

COVID-19 Safety Plan.

A template plan for
Australian businesses.



SYDNEY
**DOGS
& CATS**
HOME

We care about a Fair Workplace

Provided by  **employsure**

Updated by Rebecca Beare

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Premises details

Organisation name:	Sydney Dogs & Cats Home
Premises address:	Shelter: 77 Edward Street, Carlton, NSW 2218 Veterinary Services: 442-446 Liverpool Road, Strathfield South, New South Wales, 2136.
Plan prepared by:	Rebecca Beare
Completion date:	05/11/2021
Workers and their representatives were consulted in relation to the development of this plan?	DRAFT SENT FOR FEEDBACK DEADLINE 15/10/2021
Approved by:	General Manager
Who is responsible for reviewing and updating this plan?	General Manager & Leadership Team
Revision date:	15/10/2021 and then monthly moving forward

1. SDCH COVID-19 Business Community Advice

Advice for NSW reopening 29/10/2021

Found here: <https://www.nsw.gov.au/covid-19/business/covid-safe-business/contact-tracing-and-isolation-rules-for-businesses>

What if a staff member tests positive for COVID-19?

- If a staff member tests positive, whether they are vaccinated or not vaccinated, they must self-isolate for 14 days and follow the advice from NSW Health. Businesses will refer to their COVID-19 Safety Plan and risk assessment approach for further instructions on notifying other staff.

What if a COVID-19 positive person visits my business?

Keeping a record of visitors to your business premises means that if a visitor to your business tested positive for COVID-19, NSW Health could alert other visitors who may have been in contact with that person.

Visitors who checked into your business using the Service NSW app would see a red icon in their COVID Safe Check-in history. This COVID-19 case alert would display your business name and date of the positive COVID-19 case and general advice to monitor for symptoms and get tested if symptoms appear.

NSW Health are continuing their current contact tracing procedures.

How can I reduce interruptions to my business due to COVID-19?

Businesses can reduce the risk of closure or staff going into isolation by implementing rigorous COVID-19 Safety Plans that reduce the risk of transmission. Other proactive steps businesses can take include:

Ensuring staff are vaccinated.

Implementing regular onsite testing programs for workers or in-home testing kits (when approved by the TGA).

Ensuring all workers and patrons check in via the Service NSW QR code.

Maintaining COVID safe behaviours including mask wearing, physical distancing and indoor capacity limits (1 person per 4sqm).

Improving indoor ventilation or filtration.

When does a business inform NSW Health?

- Businesses must inform NSW Health if three or more employees test positive for COVID-19 in a seven-day period.

- NSW Health guidelines will enable businesses to assess workplace risk if a COVID-19 case is identified and confirm actions to be taken.

More information can be found here:

<https://www.nsw.gov.au/covid-19/business/covid-safe-business/vaccination-rules>

Vaccination Compliance and Obligations:

- Businesses will be responsible for taking reasonable measures to stop unvaccinated people entering premises. For example, having prominent signs stating requirements, Service NSW QR codes, staff checking vaccination status upon entry and only accepting valid forms of evidence of vaccination.
- Authorised officers will monitor businesses reopening, particularly those that have vaccination requirements, for example hospitality, retail, gyms, and personal services (e.g. hair, beauty).
- Penalties may apply for individuals and businesses who don't comply. On the spot fines of \$1,000 may apply to individuals for not complying, or for using fraudulent evidence of vaccination or check-in. On the spot fines of \$5,000 may apply to businesses for not complying with the Public Health Order vaccination requirements. Further penalties may apply for significant breaches.

Rules for critical retail premises

Anyone is allowed to enter critical retail premises. Critical retail premises are:

Shops that mainly sell:

Pet supplies

You do not have to check vaccination evidence if you are the occupier of these premises.

This information was sourced [here](#)

2. SDCH COVID-19 General Community Advice

Testing

- Everyone, vaccinated and not vaccinated, is urged to get tested if you have any symptoms of COVID-19 and immediately self-isolate until a negative result is received.

Positive Test

- Whether you are vaccinated or not vaccinated, if you test positive for COVID-19 you must self-isolate for 14 days.

Close Contacts

- Close contacts in the community will include household members of positive cases and close social contacts of positive cases, such as partners and friends, who you spent time in close proximity with, even if fully vaccinated. Anyone may also be assessed as a being a close contact following a risk assessment, including at workplaces, high-risk settings, such as healthcare and aged care, and other specific settings such as schools and child care centres, or where an outbreak has been identified.
- If you are a close contact of a positive case and vaccinated, you must get tested and self-isolate for seven days. On day six after exposure, you must get tested again. If a negative result is received and you are well, you can end isolation after day seven. For the following seven days you must work from home where practicable, not attend hospitality settings, and not attend a high-risk settings even if it is your place of work.
- If you are a close contact of a positive case and not vaccinated you must get tested and immediately self-isolate for 14 days. On day 12, you should get tested again. If a negative result is received, you can end isolation after day 14.

Service NSW QR Code Check In

- The Service NSW QR code check-in system will remain in place in the general community. This system will be used to notify people who were in the same venue as a positive case. People will be asked to monitor for symptoms and get tested if they become unwell. Other settings, including schools, workplaces and high-risk settings, such as healthcare and aged care, will have specific risk assessment approaches.
- People aged 16 years and over will only be allowed entry into some venues or settings if fully vaccinated, along with people with exemptions. In some venues, children under 16 will have to be accompanied by a fully vaccinated member of their household to enter. This includes hospitality venues, non-critical retail stores, personal services, sporting, recreation and entertainment facilities and events. Critical retail such as supermarkets and pharmacies will still be accessible to those not fully vaccinated. There are several options to show proof of COVID-19 vaccination or exemption.

NSW Chief Health Officer Dr Kerry Chant said it is important to note that the new advice may be updated by NSW Health as case numbers and evidence changes.

Visit nsw.gov.au for the latest information.

This information was sourced [here](#)

3. SDCH COVID-19 EMERGENCY RESPONSE PLAN

3.1 SUSPECTED OR CONFIRMED COVID-19 CASE AT EITHER CARLTON OR STRATHFIELD IF THE SUSPECTED OR CONFIRMED CASE OF COVID-19 IS AT WORK

Isolate

Isolate the person from others and provide a disposable face mask, if available, for the person to wear.

Inform

Ring the national COVID-19 hotline (1800 020 080).

Follow the advice of health officials.

- Inform the General Manager. If they are unavailable, contact one of the Leadership Team Members:

Rena Jackson 0411 462 140

Michelle Nancarrow 0421 619 488

Rebecca Beare 0401 634 722

- One of the Leadership Team Members is to contact the President or Vice President as soon as practicable:

Peter Sharp 0408 447106

Melissa Penn 0407 290 716

- Workers compensation insurer icare NSW (we must notify them of such an incident)

icare NSW 13 44 22

Policy No. 116587501

Transport

- Ensure the person has transport to their home or to a medical facility in accordance with the advice of health officials.

Clean

- Consider cleaning requirements taking into consideration the advice of health officials. If acceptable to be undertaken by staff, clean the area where the person was working and all places they have been. This may mean evacuating those areas. Use PPE when cleaning.

4. SDCH COVID-19 EMERGENCY RESPONSE PLAN

4.1 SUSPECTED OR CONFIRMED COVID-19 CASE AT EITHER CARLTON OR STRATHFIELD IF THE SUSPECTED OR CONFIRMED CASE OF COVID-19 IS NOT AT WORK

Inform

- Ring the national COVID-19 hotline (1800 020 080).
- Follow the advice of health officials.
- Workers compensation insurer icare NSW Ph 13 44 22 Policy No. 116587501 (we must notify them of such an incident)

Identify

- Identify who at the workplace had close contact with the infected person in the 24 hours before that infected person started showing symptoms. Send those people home to isolate. Allow employees to raise concerns.
- TANDA can identify which staff (non-salaried) worked on any given day and can easily identify which staff worked during any given period. Mark can access for all staff and Renae can access for her team <https://my.tanda.co/staff/attendance> (customise date range as required). Salaried staff should be checking in via the QR code upon entry/exit from either premises.

Clean

- Consider cleaning requirements taking into consideration the advice of health officials. If acceptable to be undertaken by staff, clean the area where the person was working and all places they have been. This may mean evacuating those areas. Use PPE when cleaning.
- NB. Contact details for a COVID deep clean cleaning company are held if req'd in the Cleaning Folder of the Emergency Response Plan folder.

Review

- Consider advice provided by health officials. Consider any potential impact on BAU operations.
- Review risk management controls relating to COVID-19 and review whether work may need to change. Keep employees up to date on what is happening.

Remember:

- From a WHS perspective, there is not an automatic requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited part of the workplace.
- Workers assisting the person who has suspected or confirmed with COVID-19 should be provided with appropriate PPE, if available, such as gloves and a mask. They should also follow hand hygiene procedures.
- Consider whether you have to notify your WHS regulator – see our Incident Notification factsheet.
- Be aware of privacy obligations.
- Follow all advice from officials at all times

5. SDCH COVID-19 BUSINESS CONTINGENCY PLAN

5.1 CONFIRMED COVID-19 CASE AT EITHER CARLTON OR STRATHFIELD REQUIRING A CLOSE DOWN

Inform

- Ring the national COVID-19 hotline (1800 020 080).
- Follow the advice of health officials.
- Workers compensation insurer icare NSW Ph 13 44 22 Policy No. 116587501 (we must notify them of such an incident)

Identify

Carlton unsafe to operate:

- If standard operations are not likely to be maintained we will engage animal impound facilities and boarding kennels in order to safely outsource the boarding and care of our animals to the following three preferred and confirmed suppliers as follows:

1. Austral Animal Boarding

02 96060 0954

office@australboarding.com.au

<https://australboarding.com.au/>

459-465 Fifteenth Avenue, Austral NSW 2176

2. Sutherland Shire Animal Shelter

02 9710 0401

animalshelter@ssc.nsw.gov.au

<https://www.sutherlandshire.nsw.gov.au/Residents/Animals/Animal-Shelter>

8 Production Road Taren Point NSW 2229

3. RSPCA

02 9770 7555

<https://www.rspcansw.org.au/send-an-enquiry/>

<https://www.rspcansw.org.au/who-we-are/locations/shelters/sydney-shelter-yagoona/>

201 Rockwood Rd Yagonna NSW 2199

Strathfield unsafe to operate:

- If the site becomes unsafe to operate, we will outsource all work to vets until the site can be made safe to the following three preferred and confirmed suppliers as follows:

1. St George Animal Hospital

02 9587 3599

info@sgah.com.au

<https://www.sgah.com.au/en/>

325 Princes Highway (Cnr Edward St) Carlton NSW 2218

Clean

- Consider cleaning requirements taking into consideration the advice of health officials.
- If acceptable to be undertaken by staff, clean the area where the person was working and all places they have been. This may mean evacuating those areas. Use PPE when cleaning.
- If the cleaning work is unacceptable to be undertaken by staff, contact our preferred covid-19 cleaning supplier:

1. Infoclean

<https://infocleansydney.com.au/>

Ph: 1300 253 226

COVID-19@infoclean.com.au

Important Notes:

- Infoclean are commercial cleaners and they also provide COVID cleaning services
- The areas cleaned are fine to work from within 45 mins of the clean.
- Cleaning products are not harmful to animals and humans
- The process includes cleaning of all areas including touch points and also entails a “fogging” process (atmosphere spray which then settles). Fogging would only be undertaken for inside areas.
- Estimated duration to clean the Carlton shelter would be 3-4 hours and would take 3 people
- Quote based on description of our layout and area size would be \$2,200 + GST
- They can respond within 2-3 hours
- Depending on the instructions from NSW Health, it may not be necessary to relocate the animals for the clean (subject to staffing restrictions). They could be moved around whilst the clean is undertaken as it safe after 45 mins.
- Infoclean will provide SDCH with Compliance Certification to comply with NSW Health requirements

6. VISITOR CHECKLIST DURING COVID-19

KEY POINTS FOR PHONE OR EMAIL SCRIPTS

- During the COVID-19 pandemic we are taking additional steps to make sure everyone can stay safe.
- It is very important that you inform us in advance if you or anyone in your household is unwell, or self-isolating because they are at risk of becoming unwell, with COVID-19.
- During the COVID-19 pandemic we are taking additional steps to make sure everyone can stay safe.
- Unfortunately, due to strict public health requirements we will be unable to book an appointment if anyone in your household is unwell or in self-isolation or requires mandatory testing.
- We will of course treat this information in strict confidence and will be happy to reschedule your appointment for another time.

SCREENING QUESTION CHECKLIST PRIOR TO APPOINTMENT

- ✓ Get in touch with visitor before their appointment.
- ✓ Ask if the following screening questions

Screening Questions	No	Yes
Do you or anyone in your home have Covid-19 ?	✓	X
Have you been potentially exposed to Coronavirus (COVID-19)?	✓	X
Have you any symptoms, such as fever, cough, sore throat or shortness of breath?	✓	X
Have you been in close contact with a known COVID-19 case?	✓	X
Are you or is anyone in your home self-isolating?	✓	X
Are you or is anyone in your home awaiting COVID-19 test results?	✓	X
• If the visitor answer to any of the above questions is 'Yes', then the visit should not take place.		
Do you have a double vaccination certificate?	✓	X
• If the visitor answer to the above questions is 'No', then we should postpone the appointment.		

- ✓ Confirm appointment with the visitor if all questions answers are no.
- ✓ On arrival, remind your clients to put a mask on, sanitise their hands and physically distance.
- ✓ Check they have no symptoms of Coronavirus (COVID-19). If they do ask them to leave.
- ✓ Inform the client that the staff team has been practising effective hygiene.
- ✓ If you feel unsafe or uncomfortable at any stage, please contact a member of the leadership team.

CONTACTLESS APPOINTMENT PROCEDURES

- Ensure all paperwork is completed online in advance before the appointment.
- Ensure all contactless appointments are located outside.
- Implement measures to encourage physical distancing in all contactless appointments.
- Ensure 1.5 metres of space between people where appropriate and practical.
- Ensure all staff have completed infection prevention and control training.
- Ensure availability of personal protective equipment for all staff. Mask wearing by staff and customers should be in line with current advice.

7. Managing risk: duty of care

Management of **Sydney Dogs & Cats Home (the Organisation)** will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

The purpose of this COVID-19 Safety Plan (**Plan**) is to provide an overarching plan for the implementation and management of procedures by **Sydney Dogs & Cats Home** to support our workers and all personnel at our workplace.

For the purpose of this Plan, the term worker includes employees, and others at the workplace including, but not limited to contractors, visitors and volunteers.

The arrangements set out in this Plan are intended to prevent the transmission of COVID-19 among colleagues, participants, volunteers, visitors, families and the broader community. This Plan will help every person in the workplace to identify exactly what actions we will need to take to put in place suitable and effective controls to manage COVID-19 in the workplace.

Under the health and safety legislation as a business, we understand that we have a duty of care to manage the risks of COVID-19 entering or spreading in our workplace. We understand that we may not be able to eliminate the risk completely, instead we will consider other ways to reduce the risk as far as reasonably practicable. This may involve the use of substitution, isolation, engineering or administrative controls. Reducing the risk by using personal protective equipment (**PPE**) is the lowest level of control.

At all times the Plan is subject to all regulations, minimum standards, guidelines and directions of jurisdictional Government and public health authorities. This Plan will be updated in accordance with any changes to public health directions.

We will also maintain and regularly review our control measures to ensure they remain effective. We will complete a risk assessment to help identify what changes we need to make to manage them and we will consult with our workers and/or their health and safety representatives throughout the risk assessment process.

8. Physical distancing

One way to slow the spread of COVID-19 is physical distancing. The more space between you and others, the harder it is for the virus to spread.

Sydney Dogs & Cats Home will implement the below measures to minimise the risk of infection:

- maintain and encourage others to maintain the physical distancing principle of at least 1.5 metres separation, where possible which includes:
 - between groups within each room and
 - at entry and exit points
- avoid handshakes or other contact
- consider venue layout and move tables and seating to comply with physical distancing (1.5 metres separation)
- adhere to density requirements based upon the size of the workplace (eg one person per 4 square metres)
- dedicate separate bathroom facilities for each separate room or area of a venue, where possible. Install signage to make members of the public aware of which bathroom to use
- dedicate separate entry and exit doors from separate rooms, and pathways to encourage “one-way traffic” where possible
- minimise mixing between separate rooms or groups of people as much as possible
- display signage at the venue entrance to instruct members of the public (and workers) not to enter if they are unwell or have COVID-19 symptoms
- encourage contactless payments to be used where possible
- encourage online bookings, reservations and pre-ordering where practical eg a time-based booking system
- consider using physical barriers, such as plexiglass screens, in areas that involve high volume interactions (eg point of sale)
- consider placing floor or wall markings or signs to identify 1.5 metres distance between people, particularly for queues and waiting areas
- monitor compliance with physical distancing requirements, with particular regard to areas where members of the public might congregate
- limit the duration of the activity to two hours or less where possible
- limit non-essential contact during the day as much as possible, for example by limiting any direct contact with documents or equipment at client sites, and by bringing your own lunch
- use telephone or video platforms for essential meetings where practical

- use flexible working arrangements where possible eg stagger start times and breaks for workers, early and late shifts to reduce peak periods
- assign workers to specific workstations if practical
- move as many group activities, seated service, meetings, etc. as possible to outside if practical
- ensure that **Sydney Dogs & Cats Home** meets the maximum numbers of personnel allowed at the workplace or work site where such numbers are specifically mandated.
- consider signage near lifts, directing customers and workers to maintain physical distancing wherever practical
- where suitable, only private or company vehicles to be used for transport. Avoid using any public transport, or travelling in a vehicle with anyone who does not reside in your household and
- encourage and support downloading of the COVIDSafe App and other government approved applications used for QR code check-ins etc.

9. Hygiene

Sydney Dogs & Cats Home is committed to observing appropriate hygiene measures to minimise the risk of exposure to, contracting or spreading COVID-19 within the workplace. This procedure includes how to address the hand cleaning by workers and other people in the workplace.

Good hygiene requires everyone to wash their hands regularly with soap and water for at least 20 seconds and dry them completely, preferably with clean, single-use paper towels. If paper towels are unavailable, other methods such as electric hand dryers can be used, however, hands will still need to be dried completely.

Everyone must wash and dry their hands:

- before and after eating
- after coughing or sneezing
- after going to the toilet and
- when changing tasks and after touching potentially contaminated surfaces.

An alcohol-based hand sanitiser with at least 60% ethanol or 70% isopropanol as the active ingredient must be used as per the manufacturer's instructions when it is not possible to wash and dry hands. Hand sanitisers will be located at the entry and exit of the premises when required.

Good hygiene also requires everyone at the workplace to, at all times:

- cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)
- avoid touching their face, eyes, nose and mouth
- dispose of tissues and cigarette butts hygienically, eg in closed bins
- wash and dry their hands completely before and after smoking a cigarette
- clean and disinfect shared equipment and plant after use
- wash body, hair (including facial hair) and clothes thoroughly every day and
- have no intentional physical contact, for example, shaking hands and patting backs.

Sydney Dogs & Cats Home will also consider implementing the following:

- installing signage on hand hygiene and cough etiquette
- keeping communal areas (eg showers, BBQ areas, change rooms) closed where possible, however, if used, maintain 1.5 metres distance between people
- the use of face masks if the risk of community transmission and physical distance is difficult to maintain (if they are not already mandatory in accordance with a public health order).

9.1 FACE COVERINGS IN THE WORKPLACE

The use of face masks will be considered if the risk of community transmission and physical distance is difficult to maintain. However, where specifically mandated, **Sydney Dogs & Cats Home** will ensure that such orders are complied with.

Where the work or tasks requires the use of specific types of face coverings in the workplace, these will be provided by the Organisation.

Should a worker seek to provide and use their own face covering at work, an employer must ensure that it is meeting its obligations, so far as is reasonably practicable, by providing and maintaining a working environment that is safe and without risks to health. This includes undertaking a risk assessment, ensuring that the face covering is safe and suitable for the workplace and work activities being performed, providing policies and procedures in relation to the use of face coverings in the workplace and that the worker or independent contractor has received information, instruction and training in the safe use of face coverings within the workplace.

Where face coverings are required to be worn at the workplace, **Sydney Dogs & Cats Home** will:

- consult, so far as is reasonably practicable, with workers and/or their representatives regarding the policies and procedures related to face coverings. Consultation with individual workers may be required to identify whether wearing a face covering is appropriate for them, taking into account any health conditions they may have
- take all reasonable steps to ensure that workers wear a face covering at all times
- ensure where respiratory protection (RPE) is already mandatory or is worn in the workplace due to the potential task related risks that a risk assessment is undertaken to ensure that such RPE provides sufficient control over the work related risks and the risk of exposure to COVID-19
- assess the benefit of the wearing of face shields in cases where it may be easier to wear for some individuals who have a limited ability to wear other types of face coverings or masks. If face shields are used, **Sydney Dogs & Cats Home** will ensure they are properly designed to cover the sides of the face and below the chin. Reusable face shields will be cleaned and disinfected after each use and disposable face shields should only be worn for single use
- provide appropriate hygiene amenities for workers to safely put on and remove face coverings, such as hand washing facilities or alcohol-based hand sanitiser and
- ensure that all persons required to wear face coverings are appropriately informed and trained in the correct use, maintenance, cleaning and storage of face coverings and that suitable supervision is provided to ensure such coverings are being worn.

10. Cleaning

Sydney Dogs & Cats Home will prepare, implement and maintain a schedule for cleaning, and where appropriate disinfecting, that ensures the workplace is routinely cleaned. This must include furniture, equipment and other items. The cleaning schedule should be in writing so everyone is aware of the requirements. The schedule should take into account the level of risk of exposure to, contracting or spreading COVID-19 within the workplace. This schedule is to set out both the frequency and method that cleaning and disinfecting is to be done.

Sydney Dogs & Cats Home will provide all the supplies and equipment necessary to ensure that the cleaning schedule and hygiene procedure implemented for the workplace can be complied with.

Sydney Dogs & Cats Home will also print posters and signs on good hygiene and hand washing practices to display in bathrooms, kitchens and break rooms.

When cleaning, attention will be given to frequently touched surfaces. Examples of frequently touched surfaces and objects that will need routine disinfection following reopening are:

- tables, desks and countertops
- doorknobs and handles
- light switches
- phones
- keyboards
- toilets
- faucets and sinks
- touch screens
- EFTPOS machines and
- TV remotes.

Sydney Dogs & Cats Home will assess the different surfaces and objects that are frequently touched by multiple people and appropriately disinfect these surfaces and objects. **Sydney Dogs & Cats Home** will also assess the need for items to be kept out on display that may be frequently touched (eg books, pamphlets).

Surfaces and fittings will be cleaned more frequently when:

- visibly soiled
- used repeatedly by a number of people and
- after any spillage.

The following steps to clean an environment will be followed:

- wear gloves when cleaning. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and should not be used for other purposes or shared between workers. Wash reusable gloves with detergent and water after

use and leave to dry. Clean hands immediately after removing gloves using soap and water or hand sanitiser

- thoroughly clean surfaces using detergent and water. Always clean from the cleanest surfaces to the dirtiest surfaces. This stops the transfer of germs to cleaner surfaces and allows you to physically remove and dispose of the largest possible amount of germs
- if you need to use a disinfectant, clean the surface first using detergent then apply a disinfectant or use a combined detergent and disinfectant. A disinfectant will not kill germs if the surface has not been cleaned first. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing and
- allow the disinfectant to remain on the surface for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.

11. Restrictions on entry to the workplace

Sydney Dogs & Cats Home will undertake a risk assessment to help determine the requirement for mandatory vaccinations and will follow all government directions on restrictions to non-vaccinated personnel. All reasonable steps will be taken to ensure that a worker or others do not enter or attend the workplace if they display symptoms associated with COVID-19 or the worker/other has been required to isolate or quarantine. This may include asking workers entering the workplace for a formal declaration at the start of their shift if they have travelled, been in contact with any confirmed cases of COVID-19 or if they have flu-like symptoms and have not been directed to isolate.

This may also include displaying signs at the front of our premises/workplace telling people not to enter if they have COVID-19 symptoms, cold/flu symptoms or have been in close contact with confirmed cases.

To ensure person-to-person contact is minimised, screening of workers and others such as independent contractors should be done over the phone or by other non-contact methods.

Where required, **Sydney Dogs & Cats Home** will issue an authorisation document to their workers such as a work permit, to allow workers to undertake a permitted work activity.

11.1 CORONAVIRUS DIAGNOSIS OR EXPOSURE

i) If you contract the virus

If you begin to display symptoms of the virus, you must follow Government guidance to find out what to do next. You must seek medical attention and notify your manager at the earliest opportunity.

In order to protect your fellow colleagues, you are required to remain absent from the workplace on personal leave and provide us with a medical certificate. You are required to get a medical clearance from your doctor prior to returning to the workplace.

ii) If you have contact with a confirmed case of the coronavirus

If you have been in contact with someone who has a confirmed case of the coronavirus, you are required to notify management immediately.

In order to protect your fellow colleagues, we ask you to seek medical attention and remain absent from the workplace on personal leave and provide us with a medical certificate. You are required to get a medical clearance from your doctor prior to returning to the workplace.

iii) If you have contact with a suspected case of the coronavirus

If you have been in contact with someone who has a suspected case of the coronavirus, you are required to notify management immediately.

Even if you are not displaying any symptoms, we may take the decision to send you home and require you not to attend work as a safety precaution.

11.2 SELF-ISOLATION

You must not attend the workplace during any self-isolation period that the Government, medical authority or medical practitioner requires you to undertake.

If you are unwell during this self-isolation period, you should follow the usual sickness procedure to notify **Sydney Dogs & Cats Home** that you require personal leave and obtain a medical certificate in support of your leave. You are required to get a medical clearance from your doctor prior to returning to the workplace.

If you are well during this period of isolation, **Sydney Dogs & Cats Home** will consider any available type of leave that may be taken to cover the absence.

If there are no forms of accrued paid leave available, the absence will be unpaid, unless your applicable award, enterprise agreement or contract states otherwise.

12. Immunisation program

To help ensure **Sydney Dogs & Cats Home** meets its health and safety obligations to minimise the workplace risks to workers in relation to the risk of exposure to COVID-19 in the workplace, **Sydney Dogs & Cats Home** will undertake a risk assessment to determine the need to implement an appropriate immunisation program. Participation in such a program may be deemed to be a condition of employment or engagement with the Organisation.

Prior to the implementation of an immunisation program, **Sydney Dogs & Cats Home** will:

- seek appropriate and independent medical advice to ensure the recommended program meets all Government and health authority guidelines
- encourage workers to seek their own independent medical advice regarding the program
- ensure its infection control policy and program is fully implemented so as to minimise transmission and risks of infectious diseases being transmitted in the workplace
- ensure additional controls are in place where an immunisation program is deemed necessary but is unable to be implemented, either as a complete program or part thereof where individuals cannot participate in the program and
- ensure the immunisation program is overseen by an authorised medical practitioner and delivered by an authorised vaccination provider.

Once an immunisation program has been implemented, **Sydney Dogs & Cats Home** will maintain a written record of which employees/workers have received a COVID-19 vaccination. Employsure BrightHR clients can use the VaccTrak feature to achieve this.

13. Training and education

Sydney Dogs & Cats Home will provide each worker at the workplace with information, training and instruction on:

- the risks in relation to COVID-19 and
- the control measures implemented in the workplace to mitigate those risks, in relation to COVID-19.

Sydney Dogs & Cats Home will also provide adequate supervision to ensure control measures are implemented in the workplace in relation to COVID-19. **Sydney Dogs & Cats Home** will also ensure that information and instruction is provided to other people in the workplace about the control measures in place to mitigate the risks of COVID-19, and the requirements of those people to apply the control measures as they are reasonably able.

The information and instructions will be in a format that is reasonable to the circumstances, including the use of plain English. This may also include the use of pictures and being provided in languages other than English.

Sydney Dogs & Cats Home will ensure that a record of any training provided to each worker at the workplace is maintained and be available upon request.

14. Record keeping and contact tracing

In the event of a case of COVID-19 being detected at the workplace, it will be important to be able to trace people who have been at the workplace.

Contact tracing is a way of slowing the spread of infections by identifying people who have been in contact with an infected person.

Therefore, **Sydney Dogs & Cats Home** will adopt record keeping and contact tracing requirements that complies with the relevant Government or Public Health order.

A contract tracing register will record details for all workers, visitors and patrons who enter the business and must include:

- date and time of entry
- full name
- phone number
- email address and
- address.

14.1 WORKPLACE MAPPING

Where workplace mapping is required, **Sydney Dogs & Cats Home** will ensure that records of the work schedules and work locations for workers are maintained and are sufficient to enable tracing of those who have come into contact with any confirmed case.

The record should include:

- day and time work were undertaken
- members of teams that worked together
- specific work area at the workplace on the workplace or work site and
- any breaks taken, including time and location.

Movement between sites, or areas within large sites, should be minimised as much as possible.

Where attending multiple sites is necessary (eg for health and safety representatives (HSRs), first aid officers, emergency wardens) movement between sites should be recorded in the workplace mapping.

Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely. The information must be made available to public health officials on request.

Consider how records are kept on people in the workplace each day to support contact tracing if there is a positive case in your workplace (eg after 24 hours make them electronic in the event where the health authority require the information).

Sydney Dogs & Cats Home will encourage the use of government approved apps, MyGov, QR code check ins etc. and the COVIDSafe app and the benefits of the applications to support contact tracing if required.

15. Shared plant and equipment

Sydney Dogs & Cats Home will take steps to ensure that plant and equipment are not shared amongst workers, including hand tools that may be used in the course of work.

Where it is not possible to eliminate shared use, **Sydney Dogs & Cats Home** will:

- provide cleaning products (eg alcohol spray or solution) where communal tools, plant and equipment are located
- keep cleaning products with tools, plant and equipment as they move around the site
- ensure all operators thoroughly wash or sanitise their hands before and after every use and
- ensure all parts of tools, plant and equipment (eg including handles, handrails) are wiped down before and after use.

16. Response planning

Sydney Dogs & Cats Home will prepare a COVID-19 emergency response plan for the workplace that outlines how they will respond if there is a suspected or confirmed case of COVID-19 associated with their business. This Plan will:

- outline what actions to be taken if notified of a possible COVID-19 infection
- confirm who has what response responsibilities, eg notifying Public Health, health and safety regulator
- state how you will clearly communicate with workers and meet privacy obligations
- state how you will clean your workplace after an infection and
- outline how your business will continue to trade or reopen.

Sydney Dogs & Cats Home and workers will have a basic understanding of how to respond to a case of COVID-19 at the workplace. A step-by-step summary of actions to take will be:

- keep others away from the confirmed or suspected case. Talk to and assess the person concerned; if they need urgent medical help, call 000 immediately
- if the person is at your premises when symptoms emerge, assess the situation and risks. Talk to the person about your concerns and next steps. Seek Government health advice
- if well enough, ask the person to go home, seek medical advice and testing for COVID-19 if they meet the requirements, and self-quarantine until a result is returned
- close the premises, ask all patrons and workers to leave and arrange for a full environmental and disinfection clean. Open doors and windows to increase airflow
- notify health authority so that they can trace any contacts of this person and contain the spread. They may ask for any attendance records you may have kept to assist with this and
- the health authority will assess whether other workers, patrons or contractors may have been exposed to COVID-19, and direct them to self-quarantine at home. As this may include the Organisation's workers; contingency plans will be in place.

Sydney Dogs & Cats Home will regularly review the COVID-19 Safety Plan when required. Update it if needed, for example, if your place of doing business or the services you offer change.

16.1 THE CONTINUATION OF BUSINESS OPERATIONS

i) Attendance at work

It is our expectation that you attend work as normal during this time, unless:

- you are on a period of authorised leave (personal, annual or long service)
- you are not attending work due to a Government, medical authority or medical practitioner mandated self-isolation period
- you are not attending work under our specific instruction or

- there is a safety reason why you cannot be at work that has been discussed and agreed with your manager.

ii) Temporary business closure

As time progresses, it may become necessary for the business to temporarily reduce or cease operations, for example if someone in the workplace is diagnosed with coronavirus.

Sydney Dogs & Cats Home will do everything possible to continue operating in these circumstances, however ultimately will take the action that is necessary to comply with Government advice and ensure safety within the workplace.

In the unlikely scenario of a shutdown, we may have no choice but to place you on an unpaid stand down. For clarity, this will only occur under specific circumstances in line with the Fair Work Act 2009, and all alternatives will be considered prior to taking this step.

iii) Working from another location

Sydney Dogs & Cats Home will take all available steps to maintain normal business operations.

To maintain normal business operations, it may be necessary for us to require you to work from an alternative work location if, for example, instructions from a third party mean that entry into our current workplace is not permitted. Your flexibility in this regard will be required.

However, **Sydney Dogs & Cats Home** will ensure that we will comply with any Government directions and advice regarding workers working across multiple sites.

If you work for multiple employers, you are required to notify management immediately.

17. Resources

- For specific industries and/or approved COVID-19 Safety Plans, please visit the following websites:
 - NSW: <https://www.nsw.gov.au/covid-19/covid-safe-businesses>
 - Vic: <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/coronavirus-business-support>
 - Vic: (for High Risk Plans) <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/covid-safe-business/high-risk-covid-safe-plan>
 - Qld: <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>
 - WA: <https://www.wa.gov.au/government/covid-19-coronavirus>
 - Tas: <https://coronavirus.tas.gov.au/business-and-employees/covid-19-safe-workplaces-framework>
 - SA: <https://www.covid-19.sa.gov.au/>
 - NT: <https://coronavirus.nt.gov.au/>
 - ACT: <https://www.covid19.act.gov.au/business-and-work>
- Assessment tool
- COVID-19 Safety Plan checklist
- Contact tracing register

Appendix one: Infection control in the workplace policy

INTRODUCTION

The broad definition of infection is the invasion of tissue by pathogenic organisms. Infections generally result from a combination of factors, including:

- the presence of micro-organisms
- a compromised or weakened status of the host and
- the chain of transmission of the micro-organism.

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work.

This policy is designed to be consistent with the Organisation's health and safety framework. Its objective is to identify the requirements of infection prevention and control, and the development of safe work practices based upon risk management procedures. Therefore, the risks associated with infections in the workplace will be addressed via a risk management approach.

However, this policy is also designed to support any advice or directions from Government health authorities. Therefore, no part of this policy either stated or implied, is designed to compromise any public health advice or directions that may be issued from time to time and which may require additional controls to be implemented.

IDENTIFYING INFECTION TRANSMISSION HAZARDS

Micro-organisms are transmitted by various routes and the same infective agent may be transmitted by more than one route. There are several main routes of transmission:

- blood borne transmission through such things as sharp tools or contact with cuts or scratches
- direct contact through person to person contact or via contaminated articles or equipment
- droplet transmission such as through sneezing, coughing or talking
- airborne transmission through microscopic droplets or dust particles
- gastrointestinal infection through contaminated food or fluid or via an infected food handler and/or
- vector borne infections transmitted by carrier insects or animals such as mosquitoes, flies or rats.

The source of infection may be clients/customers, staff or visitors and the person may either be acutely ill or in the incubation (window) period of a disease. They may be a chronic carrier or colonised with the infective agent but have no apparent disease.

Contaminated items in the environment, including surfaces, equipment or food are other possible sources of infection.

The ability to resist infection varies depending upon age and underlying medical conditions. Other factors such as nutritional status or drug therapy may also reduce a person's immunity, making them more susceptible to infection.

Persons who have been recently exposed to trauma or who have recently undergone surgery, or invasive therapeutic and/or diagnostic procedures will also have an increased susceptibility to infection.

ASSESSING INFECTION TRANSMISSION

As part of the risk management approach, **Sydney Dogs & Cats Home** has an obligation to ensure that persons and visitors to the workplace are not exposed to any infections, as far as is reasonably practicable.

Given the nature of our work, it is safe to assume that any infection brought into the workplace will pose a risk of injury to persons at the workplace. When approaching a task or duty, consideration must be given to the potential pathological agents involved, the transmission paths of the agents and who may potentially be at risk. The overall risk can then be analysed and assessed based on:

- what are the aspects of the task or procedure that facilitates transmission of infection
- what existing controls are in place
- what is the likelihood of transmission
- what are the likely consequences of transmission and
- what factors will increase or decrease the risk of transmission.

CONTROLLING INFECTION TRANSMISSION HAZARDS

Sydney Dogs & Cats Home will ensure, as far as reasonably practicable, that the risks associated with infections in the workplace are controlled. The process of controlling exposure to infection transmission risks will be determined in consultation with all personnel in the workplace who are required to carry out the task and will include:

- the development of infection control principles
- the development of administrative requirements designed to minimise the risk of infection transmission
- the development of effective work practices and procedures
- the implementation of an immunisation program
- ensuring that all staff required to undertake a task that may potentially expose them to infection through their work have enough training, skills, knowledge, level of competence and education and/or qualifications to undertake the task and
- a regular review of our policies and procedures.

If exposure to infections within the workplace have been assessed as a risk, consistent with national and international requirements, **Sydney Dogs & Cats Home** will adopt a three-level approach to infection control precautions.

The three-level approach involves:

- Level 1 – General: infection control procedures for the prevention or minimisation of transmission for all persons at a workplace

- Level 2 – Standard: infection control procedures for persons who may come into contact with blood and/or bodily fluids such as first aid persons and
- Level 3 – Transmission-based precautions: provides a high level of protection to all persons at the workplace following identification of a positive transmission and assumes that Level 1 and Level 2 controls are in place

i) Level 1 Controls – General

Infectious agents can be spread in a variety of ways, including:

- breathing in airborne germs – coughs and sneezes release airborne pathogens, which is then inhaled by others
- touching contaminated objects or eating contaminated food
- skin-to-skin contact – transfer of some pathogens can occur through touch or by sharing objects and
- contact with body fluids – pathogens in saliva, urine, faeces or blood can be passed on via cuts or through the mucus membranes of the mouth and eyes.

The first level relates to general procedures designed to eliminate or minimise the risk of infection transmission. These infection control procedures will involve good personal and environmental hygiene, including:

- regular hand hygiene such as handwashing or handrubbing at all times – washing hands with water and soap for at least 20 seconds, or using alcohol based hand sanitiser can prevent the spread of many pathogens, especially after visiting the toilet, before and after preparing food, and after touching clients/customers or equipment. Wet hands will be dried with a single use paper towel
- routine environmental cleaning and disinfection, including high contact points such as door handles, lift buttons and telephone equipment as well as high traffic areas such as reception areas
- promotion of respiratory hygiene and cough etiquette, such as covering the nose and mouth with the crook of the elbow or with a tissue when coughing or sneezing, and dispose of tissue in a closed bin
- any cuts or open wounds will be appropriately treated and covered with a waterproof dressing
- appropriate waste bins will be provided to dispose of contaminated tissues and other dirty items and
- appropriate use of PPE such as gloves when undertaking cleaning and disinfection procedures. PPE and training on its use will be provided to all personnel in the workplace in accordance with manufacturer’s guidelines and Australian and New Zealand Standards. PPE will be removed before leaving the work areas where the cleaning and disinfection is taking place.

ii) Level 2 Controls – Standard health procedures

The second level of control is referred to as ‘standard precautions’ and will be applied to all persons at the workplace, clients/customers or visitors regardless of their diagnosis or presumed infection status wherever there is potential contact with:

- blood
- body fluids, secretions and excretions (except sweat)
- non-intact skin or
- mucous membranes, including eyes.

Standard precautions will involve the use of safe work practices and protective barriers, including:

- hand hygiene
- routine environmental cleaning
- managing spills
- waste management
- the safe use and disposal of sharps
- decontamination of equipment
- appropriate use of gloves
- appropriate use of facial protection/masks
- use of protective clothing
- appropriate device handling
- appropriate handling of any laundry items and/or protective clothing and
- incorporation of respiratory hygiene and cough etiquette.

iii) **Level 3 Controls – Transmission based precautions**

Additional control measures will be initiated where persons are known or suspected to be infected with pathogens. These precautions are in addition to the general and standard precautions and are referred to as Level 3, or 'transmission-based precautions' (TBPs).

Transmission-based precautions (TBPs) are used in addition to standard precautions when standard precautions alone may be insufficient to prevent transmission of infection.

The three types of additional precautions are:

- airborne precautions which must be applied where the infected patient is known or suspected to be infected with pathogens that can be transmitted by an airborne route for eg Aspergillus, Legionella, Pulmonary tuberculosis, Chickenpox, Measles and Coronaviruses. These will include isolation of the infected person and in the case of a Coronavirus exposure, use of a type P2 or N95 mask that meets the requirements of Australian and New Zealand Standard, AS/NZS 1716:2012 Respiratory Protection Devices
- droplet precautions which must be applied where the person is known or suspected of being infected with pathogens that can be transmitted by droplet route for eg Influenza, Bordetella

pertussis (whooping cough), Rubella, Listeria, E. coli, Salmonella and Coronaviruses. These will include isolation of the infected person, maintaining a separation distance of at least one and a half metres, the use of protective gloves and eyewear and the initiation of room cleaning protocols and

- contact precautions designed to reduce the risk of transmission of micro-organisms by direct or indirect contact for eg viral Gastroenteritis, Clostridium difficile, Methicillin-resistant Staphylococcus aureus (also known as MRSA or staph) and Coronaviruses. These will include additional precautions to eliminate contamination of environmental surfaces and equipment through the use of protective gloves and the implementation of additional room cleaning protocols.

TBPs, including cleaning protocols and procedures must be tailored to the infectious agent involved and the mode of transmission. To minimise the exposure time of other people in office/retail based setting or more industrial environment, people identified as at risk of transmitting droplet or airborne diseases (for example, a person with suspected Coronavirus exposure) should be attended to immediately and placed into appropriate transmission-based precautions to prevent further spread of the disease.

IMMUNISATION PROGRAM

To help ensure **Sydney Dogs & Cats Home** meets its health and safety obligations to minimise the workplace risks to workers, particularly those in relation to the risk of exposure to vaccine preventable diseases in the workplace, **Sydney Dogs & Cats Home** will develop and implement an appropriate immunisation program.

According to health authorities, immunisation is one of the safest ways to protect people against harmful infections before they come into contact with them by using the body's natural defences to build resistance to specific infections.

Therefore, to the extent that is permissible under law and where it is determined as necessary through the application of a risk management approach and in accordance with relevant medical advice, **Sydney Dogs & Cats Home** may make the requirement for immunisation against any particular disease or infection, a condition of employment or engagement with the Organisation.

Where such a program is implemented, **Sydney Dogs & Cats Home** will take the responsibility for all real costs involved and will, where possible, implement the program during work hours. **Sydney Dogs & Cats Home** will also retain records of the vaccination program, sufficient to identify who has been vaccinated but in compliance with the Organisation's requirements for the confidentiality of medical and health records.

Prior to the implementation of an immunisation program, **Sydney Dogs & Cats Home** will:

- seek appropriate and independent medical advice to ensure the recommended program meets all Government and health authority guidelines as well as the requirements of the National Immunisation Program and its related immunisation schedules
- encourage workers to seek their own independent medical advice regarding the program
- provide information to all workers on the immunisation programs currently recommended by health authorities for the Organisation's business sector and
- ensure its infection control policy and program is fully implemented so as to minimise transmission and risks of infectious diseases being transmitted in the workplace.

Where an immunisation program is not possible or a worker is unable to be vaccinated for any reason, **Sydney Dogs & Cats Home** will implement sufficient and appropriate alternative control measures to eliminate or reduce the risk of disease transmission at the workplace.

The implementation of the immunisation program will be overseen by an authorised medical practitioner and will be delivered by an authorised vaccination provider. An annual review of the immunisation status of workers will be conducted and records will be updated accordingly.

SAFE HANDLING USE, AND DISPOSAL OF SHARPS

A sharp is any object that can inflict a penetrating injury and includes needles, broken glass and any other sharp object or tools designed to perform penetrating procedures. The potential for the transmission of blood borne viruses is greatest when devices such as needles or knives are used. As such, **Sydney Dogs & Cats Home** will develop a policy and procedures for the safe handling, use and disposal of sharps.

ENVIRONMENTAL CLEANING

Environmental cleaning refers to the appropriate cleaning of surfaces found in the workplace. Deposits of dust, soil and microbes on surfaces are a potential source of associated infections. The following basic principles should be followed:

- written cleaning protocols should be prepared, including methods and frequency of cleaning
- cleaning procedures must be commensurate with the level of risk and tailored accordingly
- standard precautions (including wearing of personal protective equipment (PPE), as applicable) must be implemented when cleaning surfaces and facilities
- cleaning methods should avoid generation of aerosols
- all cleaning items should be changed after each use and cleaned and dried before being used again. They should also be changed immediately following the cleaning of blood or body fluid/substance spills. Single-use cleaning items are preferred, where possible, such as lint-free cleaning cloths
- sprays should not be used, because they can become contaminated and are difficult to clean. Sprays are not effective, as they do not touch all parts of the surface to be cleaned
- detergents should not be mixed with other chemicals and
- all cleaning solutions should be prepared fresh before use.

Sydney Dogs & Cats Home will ensure that a person is identified and nominated as being responsible for the implementation, management and evaluation of the cleaning service provided.

MANAGING SPILLS OF BLOOD, BODY FLUIDS AND SUBSTANCES

Sydney Dogs & Cats Home will ensure there are procedures in place for dealing with blood, bodily fluids and substance spills. Cleaning protocols should be included alongside safe work procedures and emphasised in ongoing training.

The basic principles of blood and body fluid/substance spills management are:

- standard precautions should apply, including the use of PPE, as applicable
- spills should be cleared up before the area is cleaned (adding cleaning liquids to spills increases the size of the spill and should be avoided) and

- generation of aerosols from spilled material should be avoided.

The management of spills should be flexible enough to cope with different types of spills whilst also considering the following factors:

- the nature (type) of the spill for example chemical substances, sputum, vomit, faeces, urine or blood
- the pathogens most likely to be involved in these different types of spills – for example, stool samples may contain viruses, bacteria or protozoan pathogens, whereas sputum may contain *Mycobacterium tuberculosis*
- the size of the spill – for example, spot (few drops), small (<10cm) or large (>10cm)
- the type of surface – for example, carpet or impervious flooring
- the location involved – that is, whether the spill occurs in a contained area (such as office), in a public location or within a community premises and
- whether there is any likelihood of bare skin contact with the soiled (contaminated) surface.

iv) **Cleaning spills – equipment**

Standard cleaning equipment, including a mop, cleaning bucket and cleaning agents, should be readily available for spills management. It should also be stored in an area known to all staff.

To help manage spills in areas where cleaning materials may not be readily available, a disposable 'spills kit' could be used, containing a large (20 L) reusable plastic container or bucket with fitted lid, containing the following items:

- appropriate leak-proof biohazard bags and containers for disposal of waste material
- a designated, sturdy scraper and pan for spills
- absorbent mats and paper
- approximately five sachets of a granular formulation containing 10,000ppm available chlorine or equivalent (each sachet should contain sufficient granules to cover a 10cm diameter spill)
- disposable rubber gloves suitable for cleaning
- eye protection (disposable or reusable)
- plastic apron and
- a respiratory protection device, for protection against inhalation of powder from the disinfectant granules or aerosols (which may be generated from high-risk spills during the cleaning process).

Single-use items in the spills kit should be replaced after each use of the spills kit. With all spill management protocols, it is essential that the affected area is left clean and dry before use of the area.

v) Cleaning spills – procedures

Care should be taken to thoroughly clean and dry areas where there is any possibility of bare skin contact with the surface.

PPE should be used for all cleaning procedures and disposed of or sent for cleaning after use. Hands should be washed and dried after cleaning.

Where a spill occurs on a carpet, shampoo as soon as possible. Do not use disinfectant. Steam cleaning may be used instead.

Wash hands thoroughly after cleaning is completed.

vi) Cleaning spots or small spills

Spots or drops of substances or other small spills (up to 10cm) can easily be managed by wiping the area immediately with paper towels, and then cleaning with warm water and detergent, followed by rinsing and drying the area. Dry the area, as wet areas attract contaminants.

vii) Cleaning large spills

Where large spills (more than 10cm) have occurred in a 'wet' area, such as a bathroom or toilet area, the spill should be carefully washed off into the sewerage system using copious amounts of water and the area flushed with warm water and detergent.

Large spills that have occurred in 'dry' areas should be contained and generation of aerosols should be avoided.

Granular formulations that produce high available chlorine concentrations can contain the spilled material and are useful for preventing aerosols. A scraper and pan should be used to remove the absorbed material. The area of the spill should then be cleaned with a mop, and a bucket of warm water and detergent. The bucket and mop should be thoroughly cleaned after use and stored dry.

WASTE DISPOSAL

Sydney Dogs & Cats Home will ensure that procedures are in place for the correct management of all waste generated and that they are compliant with regulations and guidelines administered by other Government agencies eg Environmental Protection Agencies and Local Government Ordinances.

All waste should be stored in secure areas until collected. Waste should be removed from workplace areas each day and more frequently as needed, such as from specialised areas. Waste bags should be tied before removing from the area.

viii) General waste disposal

Place in general waste bin for removal.

ix) Biohazard waste disposal

Place in biohazard bags as soon as possible. Biohazard bags have a biohazard symbol and are currently coloured yellow.

MEDICAL/OTHER CONDITIONS

Due to the potential hazards associated with this workplace such as possible exposure to pathogens and infection, persons working at the workplace are required to disclose any medical condition or disability, which may affect their capacity to participate in specific work activities that may impact upon their health and safety or the health and safety of others.

If a worker becomes aware of any condition, disability or impairment (temporary or otherwise), which may potentially affect their capacity to participate safely in work activities, or activities related to their work, they should immediately advise management as soon as practicable so that a suitable and applicable risk assessment can be undertaken.

All such discussions will be considered strictly confidential in accordance with the Organisation's privacy policy. Any medical information disclosed will be used only for the purpose for which it was collected and will not be disclosed to other parties unless permitted by law, without the consent of the person making the disclosure.

DEALING WITH COVID-19 IN THE WORKPLACE

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

i) Cleaning and disinfection

The best way to protect all persons in the workplace from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for the workplace. Combined regimen of cleaning and disinfection will be the most effective method in eliminating or spread of the COVID-19 virus in the workplace.

Workplace should be cleaned at least once a day. More frequent cleaning may be required in some circumstances. If equipment is shared between persons, it should be cleaned between uses, where practicable.

Cleaning is to be performed using detergent and water and once cleaned surfaces should be disinfected. This would include any time there has been an instance or suspected case of COVID-19 in the workplace or where any persons in the workplace are likely to touch a surface.

ii) Hygiene

Good hygiene is necessary to stop the spread, therefore each worker must:

- frequently wash their hands with soap for at least 20 seconds or use a hand sanitiser with greater than 60% ethanol or 70% isopropanol before and after eating and going to the toilets
- limit contact with others, including shaking hands

- stop touching their eyes, nose and face when their hands are not washed
- cover their mouth while coughing and sneezing with a clean tissue or elbow and
- put used tissues straight into the bin.

Sydney Dogs & Cats Home will ensure that adequate supply of hand washing soap dispensers, sanitisers and tissue paper is readily available to all persons in the workplace.

iii) **Self isolation**

If a worker suspects that they have contracted COVID-19 or if they have been in the presence of someone infected by the COVID-19, they must isolate themselves (self-quarantine) and advise their manager immediately. This is to be followed by contacting their doctor or a nearest hospital until more thorough examination has taken place.

WORKER RESPONSIBILITIES

To ensure the overall success in controlling the risks related to infections at this workplace, persons working in **Sydney Dogs & Cats Home** must be able to implement the established infection control measures and follow the protocols that have been developed. To this end, **Sydney Dogs & Cats Home** will ensure that they:

- have been trained and deemed competent by **Sydney Dogs & Cats Home** in the infection control protocols of this workplace before undertaking any work where they may come into direct contact with clients/customers or members of public, waste from their respective tasks and equipment, instruments or apparatus used
- have enough training, skills, knowledge, level of competence and qualifications required to undertake any task that may potentially expose them to the risk of infection at work or undertaking work related activities
- have enough skills and training in the effective use of all PPE required by **Sydney Dogs & Cats Home** to eliminate or minimise the risk of infection to themselves or others at work
- follow any reasonable instruction given to them by **Sydney Dogs & Cats Home** designed to eliminate or minimise the risk of infection to themselves or others at work, including the mandatory use of PPE when and where required
- actively participate in the development and review of the Organisation's infection control protocols and procedures
- actively participate in the development and review of the Organisation's administrative requirements designed to minimise the risk of infection transmission at work
- will advise management immediately when they become aware of any potential exposure to infection to themselves or others at work during their work
- do not undertake any activity, action or inaction that may knowingly place themselves or others at work at risk of exposure to an infection
- will advise management immediately when they become aware of contracting any illness or disease or having become aware of any condition, disability or impairment (temporary or otherwise), that may

potentially affect their capacity to participate in specific work activities or where specific work activities may further impact upon their health, safety or welfare or the health and safety of others at work

- subject to medical advice or other defined reasons, actively participate in any recognised immunisation program recommended for **Sydney Dogs & Cats Home** by an authorised health authority, accepting that such immunisation may be a condition of employment or engagement by **Sydney Dogs & Cats Home** and
- will inform management if they are not immunised against that disease should an outbreak of a vaccine preventable disease occur at the workplace. The worker will be directed to consult with their own doctor as soon as possible and may be directed not to attend work during the outbreak.

Appendix two: Assessment Tool

- This tool will be used by the General Manager, Leadership Team, WHS Committee and Covid Marshals on a regular basis (minimum monthly).

COVID-19 SAFETY PLAN ASSESSMENT TOOL

Under health and safety legislation you must ensure the health and safety of your workers, employees and others at the workplace, as far as is reasonably practicable. This includes ensuring workers and others at the workplace are not at risk of contracting COVID-19.

*This self-assessment tool is designed to assist you in the development of your COVID-19 Safety Plan and the management of the risks associated with COVID-19. It is supported by a **COVID Safety Plan Template** that should only be used in the absence of an approved, industry specific safety plan, a **COVID-19 Safety Plan Checklist** and an **Infection Control in the Workplace** policy that may be used as a part of your health and safety policies.*

*Once you have completed the self-assessment tool and completed all the required actions, you are ready to confirm your **COVID-19 Safety Plan** by using the **Covid-19 Safety Plan Checklist**.*

Please note that Employsure's COVID-19 Safety Plan package is not designed to replace any direction or advice from Government or health authorities. Such direction or advice may change from time to time and may alter between jurisdictions. Therefore, nothing in the package, either stated or implied, is designed to compromise any directions or advice from Government agencies.

As such, you must also continue to seek the latest information relating to COVID-19 from your jurisdictional health authority or Government agency.

Managing COVID-19 in the workplace

Business name: Sydney Dogs & Cats Home

Date of Assessment: ___ / ___ / ___

Circle One

Location: Shelter:

77 Edward Street,
Carlton, NSW 2218

Location Veterinary

Services: 442-446
Liverpool Road,
Strathfield South, New
South Wales, 2136.

Assessor's name: _____

Step 1 Consider the risks				
Risk Factors	Yes	No	N/A	Comments / Notes
Do you have any workers who recently came back from overseas or designated hot spots?				
Have you identified any vulnerable workers in the workplace? If yes, what criteria was used? Please outline the criteria in the comments section <i>Vulnerable workers include: Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions; people 65 years and older with chronic medical conditions; people 70 years and older; and people with compromised immune systems</i>				
Have additional policies and procedures been implemented into the workplace to manage and control COVID-19 risks?				Refer to the enclosed Infection Control in the Workplace Policy in the appendix of the COVID-19 Safety Plan Template
Does the work require regular and close contact between workers or with members of the public in your workplace?				
Do any workers who undertake face-to-face work away from the main place of work, eg sales representatives?				
Are there restrictive entry/exit points or high touch points, such as doors, lifts, machinery etc?				
Are you aware of anyone in the workplace who has returned a positive test for COVID-19?				
Have any of the workers provided evidence of immunisation against COVID-19? If so indicate the percentage that have received the vaccine, eg 50% of the workforce are vaccinated?				

Step 2 Control the risks				
COVID-19 Controls	Yes	No	N/A	Comments / Recommendations
General				
Have any of the latest public health directions and advice from Government affected the workplace?				<ul style="list-style-type: none"> Ensure you routinely follow and implement any directions and advice from Government that can affect your workplace. Refer to the link provided to assist you with keeping up to date from the Government: https://www.health.gov.au/. Nominate a person to be a COVIDSafe marshal, officer or champion to ensure safe practices in the workplace are implemented and followed, or if required by jurisdictional Government or health authority.
Have any workers been directed to stay home if they are unwell or have flu-like symptoms?				<ul style="list-style-type: none"> Ensure workers are directed to stay home if they are unwell or have flu-like symptoms, even if they think an illness is minor. Workers must have a medical clearance prior to returning to the workplace.
Are specific controls in place for any workers that have recently returned from travelling overseas or from a designated hot spot?				<ul style="list-style-type: none"> Ensure any workers returning from overseas have self isolated for at least 14 days prior to returning to work. Implement working from home arrangements for any workers in this group if possible.
Are specific controls in place to minimise the risks to vulnerable workers in the workplace?				<ul style="list-style-type: none"> Implement working from home or other flexible work arrangements eg working at a different location for any workers in this group if possible.
Are specific processes in place if a confirmed case of COVID-19 directly affected your workplace?				<ul style="list-style-type: none"> Workers with a confirmed case of COVID-19 must notify management immediately and self isolate. If a confirmed case of COVID-19 is from a direct result of work, you must notify the jurisdictional health and safety regulator and follow the procedures outlined by SafeWork Australia at: https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/Infographic-Suspected-or-Confirmed-Cases-COVID_19.pdf.
Immunisation program				

<p>Has a risk assessment been undertaken to determine if an immunisation program is necessary to help control the transmission of COVID-19 in the workplace? <i>Consider your industry sector and duties of your workers.</i></p>			<ul style="list-style-type: none"> • An immunisation program may be required to help ensure the Organisation meets its health and safety obligations to minimise the workplace risks related to COVID-19. • Where it is determined as necessary through a risk assessment, immunisation against COVID-19 should be a condition of employment or engagement, to the extent permitted by law. • Seek medical advice prior to implementing the program. The program must meet all Government and health authority guidelines, be consistent with the National Immunisation Program schedule and is overseen by an authorised medical practitioner. • Encourage workers to seek independent medical advice before implementing the program. • Maintain a written record of which employees/workers have received a COVID-19 vaccination. Employsure BrightHR clients can use the VaccTrak feature to achieve this. • Where a program is not possible, despite the outcomes of the risk assessment, or a worker is unable to be vaccinated for any reason, the Organisation must implement sufficient and appropriate alternative control measures to eliminate or reduce the risk of COVID-19 transmission at the workplace.
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Physical distancing

<p>Are we able to adhere to the relevant square metre per person requirements in any enclosed area, and to ensure social distancing of 1.5 metres within the workplace? (Note: there are jurisdictional differences to the density (i.e. square metre per person) and social distancing requirements depending on your state or territory and/or industry, so please ensure you comply with the relevant requirements)</p>			<ul style="list-style-type: none"> • Determine the maximum number of people who can be on a premises as directed by your state/territory and/or industry, and ensure your workplace comply with the required floorspace to person ratio, eg 4 square metre per person. • Ensure signage is displayed to inform the number of people you can have in an enclosed space, including lifts within your workplace at any one time. • Implement measures to reduce direct or close contact with workers and customers or with members of the public, including: <ul style="list-style-type: none"> ○ ceasing any non-essential work activities that involve personal contact of less than 1.5 metres ○ placing clear markings on the floor surface at least 1.5 metres apart (refer to Distancing Poster provided) ○ reducing the number of work tasks in the enclosed space ○ spreading or moving work tasks to different areas of the workplace such as moving workstations, desks and tables or machinery (use the Seating Posters provided if appropriate) ○ modifying shifts and rosters to reduce peak periods onsite at any given time (use the Business Hours Sign provided if appropriate) ○ restricting access or staggering entry into the workplace ○ install barriers and screens to create space at counters, between workstations, seated areas etc
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			<ul style="list-style-type: none"> ○ offering alternative travelling arrangements to avoid workers using public transport and ○ facilitating working from home arrangements. ● Ensure physical distancing requirements are maintained, for example nominating a person to be responsible to undertake the task.
Can measures be put in place to reduce the amount of time workers spend in contact with workers or customers or members of the public?			<ul style="list-style-type: none"> ● Implement measures to reduce the amount of time workers spend in contact with others, including: <ul style="list-style-type: none"> ○ minimising the number of people within an area at any time ○ staggering start, finish and break times where appropriate ○ moving work tasks to different areas of the workplace or off-site if possible ○ separate workers into dedicated teams and have them work the same shift or work in a particular area ○ providing each worker or the dedicated team their own equipment or tools and ○ reviewing regular deliveries and requesting contactless delivery.
Personal hygiene			
Are there any suitable hand washing and hand sanitising facilities for workers in the workplace?			<ul style="list-style-type: none"> ● Ensure a suitable hand washing facility, including soap, paper towel dispenser and closed bins are available to your workers. ● Purchase hand sanitisers (at least 60% alcohol-based hand-gel) and ensure they are placed in common areas of the workplace, eg entry/exit points. ● Display enclosed Hand Washing and Hand Rubbing Poster provided to educate your workers on correct handwashing or hand rubbing procedures. ● Instruct your workers to avoid shaking hands or any other greeting that involves contact with customers or members of the public. ● Instruct your workers to avoid touching their eyes, nose and mouth. ● Ensure soap, paper towel and hand sanitisers are sufficiently stocked and in good working order. ● Have automatic alerts set up on computer systems or physically display signage in the workplace to remind workers about washing hands and not touching eyes, nose and mouth. ● If possible, insist only cashless or contactless transactions. ● Put up signs to request customers to only touch objects they are going to buy if applicable. ● Ensure workers are aware of the need for good personal hygiene ie to wash body, hair and clothes thoroughly each day.
Have workers been instructed on respiratory hygiene?			<ul style="list-style-type: none"> ● Instruct your workers on respiratory hygiene which involves covering their mouths and noses with a bent elbow or tissue when coughing or sneezing, then disposing of the used tissue immediately.

			<ul style="list-style-type: none"> • Purchase boxes of tissues to be made available to workers to use. • Increase access to closed bins in your workplace to dispose of the tissue. • Use the provided Stop the Spread and Distancing Poster to educate your workers on the importance of maintaining at least 1.5 metres distance away from anyone who is coughing or sneezing.
Cleaning			
<p>Have cleaning and disinfecting procedures been put in place that are sufficient to control the spread of COVID-19 in the workplace, eg entry/exit points or high touch points?</p>			<ul style="list-style-type: none"> • Ensure cleaning and disinfecting procedures in place sufficient to control the spread of COVID-19 in the workplace measures to reduce environmental exposure, including: <ul style="list-style-type: none"> ○ ensuring any areas frequented by workers or others (eg visitors to your premises) are cleaned at least daily with detergent or disinfectant. Where disinfection is required, the surface should be thoroughly cleaned first ○ Instructing your workers to wear gloves when cleaning and wash their hands thoroughly with soap or use an alcohol-based hand sanitiser before and after wearing gloves ○ cleaning frequently touched areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes EFTPOS equipment, elevator buttons, handrails, tables, counter tops, TV remote, doorknobs, sinks and keyboards ○ instructing your workers to clean personal property that comes to work, such as sunglasses, mobile phones and laptops with disinfectant, such as disinfectant wipes and ○ instructing your workers on appropriate cleaning procedures of company vehicles, including high touch points such as steering wheel and gear stick/knob. • Display and audit cleaning schedules to ensure the risk of exposure to COVID-19 in the workplace is prevented or minimised. • Ensure safety data sheets are made available for all hazardous cleaning chemicals used on-site. • Display the Back to Business Hygiene Tips Poster to remind workers of the procedures. • Ensure you develop and implement a deep cleaning regime where confirmed cases of COVID-19 are identified in the workplace. • Refer to the following link for guidance: https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how-to-clean-disinfect-your-workplace-covid19.pdf. • Refer to and implement the enclosed Infection Control in the Workplace Policy in the appendix of the COVID-19 Safety Plan Template.
Training			
<p>Are workers sufficiently trained and competent in understanding and managing the risks related to COVID-19 in your workplace?</p>			<ul style="list-style-type: none"> • Ensure workers are sufficiently trained and competent in understanding and managing the risks related to COVID-19 in your workplace, including:

				<ul style="list-style-type: none"> ○ reporting procedures if they are unwell, returning from overseas or a nominated hotspot, are a vulnerable person, have been in contact with a confirmed case of COVID-19 ○ understanding the instructions and procedures on personal and environmental hygiene such as how areas may need to be cleaned and disinfected in the event of any contamination and other risk controls ○ understanding the safe and correct use of personal protective equipment (PPE) specifically designed to minimise the risks of contracting COVID-19 and ○ Understand the specific control measure in place to mitigate the risks of COVID-19 in the workplace.
Record keeping				
Are all workers' contact details and their emergency contacts current and up to date?				<ul style="list-style-type: none"> ● Ensure workers' contact details and emergency contacts are current and up to date. ● Ensure these records are kept securely and be made available upon request to help the jurisdictional health authority to quickly identify which staff may have been in close contact with a COVID-19 infected person. ● Request your workers to download the COVIDSafe app for tracing purposes.
Do our records allow quick identification of any workers who may have been in close contact with a COVID-19 infected person?				<ul style="list-style-type: none"> ● Ensure contact details of all persons entering the workplace are obtained and stored securely. ● Ensure you have records to help the jurisdictional health authority to quickly identify which staff or other person may have been in close contact with a COVID-19 infected person such as contact tracing register, work teams, shift rosters and responders to emergency or break down situations. ● Request your workers to download the COVIDSafe app for tracing purposes.
Communication				
Are there effective and regular communication channels established to ensure workers are informed and consulted on key issues, eg welfare checks?				<ul style="list-style-type: none"> ● Ensure a regular and effective communication channel is established to keep workers informed and consulted on key issues related to COVID-19. Such methods can include setting up informal and formal communication with workers daily via in person, phone calls or zoom meetings or via emails.
Personal protective equipment				
Have instructions for anyone entering the workplace to wear specific personal protective equipment that is designed to minimise the risks of spreading COVID-19 been developed and implemented?				<ul style="list-style-type: none"> ● Develop and implement appropriate instructions to ensure anyone entering your workplace wears appropriate PPE (you may use the Mask Etiquette Sign provided). ● You must provide appropriate PPE for your workers such as respirators with positive airflow and disposable gloves.

				<ul style="list-style-type: none"> • Ensure workers are trained in the proper use of PPE, including informing them of health and safety risks that may arise as a result of workers using and wearing PPE.
Emergency response plan				
<p>Have the emergency response plan been reviewed to take into account the possibility of a confirmed or suspected case of COVID-19 in the workplace?</p>				<ul style="list-style-type: none"> • Response plan must take into account: <ul style="list-style-type: none"> ○ actions to be taken ○ responsibilities for notification to public health authorities and the health and safety regulator ○ communication strategies to inform workers ○ privacy maintenance ○ engagement of cleaning services to facilitate a deep clean and ○ business continuance plan. • Ensure you also review your emergency evacuation plan to take into account a review of existing control measures and physical distancing requirements. • Ensure you have sufficient fire wardens and first aiders available, and that workers who work in different locations to their usual work area are familiar with the applicable emergency evacuation procedures.

Appendix three: Checklist

- This tool will be used by the General Manager, Leadership Team, WHS Committee and Covid Marshals on a regular basis (minimum monthly).

COVID-19 Safety Plan Checklist

COVID-19 Safety Plan

- Review your local Health Authority website for State/Territory specific COVID-19 Safety Plans ie Industry specific required plans
- A COVID-19 Safety Plan has been developed for the business
- Workers and their representatives have been consulted in developing the COVID-19 Safety Plan
- The COVID-19 Safety Plan has been registered with the jurisdictional government (if applicable)
- Workers have been trained in accordance with the COVID-19 Safety Plan

Physical distancing

- Display posters around the workplace on keeping at least 1.5 metres distance between people
- Display signs at the entrances to lifts and meeting rooms to ensure the maximum safe capacity is not exceeded
- Move workstations, desks and tables in staffrooms further apart to comply with social distancing
- If possible, bring in shift arrangements so less staff are in the workplace at once
- Instruct workers to have meetings by phone or online instead of in person. If not possible, require they meet in a large space and keep meetings short
- Review regular deliveries and request contactless delivery. Check systems for e-invoicing are in place
- Provide social distancing markers on the floor in areas where customers line up or where workers perform task
- Nominate a person on the work floor to be responsible for keeping everyone the required 1.5 metre distance
- Ensure your workplace has the required floorspace to person ratio (eg 4 square metres) in any enclosed area

Handwashing and hygiene

- Have hand sanitiser stations at entry and exit points and around the workplace
- Ensure bathrooms are well stocked with soap and single use paper towel
- Display posters with instructions on how to correctly wash hands or use sanitiser

COVID-19

Safety Plan Checklist

- Instruct workers on other ways to limit the spread of germs, including by not touching their face, sneezing into their elbow, and staying home if feeling sick
- Have automatic alerts set up on computer systems to remind workers about washing hands and not touching eyes, nose and face
- Instruct your workers to limit contact with others: no shaking hands or touching objects unless necessary
- If possible, accept only cashless transactions
- Increase the number of closed bins in your workplace
- Display signs asking customers to only touch objects they are going to buy

Cleaning

- Ensure any areas frequented by workers or others (such as visitors to your premises) are cleaned and disinfected at least daily with appropriate products
- Instruct workers to wear gloves when cleaning, and wash their hands thoroughly with soap or use an alcohol based hand sanitiser before and after wearing gloves
- Clean high contact areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes EFTPOS equipment, elevator buttons, handrails, tables, counter tops, door knobs, sinks and keyboards
- Instruct workers to clean personal property that comes to work (such as sunglasses, mobile phones and iPads) with disinfectant, such as disinfectant wipes

Restrictions on entry

- Display signs at all entries to the premises on how many can enter or be in the workplace
- Have workers/others sign in and out of the premises
- Obtain details of all persons entering the workplace and ensure they are sufficient enough to facilitate contact tracing if required
- Clearly identify entry of all persons entering the workplace and ensure they are sufficient enough to facilitate contact tracing if required
- All government directions on mandatory vaccination requirements concerning restrictions on entry are followed

COVID-19 Safety Plan Checklist

Monitor symptoms

- Display signs about the symptoms of COVID 19 in the workplace
- Direct workers to stay home if they are sick, and if they are displaying symptoms of COVID 19 ask them to call the National Coronavirus hotline (1800 020 080)
- Instruct workers to tell you if they are displaying symptoms of COVID 19, have been in close contact with a person who has COVID 19 or have been tested for COVID 19
- Remind staff of their leave entitlements if they are sick or required to self quarantine
- Treat personal information about individual workers' health carefully, in line with privacy laws
- Facilitate working from home, if possible, for staff who are required to self quarantine but are not displaying symptoms of COVID 19

Recording keeping

- Keep name and mobile number or email address for all staff, visitors and contractors for a period of time required by the jurisdictional health authority (eg 28 days). Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely
- Employers should make staff aware of government approved apps, such as MyGov, QR code check ins, the COVIDSafe app and the benefits of the applications to support contact tracing if required
- Cooperate with jurisdictional health authority if contacted in relation to a positive case of COVID-19 at your workplace and notify the health and safety regulator if it is work related

Plan ahead

- Nominate a worker or a team of workers to be a COVIDSafe marshal, officer or champion to ensure safe practices in the workplace are implemented and followed. Teach their colleagues the proper procedures listed in this checklist and the COVID-19 Safety Plan
- Develop a plan to ensure business continuity if there is a suspected or confirmed outbreak of COVID 19 in your workplace
- Consider what you will do if one of your workers is suspected or confirmed to have COVID 19, including how you will support that worker and what you need to do to ensure the workplace remains safe for other workers

COVID-19 Safety Plan Checklist

- Consider if you have appropriate cleaning products and personal protective equipment available to disinfect your workplace following an outbreak. If you do not, consider options for hiring a cleaning company to do this work
- Put a protocol in place for reopening your workplace after an outbreak or quarantine period

Review

- Regularly review procedures and control measures currently in place to ensure its effectiveness
- Review procedures currently in place to ensure business is made aware of updated directions from jurisdictional health departments and authorities, and the procedures are reflected of these directions
- Review procedures and responsibilities defined to ensure control measures are updated as required

Stay informed

- Keep up to date with Government advice on controls to prevent the spread of COVID-19, including any restrictions on normal business activities, and respond accordingly
- Contact Employsure on 1300 207 182 for general guidance regarding how the advice may impact on your business and workers.

This document is designed to assist you in the development of your COVID-19 Safety Plan and the management of the risks associated with COVID-19. It is supported by additional resources that should only be used in the absence of an approved, industry specific safety plan, a COVID-19 Safety Plan Self-Assessment Tool and an Infection Control in the Workplace policy that may be used as a part of your health and safety policies.

Please note that Employsure's COVID-19 Safety Plan package is not designed to replace any direction or advice from Government or health authorities. Such direction or advice may change from time to time and may alter between jurisdictions. Therefore, nothing in the package, either stated or implied, is designed to compromise any directions or advice from Government agencies.

As such, you must also continue to seek the latest information relating to COVID-19 from your jurisdictional health authority or Government agency.

Appendix four: Contact Tracing Record

- This tool will be used daily at the Reception desk at both the Carlton and Strathfield site.
- The records will be used by the General Manager, Leadership Team, WHS Committee and Covid Marshals when required for contact tracing.

Contact Tracing Record

This record is to be completed by customers and visitors. These records will be stored confidentially and securely.

Date	Time	Name of attendee	Phone number	Email address	Address

Appendix five: Back to Business Hygiene Tips

- This tool will be used daily at the Reception desk at both the Carlton and Strathfield sites
- This tool will also be copied, laminated and placed on all workstations across both the Carlton and Strathfield sites.
- It will be the responsibility of all staff to ensure that they are following these tips.

Back to Business

Health and Hygiene Tips



WORKSTATION

Have you wiped down your desk before you start work?

Do you have all of the equipment you need?

Is there hand sanitiser on your workstation or pod?

Is there plenty of room between you and anyone else in the office? (1.5-4m)



PERSONAL ITEMS

Is your workstation clean and tidy?

Are there any items that need to be sorted through and/or thrown out from your desk or pedestal?

Do you have anything that could be taken home?



IT EQUIPMENT

Do you have a keyboard and mouse at your desk?

Have you wiped down your equipment before use?

Making sure all items are still plugged in and using power.



KITCHEN

Have you wiped down any surfaces that you have used in the kitchen?

Have you washed off and put all your plates and cutlery in the dishwasher?

KEEP HYGIENE A PRIORITY



Wash your hands, before and after you eat and after using the bathroom. Use hand sanitiser throughout the day.



Clean up what you use and wash with dish liquid before placing in dishwasher.



Wipe up and cleanse any communal areas used in the office.



Wipe your desk when you get in and before you leave for the day.

Appendix six: Mask Etiquette

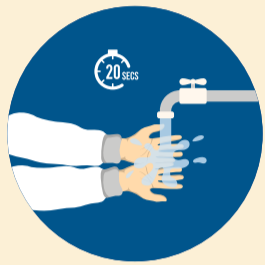
- This tool will be used daily at the Reception desk at both the Carlton and Strathfield sites
- This tool will also be copied, laminated and placed in all workspaces across both the Carlton and Strathfield sites.
- It will be the responsibility of all staff to ensure that they are following these tips.

Mask Etiquette

Find out if you're up to speed with correct face mask etiquette.



If you are in a location requiring a mask as per government guidance you will need to wear a mask and if you choose to wear a mask, it is important to:



- ✔ Wash your hands before putting on the mask.



- ✔ Make sure it covers your nose and mouth and fits snugly under your chin, over the bridge of your nose and against the sides of your face.



- ✔ Not touch the front of the mask while wearing it or when removing it. If you do touch the mask, wash or sanitise your hands immediately.



- ✔ Remove the mask from behind (do not touch the front of the mask) and immediately dispose of it in a closed bin. Do not allow the mask to hang around your neck. Single-use masks should not be re-used and should be discarded immediately after use. Re-useable face coverings should be washed in a washing machine daily (at hottest temperature).



- ✔ Wash or sanitise your hands after removing the mask.

Appendix seven: Hand Washing Poster

- This tool will be used daily at the Reception desk at both the Carlton and Strathfield sites
- This tool will also be copied, laminated and placed in all sink areas across both the Carlton and Strathfield sites.

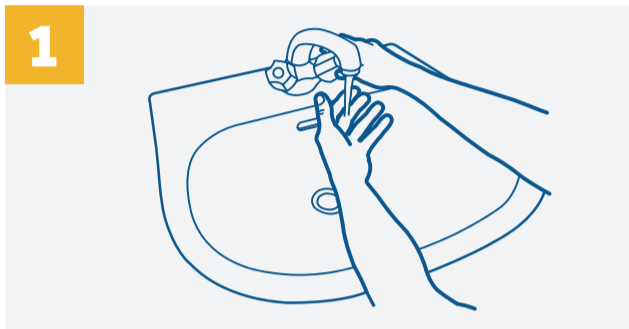
It will be the responsibility of all staff to ensure that they are following these tips.

It's all in your hands.

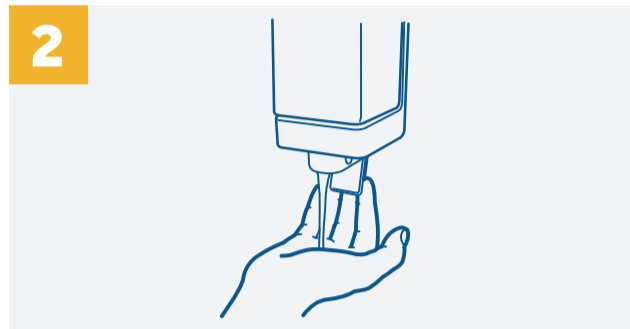
Wash your hands properly. Help stop the spread.



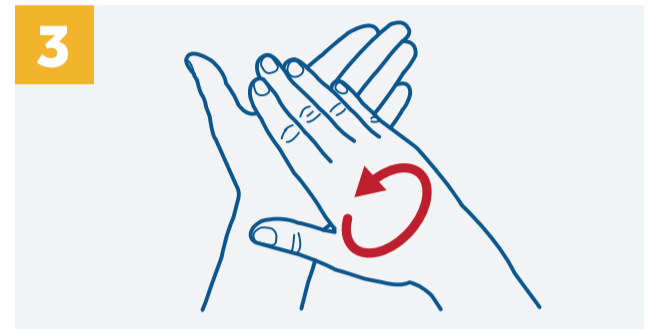
Duration of the entire procedure: **40-60 seconds**



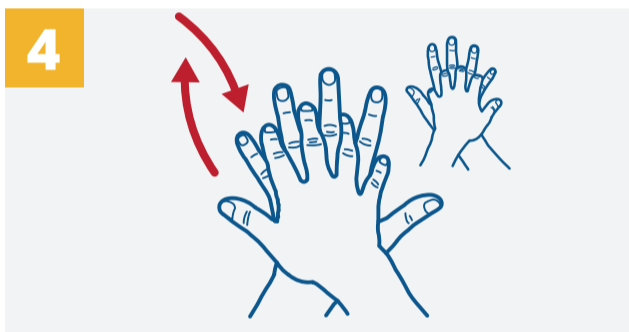
1 Wet hands with water



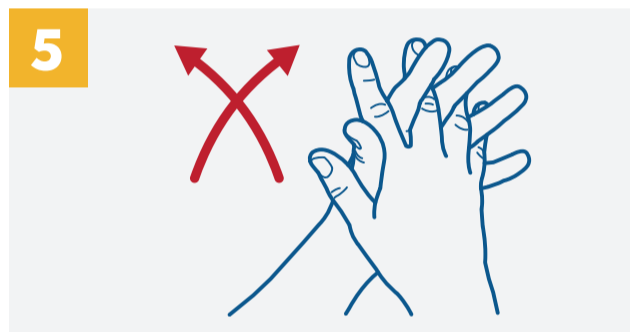
2 Apply enough soap to cover all hand surfaces



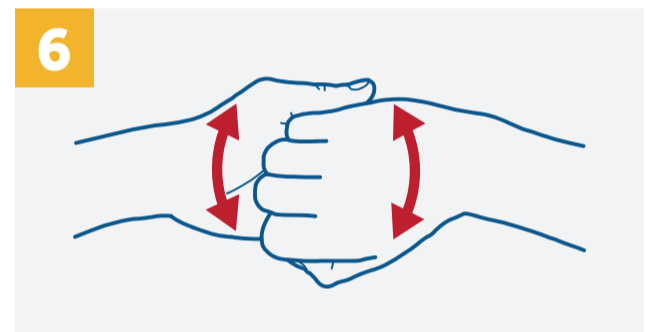
3 Rub hands palm to palm



4 Right palm over left hand with interlaced fingers and vice versa



5 Palm to palm with fingers interlaced



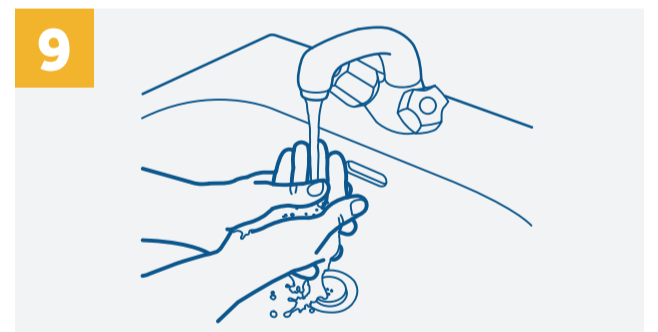
6 Backs of fingers to opposing palms with fingers interlocked



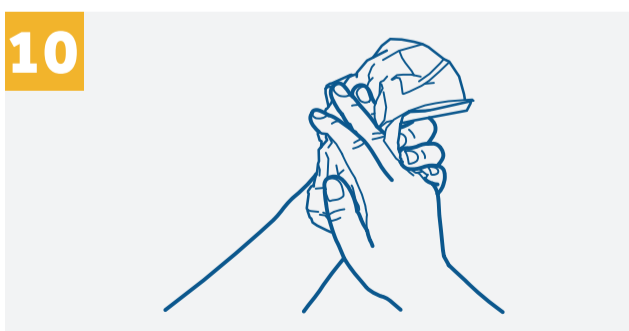
7 Rotational rubbing of left thumb clasped in right palm and vice versa



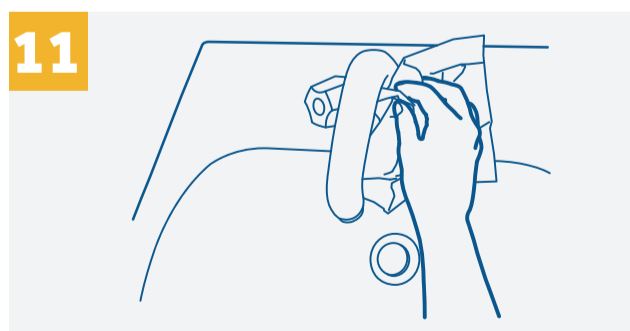
8 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



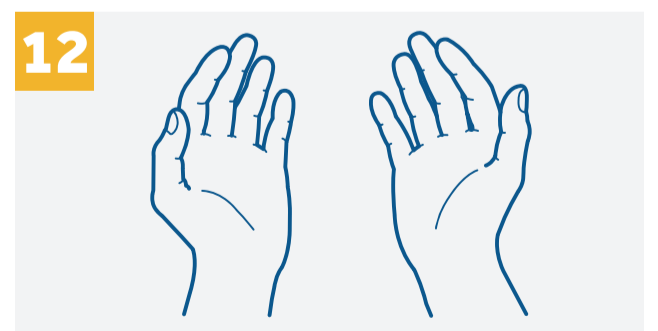
9 Rinse hands with water



10 Dry hands thoroughly with a single use towel



11 Use towel to turn off faucet



12 Your hands are now safe

Appendix eight: Vaccinations in the Workplace Factsheet

- This tool will be used by the General Manager, Leadership Team as required

Vaccinations in the workplace

Workplace vaccination obligations

Employers have a health and safety duty to, as far as reasonably practicable, reduce the risk of a hazard occurring in the workplace. Therefore, employers must consider what control measures can be implemented to reduce the likelihood of the spread of infectious diseases (eg COVID-19, influenza, hepatitis) in the workplace. This may include implementing an immunisation program encouraging, or in some circumstances requiring, employees to get vaccinated.

State and Territories may require employees undertaking duties in specific industries and workplaces to receive specific up-to-date vaccinations.

Check the below websites for Federal, State, and Territory information on infection control and vaccinations:

- [Commonwealth](#)
- New South Wales: [NSW Health](#) and [SafeWork](#)
- Victoria: [Vic Health](#) and [WorkSafe](#)
- Queensland: [Qld Health](#) and [WorkSafe](#)
- South Australia: [SA Health](#) and [SafeWork](#)
- Western Australia: [WA Health](#) and [WorkSafe](#)
- Tasmania: [Tas Health](#) and [WorkSafe](#)
- Australian Capital Territory: [ACT Health](#) and [WorkSafe](#)
- Northern Territory: [NT Health](#) and [WorkSafe](#)

Directing an employee to get vaccinated

Generally, there are three circumstances where you can require an employee to get vaccinated:

- where there is a requirement under a State or Territory law or public health order
- there is a term in an applicable employment contract, enterprise agreement, or other registered agreement that requires an employee to get vaccinated against a particular disease, or
- if no legal requirement exists, where the direction to vaccinate is considered lawful and reasonable

Information and rules regarding workplace vaccinations are subject to change with evolving government guidance and Fair Work Commission cases in this area.

Legal requirement to be vaccinated

Notify employees of vaccination requirements under any government law, public health order, contract, or agreement, and follow the relevant guidelines.

Vaccination exemptions may exist for some employees, such as on medical grounds. If an employee is exempt, obtain evidence of their circumstances and put in place measures to mitigate the risk of infection transmission. If it is still unsafe for the employee to perform their duties, call the Advice Team on 1300 651 415 to discuss your options.

No legal requirement to be vaccinated

Without a legal requirement, you can only require an employee to get vaccinated if the direction is considered lawful and reasonable.

A direction may be considered lawful if it is not contrary to an employment contract, enterprise agreement, or award, or a Commonwealth, State, or Territory law that applies.

To establish whether a direction to vaccinate is reasonable, consider:

- the nature of the workplace (is there a possibility that employees can come into contact with the disease, for example interacting with members of the public or working in close proximity to other employees?)
- the employee's circumstances, including the nature and risks of the duties they perform in an environment which may be prone to infection spread or where close contact with vulnerable people is required
- the effectiveness of other measures to successfully mitigate the risk of infection spread, and
- whether the employee has a valid medical reason or genuine religious grounds for refusing the vaccine

To establish the reasonableness of a direction to get vaccinated, undertake a risk assessment and consult with employees. If you cannot direct an employee to be vaccinated, consider encouraging employees to receive a particular vaccination.

If an employee refuses to get vaccinated for any reason, contact the Advice Team on 1300 651 415 for specific advice on your circumstances.



Risk assessments and meeting your obligations

- Conduct a risk assessment in consultation with your workers assessing the risk and likelihood of infection in the workplace in light of your operations, public health advice, and regulatory guidance
- Vaccination, whether encouraged or mandated, may be an effective control measure to address infection transmission risks. However, other controls may still be required to adequately address health risks and meet your health and safety obligations
- Alternative control measures include providing Personal Protective Equipment (PPE), practicing hand hygiene, and implementing a detailed Infection Control Policy. These should especially be considered if your risk assessment identifies vaccination as a reasonable control measure but it cannot be implemented for whatever reason
- A further alternative to vaccination could be to require an employee to return a negative pathology test for a particular disease. A direction to take a test still needs to be lawful and reasonable, connected to the employee's employment and nature of their workplace, and necessary for an employer to know the employee's fitness to work
- You may request evidence that an employee has received a vaccination, such as a copy of the employee's Immunisation History Record. An employee may refuse to provide evidence if the request is not related to a mandatory vaccination

Review the Office of the Australian Information Commissioner website to ensure you are aware of any privacy obligations.

Pro tip: Use your VaccTrak feature in BrightHR to keep records of employees who have been vaccinated.

Cost of the vaccination

There may be terms in the applicable award, enterprise agreement or employment contract regarding costs associated with vaccinations which must be met.

Requiring vaccinations or providing immunisation program

You must pay the cost of the vaccination. If the vaccination is supplied to the public free of charge, then ensure that the employee receives the vaccine during paid work hours (or paid as appropriate if it needs to be done outside work hours) while covering any practitioner fees and associated costs.

Recommending or encouraging vaccination

You do not need to cover the cost of the vaccination or provide paid time off for the employee to receive it. You may, at your discretion, consider other ways to support the employee being vaccinated such as:

- agreements to access paid annual leave
- flexibility in work hours or location, and
- paid time off



Making vaccinations a condition of employment

Making vaccinations a condition of employment may be reasonable but can carry high risk. Consider the following circumstances:

- is there a legal requirement for employees to get vaccinated in your business or industry?
- whether the employee's duties cannot be safely undertaken without a vaccination, and
- if unvaccinated, will the employee present a risk to the health and safety of themselves or others

A prospective employee refused employment because they are unable to be vaccinated on medical or religious grounds could bring a successful general protections or anti-discrimination claim.



BrightHR VaccTrak

Employers with access to BrightHR can now access the **VaccTrak feature** which allows employers to record when employees have received their COVID-19 vaccine and provide staff with information on the vaccination process through COVID-19 e-learning courses.

If you would like further information, please contact our **Bright Team** on **1300 651 415**.



More questions?



Call the Advice Team on **1300 651 415** or email advice@employsure.com.au for specific advice on your employment and health and safety responsibilities in relation to vaccinations in the workplace.



Appendix nine: Covid Outbreak Communications Plan

- This tool will be used by the General Manager, Leadership Team as required

SYDNEY DOGS & CATS HOME

 PO BOX 4105, KOGARAH BAY NSW 2217
 02 9587 9611

 SYDNEYDOGSANDCATSHOME.ORG
 INFO@SYDNEYDOGSANDCATSHOME.ORG

 ABN: 16 943 464 587
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COVID-19 Communications Toolkit - Templates Sydney Dogs & Cats Home

September 2021

DRAFT FOR FEEDBACK

WOOF. MEOW.



Sydney Dogs & Cats Home is owned and operated by The Sydney Dogs & Cats Home Incorporated.

05/11/2021

Updated by Rebecca Beare

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COVID-19 Communications Toolkit

This COVID-19 Communications Toolkit – Templates is designed to support you in the event of a suspected or confirmed case of COVID-19 at a Sydney Dogs & Cats Home Sydney Dogs & Cats Home site.

The range of communication templates and supporting tools have been created to enable you to communicate with all relevant Volunteers and Staff through each stage of an incident – from preparedness to the immediate response through to lifting the facility lockdown in line with the COVID-19 Safety Plan for Sydney Dogs & Cats Home Sydney Dogs & Cats Home.

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1. Preparedness Communications

In line with the COVID-19 Safety Plan for Sydney Dogs & Cats Home, the following communications are necessary to ensure staff are aware of their rights, responsibility and acceptable code of conduct.

1. Preparedness Communication templates

- 1.1. Memo – Staff reminder about media relations & social distancing

1.1. Memo – Staff reminder about media relations & social distancing

Dear Colleagues,

Thank you for your continued dedication and commitment to ensure the safety and wellbeing of our volunteers and your fellow colleagues. Please continue to monitor your health and if you feel any symptoms, please do not come to work. Let your manager know immediately and visit your local COVID-19 Testing Clinic for a COVID-19 Test.

We also encourage you to continue to follow the recommended hygiene guidelines and social distancing at work and in the community. This will help keep us all safe and prevent future infections in our facility and community.

During this COVID-19 period, some of you may be contacted by media seeking information about how the organisation is managing and addressing COVID-19.

Sydney Dogs & Cats Home's media policy is that only the General Manger and Head of Fundraising & Marketing are allowed to be in contact with media.

If you receive a call or are approached by a journalist or media outlet, please do not say 'no comment' but say 'Rebecca Beare is the best person to talk to, can I take your details and I will get her to call you'.

Please then call or email Rebecca Beare, Head of Fundraising & Marketing at any time on 0401 634 722 or email rebecca@sydneydogsandcatshome.org. Please also let your supervisor know about the interaction and that you have informed Rebecca.

While these may be difficult times for you, please remember there is always support at hand and it is important you stay in regular contact with your manager and make use of the helpful resources provided by our Employee Assistance Program and general tips on health and wellbeing.

If you require further assistance do not hesitate to speak to **your manager or supervisor or contact me directly on xxx**.

Kind regards,

[signature and title]

2. Outbreak Response – Staff Communications

There is important information that needs to be communicated immediately in writing to staff when there has been an incident. However, at times like these people are anxious and connection and empathy are important, consider this when communicating with your people. Confidential staff bulletin to staff on facilities will be distributed by the General Manager with an overview of the incident and next actions. The bulletin will be as informative as possible whilst also being a support tool for staff, providing clear understanding and information on support.

2. Outbreak Response – Staff Communications templates

- 2.1. Email to individual member of staff who has tested positive for COVID-19
- 2.2. Confidential bulletin to staff of positive incident (email)
 - 2.2.1. Confidential facility bulletin to all staff of positive incident (email attachment) issue with formatting
- 2.3. Notification to visiting Sydney Dogs & Cats Home staff notifying them of an incident
- 2.4. SMS alert regarding positive COVID-19 incident
- 2.5. SMS alert regarding mandatory staff testing
- 2.6. Email to staff about mandatory testing details on site
- 2.7. Update to staff following an incident
- 2.8. Spiel to Rostered Staff / whoever's designated to take enquiries

2.1. Email to individual member of staff who has tested positive for COVID-19

CONFIDENTIAL (only to be emailed to positive COVID-19 staff member, no other staff members)

Please adapt areas highlighted accordingly per situation.

PRIVATE AND CONFIDENTIAL

Dear [insert name of individual],

Thank you for sharing with us your recent confirmed COVID-19 diagnosis. I understand this is a difficult time for you and we are here to support you and your family as best we can.

Your health and wellbeing during this period is of the upmost importance to us, as is the management of sharing of this personal situation.

What you need to know:

- During this period, for the care of your wellbeing you are required to remain at home recovering until you have been medically approved to return to work.
- Following this conversation, a confidential staff communication will be issued to all staff located at this site to inform them of your confirmed COVID-19 diagnosis.
- A notification will be provided to volunteers located at this site and their family members about a confirmed COVID-19 diagnosis among our staff.
- We will initiate the COVID-19 Safety Plan and commence to isolate staff and volunteers who have been in contact with affected staff.
- We will be liaising with the Public Health Unit and the Local Health Departments to initiate testing of all volunteers and staff within 24 hours of this notification. These actions are in line with the latest government health advice.
- At all times, Sydney Dogs & Cats Home will endeavor to address your personal situation with the greatest of sensitivity and all efforts will be made to ensure all staff are informed of the confidential nature of this information. Staff advised of this situation have also been reminded that the privacy matters must be followed as per the Sydney Dogs & Cats Home Code of Conduct and Use of Social Media Accounts policy.
- Sydney Dogs & Cats Home will remain in contact with you during this difficult period and endeavor to keep you informed on the next stages in the management of your successful return to work.

We will continue to keep you informed of progress. the appropriate government departments including NSW Health have been informed.

While these may be difficult times for you, please remember there is always support at hand and it is important you stay in regular contact with your manager and make use of the helpful resources provided by our Employee Assistance Program. Which includes general tips on health and wellbeing.

If you require further assistance do not hesitate to speak to your manager or contact me directly on XXX.

Kind regards,

[signature and title]

2.2. Confidential bulletin to staff of positive incident – to be used in the email cover note (please remember to attach 2.2.1 template to this email)

Please adapt areas highlighted accordingly per situation.

Subject line: Urgent + Confidential – [Staff Member / Volunteer] COVID-19 Positive

Dear colleagues,

I wish to advise you that a [team member / Volunteer] has tested positive for the coronavirus infection (COVID-19).

The health, wellbeing and privacy of all our colleagues and volunteers is our highest priority, and we are following all government guidelines to ensure this is possible.

All information regarding this incident can be found in the attached PDF, please be aware this is **strictly confidential**. It is all our responsibility to protect the privacy and confidentiality of staff and volunteers as per the Sydney Dogs & Cats Home Code of Conduct and Use of Social Media Accounts policy. Confidential information must not be used for non-work related purposes and must not be shared outside of the organisation, this includes the sharing of the name of the individual concerned outside of Sydney Dogs & Cats Home, including on social media platforms or the like.

Please ensure you carefully read the attached bulletin, and if you require further assistance do not hesitate to speak to your manager or supervisor or contact me directly on xxx.

Kind regards,

X

2.2.1. Confidential facility bulletin to all staff of positive case of covid

(Please note, this is confidential and is to be used as a PDF email attachment only)

Please adapt areas highlighted accordingly per situation.

Urgent Bulletin – Confidential
[insert date]
Coronavirus COVID-19 Incident
[insert address]

Dear colleagues,

We wish to advise you that a [team member / Volunteer] of the [Sydney Dogs & Cats Home xxx service, Location name] has tested positive for the coronavirus infection (COVID-19).

The affected [team member / Volunteer] is [insert name and role title]. Please exercise care and compassion, as the details of this incident are **strictly confidential**. Privacy matters must be followed as per the Sydney Dogs & Cats Home Code of Conduct and Use of Social Media Accounts policy.

Our colleague was last on site at the [Location name, office/premises/centre/ facilities at [insert address] on [insert date].

What you need to do

- Visit your local COVID-19 testing clinic to be tested within 24 hours. Information available at: <https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics#find-a-covid-19-testing-centre-in-nsw>
- If you work at any other facility or organisation looking after vulnerable individuals, please inform them that you will be undergoing testing due to a confirmed COVID-19 incident at your workplace.
- Monitor your health closely and watch for fever, cough or shortness of breath, and other early symptoms such as chills, body aches, sore throat, headache and runny nose.
- If you do develop symptoms, please inform the General Manager straightaway and follow further instructions. **If you are seriously unwell and it is an emergency, call 000 immediately.**

As part of our COVID-19 response, we have initiated our COVID-19 Safety Plan and isolated those staff and volunteers who have been in contact with the affected person. We are also **contact tracing** and following up with anyone who may have been in contact with our affected [team member / Volunteer], including any other visiting staff or visitors to the facility. These actions are in line with government health advice.

We will continue to keep each of you informed of progress. appropriate government departments including NSW Health have been informed.

While these may be difficult times for you, please remember there is always support at hand and it is important you stay in regular contact with your manager and make use of the helpful resources provided by our Employee Assistance Program. Which includes general tips on health and wellbeing.

If you require further assistance do not hesitate to speak to contact me directly on xxx.

Kind regards,

[signature and title]

2.3. Notification to visiting Sydney Dogs & Cats Home staff notifying them of an incident

Please adapt areas highlighted accordingly per situation.

Dear colleague,

We wish to advise you that a team member of the [Sydney Dogs & Cats Home xxx service, Location name] has tested positive for the coronavirus infection (COVID-19).

The affected team member is [insert name and role title]. Please exercise care and compassion, as the details of this incident are strictly confidential.

Our colleague was last on site at the [Location name, office/premises/centre/ facilities] at [insert address] on [insert date].

What you need to do

- If you attended this site/service between [insert dates] (inclusive), please visit your local COVID-19 testing clinic to be test within 24 hours.
- Monitor your health closely and watch for fever, cough or shortness of breath, and other early symptoms such as chills, body aches, sore throat, headache and runny nose.
- **If you are seriously unwell and it is an emergency, call 000 immediately.**

As part of our COVID-19 response, we have initiated our COVID-19 Safety Plan and isolated volunteers and staff who have been in contact with the affected person. We are also *contact tracing* and following up with anyone who may have been in contact with our affected team member, including any other visiting staff or visitors to the facility. These actions are in line with government health advice.

We will continue to keep each of you informed of progress. appropriate government departments including NSW Health have been informed.

If you require further assistance do not hesitate to speak to your manager or contact me directly on xxx.

Kind regards,

[signature and title]

2.4. SMS alert regarding positive COVID-19 incident

Please adapt areas highlighted accordingly per situation.

Sydney Dogs & Cats Home COVID-19 Msg: Please be advised that a team member of [Sydney Dogs & Cats Home xxx service, Location name] has tested positive for COVID-19 and is currently in isolation. Look out for an email from a member of our Leadership Team for further information and instructions. Please monitor your symptoms closely and contact your manager if you notice anything. Thank you for your patience and understanding. Regards, [Name]

2.5. SMS alert regarding mandatory staff testing

Please adapt areas highlighted accordingly per situation.

Sydney Dogs & Cats Home COVID-19 Msg: Please be advised that a team member of [Sydney Dogs & Cats Home xxx service, Location name] has tested positive for COVID-19 and is currently in isolation. You are instructed to please visit your local COVID-19 testing clinic to be test within 24 hours. Further instructions have been sent to your email. Regards, [Name]

3. Outbreak Response – Volunteers and Staff Communications

Maintaining Volunteers and Staff communication is to reassure volunteers and those we serve during the instance of a positive COVID-19 case and inform volunteers of any impact or changes that may affect them during this period.

3. Outbreak Response – Volunteers and Staff Communications templates

- 3.1. Notification to distribute to advise Volunteers and Staff of a staff incident
 - 3.1.1. SMS to advise family or next of kin of a positive incident
 - 3.1.2. Email to advise family or next of kin of a positive incident
- 3.2. Email to family member of Volunteer who has tested positive for COVID-19
- 3.3. Email to family member of all volunteers about positive Volunteer incident
- 3.4. SMS alert regarding positive COVID-19 incident
- 3.5. SMS alert regarding mandatory Volunteer testing
- 3.6. Update to families following an incident
- 3.7. Daily update to resident of positive incident
- 3.8. Daily update to family or next of kin of positive incident

3.1. Notification to distribute to advise Volunteers and Staff of a staff incident

Please adapt areas highlighted accordingly per situation.

Dear Volunteer and Staff,

We are writing to inform you that a member of our team working at our Sydney Dogs & Cats Home **xxxxx office/centre** has tested positive for the coronavirus infection (COVID-19). **The staff member was last at the facility on [insert day, date].**

Site Lockdown

In line with our COVID-19 Safety Plan, we have acted to isolate the site and initiated a deep clean of the affected areas.

Mandatory testing

We have instructed all affected staff and volunteers to visit their local COVID-19 testing clinic to be test within 24 hours as a precaution and appreciate your assistance and cooperation in this matter. We will make contact with you to discuss and confirm these arrangements. The Department of Health and Public Health Unit have been informed and will assist in the efforts involved in testing and containing the outbreak.

Workforce Contingency Plan

Our workforce contingency plan has been activated to provide the level of care that the animals in our care need during this lockdown phase, in the situation where our current staff are unavailable due to being in self-isolation while awaiting the test results.

Your safety and wellbeing and that of our community remains our highest priority, and therefore we request for your cooperation in ensuring that the spread of this virus is contained within our facility.

If you require further assistance, do not hesitate to contact me.

Kind regards,

[signature and title]

3.1.1 SMS to advise Volunteers and Staff of a positive incident

Please adapt areas highlighted accordingly per situation.

Sydney Dogs & Cats Home COVID-19 Msg: Please be advised that there has been a confirmed case of COVID-19 at **[insert location name / address]**. The premise is now in lockdown / closed and our COVID-19 Preparedness and Management Plan has been activated. Please look out for our email communication that has been sent to your inbox for more information. Thank you.

3.2. Daily update to Volunteers and Staff of positive incident

Please adapt areas highlighted accordingly per situation.

Dear Volunteers and Staff,

We recently informed you of a positive coronavirus infection (COVID-19) at [insert location name / address] and we are writing to give you a daily update.

As of [insert date], the infected individual is on their [insert day number] day of quarantine. [insert additional update / progress].

We are continuing to monitor this coronavirus infection to ensure safety of our workplace and premises for volunteers, staff and visitors. As you may be aware, the site affected has been temporarily closed for visits while we complete a thorough decontamination and deep clean.

With you and your family member's safety and wellbeing in mind, we will reopen the premises once we are assured the premises are safe. We will keep you updated daily on further progress.

Helpful reminder

- Visit www.sydneydogandcatshome.org for more information on Sydney Dogs & Cats Home's response to COVID-19 and any changes or updates to our services.
- Visit Department of Health website for the most recent health advice for COVID-19

Please contact us if you have any questions or concerns about your Sydney Dogs & Cats Home service on [insert contact number].

Kind regards,

[insert signature and title]

Guidelines / Process of daily updates

- Daily updates are to be sent following the confirmed positive incident to Volunteers and Staff on the progression once a positive coronavirus (COVID-19) incident has been identified.

4. Outbreak Response – Contractors, Third Parties, Media, Neighbours & Volunteers and Staff Communication

This range of stakeholder communication enables you to communicate with all relevant external stakeholders as part of your site management and program delivery.

This may include government bodies, agencies and other providers and businesses who are:

- working with us and delivering services to our volunteers
- supplying casuals or contractors to our organisation
- supplying or delivering services or goods on a regular basis

4. Outbreak Response – Contractors & Third Parties Communication templates

- 4.1. Notification to third parties of positive incident (email)
- 4.2. Update to third parties following an incident
- 4.3. Daily update to media of positive incident
- 4.4. Daily update to neighbours and Volunteers and Staff of positive incident

4.1. Notification to third parties of positive incident (email)

Dear **Contractors, Third Parties, Media, Neighbours,**

We are writing to inform you that a **member of our team working / Volunteer** at our **[Sydney Dogs & Cats Home xxx service, Location name]** has tested positive for the coronavirus infection (COVID-19). The staff member was last on site on **[insert date]**.

As part of our COVID-19 response, we have initiated our COVID-19 Safety Plan. We are also *contact tracing* and following up anyone who may have been in contact with our affected individual, including any other staff, volunteers or visitors to the site. These actions are in line with government health advice.

We will continue to keep each of you informed of progress. Our Board, General Manager, Leadership Team, Staff and Volunteers and the appropriate government departments including NSW Health have been informed.

We recommend as a pre-caution you be tested for COVID-19 and self-isolate until you receive the test results.

For information on Sydney Dogs & Cats Home's response to COVID-19, please visit www.sydnedogsandcatshome.org , or for current Government health advice visit www.healthdirect.gov.au/coronavirus.

If you require further assistance do not hesitate to contact me directly on **xxxx**.

Kind regards,

[signature and title]

4.2. Daily update to media of positive incident

Please adapt areas highlighted accordingly per situation.

Dear [inset name],

We recently informed you of a confirmed instance of coronavirus infection (COVID-19) at our site, [inset location name / address] and we are writing to give you a daily update.

As of [inset date], the infected individual is on their [inset day number] day of quarantine. [inset additional update / progress].

If you have any further questions please contact our Head of Fundraising & Marketing, Rebecca Beare rebecca@sydneydogsandcatshome.org or visit our website www.sydneydogsandcatshome.org for more information on Sydney Dogs & Cats Home's response to COVID-19 and any changes or updates to our services.

Kind regards,

[inset signature and title]

Guidelines / Process of daily updates

- Inform Head of Fundraising & Marketing of these daily updates to media.
- Daily updates are to be sent following the confirmed positive incident to media on the progression once a positive coronavirus (COVID-19) incident has been identified.
- When filling in gaps, please use a professional tone of voice.

4.3. Daily update to third party of positive incident

Please adapt areas highlighted accordingly per situation.

Dear [inset name],

We recently informed you of a confirmed instance of coronavirus infection (COVID-19) at our site , [inset location name / address] and we are writing to give you a daily update.

As of [inset date], the infected individual is on their [inset day number] day of quarantine. [inset additional update / progress].

We are continuing to monitor this coronavirus infection to ensure safety of our workplace and premises for volunteers, staff and visitors. As you may be aware, the site affected has been temporarily closed for visits while we complete a thorough decontamination and deep clean.

For more information, please:

- Visit www.sydneydogsandcatshome.org that highlights Sydney Dogs & Cats Home's response to COVID-19 and any changes or updates to our services.
- Visit Department of Health website for the most recent health advice for COVID-19

Please do not hesitate to contact us if you have any questions, concerns or require further assistance on [inset contact number].

Kind regards,

[inset signature and title]

Guidelines / Process of daily updates

- Daily updates are to be sent following the confirmed positive incident to third parties on the progression once a positive coronavirus (COVID-19) incident has been identified.