



COVID-19 Safety Plan

UPA Residential Facilities

Requirement	Actions
Wellbeing of consumers, staff, contractors and visitors	
Follow directions from NSW Chief Medical Officer to reduce COVID-19 risk in Residential Care.	<ul style="list-style-type: none"> • Weekly scheduled zoom meetings held with key staff to monitor current COVID situation and implement risk minimisation strategies • Ad-hoc zoom meetings called as required • Staff in 'at risk' areas defined by NSW Medical Officer, wear face masks or face shields at work. • Staff in 'at risk' areas defined by the NSW Medical Officer, wear face masks when using public transport or visiting high risk areas such as hospitals or shopping centres. • Daily monitoring for outbreaks and/or clusters in all regions. • Preventative measures enacted when concerns exist. • Measures in place to minimise staff movement across multiple settings.
Exclude staff, visitors, contractors or volunteers from entering the facility who have visited any area deemed by NSW Government on https://www.nsw.gov.au/covid-19/latest-news-and-updates as a COVID-19 at risk area in previous 14 days.	<ul style="list-style-type: none"> • Government updates checked daily and action taken as required. • Screening questionnaire updated to reflect current recommendations • Entry to the facility is not permitted to persons who have visited areas nominated in the recommendations • Staff, visitors, or contractors who have visited nominated areas have a COVID-19 swab test immediately and self-isolate for 14 days even if swab test is negative for COVID-19.
Exclude staff, visitors, contractors, and volunteers who are unwell.	<ul style="list-style-type: none"> • Staff complete screening questionnaire prior to commencing work. • Staff who are unwell are not permitted to attend work • Home isolation guides are provided as needed to staff needing to self-isolate due to exposure to COVID-19 • RN or CM conduct observational rounds to check for staff who are unwell and should not be at work • Line listing is maintained for any staff self-isolating

Requirement	Actions
	<ul style="list-style-type: none"> • Entry points to home are limited to one main entry for everyone • All visitors, volunteers, and contractors complete screening questionnaire upon arrival at the home and are risk assessed prior to entry
<p>Restricted visiting for UPA Homes in 'at risk' areas to minimise risk and community transmission</p>	<ul style="list-style-type: none"> • Visits are restricted to essential visits and end of life care and support only. • All visitors are required to arrange visits prior to arrival. • All visitors are required to complete the screening process and may be required to wear PPE
<p>Ensure all visitors, volunteers and contractors abide by the Federal Government visitor access code.</p>	<ul style="list-style-type: none"> • The Federal Government Visitor access code is implemented in all UPA Homes. • Updates for Visitor Access Code are monitored, and changes implemented • All visitors are required to arrange visits prior to arrival • Visiting times are dependent on staff availability and are published for each home • Visits of two hours with no more than two persons together for the purpose of providing care and support are permitted • A spouse or close family members of a resident are not limited in the number of hours spent with a resident, provided these are within visiting hours of the home and all other restrictions are met • Children are permitted to visit within required restrictions • Screening questionnaires are completed prior to entry • Screening questions include: <ul style="list-style-type: none"> ➤ Have you had contact with a known or suspected case of COVID-19 in the past 14 days? ➤ Are you experiencing any form of cold or flu like symptoms, either mild or more severe? ➤ Have you been given the flu vaccine? Evidence is required with persons not receiving the flu vaccination not permitted to enter the home unless suitable medical evidence is supplied ➤ Have you been exposed to any higher risk environments such as public transport, shopping centres, medical practices, hospitals in the last week?

Requirement	Actions
	<ul style="list-style-type: none"> ➤ Have you visited another aged care facility in the last week? If yes, where? ➤ Have you travelled to or from Victoria? ➤ Are you travelling from a COVID-19 hotspot or restricted LGA? • Answers are risk assessed as high, moderate or low by UPA staff • If high or moderate risk, visitor is asked to wear a mask, use gloves, physical distance, wait a few days or take another precaution • Designated meeting rooms are provided near entrances at some homes • Arrangements can be made for visitors to drop off things for residents • Service providers such as hairdressers, diversional therapists and allied health professionals are required to complete screening questions and meet all visiting restrictions
<p>Make staff aware of their leave entitlements if they are sick or required to self-isolate.</p>	<p>UPA has implemented a special leave entitlement for permanent and regular casual staff who are required to self-isolate or are sick and unable to work with no leave entitlements</p>
<p>Ensure Allied Health Professionals minimise the risk of cross contamination and spread</p>	<ul style="list-style-type: none"> • Allied Health staff working across multiple health and aged care services complete the health screening questionnaire on arrival and are required to wear PPE • GP's – PPE when visiting and prior to seeing residents • Physios – PPE to be worn • Podiatry – PPE to be worn • Dietitian – PPE to be worn • DBMAS – PPE to be worn • Speech Pathologist – PPE to be worn • Palliative Care team – PPE to be worn
<p>Defined Coronavirus Outbreak Management Team to manage and coordinate a potential COVID-19 outbreak including staffing</p>	<ul style="list-style-type: none"> • Outbreak Management Plan is reviewed and updated regularly • Outbreak Management Team identified with defined roles • Manager – operations, controller • Liaison coordinator - PHU, Dept, Quality Commission • Clinical Coordinator – resident care and PPE supplies • Communications Officer – families and technology contact

Requirement	Actions
	<ul style="list-style-type: none"> • Roster Coordinator – staffing x 2 rosters clean and dirty • Pastoral Care support – residents’, families, and staff <p>In the event of a COVID-19 positive resident the UPA response plan will be activated</p>
Follow NSW Ambulance triage arrangements to reduce resident transfers to hospital	<ul style="list-style-type: none"> • NSW Ambulance secondary triage service introduced • AAMPLER screening tool completed over the phone and triaged to determine whether to transfer resident to hospital • Education and training on the tool provided to staff as necessary • Resident ACD’s reviewed with vital information included as required • Local health authority services such as aged care flying squads, hospital in the home, GRACE, ACE and telehealth services are utilised as appropriate • Unless transfer is for an acute emergency, CM, CNC or RN confirmation is sought
Ensure residents, family members and friends, visitors, staff, volunteers, contractors have an understanding of COVID-19	<ul style="list-style-type: none"> • Letters sent to residents, families, and volunteers as new information is available • Fact sheets and Dept information available throughout the home • Signs with information about COVID-19 prominently displayed throughout the home • Information on how to access the 24-hour Coronavirus Health Information Line is displayed • Department of Health proforma signs displayed throughout the home
Risk of contamination and spread is minimised by residents returning from hospital	<ul style="list-style-type: none"> • Resident to be swabbed and tested for COVID-19 prior return to the home • Resident to self-isolate for 14 days on return or until swab result is known • Contact and droplet PPE to be worn • Staff movement minimised • Disposable plates and cutlery used • Contamination waste bags used
Ensure the reintroduction of scenic bus trips follows COVID-19 safety requirements	<ul style="list-style-type: none"> • Bus trips only occur if it is safe to do so • Residents remain on the bus at all times • Screening assessment completed prior to boarding

Requirement	Actions
	<ul style="list-style-type: none"> • Numbers limited to ensure physical distancing is maintained including staff and driver • Hand hygiene is maintained • Residents or staff displaying any flu like symptoms are excluded • Trips to be less than 2 hours
Minimise the risk of loneliness and social isolation	<ul style="list-style-type: none"> • Use of technology encouraged to minimise loneliness and social isolation • Resident meetings held using zoom • Family catch-up and communication utilising technology • Weekly handy hints developed and circulated to activity staff • Activity staff meet via zoom to discuss ideas and suggestions for social interaction
Maintain education and competency assessments to ensure staff have necessary skills and knowledge regarding COVID-19	<ul style="list-style-type: none"> • Training package prepared and implemented • Hand hygiene education material • Hand hygiene competency • Infection prevention and control education and competencies updated regularly • Outbreak management policy • Coronavirus education material (from NSW Health) • Coronavirus information sheet to all resident workers • Altura e-learning modules • Small toolbox training sessions provided by RNs and educators • Fact sheets available in hard copy and electronically
Communication strategies are in place to notify staff, families, consumers, volunteers and contractor of changes in restrictions as they occur	<ul style="list-style-type: none"> • Letters sent to residents, volunteers as changes are announced • Information on changes uploaded to Facebook and UPA website • Information uploaded to SharePoint and LeeCare to keep staff informed
Physical distancing	
Ensure physical distancing is maintained	<ul style="list-style-type: none"> • Signage with information about physical distancing is displayed throughout the home • Staff are encouraged to maintain physical distancing wherever possible • Visitors are reminded of physical distancing requirements prior to visiting

Requirement	Actions
Reduce crowding wherever possible and promote physical distancing.	<ul style="list-style-type: none"> • Wherever possible dining rooms, activity rooms and other communal areas are set-up to allow physical distancing. • Physical distancing signs are placed throughout the home as a visual cue
Hygiene and cleaning	
Ensure hand sanitiser is accessible at the venue entry and throughout the facility	<ul style="list-style-type: none"> • Hand hygiene stations are available at entry to home and throughout the building • Soap and water available if supplies are low • Supply of hand sanitiser is monitored daily and restocked as required
Provide visual aids above hand wash basin to support effective hand washing.	<ul style="list-style-type: none"> • Handwashing signs are placed in bathrooms and kitchens • Handwashing signs show best practice hand washing techniques • Handwashing signs are placed throughout the home as a visual cue
Environmental cleans minimise the risk of cross contamination and spread	<ul style="list-style-type: none"> • Increased cleaning hours implemented • Communal areas, common area, work areas, handrails, doors, light switches, lifts (buttons) and hard surfaces are cleaned and sanitised at least daily
PPE supplies monitored to ensure adequate supply is available	<ul style="list-style-type: none"> • Audits of stock levels completed regularly for gowns, goggles, masks, hand gel, contaminated waste bags, spray disinfectant, wipes • Organisational stock levels recorded on SharePoint to allow movement of stock where needed
Outbreak trolleys are available if needed	<ul style="list-style-type: none"> • Outbreak trolleys have adequate supplies and are ready for use in staff areas
Record Keeping	
Keep a record of name and a mobile number of email address for all residents, visitors and volunteers for a period of at least 28 days, Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	<ul style="list-style-type: none"> • Screening questionnaires are completed by all persons entering the home • Signage is provided to request everyone to complete questionnaire and drop in the secure box provided • The supply of screening questionnaires is monitored and re-stocked regularly • Screening questionnaires are stored confidentially and securely • Screening questionnaires are disposed of in a secure manner after more than 28 days

Requirement	Actions
<p>Make residents, families, staff, volunteers and contractors aware of the COVIDSafe app and its benefits to support contact tracing if required</p>	<ul style="list-style-type: none"> • Posters are displayed at the entrance to the home and throughout the building advertising the benefits of the COVIDSafe app
<p>Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 in the village or a visitor attending the community centre.</p>	<ul style="list-style-type: none"> • The UPA Outbreak Management Plan is reviewed and updated regularly • The UPA outbreak management plan is enacted should notification of a positive case of COVID-19 be identified • All necessary isolation and disinfecting precautions are to be followed • The Regional Manager is the point of contact for all dealings with NSW Health or other departments in the event of a positive case of COVID-19 being identified
<p>Record keeping and reporting to monitor and evaluate progression of Coronavirus Management</p>	<ul style="list-style-type: none"> • A coronavirus management folder contains: • Coronavirus Action Plan • Coronavirus Action Timeline/Diary • Coronavirus management guidelines from Public Health Unit • Information and Fact Sheets from Department of Health • Education material related to coronavirus • Education records and hand washing competency of all staff who attended education session • Correspondence received from Dept of Health, NSW Public Health, Local Public Health, UPA Corporate, Regional Office • Blank copies of monitoring records • Completed monitoring records