

COVID-19 ACCS AGED CARE AND COMMUNITY Resident & Client Safety Response Matrix

Note:

- ✓ The response level (1-4) will be determined by Crisis Management Team (CMT)
- ✓ The RACF's and Community Services are required to implement the determined action level directions unless exception sought from CMT
- ✓ An Outbreak is declared by the Public Health Unit (PHU)
- ✓ The Aged Care Direction (ACD), CHO State and Commonwealth directives are the minimum requirements. CMT may direct additional requirements
- ✓ Consideration will be given to differentiated responses in restricted areas or larger geographical areas based on transmission rate and risk
- ✓ An Aged Care Direction (ACD) is applied to a defined geographical area, for 48 hours. A review occurs after 48 hours and if required the ACD restrictions are applied for a period of 14 days or until replaced or revoked.

Safety Response Level determined by	1	2	3	4
COVID-19 prevalence in the Local Govt area, Local Community (LGA/HHS), Hospital or Health Service as advised by QLD Health	Low Risk	Moderate Risk	High Risk	Outbreak
	No or few cases; cases only in quarantine; small numbers of linked cases	A series of unlinked cases; high number of locally-acquired cases; cases with high numbers of local contacts	High numbers of unlinked cases; sustained community transmission	Overwhelming impact on daily operations and/or declared outbreak

ACCS Aged Care & Community Safety Response Action Plan

Safety Response Level		1	2	3	4
Entry Screening	RACs	Screening as per ACD including temperature checks, contact information and COVID questions. Check ACD for flu requirements.	Screening as per ACD including temperature checks, contact information and COVID questions. Check ACD for flu requirements	Screening as per ACD including temperature checks, contact information and COVID questions. Check ACD for flu requirements	Screening as per ACD including temperature checks, contact information and COVID questions. Check ACD for flu requirements
	Community	Screening as per checklist including COVID questions and contact information.	Screening as per checklist including COVID questions and contact information.	Screening as per checklist including COVID questions and contact information.	Screening as per checklist including COVID questions and contact information.
General visitation	RACs	Visitors subject to entry screening processes as per ACD. No limit to visitors in unrestricted facilities. See ACD if facility restricted.	Entry will now be restricted in line with ACD. Consider essential visiting in line with Partners in Care principles.	Entry will now be restricted in line with ACD. Consider essential visiting in line with Partners in Care principles	Entry will now be restricted in line with ACD.
	Community	Screening processes as per community checklist	Screening processes as per community checklist	Screening processes as per community checklist	Essential visitation only. Preferred method is phone contact.
End of Life Palliative Care Compassionate Visits	RACs	Follow ACD more than 2 visitors may be considered at Manager discretion	Follow ACD more than 2 visitors may be considered at Manager discretion	Follow ACD more than 2 visitors may be considered at Manager discretion	Follow ACD/PHU escalation to General Manager for discussion with COVID-19 Ops team
	Community	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Visitors under the age 16 years	RACs	Follow ACD	Entry will now be restricted in line with ACD.	Entry will now be restricted in line with ACD.	Entry will now be restricted in line with ACD.
	Community	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Pastoral Care Visits	RACs	Normal Operations	Normal Operations - Must use appropriate PPE	Normal Operations - Must use appropriate PPE	Follow ACD/PHU escalation to General Manager for discussion with COVID-19 Ops team
	Community	Normal Operations	Normal Operations - Must use appropriate PPE	Normal Operations - Must use appropriate PPE	Essential visits only. Phone support or virtual visits preferred.
Resident Social Leave and/or Discharge	RACs	Normal Operation complete resident temporary absence form	Follow ACD/PHU consider compassionate grounds	Follow ACD/PHU consider compassionate grounds	Follow ACD/PHU
	Community	Normal Operations	Normal Operations	Normal Operations	Normal Operations
Movement restrictions	RACs	Yes – social distancing	Yes – social distancing and consider designated areas for residents	Yes –social distancing and designated areas for residents	Yes – in room only

ACCS Aged Care & Community Safety Response Action Plan

Safety Response Level		1	2	3	4
within a facility/centre	Community	Yes – social distancing	Yes – see Group Programs	Yes – see Group Programs	No – see Group Programs
New admissions and readmissions	RACs	Follow ACD	Follow ACD and direction from PHU. From Hospital yes. From Home or other facilities review by Ops team. Normal screening applies	Follow ACD and direction from PHU. From Hospital yes. From Home or other facilities review by Ops team. Normal screening applies	No admissions. Readmissions in consultation with PHU
	Community	No restrictions normal screening applies	No restrictions normal screening applies	Continue with admissions but essential pre-visit phone call screening prior to visit	Consider essential admission only follow direction of QLD Health and Department of Health and Department of Communities
Testing and reporting	RACs	As required for symptomatic residents/staff Reporting as per reporting requirements table	As required for symptomatic residents/staff Reporting as per reporting requirements table	As required for symptomatic residents/staff Reporting as per reporting requirements table	As required all symptomatic staff, residents – broad testing as residents may present with atypical symptoms. Surveillance testing considered
	Community	As required for symptomatic clients/staff. Reporting as per reporting requirements table	As required for symptomatic clients/staff. Reporting as per reporting requirements table	As required for symptomatic clients/staff. Reporting as per reporting requirements table	As required for symptomatic clients/staff. Reporting as per reporting requirements table
Group Programs (Lifestyle)	RACs	<ul style="list-style-type: none"> ➢ Group singing activities allowed ➢ Screened single performers. ➢ Site Café's open for resident use ➢ Hairdressing will be allowed ➢ Residents are permitted to leave for any purpose ➢ Group outings allowed 	<ul style="list-style-type: none"> ➢ Group singing activities allowed ➢ Screened single performers. ➢ Site Café's open for resident use ➢ Hairdressing will be allowed ➢ Outside supervised small group walks within grounds 	<ul style="list-style-type: none"> ➢ Group singing activities allowed ➢ Screened single performers. ➢ Consider operation of site Café ➢ Hairdressing will be allowed ➢ Outside supervised small group walks within grounds 	In room programmes and activities only
	Community	Normal operations social distancing	Normal operations social distancing– Review Risk Assessment tool	Normal operations social distancing– Review Risk Assessment tool	No group programs move to virtual programs
Service Delivery	RACs	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Community	Normal Operations	Normal Operations with increase screening vigilance. Ensure all clients have emergency preparedness plans in place. Review overnight in centre services in Community	Follow QLD Health, Commonwealth, Department of Community Directions. May consider moving to priority services. Review overnight in centre services in Community	Follow QLD Health, Commonwealth, Department of Community Directions. May consider moving to essential services. Implement emergency preparedness plans with clients. Replace overnight in centre services

ACCS Aged Care & Community Safety Response Action Plan

Safety Response Level		1	2	3	4
					with 'In Home Services'
Staff (including anyone providing health medical personal care or pharmaceuticals)	RACs	Staff subject to entry screening processes as per ACD	Staff subject to entry screening processes as per ACD. Must use appropriate PPE Discourage congregation of staff in all joint spaces	Staff subject to entry screening processes as per ACD. Must use appropriate PPE Discourage congregation of staff in all joint spaces	Staff subject to entry screening processes as per ACD. Must use appropriate PPE Full orientation for all contingent workforce
	Community	Staff to self-assess and exclude from work if unwell	Staff to self-assess and exclude from work if unwell. Must use appropriate PPE Discourage congregation of staff in all joint spaces	Staff to self-assess and exclude from work if unwell. Must use appropriate PPE. Discourage congregation of staff in all joint spaces	Staff to self-assess and exclude from work if unwell. Must use appropriate PPE. Full orientation for all contingent workforce
Staff PPE Use	RACs	As required by standard precautions for infection prevention. Refer to COVID-19 PPE Matrix and any PHU/CHO directives	As required by standard precautions for infection prevention. Refer to COVID-19 PPE Matrix and any PHU/CHO directives	As required by standard precautions for infection prevention. Refer to COVID-19 PPE Matrix and any PHU/CHO directives	Contact and droplet precautions Refer to COVID-19 PPE Matrix and any PHU/CHO directives
	Community				
Staff rostering and client/resident allocation	RACs	Normal rostering practice	Consider co-horting staff	Consider co-horting staff	Cohort staff at all points e.g. handover area, tea room, toilets etc Roster above normal requirements. Consider removing non-vaccinated staff
	Community	Normal scheduling practice	Schedule consistent staff	Schedule consistent staff	See service delivery below for additional information
Working from home	RACs	Follow UC Covid Safe Plan	Follow UC Covid Safe Plan and CMT instructions	Follow UC Covid Safe Plan and CMT instructions	All non-essential staff to work from home (<i>community only</i>)
	Community				
Volunteers	RACs	Yes – under the age of 70 with no co-morbidities	Yes – under the age of 70 with no co-morbidities. Limited to one central location	Yes – engaged in low risk activities under the age of 70 with no co-morbidities. Limited to one central location	No volunteers allowed
	Community				
Training	RACs	Yes, adhering to social distancing	Yes, adhering to social distancing however virtual where possible	Limited - adhering to social distancing, suspend non-essential training, essential training to be delivered virtually where able	No non-essential training Essential training only (PPE & Manual handling)
	Community				

ACCS Aged Care & Community Safety Response Action Plan

Safety Response Level		1	2	3	4
Meetings	RACs	Yes, adhering to social distancing	Yes, adhering to social distancing however virtual where possible	Limited, adhering to social distancing, virtual meetings where able	ALL meetings to be conducted virtually
	Community				
Contractors and goods delivery	RACs	Contractors may enter. Screening processes as per ACD. Social distancing and to access only necessary areas	Screening processes as per ACD. Social distancing and access only necessary areas. Only Services and goods that are required for the effective operation of the facility. Must use appropriate PPE	Screening processes as per ACD. Social distancing and access only necessary areas. Only Services and goods that are required for the effective operation of the facility. Must use appropriate PPE	Screening processes as per ACD. Social distancing and access only necessary areas. Only Services and goods that are required for the effective operation of the facility. Must use appropriate PPE
	Community				
Cleaning	RACs	Routine Cleaning plus Touch point cleaning two times a day	Routine Cleaning plus Touch point cleaning three times a day	Routine Cleaning plus Touch point cleaning three times a day	Outbreak Cleaning – as per Cleaning Guidelines
	Community	Routine Cleaning plus Touch point cleaning two times a day. Vehicle cleaning as per Car/Device Cleaning	Routine Cleaning plus Touch point cleaning three times a day. Vehicle cleaning as per Car/Device Cleaning	Routine Cleaning plus Touch point cleaning three times a day. Vehicle cleaning as per Car/Device Cleaning	Routine Cleaning plus Touch point cleaning three times a day. Vehicle cleaning as per Car/Device Cleaning
Waste Management	RACs	Normal Operations	Normal Operations	Normal Operations	Increased waste requirements managed by the Ops team
	Community	Normal Operations	Normal Operations	Normal Operations	Normal Operations
Meals Service	RACs	Social Distance restrictions apply and as required by standard precautions for infection prevention	Social Distance restrictions apply and as required by standard precautions for infection prevention	Social Distance restrictions apply and as required by standard precautions for infection prevention	In room only, disposable cutlery, plates, crockery
	Community	Social Distance restrictions apply and as required by standard precautions for infection prevention. Normal meal preparation continues in home	Social Distance restrictions apply and as required by standard precautions for infection prevention. Normal meal preparation continues in home	Social Distance restrictions apply and as required by standard precautions for infection prevention. Normal meal preparation continues in home	No meal services in centre. Normal meal preparation continues in home
Personal laundry	RACs	Allowed – subject to visitor restrictions	Allowed – Subject to visitor restrictions	Allowed – subject to visitor restrictions	Not allowed, residential will manage personal laundry
	Community	Not Applicable	Not Applicable	Not Applicable	Not Applicable

ACCS Aged Care & Community Safety Response Action Plan

Safety Response Level		1	2	3	4
Linen	RACs	Normal Processes	Normal Processes	Normal Processes	Follow linen management process
	Community	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Facility Management & Protection	RACs	Signage at entrances alerting all of restrictions and to do not enter if symptomatic	Signage at entrances alerting all of restrictions and to do not enter if symptomatic	Signage at entrances alerting all of restrictions and to do not enter if symptomatic	Close and lock all external doors. Limit entry and exit points (<i>resident facility only</i>)
	Community				
PPE Stocktake	RACs	PPE Audit Monday and Wednesday by 1200 hrs	PPE Audit Daily by 1200 hrs	PPE Audit Daily by 1200 hrs	PPE Audit twice daily (0900 & 1500) with escalation to COVID-19 Ops team for access to Commonwealth stockpile
	Community	Normal Operations with PPE stocktake	PPE Audit Monday and Wednesday by 1200 hrs	PPE Audit Monday and Wednesday by 1200 hrs	PPE Audit daily by 1200 hrs