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| **Infectious (communicable)** **disease outbreak**  Communicable diseases including influenza and coronavirus COVID-19 create a risk to health of staff, clients, and community | | | | | | |
| Communicable Diseases Coordination Team: CEO, CFO, EMS, R&Q, HR, Property, Finance, Managers, Communications  Responsibilities: Monitor public health messages, provide central communication channel, coordinate Ruah’s response  All actions are escalated to the CDC Team  Manager also includes Principle Solicitor | | | | | | |
| **Planned approach:** | | | | | | |
| 1. Communications: staff, board, letter for clients, letter & BCP to funders (e.g. if reports may be delayed); CEO Skype meeting | | | | | | |
| 1. Prevent spread - universal precautions | | | | | | |
| 1. Contain spread - isolation (preventative) and quarantine (suspected and confirmed cases of infection) | | | | | | |
| 1. Manage people presenting with symptoms - clients, staff (direct care, corporate/management), general community | | | | | | |
| 1. Workforce challenges: minimise exposure, e.g. remote service delivery, meet remotely, work from home | | | | | | |
| 1. Service delivery challenges: homelessness (Centre, street present), residential, outreach, corporate, funders + reputation | | | | | | |
| **Communications:** to ensure that all stakeholders receive clear, consistent and accurate information and channels of communication | | | | | | |
| **Specific tasks** | **Initiate** | | **Resource requirements** | **Cost Impact** | **Risk Impact** | **Accountability** |
| Schedule weekly meetings of CDC Team | Immediately | | CDC Team | Medium | Low | CEO |
| Set up dedicated email address: [cdadmin@ruah.org.au](mailto:cdadmin@ruah.org.au) for all communication relating to COVID-19 | Immediately | | IT | Low | Low | CFO, Newtrend |
| Communication with Board | Immediately | | CEO, EMS, Chair | Low | Low | CEO |
| Business Continuity Plan | 11/03/2020 | | CDC Team | Low |  | Risk & Quality |
| CEO Skype meeting with all staff | 13/03/2020 | | CEO, Comms, staff, IT | Medium | Low | CEO |
| Email all staff to check technology skills and knowledge to work remotely (Skype, Zoom, using phone to hot spot) | 13/03/2020 | | HR, Comms | Low | Low | Comms, HR |
| Posters about hand and cough hygiene | 13/03/2020 | | Comms, CDC Team | Low | Low | Comms |
| Letter to clients | 13/03/2020 | | Comms, CDC Team | Low | Low | Comms |
| Letter to funders | 31/03/2020 | | Comms, CDC Team | Low | Low | Comms |
| Symptom information to assist screening | 16/03/2020 | | Comms, CDC Team | Low | Low | Comms |
| Information for clients about keeping safe | 13/03/2020 | | Comms, CDC Team | Low | Low | Comms |
| Ensure trauma informed culturally secure communication |  | | Comms, CDC Team | Low | Low | CDC Team |
| Email health and travel updates to all staff | As required | | HR | Low | Low | HR |
| **Corporate preparation**: to ensure that key support processes and tools are prepared | | | | | | |
| **Specific tasks** | **Initiate** | | **Resource requirements** | **Cost Impact** | **Risk Impact** | **Accountability** |
| Check stocks of necessary items, e.g. soap, hand sanitizer (none available), toilet paper | Immediately | | Property, CFO | Medium | Medium | CFO |
| Set up cost centre for response | Immediately | |  | Medium | Low | CFO |
| Test working from home for whole teams, e.g. corporate, management, and direct-care staff; each team for 1 day | Week of 16/03-20/03 | | IT / IT support | Low | Medium | CFO, Managers |
| **Workforce challenges**: to ensure the workforce takes necessary precautions to maximise safety and prevent and reduce the spread of COVID-19; to ensure that the workforce positively responds to external decisions that impact upon the workforce. | | | | | | |
| **Specific tasks** | **Initiate** | **Resource requirements** | | **Cost Impact** | **Risk Impact** | **Accountability** |
| Hand hygiene and cough etiquette | Immediately | All staff | | Low | Low | Managers |
| Encourage people to maintain 1 metre between them, avoid all direct contact | Immediately | All staff | | Low | Low | Managers |
| Sign in books for visitors (for contact tracking in event of infection); can track staff attendance from access swipe cards | Immediately | Managers / Coordinators | | Low | Low | Managers |
| Self-screening of symptoms; if unwell, do not come to work. Contact your manager and People Development for advice | Immediately & ongoing | All staff, information about symptoms | | Low | Low | Managers |
| Pool cars equipped with disinfectant wipes to be used each time to wipe steering wheel, gear stick, and hand break | Immediately & ongoing | Pool cars, disinfectant wipes, all staff | | Low | Low | Managers |
| If you are required to hot desk, use the same desk each time and wipe with disinfectant wipes after use | Immediately & ongoing | disinfectant wipes, all staff | | Low | Low | Managers |
| Reduce travel to offices other than your ‘base office’; meet remotely | Once advised | All staff | | Low | Low | Managers |
| Reduce number of face-to-face meetings; meet remotely | Once advised | All staff | | Low | Low | Managers |
| Reduce face-to-face training; training online | Once advised | All staff | | Medium | Medium | HR |
| Staff booking travel to overseas or interstate hot spots after 10/03/2020, must also include booking 14-day leave for self-isolation or quarantine on return; check [smartraveller.gov.au](https://www.smartraveller.gov.au/) for travel advice. Staff booking after the 10-3-2020 must self-isolate on their return using annual or unpaid leave | Staff advised 13/03/2020 | All staff | | Low | High | HR |
| School / childcare closure means staff are unable to attend the workplace and must work from home; liaise with line manager | As required | EMS, HR, Managers, staff | | Medium | High | EMS / HR |
| Government or agency closure means staff must work from home; liaise with manager | Once advised | EMS, HR, Managers, staff | | Medium | High | EMS / HR |
| Continuity of service and financial impact if 25% or more of workforce becomes unwell at the same time  -prioritise and allocate remaining staff to clients who are highest risk to lowest risk  -advise clients of a change in service provision  -all corporate staff (non-frontline staff) that are available to be mobilised to service delivery where appropriate | Once Advised | EMS, HR, Finance | | High | Medium | EMS/CFO |
| **Crucial roles:** to ensure we have a clear plan for roles that are critical for ongoing functioning. | | | | | | |
| **Specific tasks** | **Initiate** | **Resource requirements** | | **Cost Impact** | **Risk Impact** | **Accountability** |
| Payroll - in the event of being unable to attend the workplace, payroll can work from home;  2 other people (Sandra and Iris) can do payroll in event of sickness  Frontier could provide payroll services if needed | As required | Payroll | |  |  | CFO |
| IT support - Newtrend can provide support as all staff can work remotely. | As required | CFO, Newtrend | |  |  | CFO |
| *Nightingale - one person (test whether they can work remotely)* | As required |  | |  |  | CFO |
| *Reception - four people can cover reception (test whether they can work remotely)* | As required |  | |  |  | CFO |
| * **Homelessness** **- Ruah Centre**: to ensure that we maximise the safety and wellbeing of our clients and staff | | | | | | |
| **Specific tasks** | **Initiate** | **Resource requirements** | | **Cost Impact** | **Risk Impact** | **Accountability** |
| Handwashing station outside of Centre | Immediately | Property, CFO, Manager | | Medium | Medium | Manager |
| Screen people entering using screening questions - if positive not allowed inside; client requires medical advice  (develop screening questions from HHC) | Immediately | Homeless Health Care (HHC) Monday & Friday, staff, information about symptoms | | Medium | Low | Manager |
| Encourage people to maintain 1 metre between them, avoid all direct contact | Immediately | Staff | | Nil | Low | Manager |
| Limit number of people in the building at the same time - stagger entry | Once advised | Staff, additional security | | Medium | Medium | Manager |
| Maintain normal hours or extend opening hours to assist with staggered entry | Once advised | Staff, additional security | | Medium | Medium | Manager |
| Possible closure if directed by Government to close or limit numbers - work with UCW Tranby Centre and St Pats to coordinate closures, i.e. so all remain open together to avoid increasing burden on any one service | Once advised | Outreach services or remote service provision, additional security | | Medium | High | EMS |
| **Residential: women’s refuges Perth / mental health wellness Geraldton:** to ensure that we maximise the safety and wellbeing of our clients and staff | | | | | | |
| **Specific tasks** | **Initiate** | | **Resource requirements** | **Cost Impact** | **Risk Impact** | **Accountability** |
| Hand hygiene and cough etiquette | Immediate | | Soap water paper towels | Low | Low | Manager |
| Screen people entering | Immediate | | Staff, information | Nil | Low | Manager |
| Encourage people to maintain 1 metre between them, avoid all direct contact | Immediate | | Staff, information | Nil | Low | Manager |
| Conversation with clients about plans to keep everyone safe, need to isolate if anyone becomes unwell, how this will be managed | Immediate & ongoing with new clients | | Coordinator, staff, BCP | Nil | Low | Manager |
| If client shows signs of infection or reports symptoms, isolate in room or unit (when out of the room or unit ensure no-one else is in the area) | Once required | | Staff, active night shift? | Medium | Medium | Manager |
| Laundry - soiled linen into soluble plastic linen bags sealed and placed into the washing machine (as per [HDWA](https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus) Infection Control: Advice on handling linen) | Once case of infection occurs | | Staff, soluble plastic linen bags | Low | Medium | Manager |
| Possible closure e.g. if directed by Government to close or limit numbers | Once required | | Staff | Medium | High | EMS |
| Where possible and appropriate transition to external housing | Always | | Staff | Low | Low | Manager |
| **Outreach Mental Health Wellness, Family Domestic Violence, Housing and Homelessness, and Legal Services:** to ensure that we maximise the safety and wellbeing of our clients and staff (Workers includes lawyers) | | | | | | |
| **Specific tasks** | **Initiate** | | **Resource requirements** | **Cost Impact** | **Risk Impact** | **Accountability** |
| Hand hygiene and cough etiquette | Immediate | | Mobile handwashing equipment, e.g. soap, water bottles, and paper towels or alcohol-based hand sanitizer | Low | Low | CFO |
| Conversation with clients about plans to keep everyone safe, possible need to stop visits for a while, how this will be managed | From 16/03/2020 | | Staff, letter for clients | Nil | Low | Manager |
| Workers ask clients their preferred method to communicate if visits need to stop for a while, e.g. phone, Skype | From 16/03/2020 | | Staff, letter for clients | Nil | Low | Manager |
| Workers ask clients their preferred method to receive information if visits need to stop for a while, e.g. Ruah website, email, text | From 16/03/2020 | | Staff, letter for clients | Nil | Low | Manager |
| Contact client prior to visit to ask screening questions; if cannot contact client prior to visit, ask screening questions prior to entering home or car | From 16/03/2020 | | Staff, phone | Low | Low | Manager |
| Encourage people to maintain 1 metre between them, avoid all direct contact | From 16/03/2020 | | Staff | Nil | Low | Manager |
| Visitation of clients in hospitals is done digitally where possible. If this is not possible liaise with Manager to make a decision to not attend | As advised | | Staff, Manager | Nil | Medium, High | Manager / EMS / EML&G |
| Limit transporting of clients to a minimum, e.g. organise with the client to have medications and other essential items delivered to their front door rather than transporting them to shop or pick up | From 16/03/2020 | | Staff, information about delivery services and alternative options to take client to safe places | Nil | Medium | Manager |
| Remote service delivery to clients preferred method; more time with client less travel time | When required | | Staff | Low | Medium | Manager |
| Consider providing phones to the few clients who do not have one to ensure connection and reduce social isolation | If required | | Phones, means to deliver them | Medium | Medium | CFO |