

> HELPING BUSINESS GET BACK TO WORK



COVID-19 Safety Plan



**Facility: Ku-ring-gai Support Services Center
7 Gilroy Lane / 7 Gilroy Road, Turramurra NSW 2074**

Ku-ring-gai Meals on Wheels & Hornsby Ku-ring-gai Community Transport

We have developed this COVID-19 Safety Plan to help create and maintain a safe environment for staff, volunteers, clients, visitors, stakeholders and the general community.

This COVID-19 Safety Plan has been completed in consultation with the Ku-ring-gai Meals on Wheels and Hornsby Ku-ring-gai Community Transport workforce. We acknowledge that abiding by this Plan will help slow the spread of COVID-19 and reassure our clients that they can safely receive service from our business and further, reassure our volunteers that they can continue to support the vulnerable members of our community safely and in accordance with a Plan that has been thoroughly developed and tested. The Plan will be a working document, in that it will be updated and/or changed as the Government recommendations change and as the local situation requires.

As Businesses, we must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for our industry we will go to nsw.gov.au

BUSINESS DETAILS

Business name: Hornsby Ku-ring-gai Community Transport & Ku-ring-gai Meals on Wheels

Plan completed by: Tara Russell

Approved by: Nick Eudale and Helen Crouch

Guidance for this workplace and the actions implemented are to keep clients, volunteers, stakeholders and workers safe. Kur-ring-gai Meals on Wheels and Hornsby Kur-ring-gai Community Transport are considered essential services and operate within the in-home aged care sector. Resources from NSW Health, Commonwealth Health Department and Safe Work Australia and NSW have been used to guide the Standards adopted throughout this COVID-19 Safety Plan. These Standards operate in concert with the Vulnerable Persons Food Safety Standard for hygiene. https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-information-for-in-home-care-workers_0.pdf

REQUIREMENTS	ACTIONS/STANDARDS	DONE	In Progress	DOCUMENTS
<p>Wellbeing of staff, volunteers, stakeholders, visitors and clients.</p> <p>Exclude staff, volunteers, visitors and clients who are unwell from the workplace to ensure the continuity of service, health and safety of staff, clients, volunteers and professional visitors.</p>	<p>Staff members are not permitted to attend the office if they are unwell or are displaying symptoms of a temperature, fever, congested chest, sore throat, runny nose, cough (i.e. flu like symptoms).</p> <ul style="list-style-type: none"> • If you are feeling unwell or are displaying symptoms of temperature, fever, congested, chest, sore throat, runny nose, cough, you must get tested for COVID-19. You are required by NSW Health to quarantine at home until you receive a negative result. • If a staff member is required to quarantine, and is able to work from home, guidance will be given for how to set up a safe home work environment using Safe Work Australia guidelines and monitored by their checklist. The staff member shall thereafter complete the Working from Home Checklist provided by comcare.gov.au (see links) • The procedure for required actions if a staff member is suspected or confirmed positive for COVID-19, will be as established by Safe Work Australia (SWA) (see links) <p>General Managers of the services will take the temperature of all workforce members each morning. Only temperatures in the yellow zone will be confidentially recorded (so as to establish any trend) and any member returning a red zone reading will be removed from the facility immediately and supported to be tested at Hillview testing centre and return home immediately for the testing quarantine period.</p>			<p>In-center Posters placed throughout the facility:</p> <p>TEST Poster</p> <p>See Links:</p> <p>https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-identifying-the-symptoms.pdf</p> <p>https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/Working from home Workstation_Setup_%20Guide-COVID-19.pdf</p> <p>https://www.comcare.gov.au/about/forms-publications/documents/publications/safety/working-from-home-checklist.pdf</p> <p>https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf</p> <p>See saved Documents:</p> <p>HKCT Leave Policy 4.09</p> <p>KMOW Leave Policy</p> <p>Fairwork Australia COVID-19 Leave Policy TBC</p>

	<p>Professional Visitors are not permitted to attend the office for the purpose of scheduled meetings or appointments without the approval of the General Managers of their Service.</p> <ul style="list-style-type: none"> • The Visitor must agree to sign the COVID Safety Waiver prior to the meeting or appointment. • Staff must abide by The Meeting Protocol Procedure prior to, during and following the meeting or appointment. 		<p>See saved Document:</p> <p>COVID-19 Safety Risk Assessment for Visitors</p> <p>The Meeting Protocol</p>
	<p>Volunteers attending the facility for their shift must remain in the Dining Room. A sign is placed at the door leading to access the larger admin office space and kitchen, advising of demarcation and a bell supplied for volunteers to be able to attract the attention of KMOW staff.</p> <ul style="list-style-type: none"> • Volunteers are to sign in at the beginning of the Shift and answer questions declaring their health status – See Procedure for Volunteer Management during COVID-19 • Volunteers will have their temperature taken upon arrival for their shift. Only temperatures in the yellow zone will be confidentially recorded (so as to establish any trend) and any member returning a red zone reading will be removed from the facility immediately and supported to be tested at Hillview testing centre and return home immediately for the testing quarantine period. • Volunteers are to sign out at the end of their Shift • Notices located at the Volunteer communication table display information about Testing, Healthy transfer of meals (Contact Free Delivery Protocols), who to call if they feel unwell and are not able to attend their Shift and where they can go if they would like to talk with someone to get confidential help and what is required for them to be able to return to their Shift. 		<p>In-center Posters placed throughout the facility:</p> <p>STOP Poster</p> <p>See saved Documents:</p> <p>Procedure for Volunteer Management during COVID-19</p> <p>Advice for KMOW Volunteers – Coronavirus (19/03/2020)</p> <p>Contact Free Delivery Protocols.</p>
	<p>Clients should not be scheduled for a meeting or appointment in the facility without the approval of the General Manager of their Service. Where possible staff should not encourage face to face meetings, and refer to telecommunications or video collaboration platforms.</p> <ul style="list-style-type: none"> • If you are not sure how to make a FREE Zoom call, please see Zoom support document for instructions. • If a video consultation is not possible and a face-to-face meeting is unavoidable the client must have their temperature taken, abide by The Meeting Protocol and sign the COVID Safety Waiver. 		<p>https://support.zoom.us/hc/en-us/articles/360021087192-Making-and-Receiving-Calls#:~:text=1%20Sign%20in%20to%20the%20Zoom%20desktop%20client.,supports%20outbound%20dialing%20to%20that%20number.%20More%20items</p> <p>See saved Document:</p> <p>COVID-19 Safety Risk Assessment for Visitors</p>

Clients receiving service:

Hornsby Ku-ring-gai Community Transport (HKCT)

In order to participate in HKCT Transport, shopping journeys or social outings, clients must be well. Every driver verbally verifies with each client that they are well, displaying no symptoms before they enter the vehicle. Also,

- Signage is posted in each vehicle letting clients know that if they are displaying or feeling symptoms of a temperature, fever, congested chest, sore throat, runny nose, cough (i.e. flu like symptoms) they must not travel with HKCT.
- No touch thermometers will test any clients who habitually share ill-health symptoms or are unsure
- Signage is posted in each vehicle advising clients that if they test positive to COVID 19 following a transport service, they MUST advise the General Manager of HKCT as soon as the results are received.
- For a procedure for required actions if a client tests positive for COVID-19, see **SWA infographic on Confirmed/Suspected Positive Test**
- Clients must be advised of the requirements for social distancing and any other elements of the Ku-ring-gai Support Services Center COVID-19 Safety Plan that are relevant to safe travel;
- Clients must be prepared to follow the requirements of the Ku-ring-gai Support Services Center COVID-19 Safety Plan.

To advance the wellness of clients, if a client presents as unwell or answers volunteer, driver or staff questions in a way that indicates they may be unwell or in need of medical attention, volunteers and drivers are to notify administrative staff and staff should:

- Contact the client and enquire about their health and ask wellness questions relating to COVID_19; or
- Contact the emergency contact and relay the information that was received from the volunteer/driver; or
- In an emergency contact medical help. Either contact the Doctor listed on the Intake Form or 000 for the ambulance.

Ku-ring-gai Meals on Wheels (KMOW)

In general, Meals on Wheels is delivered to clients in their homes using the **Contact Free Delivery Protocols** therefore client's health status should not impact on the safe nature of continuing business. However, to advance the wellness of clients, if a client presents as unwell or

See Link:

<https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf>

	<p>answers volunteer or staff questions in a way that indicates they may be unwell or in need of medical attention, volunteers are to notify staff and staff should:</p> <ul style="list-style-type: none"> • Contact the client and enquire about their health and ask wellness questions relating to COVID_19; or • Contact the emergency contact and relay the information that was received from the volunteer; or • In an emergency contact medical help. Either contact the Doctor listed on the Intake Form or 000 for the ambulance. 			
REQUIREMENTS	ACTIONS/STANDARDS	DONE	In Progress	DOCUMENTS
Wellbeing of staff, volunteers, stakeholders, visitors and clients.				
<p>Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing and cleaning.</p>	<p>All staff must complete the COVID-19 infection control training at https://covid-19training.gov.au/login and sign the recognition of training roster (KMOW) or print certificate of completion for their personnel file (HKCT).</p> <p>All NSW Health COVID-19 updates shall be read by the General Managers on a daily basis and if appropriate (relevant to the in home aged care service delivery or relevant to workplace practices that could be applied within the facility), shall be printed and circulated to all team members via the office Reading Route Slip.</p> <ul style="list-style-type: none"> • Reading Route slip will be filed as proof of reading. • If information requires an update to the Ku-ring-gai Support Services Center COVID-19 Safety Plan, the document will be updated and any further training, procedural change and/or wall signage will be created and displayed to reinforce the communication and/or mandated/recommended practice. • New staff will be required to undertake the COVID-19 infection control training at https://covid-19training.gov.au/login • All Team Meetings need to include an update on COVID-19 including any new protocols, updates to the Ku-ring-gai Support Services Center COVID-19 Safety Plan or general advise • It is the responsibility of the General Managers of Service to monitor these Standards for compliance. 			<p>See Link: https://covid-19training.gov.au/login</p> <p>See Saved Documents: (KMOW) Recognition of training roster</p>

<p>Make staff aware of their leave entitlements if they are sick or required to self-isolate.</p>	<p>To maintain a healthy and safe work place it is important that staff feel comfortable to take leave when they have the first signs of feeling unwell. This Standard is reiterated in the Food Safety Standards for Vulnerable people. However under current circumstances it is imperative that staff and volunteers know that they MUST NOT attend work if they feel or display symptoms of a temperature, fever, congested chest, sore throat, runny nose, cough (i.e. flu like symptoms).</p> <ul style="list-style-type: none"> • Fairwork Australia COVID-19 Leave Guidelines Policy • For HKCT Staff please refer to Leave Policy 4.09 • For Ku-ring-gai Meals on Wheels Staff please refer to Leave Policy ***** 			<p>See saved Documents:</p> <p>HKCT Leave Policy 4.09</p> <p>KMOW Leave Policy ****</p>
<p>Mental health of staff while working under COVID-19 restrictions</p>	<p>The wellbeing of both employees and volunteers at the Centre includes their mental and emotional health. Maintaining a safe and welcoming environment for all employees and volunteers is actively sought. No team member should ever feel, or be felt they are, unable to raise concerns over anxiety, worry or fear of the pandemic itself, the procedures for the workplace or dealing with clients.</p> <p>HKCT workforce may be confidentially referred to its EAP provider, Access EAP.</p> <p>KMOW workforce may speak confidentially with the General Manager for referral to appropriate service.</p> <p>General Managers are responsible for meaningful check-ins with each team member, albeit on an ad hoc yet rotation basis, to be assured no indication of stress is being displayed in behaviour or productivity.</p> <p>Related relevant articles on workplace stress and COVID-19 anxiety shall also be routed for team member review, as support for coming forward and discussing concerns or seeking assistance.</p> <p>See additional available resources document links.</p>			<p>See Links:</p> <p>https://covid19.thiswayup.org.au/</p> <p>https://www.blackdoginstitute.org.au/wp-content/uploads/2020/04/Black-Dog-Institute_Weekly-mental-health-check-in_Coronavirus.pdf</p> <p>https://coronavirus.beyondblue.org.au/</p> <p>https://www.lifeline.org.au/get-help/information-and-support/covid-19/</p>
<p>Display conditions of entry for any customers, workers or visitors (website, social media, and facility entries).</p>	<p>At every entry point to the facility there is signage that outlines:</p> <ul style="list-style-type: none"> • The Name of the Facility • Who is permitted and permissions to enter • Who is permitted to enter at the specific entry point (Pathway of Travel through Facility) 			<p>In-center Posters placed throughout the facility:</p> <p>STOP Poster</p> <p>THINK Poster</p> <p>TEST Poster</p> <p>ATTENTION Poster</p>

	<ul style="list-style-type: none"> • Social Distancing Guidelines for the Facility • Maximum Numbers of people allowed within the facility and within each room within the facility. <p>KMOW Volunteers are required to follow sign in and sign out protocols as outlined in the COVID-19 Volunteer Management Protocol. Volunteers are not to enter the main body of the facility and are to remain in the Dining Room.</p> <p>Ku-ring-gai Support Services Center COVID-19 Safety Plan is to be available on each service Website for staff, clients, volunteers, stakeholders, visitors and the general public to be able to read and understand the conditions of entry to the facility.</p> <p>Meeting Protocol and COVID Safety Risk Assessment, as well as the Ku-ring-gai Support Services Center COVID-19 Safety Plan to be available on each service Website for visitors to site and sign prior to attending a Meeting at the facility.</p> <p>An Awareness Statement to be placed on the website of each service.</p>			<p>Beware Poster : Physical Distancing (Maximum number of people per room)</p> <p>See saved Documents:</p> <p>COVID-19 Volunteer Management Procedure</p> <p>Volunteer Sign In Sheet</p> <p>Pathway of travel through Facility</p> <p>Meeting Protocol</p> <p>COVID-19 Safety Risk Assessment for Visitors</p> <p>COVID Safety Plan website link KMOW</p> <p>COVID Safety Plan website link https://communitytransport.org.au/wp-content/uploads/2020/08/Facility-COVID-Safety-Plan-Aug-2020.pdf</p>
REQUIREMENTS	ACTIONS/STANDARDS	DONE	In Progress	DOCUMENTS
Physical distancing				
<p>There are a number of businesses where there are restrictions on patron numbers and the space required to have that number of people; check if there are any restrictions on your business by visiting the NSW Government website. If your business does not have any restrictions, consider what measures could be put in place to avoid crowding and close proximity where practicable.</p>	<p>At all times, and in all locations within the premises of the Ku-ring-gai Support Services Center building, it is required that all staff, volunteers, visitors, clients or anyone within the facility maintains appropriate social distancing of 1.5m at any time.</p> <p>There must be no more than 40 people within the whole facility and each room will sign post the maximum number of people to be within the space of the room.</p> <p>HKCT offices have a maximum capacity at any one time of:</p> <ul style="list-style-type: none"> • Office 1: Four (4) people at any one time (Service Coordination) • Office 3: Three (3) people at any one time (Business Service Coordination) • Office 4: Five (5) people at any one time (General Managers Office) 			<p>In-center Posters placed throughout the facility:</p> <p>Beware</p> <p>Physical Distancing</p> <p>Maximum number of people per room on each room door</p> <p>Maximum number total for the facility on each entry door</p>

- No more than half the usual capacity per bus shall be occupied by HKCT clients, unless (although unlikely) they are all members of the one household. Eg: 20 seater bus capacity shall be 10 people, 16 or 17 seater capacity shall be 8 people.
- Only 1 client per sedan vehicle shall be carried at one time unless that client has a carer or family member accompanying them. Client/s must be seated in the rear left seat of the car for the journey. If their mobility precludes this standard, both the driver and the client must wear a face mask at all times.
- The shared store room has a capacity of one (1) person at any one time.
- The shared kitchen has a maximum capacity of two (2) people at any one time.

KMOW offices have a maximum capacity at any one time of:

- Kitchenette near the Kitchen has a maximum capacity of one (1) person at any one time.
- The KMOW Production Kitchen has a maximum capacity of ten (10) people at any one time
- KMOW Volunteer Coordinator Office has a maximum capacity of three (3) people at any one time.
- The KMOW Dining Room has a maximum capacity of fifteen (15) people at any one time.
- KMOW Coordinator's Office (SN) has a maximum capacity of two (2) people at any one time.
- KMOW GM's Office (NE) has a maximum capacity of three (3) people at any one time.

These maximums must not be breached.

It is the responsibility of the General Managers of Services to monitor these Standards for compliance.

Assign workers to specific work stations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use.

A Plan has been developed to indicate appropriate entry and exit points for staff, volunteers, clients and visitors to minimize unnecessary movement throughout the building, to demarcate areas and to ensure that there is a minimum of traffic flow in highly used areas, like hallways and thoroughfares.

- Signage has been developed and is located at each entry point of the facility.
- Staff has been involved in developing this strategy of demarcation and have attested their agreement, understanding and recognition of the intent and importance of this strategy.

Ku-ring-gai Meals on Wheels manage a cleaning regime in accordance with the Meals on Wheels Ku-ring-gai & Hornsby COVID-19 Safe Plan (see Saved Documents) and in accordance with the Food Authority Food Safety Plan for working with vulnerable peoples.

Kitchen staff as well as services' Administration teams have assigned and dedicated work space and work phone, keyboard and stationery items (where reasonably practical).

- Work space and all equipment per station are to be cleaned prior to beginning work and upon finishing or leaving work, by each team member. This is especially essential for our part time employees and those who operate in a share space arrangement. See Safe Work Australia links for cleaning office space.
- Where possible telephones should only be used by one operator at a time and cleaned before another person uses that telephone. Headsets are not ever to be shared.
- A COVID-19 cleaning regime for each vehicle at the end of every days' use has been developed in accordance with Transport for NSW guidelines. Touchpoint cleaning occurs between each and every journey, even if the passengers remain the same. Drivers attest to the cleaning performed each day per vehicle in their control which is reviewed for standards being met by the Fleet Coordinator.
- An additional deeper, professional COVID cleaning regime has been put in place by the facility contract cleaners. (certified as COVID capable cleaning firm)
- Antiseptic wipes, hand sanitizer and antiseptic spray products are available in work areas and regular use is encouraged.
- On wall hand sanitizer stations have been added throughout the

See Links:

<https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf>

https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf

<https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-six-steps-to-stop-the-spread-for-aged-care-workers.pdf>

In-center Posters placed throughout the facility:

Six Steps to Stop the Spread

ATTENTION placed at doorways.

Be safe, be sure, SANITISE!

See Saved Documents:

KMOW COVID-19 Safe Plan (Production Kitchen)

Meeting Protocol

	<p>facility hallways and thoroughfares</p> <ul style="list-style-type: none"> • Staff are encouraged to not ride share to work. • Staff are encouraged to consider minimizing leaving the worksite. eg. Bring lunch to work, reconsider running errands during lunch time. • Meetings must be in accordance with the Ku-ring-gai Support Services Center COVID-19 Safety Plan, COVID Safe Meeting Protocols, and meet physical distancing and room and facility capacity standards 			
<p>Put plans and systems in place to monitor and control the numbers of workers and customers on site at any given time to allow for physical distancing.</p>	<p>It is the responsibility of the General Managers of Services to monitor these Standards for compliance.</p> <p>Individual Team Members recognize that they have a social responsibility to the community, to the workplace and to our clients to monitor and control their own behavior in line with the Standards laid out in this Plan.</p> <ul style="list-style-type: none"> • No visitors or meetings are to be arranged without prior permission of their General Manager. This will ensure the total number of people on site do not exceed the facility limit of 40 people. • Prior approval will enable room set up that ensures physical distancing protocols. • Every visitor – for a meeting or making a delivery – must be granted entry via 7 Gilroy Road (general) or the kitchen (food supplies) so entry questions can be answered, and meeting of minimum wellness standards can be verified, • KMOW kitchen staff must only enter via the kitchen entrance. With the exception of the Executive Chef, no kitchen staff will traverse the administration offices and similarly, as will the Packing staff, shall limit their traverse to the kitchen, cold storage, kitchenette and dining room. • KMOW volunteers must only enter via Gilroy Lane dining room entrance, to sign in and attest to wellness standards. 			<p>See Saved Documents:</p> <p>COVID Safe Risk Assessment for Visitors</p> <p>Register for Sign-in</p> <p>In-center Posters placed throughout the facility:</p> <p>ATTENTION Entry Signs posters located at all entrances</p> <p>BEWARE Physical Distancing posters</p> <p>Six Steps to Stop the Spread</p>

	<ul style="list-style-type: none"> • HKCT drivers must only enter via the carpark entrance, to minimize their traverse through the facility and be on-site for sign-in and sign-off purpose only. This will ensure this cohort of team members do not grow the facility maximum over 40 people also. It is noted that the maximum number of drivers at any one time could only ever be 11 and that the start/end of shifts is always staggered. • Drivers may congregate in the garage areas as they go about their vehicle preparation routines, or return to the depot between rostered journeys. However, physical distancing of 1.5m between every worker must always apply. • Administration team members of both services shall only enter or exit the facility via the carpark entrance. Courtesy in the hallways will be extreme, ensuring no passing within 1.5m of each other. • Entrance and hallway placed hand sanitizer stations shall be used by all team members upon entry and exit of the facility. Handwashing shall be undertaken regularly, as will use of hand sanitizer throughout the day and after each use of any equipment. 			
<p>Use flexible working arrangements where possible, such as working from home, early and late shifts to reduce peak periods.</p>	<p>As both organizations are classified as an essential community service, this standard will be dependent upon prioritizing service obligations.</p> <p>When required, KMOW kitchen staff will work a split shift, as per the tested Kitchen split shift roster. This will ensure continuity of service and minimize the number of people in the facility at any one time and cater for service continuity should isolation of teams be necessary due to a suspected or confirmed case of a team member diagnosis.</p> <p>When required the HKCT Drivers will work a split shift, as per HKCT set days roster. To ensure continuity of service and minimize the number of people in the facility at any one time.</p> <p>HKCT Drivers work a split shift, as per HKCT set days rosters. This will ensure continuity of service and minimize the number of people in the facility at any one time and cater for service continuity should isolation of teams be necessary due to a suspected or confirmed case of a team member diagnosis.</p> <p>KMOW's GM or Coordinator may (when required) work from Hornsby Meals on Wheels office or from home.</p> <p>HKCT's GM, Business Services Coordinator, Scheduler and Dispatcher may (when required) work from home. Service Coordinators and Fleet Coordinator are the only 3 admin team</p>			

	<p>members required during the hours of 8am and 5pm.</p> <p>Do we have a similar statement for KMOW ? regarding necessary office access.</p>			
<p>Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/disinfectant.</p>	<p>Facility Cleaning has been increased to include a daily (Mon-Fri) high touch point disinfection, eg: light switches, door handles, exhaust fan switches, desks, desk phones, alarm key pad, photocopier, tables, chairs, bench tops, dispensers.</p> <p>HKCT Vehicle cleaning regime has been established. Vehicles cleaned daily and regularly during client transport journeys.</p> <p>Masks are available for all staff and encouraged. (see Mask Wearing Advise from Australian and NSW Government links attached). Drivers may choose to wear a mask during any transport service, should they choose. However, if they choose not to wear a mask: upon collection of each client, the Driver will always enquire whether that client would prefer that they did and if yes every HKCT Driver agrees to wear a mask while serving that client.</p> <p>KMOW demarcates public and volunteers from administration and kitchen staff with use of signage located at each entry door and STOP poster at the glass door to the services' administration offices. The glass code-entry door is to remain closed as an additional barrier, further ensuring no unauthorized entry. Assigning entry and exit points based upon work team functions, and recommended path of travel guidelines based upon work team, controls interaction points.</p> <p>Sneeze guards not feasible nor necessary as extremely low person to person interaction in close quarters.</p> <p>Dining Room external exit doors are locked every day at 1.30pm to provide a barrier to unauthorized or unexpected access.</p> <p>See Health and Hygiene Section of this document for: "The wearing of masks"</p> <p>Within the facility, wearing of masks is currently optional however this precaution remains at the discretion of the General Managers of Services unless mandates are made by Public Health Orders.</p>			<p>See Saved Documents:</p> <p>Meeting Protocol</p> <p>COVID Safety Risk Assessment for Visitors</p> <p>In-center Posters placed throughout the facility:</p> <p>ATTENTION Entry Signs posters located at all entrances.</p> <p>Six Steps to Stop the Spread</p> <p>Be safe, be sure, SANITISE</p> <p>See Links:</p> <p>When to wear a Mask: https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-do-i-need-to-wear-a-mask.pdf https://www.nsw.gov.au/covid-19/face-masks</p>

<p>Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).</p>	<p>Posters have been placed throughout the workplace including Hallways, Bathrooms, Kitchen, Dining Room, Offices and Garage. In all buses, clients are seated by the driver, so maximize the distance between unrelated client passengers and 'leave this seat vacant' signs are also in use.</p> <p>Staff are reminded throughout the day and the message is reinforced at staff meetings.</p> <p>For situations where physical distancing is difficult, masks are made available in all offices, vehicles and the Garage. Staff has been reminded to respect other people's right to request mask wearing and to honor the concerns of colleagues. At all times staff should show respect to clients, visitors and other staff needs.</p> <p>HKCT clients will use the rear seat in the cars for individual transport services.</p> <p>HKCT clients will practice physical distancing in the buses by limiting the number of passengers on the 20, 18 or 17 seat busses to a maximum of 10 or 8 passengers plus the driver. Buses have seats that are cordoned off to ensure that passengers don't crowd together.</p>			<p>See Saved Documents:</p> <p>BEWARE: poster Physical Distance</p> <p>Six Steps to Stop the Spread</p> <p>See Links:</p> <p>When to wear a Mask: https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-do-i-need-to-wear-a-mask.pdf https://www.nsw.gov.au/covid-19/face-masks</p>
<p>Use telephone or video for essential meetings where practical.</p>	<p>Zoom technology is available and staff are encouraged to access video conferencing technology, where appropriate.</p> <p>If staff are unsure about how to use video conferencing technology, General Managers of Services will assist or see video training link.</p> <p>Zoom or similar is being used for all sector / industry Meetings and will be re-examined according to NSW Government mandated Restriction Levels</p> <p>Similarly, Zoom is being used whenever practicable for both services' Board Meetings. In the event an in-person meeting is warranted, and permitted according to NSW Government mandated Restriction Levels, physical distancing of 1.5metres will apply to room set up and all other physical distancing, hygiene and visitor protocols shall be enforced.</p>			<p>See Link:</p> <p>https://support.zoom.us/hc/en-us/articles/360021087192-Making-and-Receiving-Calls#:~:text=1%20Sign%20in%20to%20the%20Zoom%20desktop%20client.,supports%20outbound%20dialing%20to%20that%20number.%20More%20items</p>
<p>Review regular deliveries and request contactless delivery and invoicing where practical.</p>	<p>Deliveries to the Ku-ring-gai Support Services Centre are segregated.</p> <p>Administration deliveries are to be received at the front door (Gilroy Road) only.</p> <ul style="list-style-type: none"> • Notice attached to the door explains expected behavior and the facility's visitor protocols. • Deliveries should be delivered contact free whenever practicable eg 			<p>See Documents:</p> <p>Register for Sign-in</p> <p>COVID Safety Risk Assessment for Visitors</p>

delivery driver to leave parcel/box on front porch and ring the bell. Answered shall ask them to stand back to the 1.5m distancing requirement, if necessary.

- Staff to ask and record the name of the driver, the Courier Company and contact number and record it on our visitor register. If simply dropping off using distancing protocols, the driver does not need to meet Sign In requirements per our COVID Safety Risk Assessment for Visitors.
- These details shall be saved for 28 days for contract tracing requirements.
- Wherever possible, both services have implemented e-invoicing and e-payments.

Kitchen deliveries are to be received at the kitchen door (Gilroy Lane Access) only.

- Notice attached to the door explains expected protocol.
- Deliveries should be delivered contact free – delivery driver to leave box on front porch and ring the bell and stand back to the 1.5m social distancing requirement.
- Staff need to take the name of the driver, the Courier Company and contact number. If simply dropping off using distancing protocols, the driver does not need to meet Sign In requirements around the Risk Assessment Questionnaire for Visitors.
- Where Contact free delivery is not possible, drivers must sign in and respond to the Risk Assessment Questionnaire for Visitors.
- These details need to be saved for 28 days for contract tracing requirements.
- Wherever possible, KMOW has implemented e-invoicing and e-payments.

Delivery items should be sanitized, whenever practicable or only touched by gloved hands.

Staff members receiving deliveries should wash or disinfect hands prior to receiving a delivery, unpacking any deliveries and after accepting the delivery.

On occasion, Contracted Mechanics, who are isolated to access the Garage only, carry out fleet maintenance on site. They are aware of HKCT policies and safety regimes and supervised by Fleet Coordinator.

In-center Posters placed throughout the facility:

ATTENTION Entry Signs posters located at all entrances.

<p>Consider signage directing customers and workers to maintain physical distancing wherever practical.</p>	<p>Posters and flyers relating to COVID-19 are regularly updated to latest NSW Health guidelines and moved around the workplace to maintain worker awareness of the importance of physical distancing.</p> <p>Posters are placed on the central staff notice board and on the communication board in the Dining Room for volunteers and the general public.</p> <p>See previous section: Physical Distancing Requirement “Where reasonably practical, ensure staff maintain 1.5 meters physical distancing at all times (including at meal breaks)” for KMOW and HKCT agreed Standard.</p>		<p>In-center Posters placed throughout the facility:</p> <p>BEWARE: poster Physical Distance</p> <p>Six Steps to Stop the Spread</p>
<p>If staff or workers need to travel together in the same vehicle:</p> <ul style="list-style-type: none"> • encourage passengers and drivers to spread out, using front and back seats • workers should only handle their own tools and bags where possible • have processes to clean the vehicle hand touch areas at the end of each shift with a detergent/disinfectant • encourage workers to set the air-conditioning to external airflow rather than recirculation. 	<p>Facility Cleaning has been increased to include a daily (Mon-Fri) high touch point disinfection, to include: light switches, door handles, exhaust fan switches, desks, desk phones, alarm key pad, photocopier, tables, chairs, bench tops, dispensers.</p> <p>During this period of COVID restrictions, staff are encouraged to:</p> <ul style="list-style-type: none"> • Organize individual mode of transport and minimize the use of ride share and public transport • Staff encouraged to keep their own workspace and tools (whether that be kitchen tools, vehicle tools, or stationery) as their own and not used shared resources. <p>HKCT has implemented a deeper daily and more regular vehicle touchpoint cleaning regimen.</p> <ul style="list-style-type: none"> • Vehicle use and cleaning regimen in place that exceed Transport for NSW guidelines • Staff regularly clean tools and materials they use • KMOW delivery bags are cleaned in line with requirements of the Food Authority Food Safety Plan for working with vulnerable peoples. <p>See future section: Hygiene and Cleaning “Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse” for KMOW and HKCT agreed Standard.</p>		<p>See Saved Documents:</p> <p>HKCT Vehicle cleaning regimen.</p> <p>In-center Posters placed throughout the facility:</p> <p>Six Steps to Stop the Spread</p> <p>See Links:</p> <p>https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf</p> <p>https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning_Checklist_26May2020.pdf</p>
<p>Have strategies in place to manage gatherings that may occur immediately outside the premises.</p>	<p>Workers are advised and reminded not to use an exit if there is a gathering outside which impedes a safely distanced exit. They are also asked to be aware, when standing near an exit, of others trying to exit</p>		<p>In-center Posters placed throughout the facility:</p> <p>BEWARE: poster Physical</p>

	<p>the workplace.</p> <p>Where possible drivers' shifts have been staggered so as to avoid large numbers of people gathering to begin a shift or end a shift at the same time.</p> <p>The beginning of the KMOW volunteer shift is only time when a group of people is feasible to be arriving at the same time. Room capacity limits of 15 persons have been posted and distance guide markers have been placed outside the door to ensure that if the room reaches capacity, volunteers are clear of the expectation to wait outside and at an appropriate physical distance.</p>		<p>Distance</p> <p>Six Steps to Stop the Spread</p> <p>STOP Poster</p> <p>Be safe, be sure, SANITISE posters</p>
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REQUIREMENTS	ACTIONS	DONE	In Progress	DOCUMENTS
Hygiene and cleaning				
<p>Provide hand sanitizer at multiple locations throughout the workplace</p>	<p>Hand sanitizer is provided in every workspace, including the garage, kitchen, dining room (publicly accessible space) and every vehicle.</p> <p>Wall placed Hand Sanitiser stations are available throughout the facility.</p> <p>Regular use is encouraged by staff, visitors, stakeholders and general public.</p>			
<p>Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.</p>	<p>Facility Cleaning has been increased to include a daily (Mon-Fri) high touch point disinfection, ie: light switches, door handles, exhaust fan switches, desks, desk phones, alarm key pad, photocopier, tables, chairs, bench tops, dispensers.</p> <p>KMOW kitchen manage a cleaning regime in accordance with the Meals on Wheels Ku-ring-gai & Hornsby COVID-19 Safe Plan and in accordance with the Food Authority Food Safety Plan for working with vulnerable peoples.</p> <p>Where appropriate, administration and kitchen staff have assigned and dedicated work space and work phone, keyboard and stationary items.</p> <ul style="list-style-type: none"> • Work space should be cleaned prior to beginning work and prior to leaving work. This is especially essential if you are a part time employee and operate in a share space arrangement. • Where possible telephones should only be used by one operator at a time and cleaned before another person uses that 			<p>See Saved Documents:</p> <p>Food Safety Plan KMOW COVID-19 Safe Plan - Kitchens</p> <p>See Links:</p> <p>https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-and-Cleaning-info-sheet.pdf</p> <p>https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf</p>

	<p>telephone.</p> <p>See future section: Physical Distancing: Assign workers to specific work stations and minimize worker movement between these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use for KMOW and HKCT agreed Standard.</p>			
<p>Ensure bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands.</p>	<p>Bathrooms are kept well stocked with hand soap, disinfectant dispenser and paper towels. The supply is checked nightly by the professional cleaner and every staff member is aware of where to access fresh supplies if required throughout the day</p> <p>Posters instructing correct hand washing technique is located in each bathroom on the wall beside the wash basins.</p> <p>A hand sanitizer station is located outside each bathroom so sanitization before entry and upon exiting can occur.</p>			<p>In-center Posters placed throughout the facility: (See Links)</p> <p>Covid-19-washed-hands (NSW Health Department)</p> <p>https://www.health.nsw.gov.au/Infectious/diseases/Documents/covid-19-washed-hands-a3.pdf</p> <p>How to hand-wash-community (NSW Health Department)</p> <p>https://www.health.nsw.gov.au/pandemic/Pages/hand-wash-community.aspx</p> <p>For Food Prep Staff:</p> <p>https://www.foodauthority.nsw.gov.au/sites/default/files/Documents/retailfactsheets/hand_washing.pdf</p>
<p>Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces.</p>	<p>Facility Cleaning has been increased to include a daily (Mon-Fri) high touch point disinfection, to include: light switches, door handles, exhaust fan switches, desks, desk phones, alarm key pad, photocopier, tables, chairs, bench tops, dispensers.</p> <p>KMOW kitchen manage a cleaning regime in accordance with the Meals on Wheels Ku-ring-gai & Hornsby COVID-19 Safe Plan and in accordance with the Food Authority Food Safety Plan for working with vulnerable peoples.</p> <p>See future section: Hygiene and Cleaning : Provide</p>			<p>See Links:</p> <p>https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community.pdf</p> <p>https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/cleaning-prevent-spread-</p>

	detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse or KMOW and HKCT agreed Standard.		covid-19#cleaning-and-disinfection
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions	<p>Cleaning products are procured from a professional cleaning or Chemical supply company and are professional grade cleaning products.</p> <p>Appropriate strength for general cleaning:</p> <ul style="list-style-type: none"> • Detergent, either as a solution that can be mixed with water, or as wipes, or A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning. • Sanitizers have a 75% or higher alcohol content. • For more thorough cleaning see the COVID Cleaning Checklist • Staff will not be required to clean following an identified positive case, professional and certified cleaners will clean to the standard required for workplace safety. <p>Staff are required to:</p> <ul style="list-style-type: none"> • Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including use of any PPE. • Use disposable gloves where possible, and discard after each use. • Wash or sanitize hands before and after wearing gloves. 		<p>See Links:</p> <p>https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf</p> <p>https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/home-services/cleaning</p>
The wearing of masks within the workplace is currently optional, however this pre caution remains at the discretion of the General Managers of Service and Government Mandates.	<p>Under the current level of restrictions, it is advised that:</p> <ul style="list-style-type: none"> • If requested by clients, staff and volunteers shall wear a mask. • HKCT Drivers have the option of wearing a mask and will proactively ask a client if they would feel more comfortable if the Driver wore a mask. (Client Centered Care) • Masks will be available in the workplace for all staff, volunteers and visitors. • It is recommended that volunteers wear a mask, however, it is at their discretion / personal preference but only until mandated by a NSW public health order. 		<p>See Link:</p> <p>https://www.health.gov.au/sites/default/files/documents/2020/07/coronavirus-covid-19-do-i-need-to-wear-a-mask.pdf</p> <p>https://www.nsw.gov.au/covid-19/face-masks</p>

	<ul style="list-style-type: none"> It is a priority that staff, clients, volunteers, and visitors feel safe and respected within this facility. This Standard will be reliant upon Government restriction levels and may change with little or no notice. 			
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	<p>Disposable gloves are available for all staff at any time. However, it is an agreed standard that all workforce members use gloves when they are cleaning.</p> <p>Staff must also wash or sanitize hands before and after wearing gloves.</p>			
REQUIREMENTS	ACTIONS	DONE	In Progress	DOCUMENTS
Record keeping				
Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely	<p>Staff working schedules are recorded through the established Time Sheet Process which requires staff to maintain a daily record of hours worked.</p> <p>Staff contact details are stored in a safe and secure environment.</p> <p>Volunteers are required to sign in at the beginning of their Shift and sign out at the end of their Shift. Contact details are maintained in a safe and secure environment.</p> <p>Members of the public, clients, visitors, stakeholders, meeting or appointment attendees are required to sign in and state time and duration of attendance.</p> <p>All meetings and appointments are diarized in the Outlook calendar.</p> <p>Community transport trips are recorded on the booking system and client contacts are maintained and stored in a safe and secure environment.</p> <p>Delivery Drivers sign in and give time of delivery, however contactless delivery practices are employed, where possible.</p> <p>See previous Section: Physical Distancing Review regular deliveries and request contactless delivery and invoicing where practical</p> <p>And, section Wellbeing of Staff, volunteers, stakeholders, visitors and clients: Exclude staff, volunteers, visitors and clients who are unwell from the workplace to ensure the continuity of</p>			<p>See Saved Documents:</p> <p>HKCT & KMOW Timesheets</p> <p>HKCT Booking system</p> <p>Register for Sign In</p> <p>Meeting Protocol</p> <p>Risk Assessment Visitor Sign In</p> <p>KMOW Volunteer Shift Schedule and Run Sheet</p> <p>KMOW Sign In Sheet and Risk Assessment Questionnaire</p>

	service, health and safety of staff, clients, volunteers and professional visitors.		
Employers should make staff and volunteers aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	The COVIDSafe app poster is available and displayed. Staff and volunteers are encouraged to download it.		See Link: https://www.health.gov.au/resources/collections/covidsafe-app-campaign-resources#posters
Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace and notify SafeWork NSW on 13 10 50.	<p>Ku-ring-gai Meals on Wheels and Hornsby Ku-ring-gai Community Transport will pro-actively cooperate with NSW Health in relation to a positive case of COVID in the workplace. KMOW and HKCT General Managers' will notify SafeWork NSW if any worker or volunteer tests positive to COVID-19.</p> <ul style="list-style-type: none"> • Offer Staff and Volunteers will be reminded to follow NSW Health self-isolation guidelines. 		See Link: https://www.health.nsw.gov.au/Infectious/covid-19/Pages/isolation-guidelines.aspx

RESPONSIBILITIES <https://www.safeworkaustralia.gov.au/officer-duties-covid-19>

'The Officer'- KMOW and HKCT General Managers are the Officers for the facility jointly and within their own Service operation.

In relation to COVID-19, due diligence means you must:

- Acquire and keep your knowledge of the COVID-19 situation up-to-date.
- Follow advice from authoritative sources such as the [Australian Government Department of Health](https://www.health.gov.au) and check daily for any updates to safety advice. If the advice is relevant to your workplace, quickly take steps to help your employer implement it in your workplace.
- Ensure you understand your business and its *WHS hazards* and *risks*, including how COVID-19 could affect your workplace and workers.
- Make sure your workplace is properly resourced to manage *WHS risks* during the COVID-19 outbreak and check that the resources are being used.
- Review your businesses policies, procedures and reporting processes to ensure they address the *risks* of COVID-19. Update these materials if necessary.
- Ensure that new information, policies, procedures and processes about COVID-19 are communicated clearly to workers and that processes are being followed.
- Provide instruction and training to workers on things they need to do to help manage the risk of COVID-19 spreading in the workplace.

Each individual staff member has read and understood the KMOW and HKCT COVID-19 Safety Plan and agrees that the Standard laid out in the Plan is essential for keeping the workplace, our colleagues, volunteers and clients safe. Each individual has a social and professional responsibility to the collective goal of maintaining the agreed Standards laid out in the COVID-19 Safety Plan for the **Ku-ring-gai Support Services Centre**.

ADDITIONAL RESOURCES

- <https://www.safeworkaustralia.gov.au/officer-duties-covid-19>
- <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/home-services/cleaning>
- <https://www.health.gov.au/resources/collections/covidsafe-app-campaign-resources>
- <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/other-resources/national-covid-19-safe-workplace-principles>