

# COVID-19 SAFETY PLAN

GyMEA Community Aid and Information Service

Return to Work

BUSINESS DETAILS	
Business Name	Gynea Community Aid and Information Service (GCAIS)
Plan Completed By	General Manager and members from the GCAIS WH&S Committee
Plan Approved By	Board
Created	10 <sup>th</sup> June 2020
Last updated	11 <sup>th</sup> January 2021

## Requirements For Business

Listed are the requirements for the GCAIS business, and the actions put into place to keep our workers and clients safe.

Requirements	Actions
Premises at 39 Gynea Bay Rd Gynea	
Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	<ul style="list-style-type: none"> <li>Review existing policy and procedures. Workers to signal their understanding by signing memo to be kept on file</li> <li>Core online training modules to be completed through Bright Safe and DOH</li> <li>Regularly refer to Managing COVID in the Workplace and Keeping COVID safe policy</li> <li>Complete risk assessment as COVID relates to the Delta strain</li> </ul>
Vaccines	<ul style="list-style-type: none"> <li>Vaccination is mandatory for all workers, volunteers, students and contractors</li> <li>Certificates are stored on password protected databases</li> </ul>
Display conditions of entry e.g. maximum numbers in Centre, social distancing markers, advise to wear face masks.	<ul style="list-style-type: none"> <li>Posters to be placed at main entrance listing maximum number of people allowed in building</li> <li>Provide copy of COVID 19 Safe Plan on website</li> <li>Regularly share conditions on Facebook and Mailchimp</li> <li>Community Connections (CHSP) and Multicultural and Settlement Services (M&amp;S) to write to clients on database with conditions of entry</li> <li>Office map to be visible</li> <li>Masks are mandatory and should be encouraged for workers and clients</li> <li>Masks to be disposed in a tied double plastic bag and placed in outdoor bins</li> </ul>
Calculate maximum numbers by each specific area in office	<ul style="list-style-type: none"> <li>1.5 metres is suggested but not compulsory</li> <li>Workers to update COVID Roster (Excel spreadsheet) and Microsoft calendar to appoint a COVID marshall for each day</li> <li>Utilise remote working tools for workers working offsite</li> <li>Avoid congestion in any given area at all times</li> </ul>
Signing In	<ul style="list-style-type: none"> <li>Visitors and staff to sign in daily to signal when they are in and out of the office for general WH&amp;S reasons. The QR code and manual sheets are available.</li> </ul>

Exclude workers and visitors who are unwell.	<ul style="list-style-type: none"> <li>• Ask any person in the Centre displaying symptoms to leave the premises</li> </ul>
Provide masks at Front Desks	<ul style="list-style-type: none"> <li>• Mask wearing is mandatory for all workers and visitors</li> <li>• Disposable masks to be placed in double plastic bag before being placed in outside bins</li> </ul>
Use signage to remind workers and visitors of COVID and infectious disease safe practices	<ul style="list-style-type: none"> <li>• Utilise Safe Work templates for: <ul style="list-style-type: none"> <li>- Hand washing, coughing, checking of symptoms</li> <li>- Actions to take if symptoms appear</li> <li>- Clients/Public to be discouraged using Centre toilets due to Council no longer providing funding for cleaning</li> </ul> </li> </ul>
Review cleaning schedule of premises and toilets	<ul style="list-style-type: none"> <li>• GCAIS to have clean of premises 3 times per week</li> </ul>
Cleaning products and schedule to be available	<ul style="list-style-type: none"> <li>• Alcohol based sanitisers to be placed in each room and front desk</li> <li>• Each room to have antibacterial surface spray and wipes available</li> <li>• Each room to have wipes for computer equipment including keyboard</li> <li>• Schedule and advise on when to clean listed in policy and procedures document</li> <li>• Cleaning checklist to be made available for each room including offices, kitchen and meeting rooms</li> </ul>
Review regular deliveries and request contactless delivery and invoicing where possible	<ul style="list-style-type: none"> <li>• Review lists of suppliers and prepare strategy to minimise contact</li> </ul>
Review terms and conditions of external hirers. (No current external hirers are engaged at this time).	<ul style="list-style-type: none"> <li>• Review current Room Hire Policy and include COVID Safe practises. Document to be signed and acknowledged by room hirers</li> </ul>
Ensure all kitchens and toilets are well stocked with hand soaps and paper towels	<ul style="list-style-type: none"> <li>• Review stationary order processes so stock is always at minimum levels</li> </ul>
Clients visiting the Centre	<ul style="list-style-type: none"> <li>• Encourage clients to make appointments if possible and ensure entry into the Centre</li> </ul>
Review flyers and brochures	<ul style="list-style-type: none"> <li>• Keep stock minimal and utilise website, Facebook and online media to advertise</li> </ul>
Review requirements with Street Library association	<ul style="list-style-type: none"> <li>• Understand risk with shared street library stand and books.</li> <li>• Add hand sanitiser to structure for users</li> </ul>
Managing Aggression or abusive behaviours	<ul style="list-style-type: none"> <li>• Workers to identify exit points if someone in the Centre displays aggressive or abusive behaviours</li> <li>• Remind staff of duress alarms and contact with Highland Security</li> </ul>
COVID Safe WHS Review	<ul style="list-style-type: none"> <li>• COVID Safe Plan to be included on agendas relating to WH&amp;S committee, manager's meetings and Board meeting to check progress and reinforce actions</li> </ul>
Ventilation	<ul style="list-style-type: none"> <li>• Keep windows and doors open where possible to encourage air flow through the premises</li> </ul>

	<ul style="list-style-type: none"> <li>• Humidifier to be placed in hallway towards main meeting room</li> </ul>
Discussion about vaccination	<ul style="list-style-type: none"> <li>• GCAIS Program Managers only will contact clients and contractors about their vaccination status only where approved by senior managers</li> <li>• If workers are uncomfortable with working alongside unvaccinated clients they should see their manager to discuss further</li> </ul>

Requirements	Actions
Groups Onsite: Includes English Classes, Homework Club, Computer lessons, Multicultural Women's Group, Spanish speakers mother's group, Spanish speakers' group, Book Club, Knitting Group, Men's Discussion Group, Gymea Community Singers, Interagency Meetings, Team meetings, Youth Groups, Wednesday Games Group, Tai-Chi, Migration Advise, Weekend groups including Thai dancers, Chinese Mother's Group and Pentecostal Study Group	
Risk assessment	<ul style="list-style-type: none"> <li>• Conduct risk assessment for each group prior to their return and confirm required adaptations or changes to run group</li> </ul>
Signing In	<ul style="list-style-type: none"> <li>• Visitors and staff to sign in daily to signal when they are in and out of the office for general WH&amp;S reasons. This can be by QR code or manual sheets</li> </ul>
Food preparation	<ul style="list-style-type: none"> <li>• No food preparation allowed. Clients to bring their own refreshments. GCAIS can provide closed packets of biscuits or separate food orders</li> <li>• No sharing of food permitted</li> </ul>
Disposal cups and cutlery	<ul style="list-style-type: none"> <li>• Where possible, utilise disposable cups and cutlery to avoid washing</li> </ul>
Questionnaire	<ul style="list-style-type: none"> <li>• Clients reserving a place for outings and activities are required to complete health and mobility questionnaire</li> <li>• Questionnaire to be updated regularly as situation changes by WH&amp;S committee</li> </ul>
Communications to visitors and clients alerting to requirements	<ul style="list-style-type: none"> <li>• Rules and regulations of visiting to be shared prior to attendance. These will include the need to remain away from the premises if there are symptoms of sickness and sharing of food and refreshments</li> </ul>
Face masks	<ul style="list-style-type: none"> <li>• Mask wearing is mandatory for workers or visitors at the Gymea Centre.</li> </ul>
Hand sanitisers and soaps	<ul style="list-style-type: none"> <li>• Adequate amounts of hand sanitisers and soaps to be available in rooms</li> </ul>
Align to Premises plan	<ul style="list-style-type: none"> <li>• Review the COVID Safe Plan for the premises at 39 Gymea Bay Rd Gymea in conjunction with this plan</li> </ul>
Vaccines	<ul style="list-style-type: none"> <li>• Vaccination is mandatory for all workers, volunteers, students and contractors</li> <li>• Certificates are stored on password protected databases</li> </ul>

Discussion about vaccination	<ul style="list-style-type: none"> <li>GCAIS Program Managers only will contact clients and contractors about their vaccination status only where approved by senior managers</li> <li>If workers are uncomfortable with working alongside unvaccinated clients they should see their manager to discuss further</li> </ul>
<b>Requirements</b>	<b>Actions</b>
Groups Offsite: Includes Chinese English Classes, Tai Chi, Zumba, Monday, Tuesday and Wednesday social groups, Greek Group, Chinese Groups, Men’s Guitar Group, Gardening Club, Active and Social Group, Youth Groups, Special Events	
Offsite venue	<ul style="list-style-type: none"> <li>Choose locations and places where social distancing can be adhered to including outdoor venues</li> </ul>
Refreshments	<ul style="list-style-type: none"> <li>Workers and clients to take own refreshments or purchase</li> </ul>
Utensils	<ul style="list-style-type: none"> <li>Utilise disposable cups, cutlery and serviettes</li> </ul>
Hand sanitiser and soaps	<ul style="list-style-type: none"> <li>Group leaders and volunteers have enough supply of hand sanitiser and soap. Request that clients also consider bringing what they require</li> </ul>
Questionnaire	<ul style="list-style-type: none"> <li>Clients reserving a place for outings are required to complete health and mobility questionnaire</li> </ul>
Face masks	<ul style="list-style-type: none"> <li>Mask wearing is mandatory for workers and visitors</li> </ul>
Bus travel	<ul style="list-style-type: none"> <li>Under review</li> </ul>
Public Transport	<ul style="list-style-type: none"> <li>Utilise in Off peak hours if possible. Masks must be worn.</li> </ul>
Communications	<ul style="list-style-type: none"> <li>Communications to be forwarded to existing clients of “rules and requirements” when attending offsite and onsite activities</li> </ul>
Check lists	<ul style="list-style-type: none"> <li>Full check lists to be shared and actioned by group leaders to include pre-screening questionnaire, hand sanitiser and soap stock, regular cleaning of “high touch” items</li> </ul>
Special Events	<ul style="list-style-type: none"> <li>Outdoor events to follow rules and regulations as published in regards to numbers allowed and special requirements such as seating etc</li> <li>Registration via EventBrite and internal bookings to be used to control crowd numbers</li> <li>Visitors to sign in using manual sheet for WH&amp;S reasons. QR code and manual sheets are available.</li> </ul>
Discussion about vaccination	<ul style="list-style-type: none"> <li>GCAIS Program Managers only will contact clients about their vaccination status only where approved by senior managers</li> <li>If workers are uncomfortable with working alongside unvaccinated clients they should see their manager to discuss further</li> </ul>
<b>Requirements</b>	<b>Actions</b>
Driving and Vehicles: Includes DriveTime, DLAP, Shopping with Clients, escorting clients to appointments, providing help to workers and clients	

Cleaning	<ul style="list-style-type: none"> <li>• Hand sanitiser to be available in vehicles</li> <li>• All “touchpoints” to be wiped with cleaning wipes and or sprayed with disinfectant before and after trip</li> </ul>
Travellers	<ul style="list-style-type: none"> <li>• Pre-screening questionnaire to be completed prior to travel</li> </ul>
Department of Health rules	<ul style="list-style-type: none"> <li>• Mask is mandatory</li> <li>• Workers to remain at home if feeling unwell</li> </ul>
Hygiene	<ul style="list-style-type: none"> <li>• Workers to regularly wash hands, cover mouth and nose when sneezing and coughing and to practise self-distancing</li> </ul>
Face masks	<ul style="list-style-type: none"> <li>• Masks are to be disposed of in outdoor bins in plastic bags</li> </ul>
Discussion about vaccination	<ul style="list-style-type: none"> <li>• GCAIS Program Managers only will contact clients about their vaccination status only where approved by senior managers</li> <li>• If workers are uncomfortable with working alongside unvaccinated clients they should see their manager to discuss further</li> </ul>
DriveTime/DLAP Mentoring	<ul style="list-style-type: none"> <li>• Checklist to be completed by Drivers/mentors</li> <li>• All workers, mentors and clients are to wear masks whilst in the vehicle and in line with the current public health orders</li> <li>• Hand sanitisers and antibacterial wipes to be available in all vehicles.</li> <li>• Vehicles should be sprayed and wiped with antibacterial disinfectant before and after a trip, including the car key. Frequently touched surfaces to be wiped throughout the day.</li> <li>• QR sign in for all clients using vehicles.</li> <li>• All workers entering clubs and/or facilities where the vehicles are kept are to follow their COVID Safe Plan. Clients are to wait outside of the club and/or facility.</li> <li>• Phone screen clients using the Client Questionnaire where possible.</li> <li>• Open car windows and limit air con to keep air circulation.</li> <li>• Workers trained on how to deal with aggressive behaviour.</li> <li>• Only workers to handle breathalyser device. Place tubes in outdoor bins</li> <li>• Cleaning checklist are listed on the Driving program’s risk plan.</li> </ul>
<b>Requirements</b>	<b>Actions</b>
Home Visits	
Includes Domestic Assistance and Individual Support services. Also includes any GCAIS worker conducting a home visit for any reason	<ul style="list-style-type: none"> <li>• Ensure all workers have completed the Department of Health online training COVID-19 Infection Control training</li> <li>• Consult with workers regarding the symptoms of COVID 19 and to not attend work if displaying any of the symptoms.</li> </ul>

	<ul style="list-style-type: none"> <li>• Continuing to conduct essential services for consumers during the pandemic.</li> <li>• Keep up to date with notifications from the Department of Health on required actions when providing services to consumers.</li> <li>• Ensure the organisation has the required infection control materials to reduce person to person spread of the virus i.e. hand sanitizers, gloves, disinfectant wipes, aprons, masks</li> <li>• Staff are strongly encouraged to wear masks, disposable gloves &amp; disposable plastic aprons as per the direction of the Department of Health (unless exempt -both staff and client)</li> <li>• Keep all worker and consumers informed of services available and COVID 19 updates</li> <li>• Consumer assessments can be conducted In Home</li> <li>• Accompanied shopping is available</li> <li>• If consumers require transport to medical appointments or providing 'Accompanied Shopping' services, worker to be instructed to ask the consumer to sit in the back seat of the vehicle to comply to safe distancing rules. Masks are to be worn by both worker &amp; consumer</li> <li>• Inform consumers that they are to notify the Support Worker or the office if they are displaying symptoms of COVID 19 to ensure safety of the Support Worker and other consumers. (Covid advice displayed in front of Home File)</li> <li>• Pre visit screening questions to be used before workers enter the home either for an assessment or to provide services. These are found on the WHS Checklist.</li> <li>• Consumers are asked on arrival if any symptoms present, prior to service commencing.</li> <li>• Masks to be worn when staff are in the home (unless exempt, both client &amp; staff)</li> <li>• No physical greeting (eg handshake)</li> <li>• Physical distancing (1.5m)</li> <li>• Hand hygiene (washing &amp; sanitiser)</li> <li>• No sharing of pens</li> <li>• No staff to conduct service or assessment if presents with any symptoms- isolate until negative test result received</li> <li>• New masks to be worn when arriving at consumers home &amp; disposed of after assessment in tied double plastic bags</li> <li>• Clients to sit outside or in another area while services are being provided</li> <li>• Avoid touching eyes, nose or mouth whilst providing services</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ensure rooms are well ventilated by opening windows &amp; doors</li> <li>• Personal waste items eg tissues should be handled with disposable gloves &amp; disposed of in a tied double plastic bag</li> <li>• Do not shake dirty laundry before washing to minimise possibility of dispersing the virus through the air</li> <li>• Perform hand hygiene after handling clothing or linen</li> <li>• Conduct telehealth checks on consumers to ensure they are supported during the height of the pandemic and during lockdown.</li> </ul>
Vaccination	<ul style="list-style-type: none"> <li>• COVID Vaccination is mandatory for all GCAIS Workers, Volunteers, Students and Contractors</li> </ul>
Discussion about vaccination	<ul style="list-style-type: none"> <li>• GCAIS Program Managers only will contact clients about their vaccination status and only where approved by senior managers</li> <li>• If workers are uncomfortable with working alongside unvaccinated clients they should see their manager to discuss further</li> </ul>
<b>Requirements</b>	<b>Actions</b>
<b>Attendance at Meetings/Training</b>	
Mode of training	<ul style="list-style-type: none"> <li>• Where possible, choose distance or online learning options</li> </ul>
Face masks	<ul style="list-style-type: none"> <li>• Mask wearing is mandatory for all workers and visitors indoors</li> </ul>
Discussion about vaccination	<ul style="list-style-type: none"> <li>• GCAIS Program Managers only will contact clients about their vaccination status only where approved by senior managers</li> <li>• If workers are uncomfortable with working alongside unvaccinated clients they should see their manager to discuss further</li> </ul>
<b>Requirements</b>	<b>Actions</b>
<b>Working at Other Work Spaces/Offices</b>	
	<ul style="list-style-type: none"> <li>• Ensure partner agency has COVID 19 plan and obtain copy</li> <li>• GCAIS worker to follow procedures outlined in this policy and the current NSW government's regulations and rules.</li> </ul>