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|  | ONE2ONE POLICY | | | |
| | Title | Pandemic Management | Policy No | 31 |
| | Indicator | CM2 – Governance and operational management | Review Date | |

1. PURPOSE AND SCOPE

The safety of all consumers and staff is One2One’s top priority. We have an obligation to respond to pandemics in a timely and effective manner as they have the potential to severely impact the health of staff and consumers, and our ability to provide services.

Therefore, we will ensure that our response to a pandemic is pre-planned, risk-managed, flexible, and person-centred.

This policy applies to all staff at every level of our organisation and will be implemented when preparing the organisation for a pandemic, and when undertaking any organisational activities during a pandemic.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

2. POLICY STATEMENT

One2One recognises that as an NDIS provider, it is our responsibility and obligation to meet the NDIS Code of Conduct and NDIS Practice Standards regarding the supports and services we provide and to ensure the continuation of supports during a pandemic.

One2One acknowledges that a pandemic may pose the following risks:

- **Health and safety risks** if usual business operations put our consumers and/or staff at an increased risk of contracting an infectious disease
- **Operational risks** if a pandemic situation creates an environment where we are no longer able to continue our usual operations
- **Environmental risks** if a pandemic situation compromises the safety of our service environment
- **Economic risks** if our organisation and its staff experience financial difficulties due to limited or ceased operations
- **Resource risks** if we do not have necessary resources to continue usual operations
- **Compliance risks** if a disruption to usual operations leads to non-compliance with NDIS rules and other relevant legislation
- **Reputational risks** if a lack of appropriate response to a pandemic situation impacts on the way in which our organisation is perceived in the wider community.

One2One will be proactive in its approach to streamline the management of these risks by following our Risk Management Policy and procedures and a Pandemic Management Plan.

3. DEFINITIONS

Notifiable condition is a health condition that must be declared to applicable personnel under the provisions made by the [National Notifiable Disease Surveillance System](#).

Pandemic is an outbreak of an infectious disease that affects a significant portion of the population across a large geographic area.

Social distancing is a set of actions that are designed to increase distance between individuals in order to slow or prevent the spread of an infectious disease.

Social isolation is the act of completely removing all interaction and contact with anyone outside of your household and remaining within the confines of your residence for a specific period.

4. POLICY CONTENT

4.1 Consumer vulnerability

One2One will manage risks for all our consumers and consider each consumer's wishes, goals and situation in an individualised approach.

Coordinators will develop Individual Consumer Emergency Response Plans to ensure the safety and well-being of all consumers during a pandemic.

One2One will monitor closely consumers who identify having high needs such as:

- have complex pre-existing conditions including multiple morbidities
- have wounds
- have a compromised immune system (e.g. due to pre-existing conditions or medications)
- require the use of medical equipment.

4.2 Basic prevention measures during a pandemic

During a pandemic One2One will maintain a high level of hygiene and continue this when social distancing and/or isolation is required.

One2One will adhere to the following basic measures:

- washing hands frequently and at relevant times
- maintaining respiratory hygiene at all times
- ensuring all areas are cleaned with appropriate tools and cleaning agents
- managing all forms of waste in a safe and suitable way
- wearing appropriate PPE when required.

4.3 Social distancing

One2One will adhere to and encourage social distancing procedures which may involve:

- being at least 1.5 metres apart from others at all times (or as recommended by WA Health Dept)
- limiting unnecessary touching (e.g. handshakes and hugging)
- if possible, limiting the number of staff on shift at one time
- limiting face-to-face meetings where possible (i.e. conducting most meetings over the phone or internet instead)
- limiting food handling and sharing
- only going out for essential reasons such as:

- attending work/school
- purchasing food and medicine
- medical appointments
- personal emergencies
- avoiding all non-essential national and international travel
- avoiding mass gatherings
- working/studying from home if practicable.

4.4 Isolation

One2One will support any staff or consumer in isolation if they:

- have been tested positive for a pandemic-level illness
- are experiencing symptoms of a pandemic-level illness
- have recently been in contact with someone that has tested positive for a pandemic-level illness
- have recently travelled to a country experiencing a large-scale outbreak of a pandemic-level illness.

One2One will support staff in isolation by offering opportunities to work from home (where suitable) or making appropriate leave arrangements. In addition, we will provide staff with health advice and other resources as required.

One2One will ensure that any consumers in isolation:

- are still able to receive essential supports and services
- are isolated in a comfortable, clean and well-ventilated environment
- keep in touch with their support network via various telecommunication methods
- learn about and discuss their experience
- keep normal daily routines where possible (e.g. eating, sleeping and exercise)
- partake in home-based activities they enjoy.

4.5 Restrictive practices

In the event of a pandemic outbreak, if a restrictive practice is utilised, One2One will follow all standard debriefing, reporting and legislative procedures outlined in our Restrictive Practice Policy.

4.6 Incidents and complaints

One2One will address any complaints or incidents that arise during (or as a result of) a pandemic situation as per our Serious Incidents Reporting procedures and Complaints and Feedback Policy.

4.7 Privacy and confidentiality

A One2One consumer can decide whether or not they reveal health information to us, however, in the event of a pandemic, One2One will request specific health information in order to:

- give the person the support they need

- ensure the safety of all people within our organisation, including consumers, staff and visitors
- put risk-minimisation measures in place.

4.8 Communication strategies

As a pandemic situation is likely to develop very quickly, One2One will deliver consistent communication across the entire organisation in the following ways:

- utilise appropriate communications (email, newsletters, phone, online chat etc.) to:
 - share important operational updates across the organisation
 - make working from home arrangements
 - conduct meetings and appointments
- provide relevant information to consumers in a format they are most likely to understand, this may include the use of communication aids such as easy read documents. One2One is also committed to providing this information in any format requested by the consumer.
- record key events and decisions in our Business Continuity Plan that allows staff and consumers to reference them in the future.

4.9 Responsibilities of staff

When providing services during a pandemic, One2One staff must:

- stop harmful germs from entering the environment by complying with our Infection Control Policy
- help consumers understand how they can stop the spread of germs by using appropriate communication methods, such as the Infection Control Easy Read Policy
- maintain person-centredness
- ensure the consumer's environment is safe
- remove or mitigate any factors that make an environment unsafe
- incorporate all organisational and government recommendations into supports including recommendations regarding:
 - movement and travel restrictions
 - social distancing
 - additional hygiene measures
 - isolation measures
- report all complaints and incidents in accordance with relevant policies and legislation
- ensure hand washing facilities are readily available at all times
- ensure relevant PPE is available at all times
- limit face-to-face contact with consumers where possible
- limit the touching of consumers (and other staff) where possible
- monitor their own health status and act accordingly
- monitor the health status of consumers and act accordingly
- self-isolate, if required
- consistently liaise with Coordinator and management.

4.10 Responsibilities of key management personnel

When undertaking services during a pandemic One2One management will:

- coordinate pandemic preparedness and response
- undertake key responsibilities specified in the Pandemic Management Plan/ Business Continuity Plan
- ensure all staff are informed about Infectious Disease Control procedures
- maintain a PPE Supply and Distribution Register
- make key decisions about ceasing/scaling back operations
- communicate key decisions clearly and cohesively across the organisation
- monitor Department of Health, the NDIS, as well as the website of other national/international bodies that govern disability services
- implement state and federal recommendations and coordinate any lockdown measures.

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One

APPENDIX A

COVID-19

COVID-19 specific definitions

The following definitions are [Australian Government Department of Health](#) guidelines on when staff should stop working and self-isolate. It is important that organisations consider the supports they provide (and the level of their consumer's vulnerabilities) before they consider following the *Department of Health's* guidelines.

| Term | Description |
|----------------|--|
| casual contact | <p>This will include healthcare staff who have taken recommended infection control precautions, including the full use of PPE, while making close contact with someone with confirmed symptoms of COVID-19.</p> <p>Staff who fall under this category are allowed to continue working, but they should be advised to self-monitor and to self-isolate if they develop symptoms consistent with COVID-19.</p> |
| close contact | <p>A form of contact with someone with confirmed symptoms that involves:</p> <ul style="list-style-type: none">• consistently sharing a closed space (e.g. living in the same household)• face-to-face contact longer than 15 minutes• direct contact with any bodily fluids• spending two or more hours in the same room. <p>Individuals will need to self-isolate in the event of close contact with someone with confirmed symptoms of COVID-19.</p> |

Outline

COVID-19 was declared a pandemic on 11 March 2020. It is highly contagious and can cause severe respiratory illness. While anyone can be infected, the elderly and those with pre-existing conditions are most vulnerable. Symptoms can include:

- fever
- cough
- sore throat
- fatigue, and
- shortness of breath.

Staff suspected of having COVID-19 or have had known exposure to COVID-19

It's important that staff who experience any COVID-19-like symptoms, self-isolate and seek medical advice. If you need assistance, Healthdirect provides an [online symptom checker](#). You can also contact the National Coronavirus Helpline on 1800 020 080.

If a staff has recently returned from overseas, or is suspected of being in close contact with someone with COVID-19, that staff must self-isolate for 14 days.

Training

The Australian Government's Department of Health has released an [online training module](#) to assist support staff with understanding how to best navigate provision of care during this pandemic. The training covers infection prevention and control (IPC) for COVID-19, including:

- COVID-19 – what is it?
- signs and symptoms
- keeping safe – protecting consumers and your workforce
- myth busting.

At the end of the course, the support staff should be able to:

- understand the basics about the COVID-19 virus, including how it is spread
- describe what you can do to protect consumers and your workforce
- know what to do if you develop symptoms.
- know what to do if the person you are supporting develops symptoms.
- tell the difference between myths and facts of COVID-19.

It is strongly advised that staff complete the online training, so as to improve the likelihood of acting correctly in the event of a COVID-19 outbreak.

The Department of Health has also created a webinar on [COVID-19 preparedness for In-home and the Community Aged Care](#) which is also useful to NDIS providers.

Additional information can be found on the [Australian Government Department of Health](#) as well as the [NDIS's COVID-19 website](#), both of which are updated regularly with new information and resources.

PPE

In the event a case of COVID-19 is suspected by a medical professional, PPE may be required in settings where:

- supports being provided are essential to the consumer's life, health or safety due to withdrawal or alteration of critical supports
- guidelines for social distancing or isolation can't be maintained
- there are heightened risks to people with disability due to their vulnerabilities.

Further information can be found on [Department of Health](#).

In the event that support providers are unable to source PPE, a request for stock should be made to the National Medical Stockpile, with the request being sent to: Stockpile.Ops@health.gov.au

Requesting parties will need to demonstrate:

- that they have been unable to source masks through the open market
- that existing stocks have been depleted
- who will be using the resources
- how the stocks will be prioritised in order to minimise transmission to great effect
- how previous Stockpile stocks (if applicable) have been used effectively.

In the event of an outbreak of COVID-19 in a supported independent living setting, providers should contact the Department to request PPE from the Stockpile immediately.

Support provider responsibilities during the COVID-19 outbreak

It is important that support providers ensure their staff are up to date with the latest information on COVID-19 and that they know their responsibilities, including what to do if a consumer is suspected of having COVID-19.

Support providers must ensure supports continue for the consumers they support. In the event that this can no longer be accomplished (e.g. staff shortages or inability to provide the care consumers require), notify the NDIS Commission.

Support providers can help consumers understand the NDIS's response to the COVID-19 outbreak with an [NDIS easy read](#) which is available in multiple languages.