the community. STEPS has developed a <u>Site Specific Risk Assessment Exposure to COVID-19</u> (i060208) a <u>COVID-19 Checklist / Safety Plan</u> (i060207) and a <u>JSEA COVID-19 Control Guidance Template</u> (i050104) located in the O: drive, WHS folder and Risk Assessments-JSEAs folder.

During the pandemic all people in attendance at a worksite will be required to practice good hygiene and physical distancing, including:

- frequent hand washing,
- remaining 1.5 metres from each other,
- limiting contact with others, including through shaking hands, and
- covering their mouths while coughing or sneezing.

Where roles have been identified as requiring personal protective equipment (PPE) this will be provided and supported by information and training on how and why the workers will be required to use them.

2.0   COVID-19 SYMPTOMS AND MEDICAL ADVICE

<u>Common</u> symptoms of COVID-19 include:

- fever
- coughing
- sore throat
- shortness of breath

Other symptoms can include:

- runny nose
- headache
- fatigue
- diarrhoea
- vomiting or nausea
- loss of smell
- loss of taste

If you have any of the above COVID-19 symptoms, no matter how mild, get tested. Stay home until you get the result, and your symptoms resolve. Guidelines for testing can be sought from:

- [COVID-19 testing in Queensland | Health and wellbeing | Queensland Government (www.qld.gov.au)](www.qld.gov.au)
- National Coronavirus Helpline on 1800 020 080

STEPS employees are entitled to two (2) free Rapid Antigen Test kits (RAT) – these can be obtained from the Executive Administration Assistant at George Street site, or the Manager at other STEPS sites. If you use your initial RAT's and require more, please contact your manager.

To seek medical help from a doctor or hospital, call ahead of time to book an appointment and check any requirements such as the need to wear a mask etc.

3.0   STAY AWAY FROM THE WORKPLACE

Workers have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others, for this reason if a worker becomes unwell, they must stay away from the workplace.

In many situations STEPS provides services to vulnerable members of the community; for this reason, a worker must also stay away from the workplace if they have been with a person that has COVID-19 for the prescribed government timeframe in a house or other accommodation, a care facility or similar.

If a worker is a close contact, they need to immediately quarantine at their home, or other suitable accommodation, for 7 full days from the date they last had contact with the person that has COVID-19. If they live with them, their quarantine will last the same amount of time as their isolation period.

If a worker has any COVID-19 symptoms, even mild, when they find out that they are a close contact, they must get tested.

The worker must, as soon as reasonably practicable, inform their direct line manager of their inability to attend work this should occur during the ordinary hours of the first day or shift where they felt unwell. If it is not practicable to inform the direct line manager at this time, this must be done within 24 hours.

The worker must advise their direct line manager even when working from home. The relevant Executive Manager is required to approve roles to work from home.

Personal (sick) leave can be accessed if an employee is feeling unwell.

4.0   UNWELL AT THE WORKPLACE

If a worker or a customer starts to display symptoms of coronavirus (COVID-19) at the workplace, isolate them straight away. If masks are available provide them with one.

Make arrangements for the person to get home safely, if driving the person home ensure that they are as far from the driver as possible (i.e., in the rear seats on the passenger side).

Do not use the equipment or space that the person occupied until after the area has been cleaned.

The whole site (particularly common areas and high traffic areas) will need to be cleaned with appropriate disinfectant. Cleaning staff must be advised of the need to use Personal Protective Equipment (PPE) to protect themselves.

All employees, and line managers are asked to notify HR via the COVID-19 mailbox of any employee who tests positive.

5.0   DIRECTING A WORKER TO GO HOME

A manager must require workers to leave the workplace if they are unwell or displaying symptoms of COVID-19. The worker will be advised to take a RAT as soon as possible when they return home and advise the results to their manager. This is required to ensure that STEPS can provide a safe working environment.

The employee will be able to access their personal leave entitlements while unwell.

6.0   TESTING FOR COVID-19

Where a worker undertakes a test for COVID-19 and the test result is **positive**, the worker must follow current government advise which can be found on the following websites:

Queensland - First steps if you have COVID-19 | Health and wellbeing | Queensland Government (www.qld.gov.au)

Tasmania - Information for positive cases | Coronavirus disease (COVID-19)

Northern Territory - I tested positive for COVID-19 - first steps | Coronavirus (COVID-19) (nt.gov.au)

Where a worker is a close contact, they must follow current government advice and advise their manager:

Queensland - Close contacts - coronavirus (COVID-19) | Health and wellbeing | Queensland Government (www.qld.gov.au)

Tasmania - Advice for contacts | Coronavirus disease (COVID-19)

Northern Territory - Close contacts | Coronavirus (COVID-19)

Where a worker undertakes a test for COVID-19 due to feeling unwell and the test result is **negative**, the worker can return to work when they are feeling well again.

7.0   RETURNING TO WORK AFTER RECOVERING FROM COVID-19

If you have tested positive for COVID-19 you can return to work in accordance with government advice and upon return to work, you must complete a "return to work" declaration. Government advice can be found as indicated below:

Queensland - After having COVID-19 | Health and wellbeing | Queensland Government (www.qld.gov.au)

Northern Territory - I tested positive for COVID-19 – First steps | Coronavirus (COVID-19) (nt.gov.au)

Tasmania - Leaving isolation after having COVID-19 | Coronavirus disease (COVID-19)

8.0   RELATED DOCUMENTS

Document Name	Document Name
COVID-19 Checklist / Safety Plan (i060207)	JSEA COVID-19 Control Guidance Template (i050104)
Site Specific Risk Assessment Exposure to COVID-19 (i060208)	Confirmed COVID-19 Case in Office Site (i051901)

Return to Work Declaration QLD (i051902)	Return to Work Declaration NT (i051903)
Return to Work Declaration TAS (i051904)	

9.0 GOVERNANCE

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1.2 Infection Prevention

1.0 GENERAL

Effective infection control is central to providing high quality services to participants and a safe working environment for STEPS Group Australia (STEPS) workers and any others who may come into the workplace.

STEPS will manage the risk to participants and workers contracting an infectious and/or preventable disease by identifying infection risks related to the organisation and implementing precautions that are proportionate to those risks.

As a registered NDIS Provider, STEPS complies with:

- The NDIS Guidelines and Practice Standards
- Relevant State, Territory and Federal Government requirements

2.0 VACCINATIONS

Whilst vaccinations are not a mandatory requirement, it is recommended that medical advice be sought about appropriate vaccination measures for the following preventable diseases:

- Influenza
- Hepatitis A and B
- Measles, Mumps and Rubella (MMR)
- Varicella (Chicken Pox)
- Diphtheria, Tetanus and Pertussis (DTP – commonly known as the 'whooping cough' injection)
- Q Fever

3.0 INFECTION PREVENTION

Stopping the spread of infection is everyone's responsibility and includes:

- Practicing good hand hygiene
- Following respiratory hygiene / cough etiquette
- Wearing Personal Protective Equipment (PPE) where required or as directed
- Correctly handling medical utensils
- Correctly cleaning work environments

3.1   HAND HYGIENE

Good hand hygiene must be performed:

- Before and after eating
- Before and after touching a participant
- After exposure to bodily fluids or substances
- After the removal of gloves
- After coughing or sneezing
- After going to the toilet
- When changing tasks and after touching potentially contaminated surfaces

Good hand hygiene may be performed by using soap and water or an alcohol-based hand sanitiser. Soap and water should always be used if the hands are visibly soiled.

Wash hands regularly with soap and water for at least 20 seconds and dry them completely, preferably with clean, single-use paper towels. If using an alcohol-based hand sanitiser it is recommended that the alcohol-based hand rub contain 60% ethanol or 70% isopropanol as the active ingredient. The use of hand sanitiser should be supported by the following:

- A diagram demonstrating the correct procedure for using alcohol-based hand rub
- Alcohol-based hand rub must be stored, and used, away from heat and naked flames
- No tasks should be attempted until hands are completely dry

Workers that have cuts, sores or abrasions on their hands must exercise extra caution by covering with a waterproof dressing and wearing gloves where required.

The use of gloves is not an alternative to hand hygiene.

3.2   PERSONAL HYGIENE

Workers must always adhere to standard personal hygiene practices when on shift with STEPS.

Standard personal hygiene requirements include but are not limited to:

- Good hand hygiene
- Keeping hair clean and pulled back from your face
- Wearing minimal or no jewellery
- Wear clean clothing
- Practicing regular and proper hand washing techniques
- Keeping fingernails short and clean
- Wash body, hair (including facial hair) and clothes thoroughly every day

- Avoid touching your face, eyes, nose and mouth
- Have no unnecessary and intentional physical contact, for example, hugging and patting backs

3.3 RESPIRATORY HYGIENE / COUGH ETIQUETTE

Covering sneezes and coughs reduces the chance of infected people dispersing droplets into the air where they can spread to others.

Practicing good respiratory hygiene means:

- Covering your nose and mouth with an elbow or clean tissue when you cough or sneeze (and no spitting)
- Wipe or blow your nose on a clean tissue and dispose of the tissue hygienically
- If no tissues are available, cough or sneeze into your elbow rather than your hand
- Encouraging participants to use tissues when they sneeze or cough
- Providing the means for prompt disposal of used tissues in general waste
- If required, encourage the use of masks
- Encouraging participants and others in the workplace to practice hand hygiene

4.0 PERSONAL PROTECTIVE EQUIPMENT

Workers must have access to PPE as well as any other resources necessary to maintain safe working practices.

4.1 GLOVES

Gloves must be worn:

- For procedures with a risk of exposure to blood or bodily fluids e.g. assisting a participant with toileting or applying basic first aid
- When touching equipment or surfaces that may encounter blood or bodily fluids
- When performing personal care procedures
- When performing blood glucose monitoring
- When caring for participants who have an infection spread by contact
- If the worker has broken skin, cuts or abrasions on their hand which may pose a risk to the participant.
- When preparing food

Remember:

- Gloves are not to be used as a replacement for good hand hygiene.
- Remove gloves when a care activity is finished, change gloves before starting a different care activity
- Dispose of used gloves immediately after use in a manner appropriate to the work environment

4.2 GOWNS AND APRONS

Gowns or aprons are used to stop contamination of workers' clothes and skin such as when there is a risk of splashes or sprays of blood or bodily fluids.

When using gowns or aprons:

- Perform good hand hygiene before and after using them

- Remove and dispose of gowns or aprons as soon as care is completed in a manner appropriate to the work environment and participant waste management process

Gowns or aprons can be used:

- When clothes may be exposed to blood or bodily fluids but it is low risk that arms will be contaminated.

- When the worker's clothes might get wet (e.g. showering a participant)

- Only once

4.3 FACE MASKS

In rare cases STEPS may encourage the use of face masks when providing support to participants.

Face masks protect the workers nose and mouth from sharing infectious agents and are used if there is a risk of:

- A spreading of airborne contaminants

- Droplets or aerosols

- Splashes or sprays of blood and bodily fluids

When using face masks:

- Check the manufacturer's instructions before use

- Do not touch the front of the mask with your hands once the mask is in place

- Use the mask for the care of one participant only.

- When the activity is complete, discard mask and perform hand hygiene

4.4 PROTECTIVE EYEWEAR

Protective eyewear protects a worker's eyes from exposure to infectious agents and is always recommended when there is a risk of:

- Droplets or aerosols

- Splashes or sprays or blood or body fluids

When using protective eyewear:

- Remember that the outside of the eyewear is contaminated

- When care is complete, remove eyewear using the headband or earpieces

- Clean eye shield after each use with detergent and water and allow to dry

- If eyewear is single use, dispose of after completion of care activity

5.0 INCIDENTS AND SPILLS

5.1   MANAGING SPILLS

Prompt clean-up of spills (e.g. vomit or diarrhoea) helps to stop infectious agents spreading from the environment to people. When managing spills:

- Select the appropriate PPE such as gloves depending on the size of the spill

- Immediately wipe up spots and spills smaller and cover larger spills with absorbent material

- Dispose of contaminated cleaning materials

- Clean with detergent solution and consider following with disinfectant for infectious or larger spills

- Always perform good hand hygiene

5.2   EXPOSURE TO BLOOD OR BODILY FLUIDS

If, during the provision of supports and services to participants, a worker comes in contact with blood or bodily fluids, the following steps are to be taken:

- Flush the area with running water

- Wash the area with soap and water

- Report the incident to the direct line manager

- Record the incident as per the Incident Notification Procedure (i090200)

- Seek medical advice

If any clothes are contaminated, rinse the item under running water, soak in a bleach solution, then wash separately from other clothing or linen with hot water and detergent.

5.3   NEEDLE STICK INJURIES

During the course of work duties, workers may come into contact with needles or devices used for injections such as EPI Pens or insulin syringes or pens. Accidents can happen and needle stick injuries can occur.

Where this happens, the following process is to be observed:

- Immediately wash the affected area with soap and water

- If the skin is penetrated, wash the area with soap and water; apply a mild antiseptic, then cover the wound with a band aid or dressing

- Report the incident to your direct Manager, Team Leader or Supervisor

- Record the incident as per the Incident Notification Procedure (i090200)

- Seek medical advice

5.4   SHARPS DISPOSAL

- All used sharps must be placed in a clearly labelled, puncture resistant container that complies with Australian Standard AS 4031 or AS/NZS 4261 immediately after the procedure is completed

- Wear disposable gloves at all times when handling any type of sharp object which may be infected with blood or body fluids

- Do not re-cap, break or bend sharps

- To pick up the needle or syringe, place the container beside the sharp that requires collection and pick up the syringe using tongs

- Place the sharp in the sharps container, sharp end first

- Sharps containers must not be filled beyond three quarters full

- Sharps containers must be disposed of by a waste disposal contractor according to respective State, Territory Government Regulations

5.5   WASTE MANAGEMENT

Waste Disposal will be as per the State or Territory Legislation and Regulations. Where there are no specific State or Territory requirements in place the following guidance applies:

- All Personal Protective Equipment including masks, gloves, aprons etc

- Clinical waste such as used swabs which do not contain expressible blood can be treated as general waste

- Used swabs must be:
  o   Discarded into a leak-proof plastic bag
  o   Kept out of reach of children
  o   Disposed of as general waste

6.0   CLEANING

Cleaning is an important part of stopping the spread of infection and depends on the objects involved and risk of contamination.

STEPS will ensure that all equipment is cleaned thoroughly and where possible use disposable towel and paper to limit the spread of infection.

When cleaning:

- Most surfaces can be adequately cleaned with warm water and detergent and an anti-bacterial multipurpose spray

- Allow cleaned surfaces to dry completely

- A detergent solution followed by disinfectant may be appropriate when an infection is known or suspected on surfaces of equipment

7.0   HANDLING LINEN

To avoid spreading infectious agents from used linen:

- Wear appropriate PPE when handling linen of participants who have an infection and or are ill

- Place linen soiled with blood or urine or other body fluids into a leak-proof laundry bag/s. Do not carry soiled linen

- Do not sort or rinse used linen in areas used to provide support to participants

- Wash all linen using a good quality (if not anti-bacterial) laundry detergent and set the washing machine to use the highest possible hot water setting)
- Where possible, dry linen in a clothes dryer using the 'hot' setting
- Perform good hand hygiene after handling linen
- Store clean linen in a clean dry place, separate from used linen

8.0 FOOD HANDLING AND PREPARATION

Safe food handling is important to prevent food-borne illness.

When handling food:

- Perform hand hygiene before putting on gloves and handling food
- Perform hand hygiene after using the toilet, coughing, sneezing, blowing nose, touching face, nose, ears or mouth, handling rubbish or after cleaning
- Avoid unnecessary contact with ready to eat foods
- Tie back long hair
- Do not sneeze, blow, cough over unprotected food or surfaces likely to encounter food
- Do not eat over unprotected surfaces likely to encounter food
- Do not touch food after touching body parts (hair, nose, ear, eye), skin lesions, saliva, mucus, sweat, blood or money without first performing hand hygiene

When preparing food:

- Keep hot food hot (above 60°C) and cold food cold (below 8°C)
- Use separate storage, utensils and preparation surfaces for cooked and uncooked foods
- Wash all utensils and preparation surfaces thoroughly with hot water and detergent after use or place in the dishwasher and run the dishwasher cycle

9.0 TRANSPORTING PARTICIPANTS

When transporting participants, care is required to reduce the risk of spreading infection. When transporting participants:

- Perform good hand hygiene before and after transport
- If a participant has a respiratory illness, encourage them to wear a mask and to perform respiratory hygiene / cough etiquette
- Sit separated if possible i.e. have passenger use the back seat and sit in seat opposite driver side

10.0 VIRUS PANDEMIC

STEPS will closely monitor outbreaks of potential pandemics and be prepared to take immediate steps to protect the health of its workers, customers, participants and students. STEPS will follow the instructions of both the World Health Organisation, and Australian Federal Government and the

Pandemic Response Guidance documents outlining the three Personal Protective Equipment escalation levels for Disability Accommodation Services, Community Health Services and In-Home Care Settings throughout the pandemic. Where STEPS, either directly or indirectly, has contact with individuals diagnosed with the virus during the pandemic, they will:

- Contact the applicable Public Health Unit for further advice and direction.
- Communicate regularly with their participants and workers to keep them informed of any possible impacts this may have on the provision of supports.
- Perform ongoing risk assessments on the risks involved in managing infectious / preventable diseases and outbreaks.
- Develop and implement a *Pandemic Management Plan* that specifically addresses business continuity, risk management to ensure continuity of supports and services where the workforce may be reduced and resources limited.

11.0 TRAINING

Workers will be provided with training in accordance with the level of involvement with infection control processes.

12.0 RELATED DOCUMENTS

Document Name
Incident Notification Procedure (i090200)

13.0 GOVERNANCE

Document Owner	Human Resources Manager	Approval Date	15 March 2021
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This Policy / Procedure relates to the following STEPS Group of Companies Legal Entities

☒ STEPS Group Australia	☒ STEPS Social Business	☒ STEPS Staffing Solutions	☒ STEPS Charity

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1.3   Use of Face Masks during COVID-19

1.0   GENERAL

In relation to the use of masks STEPS Group Australia (STEPS) will align with Public Health Institutions and Directions and the Pandemic Response Guidance documents outlining the three Personal Protective Equipment escalation levels for Disability Accommodation Services, Community Health Services and In-Home Care Settings reflected in Table 1 of the following documents:-

1. [Pandemic Response Guidance PPE Disability Accommodation Services.](#)
2. [Pandemic Response Guidance Community Health Services & In-Home Care Settings](#)

There are many different types of face masks used as Personal Protective Equipment (PPE). Masks in general are designed and graded according to their intended purpose.

At STEPS Group Australia (STEPS) we supply to 2 types of masks:

- 3-ply surgical masks: these are designed to prevent the wearer of the mask (usually health professionals) from spreading contamination by preventing the spread of liquid droplets/aerosol from the wearer thus preventing the contamination of the surrounding area. In a 3-ply surgical mask, the effective filtration is on the inside of the mask (white side) as compared to the outside of the mask (the blue or the green side).

- P2 masks (Australian Standard 1715:2009 or N95 a USA classification): prevents inhalation of fine particulates such as viruses and bacteria.

2.0   EFFECTIVE USE OF MASKS

2.1   HOW TO USE A MASK

To ensure masks are as effective as possible and to avoid any increase in transmission the World Health Organisation (WHO) offers the following guidance on the correct use of masks:

- Perform hand hygiene consistent with the 5 moments for hand hygiene before putting on the mask

- Do not touch the inside of the mask

- Place the mask carefully, ensuring it covers the mouth and nose, adjust to the nose bridge, and tie it securely to minimize any gaps between the face and the mask

- Avoid touching the mask while wearing it

- Remove the mask using the appropriate technique: do not touch the front of the mask but untie it from behind

- After removal, or whenever a used mask is inadvertently touched, clean hands with an alcohol-based hand rub, or soap and water

- Do not hang a mask on the chin or neck (with a view of wearing it when required) as this will lead to contamination of the mask from contact with the chin and hands

2.2   REPLACEMENT AND DISPOSAL OF MASKS

The WHO also advises users to:

- replace masks as soon as they become damaged, soiled or wet with a new clean, dry mask;

- masks must be removed when eating or drinking.

- staff must practice physical distancing when on meal breaks when a mask is not in place.

- single-use masks should not be re-used

- discard single-use masks after each use and dispose of them immediately upon removal into the waste receptacle

- store reusable masks in an airtight bag and wash masks after each use.

2.3 MAXIMUM WEAR TIME

Over time and depending on individuals, moisture from exhaled air will build-up inside the mask. As such, it is not recommended to wear a disposable mask continuously over eight hours or to reuse them.

In general, the maximum length of continuous use is typically dictated by:

- hygienic concerns, for example the mask will be discarded because it became contaminated, or

- practical considerations (such as needing to use the restroom, meal breaks, etc.), rather than a pre-determined number of hours.

3.0 WHEN TO WEAR A MASK

If you are well and your customers, participants and students are well, you do not need to wear surgical masks as there is little evidence supporting the widespread use of surgical masks in healthy people to prevent transmission in public.

Surgical masks in the community are only helpful in preventing people who have coronavirus (COVID-19) from spreading it to others, where there is community transmission health authorities may recommend or mandate the wearing of masks.

Where a worker is suspected of having been exposed to COVID-19 or is displaying symptoms of COVID-19, they should not be providing direct support to customers, participants or students. PPE is not an appropriate solution to workers in this situation, staying at home is the recommended course of action.

Where customers, participants or students have a suspected or confirmed COVID-19, or those who are in self-quarantine because of close contact with a confirmed case, international travel or other exposure, within the previous 14 days, should be given a surgical mask to wear when they are likely to come into contact with others.

Physical distancing and hand hygiene should be observed at all times.

Other recommended PPE, such as eye protection (safety glasses, visor or face shield) gown and gloves may be required if there is a risk of splash and direct physical contact cannot be avoided.

4.0 USE OF P2 MASKS

4.1 FITTING OF MASKS

P2 masks are designed to stop fine particulates and provide resistance when inhaling. In a workplace environment, every worker must ensure there is an effective seal.

Each time a P2/N95 mask is worn it should be "fit checked" to ensure that the respirator fits the user's face snugly (i.e. creates a seal). This minimises the number of particles that can bypass the filter

through gaps between the user's skin and the respirator seal. It may not be possible to achieve an adequate fit in males with facial hair that underlies the edges of the mask. If this is the case facial hair should be removed or an alternative type of respirator used.

5.0 QUESTIONS OR CONCERNS

Every worker has an obligation to keep themselves and others in the workplace safe. If you have any questions or concerns about your safety or the safety of others please contact your direct line manager, the Work Health and Safety Officer or the HR team immediately.

6.0 TRAINING

Please refer to this link for demonstration on how to use PPE:

[Coronavirus (COVID-19) Wearing Personal Protective Equipment for Disability Support Workers - YouTube](#)

7.0 RELATED DOCUMENTS

Document Name
Nil

8.0 GOVERNANCE

Document Owner	Human Resources Manager	Approval Date	15 March 2021
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This Policy / Procedure relates to the following STEPS Group of Companies Legal Entities

⊠ STEPS Group Australia	⊠ STEPS Social Business	⊠ STEPS Staffing Solutions	⊠ STEPS Charity

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1.4 Workplace Temperature Screening during COVID-19

1.0 INTRODUCTION

As part of the response measures introduced to provide a safe workplace for employees, participants, customers and students, STEPS will work with line managers to conduct risk assessments to identify

areas of the business that will need to introduce workplace temperature screening as an extra precaution to protect vulnerable people.

Temperature screening is not a stand-alone measure as many people with COVID-19 do not present with a fever, and many people may have a fever as a result of other illness. For this reason, STEPS will continue to provide information and equipment to protect everyone at the workplace through:

- Good hygiene (refer to the Infection Prevention Procedure (i052000)
- Physical distancing
- Public gatherings
- Isolation, and
- Quarantine.

For further details in each of the following terms please refer to How to protect yourself and others from coronavirus (COVID-19) | Australian Government Department of Health

2.0   TEMPERATURE SCREENING PROTOCOL

2.1   WHO WILL BE SCREENED

All employees are required to follow the practices stated in the Suspected or Confirmed Case of COVID-19 Procedure (i051900) which requires them to stay home if they are experiencing any symptoms of COVID-19, or if they are unwell.

Temperature screening will only occur in sites where a risk assessment shows that temperature checks will be a suitable additional control measure to reduce the risk of infection based on the nature of the service or the vulnerability of customers, participants and/or students.

When a risk assessment for a site identifies temperature screening for clients and/or workers the screening will occur for all clients and/or workers in that site.

2.2   WHERE WILL TEMPERATURE SCREENING OCCUR

Temperature screening will take place inside the building, close to an entrance.

If individuals are required to wait in a line they should have access to hand sanitiser and be social distanced (using floor decals or tape).

Where the number of individuals entering the building is likely to result in waiting it is recommended that staggered start times are considered and implemented where possible.

2.3   WHO WILL DO THE SCREENING

Each site manager will designate employees (operators) to conduct the screening.

There should be a backup employee designated to conduct temperature screening in case the operator is temporarily unavailable. The operator and back up employee will use a non-contact infrared thermometer with auto-measurement so there is no need for physical contact.

Follow the manufacturer's instructions (provided with the unit) on how to use the thermometer. The operator is to;

- Wear gloves when handling the thermometer
- A mask is to be used when conducting temperature screening

- Clean the thermometer after each period of use (not after each individual check)

2.4   WHAT TEMPERATURE CONSTITUTES A 'FEVER'

The thermometer should be acclimatised to the room temperature before use.

37.5 degrees Celsius is considered to indicate a fever and if this reading is confirmed in subsequent readings the person should not enter or remain on the premises.

If an individual has a temperature reading above 37.5 degrees Celsius, show them the reading and ask them to wait in a comfortable area that is physically distanced from others.

Record their name, the time of the reading of the Temperature Screening Register (i052201).

Check the reading on two (2) more occasions approximately 5 minutes apart. Record the readings.

If there are readings above 37.5 degrees Celsius let the individual know that they will not be able to enter the premises.

Please ensure that the conversation regarding the temperature screening results are provided in a private manner, respecting the individual.

2.5   RECORD KEEPING AND RISK ASSESSMENT

If a person does have a fever further screening questions on the Temperature Screening Register (i052201) need to be asked to be able to further assess the risk. Record responses on the Register.

Provide the line manager with the register and ensure the information is stored in a confidential manner to protect the individual's privacy.

2.6   REPORTING 'FEVERS'

The Line Manager is to contact their direct line manager and report the information.

The Senior Manager is responsible for contacting the relevant health authority or government body to seek information on any further actions or precautions required.

The Senior Manager must then inform the Chief Executive Officer or the Managing Director and the Work Health and Safety Officer (WHSO) of the temperature, the recommendations and the actions required (if any). All details need to be recorded on a WHS Incident Report (i090201).

3.0   PROCESS FOR THOSE WHO HAVE A TEMPERATURE ABOVE 37.5 DEGREES CELCIUS

Provide the individual with the Government Testing for COVID-19 Fact Sheet (i052202), additional translated resources can be found at the following link: Translated coronavirus (COVID-19) resources | Australian Government Department of Health

Follow-up with the individual the next day to see how they are feeling.

Clearance to return to the site will occur:

1.   If no symptoms are experienced after 3 days (72 hours).

2.   Where the individual is advised to have a COVID-19 test:

     o   proof that the test came back negative, or

     o   if the individual returns a positive test they must following the directions of health authority and provide evidence they are no longer required to isolate or quarantine.

4.0   TEMPERATURE SCREENING REGISTER

A Temperature Screening Register (i052201) will be created every day for sites implementing temperature screening.

Individuals with temperature readings above 37.5 degrees are to be recorded.

Each Register is to be stored securely and retained for 12 months.

5.0   RELATED DOCUMENTS

Document Name	Document Name
5.22.2 Testing for COVID-19 Fact Sheet (i052202)	5.20 Infection Prevention Procedure (i052000)
5.22.1 Temperature Screening Register (i052201)	5.19 Suspected or Confirmed Case of COVID-19 Procedure (i051900)
9.2.1 WHS Incident Report (i090201)	

6.0   GOVERNANCE

Document Owner	Human Resources Manager	Approval Date	9 September 2020
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1.5   Disability Services in Accommodation during COVID-19

1.0   GENERAL

It is well accepted that people with disability may be impacted more significantly by coronavirus (COVID-19) especially if they have underlying medical conditions.

STEPS Group Australia (STEPS) has compiled this information to guide Support Workers /Pathway's Trainers and volunteers providing disability services to people with disability in Queensland.

1.1   DEFINITIONS

COVID-19 Symptoms	Fever
	Coughing
	Sore throat

	Shortness of breath Source: [Coronavirus (COVID-19) health alert | Australian Government Department of Health](#)

2.0   DISABILITY SERVICES

Disability Services will continue as normal with the:-

- adoption of the precautions listed below
- adherence to the Public Health Institutions and Directions and the Pandemic Response Guidance documents outlining the three Personal Protective Equipment escalation levels

Refer to Table 1 of the [Pandemic Response Guidance PPE Disability Accommodation Services and associated practices outlined in the](#) in the Infection Prevention Procedure (i052000).

2.1   PRECAUTIONS TO BE ADOPTED AT ALL TIMES

At all times visitors and support workers / Pathway's trainers should:

- Wash hands using the 5 moments for hand hygiene before entering and leaving the accommodation
- Stay 1.5 metres away from residents when possible
- Stay away when unwell

Anyone who falls into one of the categories below should not enter the accommodation:

- Has had contact with a person with COVID-19 in the last 14 days
- Has visited a COVID-19 Hotspot in the last 14 days
- Has a fever (37.5 degrees or more)
- Has COVID-19 symptoms
- Returned from overseas in the last 14 days

When providing care to a person with disability with acute respiratory infection symptoms a surgical mask and protective eyewear should be work at all times.

2.2   ADDITIONAL PRECAUTIONS

These restrictions may include:

- Limiting who can enter the accommodation, all visitors should provide contact information including full name, phone number, email address and date and time period of visit (this is not required for STEPS employees).
- Limiting staff working across multiple facilities, homes or residencies. If working across multiple facilities, homes or residencies cannot be avoided workers must wear a single use surgical face mask and change masks when moving between residences.
- Requiring anyone entering to wear a single use mask (or a face shield if a mask causes distress to a resident, or the visibility of your mouth is essential for communication with the person with disability).

For further guidance refer to the <u>Use of Face Masks during COVID-19 Procedure</u> (i052100), Public Health Institutions and Directions and the Pandemic Response Guidance documents outlining the three Personal Protective Equipment escalation levels for Disability Accommodation Services, linked to this procedure.

3.0   IF A PARTICIPANT IS SICK

If a participant has any COVID-19 symptoms:

1. Contact 13 HEALTH (13 43 25 84) for free health advice or answer a series of questions to find out if the individual meet the Australian Government guidelines for coronavirus (COVID-19) testing <u>healthdirect Symptom Checker | healthdirect</u>

2. Visit their General Practitioner (GP). It is important to call the doctor beforehand and tell them how they feel and that they may have COVID-19

3. Call the National Disability Information Helpline on 1800 643 787 or the National Health COVID Hotline for people with symptoms, on 1800 022 222

4. Call 000 (Triple Zero), if the participant is very sick.

4.0   CONFIRMED CASE OF COVID-19

A person who is diagnosed with COVID-19 in Queensland must self-isolate.

Clients who are self-isolating must not leave the premises, unless they are sick and need a doctor or medicine, or it is an emergency such as to avoid a risk of harm. If the person needs to see a doctor, they should call their General Practitioner and arrange a telehealth appointment. If a person needs urgent assistance, they should call an Ambulance on 000 (Triple Zero).

4.1   SELF-ISOLATION

Clients who are self-isolating cannot permit any other person to enter the premises unless that person usually lives at the premises or is living at the premises for the purpose of self-isolation, or for medical or emergency purposes.

Medical and emergency purposes include essential disability supports such as bladder and bowel management, medication management, behaviour management, respiratory management, PEG changes, pressure relief/turning and wound care, assistance with feeding and hydration, and assistance with basic personal hygiene.

If a participant has been diagnosed with COVID-19 and is assessed to be medically safe to receive care in their home, The Community Services Manager will collaborate with health authorities, workers and the STEPS Work Health and Safety Officer (WHSO) to plan how STEPS will continue to provide disability supports to the person in a way that respects and upholds their rights and dignity.

Support workers /Pathway's trainers should follow the rules on using Personal Protective Equipment (PPE) as outlined in the <u>Infection Prevention Procedure</u> (i052000), <u>Use of Face Masks during COVID-19 Procedure</u> (i052100), the Pandemic Response Guidance documents outlining the three Personal Protective Equipment escalation levels for Disability Accommodation and the YouTube link below

If a participant is in self-isolation and needs help getting food or other essentials, you can call the Community Recovery Hotline on 1800 173 349.

5.0   PROTECTING OTHERS IN THE HOUSE

If the participant is living with others and someone in the home has COVID-19 or a doctor thinks they are sick, use the prevention measures listed below where possible:

- Place seating in shared areas or common areas 1.5 meters apart and limit the time people are together in enclosed spaces

- Plan with the people in the household on keeping safe distances from each other. Consider where they spend most of their time in the house and daily activity. Avoid or limit time spent in shared or communal areas

- Put in place additional hand sanitising for employees and people with disability

- Plan how to keep surfaces clean and how to support everyone with meal preparation, laundry, and house cleaning. Click this link for household cleaning How to protect yourself and others — coronavirus (COVID-19) | Health and wellbeing | Queensland Government

6.0   SELF-QUARANTINE

For people who feel well but have had close contact with a person diagnosed with COVID-19, Queensland Health will identify if they need to self-quarantine through contact tracing and the relevant authorities will give a direction to self-quarantine if required.

Self-quarantine means staying in the home, hotel room or provided accommodation, and not leaving for the period the person is required to quarantine. Only people who usually live in the household should be in the home. Visitors are not allowed into the home.

Support workers /Pathway's trainers required to attend the participant's home for medical and emergency purposes should follow the rules on using Personal Protective Equipment (PPE) as outlined in the Infection Prevention Procedure (i052000), Use of Face Masks during COVID-19 Procedure (i052100), the Pandemic Response Guidance documents outlining the three Personal Protective Equipment escalation levels for Disability Accommodation and the YouTube link below.

7.0   COMMUNITY ACCESS

Encourage participants to continue essential community access but exercise appropriate caution when accessing the community, particularly in restricted areas.

Wherever possible consider other ways to achieve access to services, maintain physical distancing or wear a mask when physical distancing is not able to be observed.

8.0   COMMUNICATION

Advise your line manager immediately if you or a participant has:

- A suspected or confirmed cases of COVID-19
- Been advised to self-isolate or self-quarantine
- Developed symptoms consistent with COVID-19
- Become unwell.

Your line manager will use all available resources and will provide instructions for what needs to occur.

This information is to be recorded on a WHS Incident Report (i090201).

If restrictions are put in place resources should be available to employees to share with the participants, their families, friends and carers.

9.0   ADDITIONAL RESOURCES

Please refer to the

[Pandemic Response Guidance PPE Disability Accommodation Services](#)

[Coronavirus (COVID-19) Wearing Personal Protective Equipment for Disability Support Workers - YouTube](#)

For people with disability or a family or friend of a person with disability, looking for additional guidance, please refer to the Queensland Disability Network suite of resources at https://qdn.org.au/home/covid-19/

NDIS providers can access a range of information in relation to managing COVID-19 at: https://www.ndiscommission.gov.au/resources/coronavirus-covid-19-information

The Australian Government Department of Health includes a range of advice for people with disability, including the Australian Government's Management and Operational Plan for People with Disability for more information: https://www.health.gov.au/resources/publications/management-and-operational-plan-forpeople-with-disability

and a series of resources for people with disability and those who support them https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-people-with-disability

The Queensland Government has a range of information also available for people with disability at https://www.qld.gov.au/disability/adults/covid-19-coronavirus

10.0   TRAINING

All staff are to receive information regarding this procedure, and this is to be recorded.

11.0   RELATED DOCUMENTS

Document Name	Document Name
Infection Prevention Procedure (i052000)	Use of Face Masks during COVID-19 Procedure (i052100)
WHS Incident Report (i090201)	Confirmed COVID-19 Case In Disability Accommodation (i052301)
Return to Work Declaration QLD (i051902)	Return to Work Declaration NT (i051903)
Return to Work Declaration TAS (i051904)	

12.0   GOVERNANCE

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This Policy / Procedure relates to the following STEPS Group of Companies Legal Entities

☒ STEPS Group Australia	☒ STEPS Social Business	☐ STEPS Staffing Solutions	☐ STEPS Charity

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