

# COVIDSafe Plan

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

## Our COVIDSafe Plan

Business name: Care Mode Support Services \_\_\_\_\_  
 Site location: Various – Client Homes \_\_\_\_\_  
 Contact person: Benjamin Bwihambi \_\_\_\_\_  
 Contact person phone: (03) 9084 7424 \_\_\_\_\_  
 Date prepared: 07/08/2020 \_\_\_\_\_

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Hygiene</b>	
<b>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</b>	We do not operate out of a fixed worksite. All staff work remotely (i.e. in client's homes) Staff are expected to wash their hands on a regular basis and dry them with paper towel. Sanitisers, masks, gloves and face shields are reimbursable – staff will need to submit receipts.
<b>Where possible: enhance airflow by opening windows and adjusting air conditioning.</b>	Staff are advised to open windows to increase airflow when working in a client's home.
<b>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</b>	All staff are advised to wear masks and gloves when attending to shifts. Masks must be worn at all times, unless lawful exceptions apply.  For staff engaging in close-contact activities (i.e. assisting with personal care), they are required to wear eye shields or face shields.
<b>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</b>	A mandatory requirement for support staff is completing the DHHS Covid-19 Module, <i>Infection Prevention and Control for Covid-19</i> .  Staff have been provided with information fact sheets. These include information on how to practice good hygiene, and how to keep themselves and their clients safe while on shift.  Care Mode has also used a specific email address to regularly update staff on changes to restrictions, rules, and lockdown. These emails aim to inform staff on changes to mandatory face mask rules, how the Permitted Worker Permit Scheme works, and further actions they can take to minimise chances of spreading Covid-19.  We have continuously emphasised that staff need to stay home if they are feeling unwell.

Guidance	Action to mitigate the introduction and spread of COVID-19
Replace high-touch communal items with alternatives.	N/A

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Cleaning</b>	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	N/A – no shared working spaces
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	N/A – no shared working spaces

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Physical distancing and limiting workplace attendance</b>	
Ensure that all staff that can and/or must work from home, do work from home.	<p>All head office staff are working from home and remotely.</p> <p>All efforts have been made to ensure that shifts that are able to be conducted remotely, are done so (i.e. via Facetime, Zoom, staff shopping and delivering items for their clients with no contact).</p> <p>Disability support services is an essential service, so while we have adjusted what we can, a lot of supports are continuing as usual, but with added safety measures.</p>
Establish a system that ensures staff members are not working across multiple settings/work sites.	<p>Where possible, we have ensured that staff are only working with one client, to minimise the amount of people they are exposed to.</p> <p>In some situations, we have not been able to reallocate staff, and as a result, some staff are still working with more than one client. In this instances, we have maintained regular contact with these staff to ensure they are following recommended guidelines for their safety and the safety of their clients.</p>
Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.	<p>When allocating a staff to a new client or for a Meet &amp; Greet, we do ask some screening questions, including but not limited to:</p> <ul style="list-style-type: none"> <li>- Are you working with any other companies/clients?</li> <li>- How many clients are you working with?</li> <li>- Have you recently been tested for Covid-19?</li> <li>- Have you been in contact with a suspected or confirmed positive case of Covid-19?</li> <li>- Is anyone in your household showing symptoms of being unwell?</li> <li>- Are you correctly following Stay At Home Directions and other Stage 4 requirements, including the 5km radius rule etc.?</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p><b>Configure communal work areas and publicly accessible spaces so that:</b></p> <ul style="list-style-type: none"> <li>• there is no more than one worker per four square meters of enclosed workspace</li> <li>• workers are spaced at least 1.5m apart</li> <li>• there is no more than one member of the public per four square meters of publicly available space.</li> </ul> <p><b>Also consider installing screens or barriers.</b></p>	<p>N/A – all work is done remotely, and no shared workspaces.</p>
<p><b>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</b></p>	<p>N/A – all work is done remotely, and no shared workspaces.</p>
<p><b>Modify the alignment of workstations so that workers do not face one another.</b></p>	<p>N/A – all work is done remotely, and no shared workspaces.</p>
<p><b>Minimise the build up of workers waiting to enter and exit the workplace.</b></p>	<p>N/A – all work is done remotely, and no shared workspaces.</p>
<p><b>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</b></p>	<p>All staff are being provided with regular and updated advice in line with continuously changing advice from DHHS</p>
<p><b>Review delivery protocols to limit contact between delivery drivers and staff.</b></p>	<p>N/A</p>
<p><b>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</b></p>	<p>N/A – all work is done remotely, and no shared workspaces.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the <a href="#">‘four square metre’ rule</a> .	N/A – all work is done remotely, and no shared workspaces.

Guidance	Action to ensure effective record keeping
<b>Record keeping</b>	
Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	Our Rostering and Allocation team is responsible for rosters. They have immediate access to rosters, including work locations (client homes) and shift times.
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	Care Mode has created a Covid-19-specific Incident Report Form. This is used to track and document if staff are feeling unwell and are self-isolating, getting tested for Covid-19, or have been tested for Covid-19 and provided a result.  All staff are advised to inform Allocations if they are unwell or need to self-isolate.  If staff experience any OHS issues while on shift with a client, they are advised to contact head office immediately for guidance on how to proceed.

Guidance	Action to prepare for your response
<b>Preparing your response to a suspected or confirmed COVID-19 case</b>	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	We have identified the roles and responsibilities of all employees. We have prepared for the potential of absenteeism when staff are required to quarantine or self-isolate. In this instance, we will ensure that clients are aware of the situation, and we can organise for the supports to either be halted, conducted remotely (i.e. Facetime, Zoom), or, in cases of high-intensity clients that cannot go without support, we will offer to find a suitable replacement staff member for the interim.
Prepare to identify close contacts and providing staff and visitor records to support contact tracing.	Our Rostering and Allocations team is keeping an eye on which staff is where, and at what time. If a suspected or confirmed case of Covid-19 is reported, we will use our rostering systems to identify and trace any potential exposure to others. Should that become the case, DHHS will be notified. Our Rostering team will be able to identify any shifts the staff member attended in the 48 hours prior to the onset of symptoms. If a support worker or their client is confirmed positive for Covid-19, Care Mode will report this to the NDIS Commission, through the page <i>Notification of Event Form – Covid-19 (Registered Providers)</i> .

Guidance	Action to prepare for your response
<p><b>Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.</b></p>	<p>Care Mode has made efforts to contact Support Coordinators and establish which supports can be moved to Remote (Virtual or Contactless).</p>
<p><b>Prepare for how you will manage a suspected or confirmed case in an worker during work hours.</b></p>	<p>If a support staff or their client is showing symptoms of Covid-19 while on shift, the support staff is to inform Allocations immediately. Staff will be advised to leave the client's home immediately, and will be advised to undergo a Covid-19 test and self-quarantine. From there, staff will be asked to fill out a Covid-19-specific Incident Report Form, which will help Rostering and Allocations with contact tracing of other clients (if applicable).</p>
<p><b>Prepare to notify workfers and site visitors (including close contacts)</b></p>	<p>Care Mode has set up an email address specifically for information relating to Covid-19: <a href="mailto:support@caremode.org.au">support@caremode.org.au</a> This email address is being used to convey changes to rules, advise, and legislation, and also for Permitted Worker Permits. We use this email to send out updates to all staff, clients, and support coordinators. We also keep in regular contact with our support staff to ensure everyone knows what is happening with shifts and rostering.</p>
<p><b>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</b></p>	<p>Procedure is in place – Allocations team member or Managing Director to notify Worksafe Victoria, as well as the NDIS Commission.</p>
<p><b>Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.</b></p>	<p>Procedure is in place. This includes plans to phone staff, mass emails, and individualised emails.</p>

I acknowledge I understand my responsibilities and have implemented this COVIDSafe plan in the workplace.

Signed B. Bwihambi

Name Benjamin Bwihambi

Date 07/08/2020