



AnglicareWA™

COVID-19

Return to Office Space Plan

May 2020

Version 1.0





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Anglicare WA's COVID-19 Response Priorities

Anglicare WA will continue to implement precautionary measures to help minimise the risk of COVID-19 exposure, our priorities responding to COVID-19 are:

1. **Our People:** Ensuring the health, safety and well-being of our employees, volunteers and clients;
2. **Our Services:** Focusing on providing our clients with high quality services as far as practicable;
3. **Stopping the Spread:** Taking actions to support slowing the community spread of the virus where there appear to be outbreaks, so that the most vulnerable people are able to get the care they need; and
4. **Our Communities:** Closely assessing the impact of COVID-19 on our communities and identify ways to safely extend support to those in need.



Workplace Hygiene

To support prevention and containment of potential COVID-19 infection, we will take proactive steps to ensure high levels of office hygiene are encouraged:-

What	Why	How	Who	When
<p>Promote thorough handwashing with soap and water for at least 20 seconds or use an alcohol-based hand sanitiser</p>	<p>This is one of the most effective way of preventing disease spread</p>	<p>Promote through:</p> <ul style="list-style-type: none"> • Emails / intranet / Workplace • Posters in bathrooms – ‘How to handwash’ and ‘How to Handrub’ throughout the workplace • Team meetings <p>Ensuring that hand washing facilities are kept well stocked with soap and paper towels.</p> <p>Alcohol-based hand sanitiser stations to be available at entry/exit points and around the workplace.</p>	<p>All staff, volunteers, contractors and clients</p>	<p>Ongoing</p>
<p>Promote appropriate protocols managing coughs/symptoms ➔</p> <p>Cough into your elbow</p> <p>Do not enter Anglicare WA premises if you have a sore throat, cough and/or a fever</p>	<p>Reduce risk of spreading germs</p>	<p>Promote through:</p> <ul style="list-style-type: none"> • Emails / intranet / Workplace • Posters in work areas – ‘Help Stop the Spread’ • Team meetings 	<p>All staff, volunteers, contractors and clients</p>	<p>Ongoing</p>
<p>Increased cleaning</p> <p>Employees and volunteers asked to regularly clean hard surfaces in reception areas, counselling rooms and workspaces or similar with disinfectant wipes</p> <p>We will increase cleaning of work areas, with a focus on cleaning hard surfaces</p>	<p>The virus can be transferred on hard surfaces</p>	<p>Email to staff, signs in reception/counselling spaces</p> <p>Provision of disinfectant wipes All staff to wipe hard surfaces in their work areas regularly (minimum, at end of every workday)</p> <p>Increase cleaning contract requirements in all sites</p> <p>All staff to wipe hard surfaces in their work areas regularly (e.g. at least daily)</p>	<p>Facilities and Service Managers</p> <p>Staff and Volunteers</p> <p>Service Managers to implement at each site</p>	<p>Ongoing</p>
<p>Ensure supplies of cleaning/hygiene products readily available ➔</p> <p>Including tissues, hand sanitiser, disinfectant wipes, disinfectant and</p>	<p>Products required to reduce spread of germs and maintain high</p>	<p>Order additional supplies – at service level</p> <p>If no supplies – use soapy water, or alternate cleaning products</p>	<p>Service Managers and Service Support Staff</p>	<p>Ongoing</p>

PPE (for disability and residential services)	levels of office hygiene			
Be vigilant collecting and sorting donated goods in Op Shops/Warehouse → Truck Drivers and Sorters use gloves and wash hands after every bail sort / collection	Virus can be transmitted on hard surfaces	Op Shop Manager and warehouse team to ensure that protocols are in place, communicate through pre starts and notice board	Op Shop Manager Warehouse staff	16/3/2020 - Ongoing

People Presenting with Symptoms

Anglicare WA employees, volunteers and clients need to be vigilant to identify symptoms (respiratory issues, coughing, sneezing, shortness of breath and/or fever) and take proactive action to reduce potential spread of the disease:-

What	How	Who	When
Employee or volunteer experiencing symptoms – <u>not at work</u>	<ul style="list-style-type: none"> ▶ Stay home, do not attend work ▶ Employee or volunteer to call 1088 671 738 (public health hotline line) or inform their GP and make arrangements to get tested ▶ Take personal leave (same as if they were ill) ▶ Inform line-manager ▶ Line-manager inform Director, Corporate Services (central contact person) ▶ Director, Corporate Services (central contact person) work with line-manager to identify if there may be any infection risks – take action accordingly ▶ Inform line-manager of test outcomes ▶ Line manager to update Covid-19 data spreadsheet 	Employee Volunteer Line-manager Director, Corporate Services (central contact person)	Ongoing
Employee or volunteer experiencing symptoms – <u>at work</u>	<ul style="list-style-type: none"> ▶ Leave work immediately (travel by safest route home possible) ▶ Inform line-manager ▶ Line-manager inform Director, Corporate Services (central contact person) ▶ Director, Corporate Services (central contact person) work with line-manager to devise local response plan identifying those potentially exposed 	Employee Volunteer Line-manager Director, Corporate Services Other impacted people	Ongoing

	<ul style="list-style-type: none"> ▶ Employee or volunteer to call 1088 671 738 (public health hotline line) or inform their GP and make arrangements to get tested ▶ Inform line-manager of test outcomes ▶ Line manager to update Covid data spreadsheet 		
Client or member of the community presenting with symptoms	<p>Ensure posters or signage requests that people do not enter Anglicare WA sites if they experience symptoms</p> <p>When booking clients into services, enquiry to include travel and health queries</p> <p>Employees be vigilant for presentation of symptoms, if symptoms present:-</p> <ul style="list-style-type: none"> ▶ Request that client leave premises and return home by safest way possible, request that they call 1088 671 738 (public health hotline line) or inform their GP ▶ Inform line-manager ▶ Line-manager inform Director, Corporate Services (central contact person) ▶ Director, Corporate Services (central contact person) work with line-manager to devise local response plan identifying those potentially exposed 	<p>Employee</p> <p>Volunteer</p> <p>Line-manager</p> <p>Director, Corporate Services (central contact person)</p> <p>Other impacted people</p>	Implemented/Ongoing

Work Travel/Monitor Personal Travel

Travel to and from affected regions increases risk of infection spreading. To counter this, we will limit work travel and monitor personal travel as well as request information on clients' recent travel activities.

What	Why	How	Who	When
<p>Intrastate Travel</p> <p>Restricted travel between intrastate boundaries, regions are (as at 18/05/20):</p> <ul style="list-style-type: none"> - South West Region - Mid-West Gascoyne - Pilbara Regions - Goldfields-Esperance Region <p>For updated travel restriction (including the Kimberley) please see: https://www.wa.gov.au/organisation/department-of-the-premier-and-cabinet/covid-19-coronavirus-travel-advice</p>	<p>Potential spread or exposure to the disease reduced</p>	<p>Regional Managers, General Managers and Directors must approve employees to travel across regions for work purposes. A letter will be supplied to authorise travel between two regions (for</p>	<p>Regional Managers, General Managers</p>	<p>From 18/05/2020 until further notice from WA Government</p>

		essential workers only, i.e. Bridges) Use of digital platforms instead of travel (i.e. Microsoft Teams, Zoom, emails etc.)		
Interstate and Overseas Travel Australia's borders are closed and domestic travel must be avoided unless exemption is approved by an authorised Government official.		Line managers to ensure awareness of team members' personal travel plans and take action when necessary Communication via email, intranet, Workplace	Line Mangers Employees Volunteers	Ongoing until further notice
Clients and Contractors requested to disclose recent travel to impacted locations	The virus is spreading faster in some locations, with the number of 'hot-spot' locations increasing and changing regularly	Posters in reception areas Staff to include travel queries when interacting with clients/contractors (e.g. when booking clients) <ul style="list-style-type: none"> ▶ if clients have travelled to affected areas notified by the DFAT, clients will be asked not to attend centres ▶ where possible telephone or video supports can be offered to clients 	Employees Volunteers Clients Contractors	Ongoing until further notice

Transitioning from Work from Home to Office

Working from home is not a long term solution for our staff and volunteers due to the nature of our services and therefore as COVID-19 cases significantly reduce in our state, we now our commencing conversations around transitioning from home to office work locations.

What	Why	How	Who	When
<p>Immune-compromised staff who opt to self-isolate should continue to take a leave of absence or work from home if possible</p> <p>If a staff member who is immune compromised are wanting to return to the office, an individual risk assessment should be completed in consultation with the worker.</p> <p>For information on who is immune compromised please visit: https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19</p>	<p>Reducing face to face contact in the office will reduce likelihood of contagion.</p>	<p>Access to Cloud base applications</p> <p>Work from Home application and checklist to be completed and approved by line manager before being sent to OSH</p> <p>Individual risk assessment to be completed/documentated for those vulnerable and returning to the office environment (Useful website: WorkSafe Australia - Vulnerable Workers)</p>	<p>Service Managers</p> <p>Service Managers</p>	<p>March – Ongoing</p> <p>18/05/2020 – Until further notice</p>
<p>Return to Work Plans</p> <p>To support staff returning to their usual place of work (prior to COVID-19), return to work plans should consider a staggered approach.</p> <p>The mental wellbeing of staff should be considered during this transition and workplace support plans may need to be developed to assist with the transition back. Please link in with People & Culture/OSH if support is needed.</p> <p>Please refer to the Fitness for Work P&P if you are concerned about a staff members fit for work capacity.</p>	<p>Reduce person-to-person spread and support people transitioning back to their usual place of work</p>	<p>Line Managers in consultations with their teams are to develop rosters for days to be worked from home and in the office.</p> <p>Considerations:</p> <ul style="list-style-type: none"> - Travel to/from work - How to support ergonomic workstations if work equipment taken home - Office space/how many team members can be in at one time that allows social distancing <p>Develop support plans for individual employees</p>	<p>Service Managers</p>	<p>From 11/05/2020</p>



		who need addition supports for their wellbeing.		
Social distancing ➔ Limit physical contact with others – no shaking hands Maintain a 1.5 metre distance from other people	Reduce person-to-person spread of the virus	Promote through: <ul style="list-style-type: none">• Emails / intranet / Workplace• Posters in work areas<ul style="list-style-type: none">- Posters on keeping at least 1.5 metres distance between everyone- Erect signs at the entrances to lifts and meeting rooms to ensure maximum safe capacity• Team meetings• Provide social distancing markers on the floor in reception/wait areas and group rooms Move workstations, desks and tables in staffrooms further apart to comply with social distancing If possible, bring in shift arrangements so less staff are in the workplace at once.	All staff, volunteers, contractors and clients	Ongoing


Safety Plans
Appendix 1 - COVID-19 Return to Office Safety PLAN Template

Use this template to document how you and your workers will keep safe at the office/usual place of work during the COVID-19 pandemic. Provide as much information in response to each question as possible.

The COVID-19 pandemic is an evolving situation – review your plan regularly and make changes as required.

Location/Team:	[Program/service]
Services/Programs Provided by Team(s):	<ul style="list-style-type: none"> ◆ [Service/program 1] ◆ [Service/program 2] ◆ [Service/program 3]
Leader:	[Name, Title]
Date:	[Date]
Version:	1.1



Hygiene

To support prevention and containment of potential COVID-19 infection, we will take proactive steps to ensure high levels of office hygiene are encouraged.

Questions	Describe What You Will Do	Who is responsible?	Has this been implemented?
<p>How will you ensure your site is practicing good hand hygiene?</p> <p><i>Considerations: where will hand sanitizer stations be set up, who will order and ensure sufficient supplies of tissues, hand soap and sanitizer are available on site?</i></p>	<ol style="list-style-type: none"> 1. Display posters and discuss at team meetings > promoting thorough handwashing with soap and water for at least 20 seconds or use an alcohol based hand sanitizer. 2. Hand Sanitizer stations will be set up at entry/exit points of office buildings. 3. 		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
<p>How will you develop and manage the cleaning schedule?</p> <p><i>Considerations: who is doing the cleaning and how frequently regularly touched areas and surfaces, buying cleaning products etc.</i></p>	<ol style="list-style-type: none"> 1. Arrange for ongoing increase cleaning (cleaning contractor). 2. Workers will be wipe down their workstation with alcohol wipe at the end of each shift/day. This will be communicated via email and team meetings. 3. Cleaning products to be well maintained (alcohol wipes, disinfect). 4. 		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
{Insert Text}			



Physical Distancing

To support prevention and containment of potential COVID-19 infection, we will practice social distancing guidelines.

Questions	Describe What You Will Do	Who Is Responsible	Has this been implemented?
<p>How will you keep 1.5 metres between people in your workplace?</p> <p><i>Considerations: Consider moving desks, using line markings on the floor, number of people in workplace, roster rotations, changing start and finish times.</i></p>			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
<p>How will you make sure that there is 4 square metres (2m x 2m) of space for each person in meeting rooms, staff rooms etc?</p> <p><i>Considerations: measure counselling rooms, meeting/interview rooms etc to determine capacity, use line markings on the floor, use video conference instead of face to face etc.</i></p>			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
<p>{Insert Text}</p>			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No



Visitors

To support prevention and containment of potential COVID-19 infection, we will take proactive steps to inform clients and visitors of current practices to reduce the risk of entry and spread of COVID-19.

Questions	Describe What You Will Do	Who is responsible?	Has this been implemented?
<p>How will you make sure clients, visitors and contractors entering the workplace understand what they must do to follow hygiene and social distancing requirements?</p> <p><i>Considerations: signage to keep 1.5 metres distance, ask all people entering the building to sanitize their hands?</i></p>	<p>4. Display posters > promoting thorough handwashing with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer.</p> <p>5. Hand Sanitizer stations will be set up at entry points of office buildings (next to sign in register).</p> <p>6. Line markings on floor at front desk to indicate 1.5 metre distance.</p>		<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>What other controls have you put in place to reduce the risk of entry and spread of the virus?</p> <p><i>Considerations: making processes to ensure that unwell people don't come into the workplace, pre-screen clients prior to face-face appointments, arrange online interaction opposed to face to face, ask for input at team meetings for other considerations.</i></p>			<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>{Insert Text}</p>			<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>



Events

Current restrictions for non-work gathering as of 18th May 2020; include a maximum of 20 persons with social distancing practices to be implemented. Events such as celebrations, training, workshops etc. may need to be altered (online opposed in person) or cancelled.

Event Description	Describe What You Will Do to Manage Risk of Exposure/Spread	Who Is Responsible



Travel

To comply with Government restrictions and help stop the spread, travel should remain within the region the worker is based, if service delivery is essential, this needs to be approved by the regional manager with appropriate community consultation.

Name	Role	Travel Destination(s)	Dates	Approved by RM?
x				<input type="checkbox"/> Yes <input type="checkbox"/> No
x				<input type="checkbox"/> Yes <input type="checkbox"/> No
x				<input type="checkbox"/> Yes <input type="checkbox"/> No

Note: Cars/4WD must not have more than 2 people at any one time until further notice.

Other Considerations

Questions	Describe What You Will Do	Who Is Responsible	Has this been implemented?
<p>How will you gather information/check in on the wellness of your staff to ensure that they are safe to work?</p> <p><i>Considerations: daily/weekly check ins, follow-up on ill workers, workplace support plan consideration.</i></p>			
{Insert Text}			
{Insert Text}			

Posters/Signage

1. [Help Stop the Spread](#) or [Internal Poster - Stop The Spread of Germs](#)
2. [How to Hand Wash](#) (For Bathrooms)
3. [How to Hand Rub](#) (For Hand Sanitiser Stations)
4. [Keeping Your Distance](#)