

# 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.

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
<b>Entry Screening</b>	RACs	Screening as per ACD, QR Code and temperature checks.	Screening as per ACD, QR Code and temperature checks.	Screening as per ACD, QR Code and temperature checks.	Screening as per ACD, QR Code and temperature checks.
	Community	Screening as per Procura questions on entry.	Screening as per Procura questions on entry.	Screening as per Procura questions on entry.	Screening as per Procura questions on entry.
<b>General visitation</b>	RACs	Visitors subject to entry screening processes as per ACD. QR Code and signage.	Entry will now be restricted in line with ACD. QR Code and signage.	Entry will now be restricted in line with ACD. QR Code and signage.	Entry will now be restricted in line with ACD. QR Code and signage.
	Community	QR Code and signage	QR Code and signage	QR Code and signage	Essential visitation only. Preferred method is phone contact.
<b>End of Life Palliative Care Compassionate Visits</b>	RACs	Follow ACD	Follow ACD	Follow ACD	Follow ACD
	Community	Not Applicable	Not Applicable	Not Applicable	Not Applicable
<b>Visitors under the age 16 years</b>	RACs	Follow ACD	Follow ACD	Follow ACD	Follow ACD
	Community	Not Applicable	Not Applicable	Not Applicable	Not Applicable
<b>Pastoral Care Visits</b>	RACs	Normal Operations	Normal Operations - Must use appropriate PPE	Normal Operations - Must use appropriate PPE	Normal Operations - Must use appropriate PPE. Consider virtual delivery.
	Community	Normal Operations	Normal Operations - Must use appropriate PPE	Normal Operations - Must use appropriate PPE	Essential visits only. Phone support or virtual visits preferred.
<b>Resident Social Leave and/or Discharge</b>	RACs	Normal Operation complete resident temporary absence form	Follow ACD/PHU consider compassionate grounds	Follow ACD/PHU consider compassionate grounds	Follow ACD/PHU consider compassionate grounds
	Community	N/A	N/A	N/A	N/A
<b>Movement restrictions within a facility/centre</b>	RACs	Yes – social distancing	Yes – social distancing and consider designated areas for residents	Yes –social distancing and consider designated areas for residents	Yes – in room only or in co-horted area
	Community	Yes – social distancing	Yes – see Group Programs	Yes – see Group Programs	No – see Group Programs

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New admissions and readmissions	RACs	Follow ACD	Follow ACD and normal screening applies	Follow ACD and normal screening applies	Admissions dependant upon resident status and risk associated and follow ACD and normal screening applies.
	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 and RAT surveillance testing Reporting as per reporting requirements table	As required for symptomatic residents/staff and RAT surveillance testing Reporting as per reporting requirements table	As required for symptomatic residents/staff and RAT surveillance testing Reporting as per reporting requirements table	As required for symptomatic residents/staff and RAT surveillance testing Guidance given from the PHU re testing regime
	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"> <li>➢ No group singing activities</li> <li>➢ Screened single performers.</li> <li>➢ Site Café's open for resident use</li> <li>➢ Hairdressing will be allowed</li> <li>➢ Outside supervised small group walks</li> </ul>	<ul style="list-style-type: none"> <li>➢ No group singing activities</li> <li>➢ Screened single performers.</li> <li>➢ Site Café's open for resident use</li> <li>➢ Hairdressing will be allowed</li> <li>➢ Outside supervised small group walks within grounds</li> </ul>	<ul style="list-style-type: none"> <li>➢ No group singing activities</li> <li>➢ Screened single performers.</li> <li>➢ Consider operation of site Café</li> <li>➢ Hairdressing will be allowed</li> <li>➢ Outside supervised small group walks within grounds</li> </ul>	In room or co-horted programmes and activities only
	Community	Normal operations social distancing	Normal operations social distancing Consider offering virtual programs where client preference	Normal operations social distancing Consider offering virtual programs where client preference	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 with 'In Home Services'

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<b>Staff</b> (including anyone providing health medical personal care or pharmaceuticals)	RACs	Staff subject to entry screening processes as per ACD. Refer to QH Work Permissions and restrictions Framework	Staff subject to entry screening processes as per ACD. Refer to QH Work Permissions and restrictions Framework	Staff subject to entry screening processes as per ACD. Refer to QH Work Permissions and restrictions Framework	Staff subject to entry screening processes as per ACD. Full orientation for all contingent workforce. Refer to QH Work Permissions and restrictions Framework
	Community	Staff to self-assess and exclude from work if unwell. Refer to QH Work Permissions and restrictions Framework Consider room capacity, ventilation, social distancing	Staff to self-assess and exclude from work if unwell. Discourage congregation of staff in all joint spaces Refer to QH Work Permissions and restrictions Framework Consider room capacity, ventilation, social distancing	Staff to self-assess and exclude from work if unwell. Discourage congregation of staff in all joint spaces Refer to QH Work Permissions and restrictions Framework Consider room capacity, ventilation, social distancing	Staff to self-assess and exclude from work if unwell. Must use appropriate PPE. Full orientation for all contingent workforce Refer to QH Work Permissions and restrictions Framework Consider room capacity, ventilation, social distancing
<b>Staff PPE Use</b>	RACs	Refer to QH Pandemic Response PPE document and any PHU/CHO directives.	Refer to QH Pandemic Response PPE document and any PHU/CHO directives.	Refer to QH Pandemic Response PPE document and any PHU/CHO directives.	Refer to QH Pandemic Response PPE document and any PHU/CHO directives.
	Community				
<b>Staff rostering and client/resident allocation</b>	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.
	Community	Normal scheduling practice	Schedule consistent staff	Schedule consistent staff	See service delivery below for additional information
<b>Working from home</b>	RACs	Follow UC Covid Safe Plan and CMT instructions	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				
<b>Volunteers</b>	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				
<b>Training</b>	RACs	Yes, adhering to social distancing	Yes, adhering to social distancing however virtual where possible	Limited face to face- 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				

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<b>Meetings</b>	RACs	Yes, adhering to social distancing and room density limits	Yes, adhering to social distancing and room density limits however virtual where possible	Limited face to face, adhering to social distancing, room density limits, virtual meetings where able.	ALL meetings to be conducted virtually.
	Community				
<b>Contractors and goods delivery</b>	RACs	Contractors may enter. Screening processes as per ACD and QR Code. Social distancing and to access only necessary areas.	Screening processes as per ACD and QR Code. Social distancing and access only necessary areas. Follow ACD. Must use appropriate PPE.	Screening processes as per ACD. Social distancing and access only necessary areas. Follow ACD. Must use appropriate PPE.	Screening processes as per ACD. Social distancing and access only necessary areas. Follow ACD. Must use appropriate PPE.
	Community				
<b>Cleaning</b>	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
<b>Waste Management</b>	RACs	Normal Operations	Normal Operations	Normal Operations	Increased waste requirements managed by the Ops team
	Community	Normal Operations	Normal Operations	Normal Operations	Normal Operations
<b>Meals Service</b>	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	For Positive infected residents isolated In room dining 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. Consider other delivery options for in home services where possible
<b>Personal laundry</b>	RACs	Allowed – subject to visitor restrictions	Allowed – Subject to visitor restrictions	Allowed – subject to visitor restrictions	Not allowed, service will manage personal laundry
	Community	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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<b>Linen</b>	RACs	Normal Processes	Normal Processes	Normal Processes	Follow linen management process
	Community	Normal Processes	Normal Processes	Normal Processes	Consider critical service requirements
<b>Facility /Service Management &amp; Protection</b>	RACs	Poster signage at entrances alerting all of restrictions and to do not enter if symptomatic	Poster signage at entrances alerting all of restrictions and to do not enter if symptomatic	Poster 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				
<b>PPE Stocktake</b>	RACs	Normal Operations with PPE stocktake	PPE Audit Daily as directed by COVID Operations Teams	PPE Audit Daily as directed by COVID Operations Teams	PPE Audit Daily as directed by COVID Operations Teams
	Community				