



COVID-19 Safety Plan

UPA Retirement Villages

Requirement	Actions
Wellbeing of residents and staff	
Residents are educated on the need to self-isolate if unwell or showing flu like symptoms no matter how mild.	<ul style="list-style-type: none"> • Residents have received communication via letters, newsletters and fact sheets on the signs and symptoms of COVID-19 and the need to stay at home if unwell • Signs are placed on noticeboards and throughout the village advising people to stay at home if unwell
Staff who are unwell are excluded from the Retirement Village	<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 • Line listing is maintained for any staff self-isolating • Mandatory vaccination program is documented
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	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
Provide residents and staff information and training on COVID-19, including when to get tested, physical distancing and cleaning, and what to do if needing to self-isolate.	<ul style="list-style-type: none"> • Regular communication provided to residents on COVID-19 through letters, newsletters, and fact sheets • Information on how to access the 24-hour Coronavirus Health Information Line is provided • Residents are supplied with screening questionnaires to enable visitors entering their home to complete for contact tracing • Residents needing to self-isolate receive welfare checks and assistance to access goods and services needed • Staff training package implemented including hand hygiene education and competency and Health Dept COVID-19 training • Training records are updated and maintained • Fact sheets available electronically and in hard copy

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	<ul style="list-style-type: none"> • Staff receive regular updates on current COVID-19 requirements and public health orders
Processes in place to support potential COVID-19 positive village resident	<ul style="list-style-type: none"> • Each region has a process in place to respond should notification of a COVID-19 positive resident be received • Contact details for residents are monitored and updated • Signs available to notify that a resident is self-isolating • Communication as permitted by PHU to other residents • Support for resident if self-isolating in the village • Monitoring of situation and transfer to hospital if required • UPA Outbreak Management Plan enacted
Exclude contractors, volunteers and visitors who are unwell	<ul style="list-style-type: none"> • All visitors to UPA Retirement Village sites are required to complete the screening questionnaire prior to attending the site • Signs at the entrance to all villages outlining the requirements for contractors, volunteers, and visitors to complete the questionnaire • The screening questionnaire asks people not to enter the village if they answer YES to any of the following: <ul style="list-style-type: none"> ✓ Have flu like symptoms – fever, cough, sore throat, and/or shortness of breath even if mild ✓ A temperature 37.5 degrees centigrade or above ✓ Have been in close contact with someone who has tested positive to COVID-19 in the past 14 days ✓ Have returned from overseas in the past 14 days ✓ Have been to any designated COVID-19 hotspot in the past 14 days
Ensure COVID-19 Safety Plans are in place where communal/group activities are held.	<ul style="list-style-type: none"> • UPA Community Centre COVID-19 Safety Plan is followed for all communal and/or group activities • UPA Retirement Village Bus Protocol is followed if bus outings are deemed appropriate

Requirement	Actions
Emergency Response Plan in place for each village	<ul style="list-style-type: none"> • Emergency Response plans reviewed and updated regularly
Physical distancing	
Ensure residents understand physical distancing requirements.	<ul style="list-style-type: none"> • Residents are reminded of the need for physical distancing through regular communication and staff example • Signs are displayed in communal areas reminding residents of the need to maintain physical distancing • Residents receive information on why physical distancing is needed for high-risk age groups and health conditions
Ensure group activities, such as Tai Chi, indoor bowls, church services etc meet the 4-metre rule and maximum numbers of people per room.	<ul style="list-style-type: none"> • The UPA Community Centre COVID-19 Safety Plan guides group activities including room set-up and floor marking • Signs are displayed throughout community centres as a visual cue to physical distancing requirements
Hygiene and cleaning	
Adopt good hand hygiene practices	<ul style="list-style-type: none"> • Residents are regularly reminded through formal and informal communication of the need to maintain good hand hygiene including <ul style="list-style-type: none"> ✓ Best practice method of hand washing ✓ Cough/sneeze etiquette – into a tissue and discard or into their elbow ✓ Not touching their face ✓ Washing hands regularly, especially after being in public places or touching money ✓ Maintaining physical distancing • Staff are supplied with adequate supplies of hand sanitiser
Ensure cleaning supplies and PPE is provided as needed.	<ul style="list-style-type: none"> • UPA monitors and maintains supplies of hand sanitiser and PPE across the organisation • 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

Requirement	Actions
Provide visual aids above hand wash basin to support effective hand washing.	<ul style="list-style-type: none"> • Signs are displayed in all communal bathrooms and kitchens to provide a visual cue of the need for proper hand hygiene
Record Keeping	
Keep a record of name and a mobile number of email address for all visitors, contractors 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"> • Residents are encouraged to have all visitors to their home complete a screening questionnaire. • Residents are encouraged to dispose of screening questionnaires confidentially themselves or by UPA • All UPA screening questionnaires are stored confidentially and securely disposed of after more than 28 days
Make all Residents aware of the COVIDSafe app and its benefits to support contact tracing if required	<ul style="list-style-type: none"> • Residents and staff are encouraged to download the COVIDSafe app
Cooperate with State Health if contacted in relation to a positive case of COVID-19 in the village or a visitor attending the community centre.	<ul style="list-style-type: none"> • 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 State Health or other departments in the event of a positive case of COVID-19 being identified