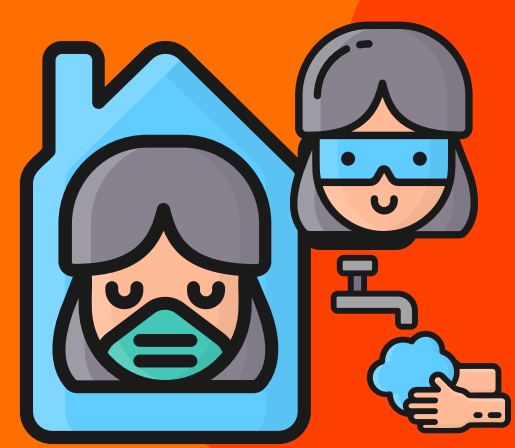


Family and Disability Services

COVID-19 OUTBREAK MANAGEMENT PLAN 2020



| Who | All Actions (documents can be found at: https://www.ucqcovid19.com.au/lifeline-and-fads) | Time | Outcome | Documents Required |
|---|---|---|--|--|
| GMs Store Manager Lead Practitioner Service Leader GM PID and GE FADS GMs Local Leaders Outbreak Lead | <ul style="list-style-type: none"> Using your regular lines of management reporting, contact your immediate line manager and notify them if you have a confirmed COVID-19 case. Line Manager to inform the General Manager (GM). If the COVID-19 positive person is a <u>staff member</u> immediately ask them to leave the service location and isolate at home as directed by the public health unit (PHU) and follow the Queensland Health <i>Managing the risk for COVID 19 exposures in business and venue</i>. https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/contact-tracing If the COVID-19 positive case is a <u>client in a residential service</u> they should be immediately isolated in a single room with an ensuite (if possible) and using PPE or transferred to hospital or other accommodation as clinically directed/guardian directed. Record client or staff case to Riskman COVID module For Residential Clients: Outside affected clients' rooms place the following: <ul style="list-style-type: none"> Alcohol-based hand rub Appropriate PPE and hands-free bins for used PPE Infection Control SME (advised by PPE Ops team leaders) to review isolation arrangements | 30 min First 30 Minutes | <ul style="list-style-type: none"> COVID positive case alerted via line management arrangements Staff member isolated at home Client isolated in single room or in hospital | <ul style="list-style-type: none"> FaDS COVID-19 PPE Matrix Riskman COVID manual Residential Isolation Guidance (to be developed) <i>Managing the risk for COVID 19 exposures in business and venue</i> document |
| | <ul style="list-style-type: none"> General Manager to <u>appoint an Outbreak Management</u> Lead (this person will be the central point of contact and should be the most senior leader on site) | | <ul style="list-style-type: none"> Central Operational Communication established | <ul style="list-style-type: none"> Role of Outbreak Management lead |
| | <ul style="list-style-type: none"> General Manager will contact the FaDS COVID-19 Operations lead (GM Practice, Improvement and Development) who will advise the Uniting Care QLD Crisis Management Team (CMT) and Group Executive. The COVID-19 Operations Team will manage all media inquiries. Please direct all media enquiries to the Ops Team Media Manager Ph: 0412 674 013. For advice on all media or communication call or text the number immediately. | | <ul style="list-style-type: none"> Organisation Alerted to potential COVID outbreak | <ul style="list-style-type: none"> COVID Communication Plan |
| | <ul style="list-style-type: none"> Contact the Regulatory Bodies of any cases. The representatives of the regulatory body will connect with the service to regarding the management of the outbreak. | | <ul style="list-style-type: none"> Funding Reporting completed | <ul style="list-style-type: none"> See COVID regulatory bodies requirements |
| | <ul style="list-style-type: none"> Contact your area State Public Health Unit (PHU) immediately (refer to appendix for QLD Health Public Health Unit - Contact details). Follow after hours prompts if necessary. Follow initial direction of the Public Health Communicable Disease Nurse in implementation of infection prevention strategy. Advise COVID FaDS Operations Lead of contact and advice provided by PHU. | | <ul style="list-style-type: none"> Connection established with PHU | |
| | <ul style="list-style-type: none"> Inform the positive resident and their family of their diagnosis with sensitivity and support as needed. All written communication must be approved by the COVID Operation team via the FaDS Operations Lead (GM Practice, Improvement and Development) Follow the restrictions and any lockdown requirements for the residential home. Review communications books and shift reports to determine who is onsite. Ask all non-essential people to leave the premises. Ask all clients, where practical, to remain in their rooms. Reinforce standard precautions including hand hygiene, cough etiquette and staying 1.5 m away from other people throughout the home. Restrict external visitation to site, noting there will be expectations in disability services. | | <ul style="list-style-type: none"> Family and key stakeholders notified Restrict access to site | <ul style="list-style-type: none"> COVID communication letters (held by the Coms team) |
| GM PID, GE FADS, OPS Team GMs Outbreak Lead Admin Officer | <ul style="list-style-type: none"> Release an initial communication which should include residents, staff, families, and key stakeholders (contractors). Services with co-located sites should communicate with other sites. All written communications must be approved by GM PID and GE FaDS before release. GM PID to inform all relevant FADS units/teams, allied health staff and significant others of outbreak via email. | 60 min 30 to 60 Minutes | <ul style="list-style-type: none"> Close contacts identified and notified of confirmed outbreak | <ul style="list-style-type: none"> COVID Communication Letter template |
| | <ul style="list-style-type: none"> Convene and call an outbreak management team meeting: <ul style="list-style-type: none"> General Manager, General Manager PID, Group Executive, Outbreak Lead (appointed by GM) Workforce Business Partner/ COVID People and Culture Lead, Infection Control SME Commence COVID-19 Workforce Contingency Planning process and follow directives of PHU and COVID 19 Ops Team. | | <ul style="list-style-type: none"> Establish Working Group | <ul style="list-style-type: none"> Minutes template |
| | <ul style="list-style-type: none"> Establish screening protocols for all staff entering the service | | <ul style="list-style-type: none"> Access restricted to site | <ul style="list-style-type: none"> Screening Tool |
| | <ul style="list-style-type: none"> Print all necessary Signage and resources required for the site Email current contact list for staff, resident representatives and other health providers to the General Manager and OPS Team: donna.shkalla@uccommunity.org.au | | <ul style="list-style-type: none"> Identify potential close contacts | <ul style="list-style-type: none"> Posters Communication Letters |
| Service Leader Outbreak Lead Infectious Control SME Procurement Lead Outbreak Lead | <ul style="list-style-type: none"> Start contact tracing. Identify anyone who were in close of the COVID-19 positive person. | 1-4 Hours | <ul style="list-style-type: none"> Staff contract tracing | <ul style="list-style-type: none"> PHU published contract tracing directions |
| | <p>Residential only</p> <ul style="list-style-type: none"> Increase monitoring of all residents for any symptoms of COVID-19. Initiate temperature checks for all residents twice daily. Advise staff that any resident who exhibits flu like symptoms or fever is considered to be infectious – follow Points 1 onwards again. Review high risk resident profile list and plan for their care | | <ul style="list-style-type: none"> House Map Staff Profiles Current resident list | |
| | <ul style="list-style-type: none"> Increase to daily PPE stocktake. Consider location and storage of large amounts of PPE and ensure staff are aware of where to locate | | <ul style="list-style-type: none"> PPE Matrix and Outbreak Model | |
| GM PID, GE FADS, OPS Team Workforce Business Partner D&T Ops Lead Local Leaders Outbreak Lead | <ul style="list-style-type: none"> Have available to share with regulatory bodies: <ul style="list-style-type: none"> House Map Current Resident List Staffing Profile | 1 to 4 Hours | <ul style="list-style-type: none"> Central distribution of required PPE | |
| | <ul style="list-style-type: none"> GM PID/COVID Procurement: Email to organise additional PPE via commonwealth or state stockpile if available. | | | |
| GMs GM PID Infectious Control SME Service Leader | <p>Residential only</p> <ul style="list-style-type: none"> Commence actions within COVID 19 Workforce Contingency. This includes reviewing workforce and agency requirements to ensure sufficient staffing within the house. Review employment conditions for rostering. Arrange to allocate separate staff for COVID-19 positive, COVID-19 suspected and non-COVID-19 clients if appropriate. | 4-8 Hours 4 to 8 Hours | <ul style="list-style-type: none"> Workforce established to care in place Workforce Planning FaDS | <ul style="list-style-type: none"> IFA Residential out of home care |
| | <ul style="list-style-type: none"> Maintaining social contact – clients and their families/ representatives. Consider requirements for additional staff to assist clients with communications/use of technology. Addition technology maybe required, D&T COVID representative engaged. | | | |
| | <ul style="list-style-type: none"> Establish a clear and consistent pattern of daily follow-up outbound communications to General Manager and General Manager PID. This will ensure clients, families and stakeholders are informed of developments as they unfold. | | | |
| <ul style="list-style-type: none"> Review outbreak plan to date with Infection Control SME. In direction consultation with the PHU determine what cohorting procedures to implement to manage infection control. Consider staffing and rostering requirements for 1-1 care. Isolate staff to designated areas. | <ul style="list-style-type: none"> Outbreak plan for specific incident completed | | | |
| <ul style="list-style-type: none"> Complete the brief in Riskman on day one (1) of the outbreak and update Riskman daily until outbreak resolved. Enter episode of infection for each client/ resident into Riskman. | <ul style="list-style-type: none"> Monitoring and Tracking of impact via Riskman | <ul style="list-style-type: none"> Follow Riskman COVID guidance | | |