

POLICY STATEMENT

It is the policy of McCall to comply with all State and Federal directives in relation to the impact of COVID-19. McCall will do everything within their control to minimise the risk of COVID impacting any area of the business.

McCall is committed to ensuring that health and wellbeing is part of all risk management decisions for staff, participants and stakeholders.

PROCEDURE

As a disability support provider in NSW McCall is required to respond to various restrictions and directives from both state and federal government. The following policy is to assist the organisation to minimise the risk of COVID-19 entering the site and responding to a COVID-19 positive case.

DELEGATED RESPONSIBILITIES

The **Executive** has delegated responsibility for managing COVID-19 within the organisation and referred to as the **COVID Response Team** in this policy.

Each site to have an **Infection Control Lead**. This responsibility is delegated to site **Team Leader**.

MCCALL GARDENS COVID-19 RESPONSE PRIORITIES

McCall Gardens will continue to imbed practices to minimise the risk of COVID-19 exposure to participants, staff and the community:

1. Ensuring the health, safety and well-being of our employees, contractors and participants
2. Taking action to prevent community spread of the virus
3. Closely monitoring the impact of COVID-19 on our local communities
4. Review and seek advice from NSW Health on guidance provided to the sector
5. Ensure staff and participants are informed of the NSW Public Health Order requirements

TASKS	RESPONSIBILITY
Communication to relevant stakeholder <ul style="list-style-type: none"> - All staff email - Mailchimp communication to all external stake holders - Site Team Leaders to reinforce all communications - CEO to provide a report at each board meeting or as required by the board of directors. All Resources to be saved on the Common Drive for all staff access	COVID Response Team CEO
Display and communicate information distributed by the COVID Response Team, in a range of formats suitable for participants and staff. This may include emails, posters, cleaning routines.	Site Team Leaders
Review and update Organisational COVID Risk Assessment fortnightly or as new restrictions introduced or a confirmed case at McCall.	COVID Response Team
Communicate urgent updated advice and contact staff member via text message or phone call	COVID Response Team
Ensure staff access to COVID-19 training resources	HR Manager
Infection Control Lead to:	Site Team Leaders

TASKS	RESPONSIBILITY
<ul style="list-style-type: none"> - complete frequent stock take of essential items to ensure staff have access to PPE, hand sanitiser and disinfectant wipes - set up PPE stations for donning and doffing PPE - train staff and where possible participants in using PPE and hand hygiene - ensure participants have access to essential items they individually require 	
<ul style="list-style-type: none"> - conduct Individual Site Needs Assessment - complete Emergency Site Overview Checklist - ensure each participant has a current Risk Profile and support plans 	Site Team Leaders
<ul style="list-style-type: none"> - Follow NSW Health Guidance provided to Disability Services - Communicate all the changes to staff in a timely manner 	COVID Response Team
<ul style="list-style-type: none"> - Complete pre-planning tasks in COVID Positive Planning in SIL Services 	COVID Response Team Team Leader

MCCALL GARDENS COVID-19 RESPONSE PLAN

INFECTION PREVENTION AND EARLY DETECTION

McCall staff and participants must take the following steps:

INFECTION PREVENTION

1. Comply at all times with:
 - [COVID-19 Policy](#)
 - [COVID-19 Infection Prevention & Control Response Plan](#)
 - [Face Mask Usage Policy](#)
2. Each site will have an individual Cleaning Checklist to ensure the site is thoroughly clean
3. McCall expects cleaning to be conducted, twice daily if no COVID-19 is detected at the site
4. Avoid close contact where possible to prevent droplet and contact transmission
5. Do not attend large social gatherings during times when there are COVID outbreaks / cases
6. Risk assess all community access alternatives such as visiting outdoor spaces

MONITORING FOR SYMPTOMS

1. All staff are aware of the [symptoms of COVID-19](#): fever, coughing, sore throat, fatigue or shortness of breath.
2. Monitor body temperature of all individuals on entry to McCall locations
3. Display COVID-19 resources at all McCall sites
4. Ensure staff and visitors follow the McCall Site entry procedure [McCall Services Site Access](#)

INFECTION MANAGEMENT - EARLY DETECTION PRACTICES

1. If a person is feeling unwell and/or showing [COVID-19 symptoms](#) staff are to minimise contact with others as much as possible.
2. Community Participation Program (CPP) participant/staff are not to attend CPP and return home

3. Monitor Supported Independent Living (SIL) participants and seek medical attention as required.
4. Staff not to attend the SIL service if unwell and must follow [NSW Health advice](#).
5. Staff to notify their Team Leader/Manager immediately:
 - When staff or a member of their household is displaying [COVID-19 Symptoms](#)
 - Identified as a [casual contact](#)
 - Identified as a [close contact](#) or [household close contact](#) of someone with COVID-19
 - Living with someone who is isolating
 - Staff or resident [tests positive for COVID-19](#)
6. Team Leader to implement infection control measures as per the [COVID-19 Infection Prevention & Control Response Plan](#)
7. COVID Response Team to follow NSW Health [Identifying a COVID-19 outbreak and what to do next](#) guidance

COVID RESPONSE TEAM RESPONSIBILITIES

The COVID Response Team will:

1. assess support required if any cases of COVID-19 are confirmed within McCall
2. work with the Team Leader to create a tailored plan for each site
3. ensure that the Organisational COVID Risk Assessment is reviewed regularly
4. lead any outbreak management within McCall in line with the [NSW Health Incident action plan for COVID-19 outbreak management in disability residential group homes](#)

CEO to advise the Chair of the board should a COVID-19 confirmed case require significant change to services

COVID-19 CONFIRMED CASE

In the event of a positive case:

1. **No Visitor Policy** effective immediately for the affected SIL service/s and/or CPP service
2. CPP service to close – COVID Response Team to organise a deep clean and undertake formal risk assessment prior to the CPP service site reopening.
3. SIL service/s to continue supporting residents and implement infection control measures as per the [COVID-19 Infection Prevention & Control Response Plan](#)
4. COVID Response Team to oversee completion of tasks in [COVID Positive Planning in SIL Services](#)
5. Refer to [Emergency Contact List for Staff and Contractors](#) as needed.
6. COVID Response Team to notify NSW Health and complete the [NDIS Commission Notification of event form-COVID-19](#)
7. McCall will seek advice from NSW Health on the ongoing care and support of a COVID-19 positive SIL resident and follow their instructions.

Options for continuation of care for a positive case include:

- a. Transfer to NSW Health – local Public Health Unit (preferred option)
- b. Transfer to McCall isolation property – Ivy Avenue staffed by McCall*

* Ivy Avenue identified as a suitable location to support a COVID-19 positive resident. Ivy Avenue is also an option for residents to isolate when identified as a close contact.

5. McCall to provide NSW Health with resident and staff records for contact tracing purposes.
6. Essential workers to continue to check-in at McCall sites using Service NSW COVID Safe Check-in app as per [McCall Services Site Access Policy](#)
7. McCall to follow NSW Health advice, including standing down staff to complete [NSW Health isolation requirements](#).
8. COVID Response Team to work with the Roster Coordinator to ensure adequate staffing levels in the affected SIL service for the continuation of care and support to residents.
9. Staff will be allocated the appropriate COVID-19 PPE and receive training on how to support residents safely.
10. Increase of COVID-19 cleaning protocols activated within the exposed site. COVID Response Team may deem appropriate regular deep cleans at exposed sites.
11. COVID Response Team to risk assess exposed site once NSW Health declare the outbreak is over.
12. All staff have access to the organisation's [Employee Assistance Program](#) throughout the pandemic.
13. COVID Response Team to develop and distribute relevant communication to agreed stakeholders.

RECORD MANAGEMENT

In addition to routine record management requirements as part of normal business, you will need to maintain accurate records when notified of a positive case. NSW Health may require this information, including but not limited to:

- who contacted you about the advice
- what time was the advice received
- what instructions were provided

BREACH OF POLICY

Failure to comply with the requirements contained in this policy will lead to disciplinary action, which may include, but is not limited to, termination of an employee's employment or engagement of a contractor's services.