

**Infectious (communicable) disease outbreak**

Communicable diseases including influenza and coronavirus COVID-19 create a risk to health of staff, clients, and community

Communicable Diseases Coordination Team: CEO, CFO, EMS, R&Q, HR, Property, Finance, Managers, Communications

Responsibilities: Monitor public health messages, provide central communication channel, coordinate Ruah's response

All actions are escalated to the CDC Team

Manager also includes Principle Solicitor

**Planned approach:**

1) Communications: staff, board, letter for clients, letter & BCP to funders (e.g. if reports may be delayed); CEO Skype meeting

2) Prevent spread - universal precautions

3) Contain spread - isolation (preventative) and quarantine (suspected and confirmed cases of infection)

4) Manage people presenting with symptoms - clients, staff (direct care, corporate/management), general community

5) Workforce challenges: minimise exposure, e.g. remote service delivery, meet remotely, work from home

6) Service delivery challenges: homelessness (Centre, street present), residential, outreach, corporate, funders + reputation

**Communications:** to ensure that all stakeholders receive clear, consistent and accurate information and channels of communication

Specific tasks	Initiate	Resource requirements	Cost Impact	Risk Impact	Accountability
Schedule weekly meetings of CDC Team	Immediately	CDC Team	Medium	Low	CEO
Set up dedicated email address: <a href="mailto:cdadmin@ruah.org.au">cdadmin@ruah.org.au</a> for all communication relating to COVID-19	Immediately	IT	Low	Low	CFO, Newtrend
Communication with Board	Immediately	CEO, EMS, Chair	Low	Low	CEO
Business Continuity Plan	11/03/2020	CDC Team	Low		Risk & Quality
CEO Skype meeting with all staff	13/03/2020	CEO, Comms, staff, IT	Medium	Low	CEO
Email all staff to check technology skills and knowledge to work remotely (Skype, Zoom, using phone to hot spot)	13/03/2020	HR, Comms	Low	Low	Comms, HR

Posters about hand and cough hygiene	13/03/2020	Comms, CDC Team	Low	Low	Comms
Letter to clients	13/03/2020	Comms, CDC Team	Low	Low	Comms
Letter to funders	31/03/2020	Comms, CDC Team	Low	Low	Comms
Symptom information to assist screening	16/03/2020	Comms, CDC Team	Low	Low	Comms
Information for clients about keeping safe	13/03/2020	Comms, CDC Team	Low	Low	Comms
Ensure trauma informed culturally secure communication		Comms, CDC Team	Low	Low	CDC Team
Email health and travel updates to all staff	As required	HR	Low	Low	HR

**Corporate preparation:** to ensure that key support processes and tools are prepared

Specific tasks	Initiate	Resource requirements	Cost Impact	Risk Impact	Accountability
Check stocks of necessary items, e.g. soap, hand sanitizer (none available), toilet paper	Immediately	Property, CFO	Medium	Medium	CFO
Set up cost centre for response	Immediately		Medium	Low	CFO
Test working from home for whole teams, e.g. corporate, management, and direct-care staff; each team for 1 day	Week of 16/03-20/03	IT / IT support	Low	Medium	CFO, Managers

**Workforce challenges:** to ensure the workforce takes necessary precautions to maximise safety and prevent and reduce the spread of COVID-19; to ensure that the workforce positively responds to external decisions that impact upon the workforce.

Specific tasks	Initiate	Resource requirements	Cost Impact	Risk Impact	Accountability
Hand hygiene and cough etiquette	Immediately	All staff	Low	Low	Managers
Encourage people to maintain 1 metre between them, avoid all direct contact	Immediately	All staff	Low	Low	Managers
Sign in books for visitors (for contact tracking in event of infection); can track staff attendance from access swipe cards	Immediately	Managers / Coordinators	Low	Low	Managers

**Business Continuity Plan - Infectious Diseases**

**IMS-P1-PR2-O3**

Self-screening of symptoms; if unwell, do not come to work. Contact your manager and People Development for advice	Immediately & ongoing	All staff, information about symptoms	Low	Low	Managers
Pool cars equipped with disinfectant wipes to be used each time to wipe steering wheel, gear stick, and hand break	Immediately & ongoing	Pool cars, disinfectant wipes, all staff	Low	Low	Managers
If you are required to hot desk, use the same desk each time and wipe with disinfectant wipes after use	Immediately & ongoing	disinfectant wipes, all staff	Low	Low	Managers
Reduce travel to offices other than your 'base office'; meet remotely	Once advised	All staff	Low	Low	Managers
Reduce number of face-to-face meetings; meet remotely	Once advised	All staff	Low	Low	Managers
Reduce face-to-face training; training online	Once advised	All staff	Medium	Medium	HR
Staff booking travel to overseas or interstate hot spots after 10/03/2020, must also include booking 14-day leave for self-isolation or quarantine on return; check <a href="http://smartraveller.gov.au">smartraveller.gov.au</a> for travel advice. Staff booking after the 10-3-2020 must self-isolate on their return using annual or unpaid leave	Staff advised 13/03/2020	All staff	Low	High	HR
School / childcare closure means staff are unable to attend the workplace and must work from home; liaise with line manager	As required	EMS, HR, Managers, staff	Medium	High	EMS / HR
Government or agency closure means staff must work from home; liaise with manager	Once advised	EMS, HR, Managers, staff	Medium	High	EMS / HR
Continuity of service and financial impact if 25% or more of workforce becomes unwell at the same time	Once Advised	EMS, HR, Finance	High	Medium	EMS/CFO

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-prioritise and allocate remaining staff to clients who are highest risk to lowest risk -advise clients of a change in service provision -all corporate staff (non-frontline staff) that are available to be mobilised to service delivery where appropriate					
<b>Crucial roles:</b> to ensure we have a clear plan for roles that are critical for ongoing functioning.					
<b>Specific tasks</b>	<b>Initiate</b>	<b>Resource requirements</b>	<b>Cost Impact</b>	<b>Risk Impact</b>	<b>Accountability</b>
Payroll - in the event of being unable to attend the workplace, payroll can work from home; 2 other people (Sandra and Iris) can do payroll in event of sickness Frontier could provide payroll services if needed	As required	Payroll			CFO
IT support - Newtrend can provide support as all staff can work remotely.	As required	CFO, Newtrend			CFO
<i>Nightingale - one person (test whether they can work remotely)</i>	As required				CFO
<i>Reception - four people can cover reception (test whether they can work remotely)</i>	As required				CFO
<ul style="list-style-type: none"> <li>• <b>Homelessness - Ruah Centre:</b> to ensure that we maximise the safety and wellbeing of our clients and staff</li> </ul>					
<b>Specific tasks</b>	<b>Initiate</b>	<b>Resource requirements</b>	<b>Cost Impact</b>	<b>Risk Impact</b>	<b>Accountability</b>
Handwashing station outside of Centre	Immediately	Property, CFO, Manager	Medium	Medium	Manager

Screen people entering using screening questions - if positive not allowed inside; client requires medical advice (develop screening questions from HHC)	Immediately	Homeless Health Care (HHC) Monday & Friday, staff, information about symptoms	Medium	Low	Manager
Encourage people to maintain 1 metre between them, avoid all direct contact	Immediately	Staff	Nil	Low	Manager
Limit number of people in the building at the same time - stagger entry	Once advised	Staff, additional security	Medium	Medium	Manager
Maintain normal hours or extend opening hours to assist with staggered entry	Once advised	Staff, additional security	Medium	Medium	Manager
Possible closure if directed by Government to close or limit numbers - work with UCW Tranby Centre and St Pats to coordinate closures, i.e. so all remain open together to avoid increasing burden on any one service	Once advised	Outreach services or remote service provision, additional security	Medium	High	EMS

**Residential: women's refuges Perth / mental health wellness Geraldton:** to ensure that we maximise the safety and wellbeing of our clients and staff

Specific tasks	Initiate	Resource requirements	Cost Impact	Risk Impact	Accountability
Hand hygiene and cough etiquette	Immediate	Soap water paper towels	Low	Low	Manager
Screen people entering	Immediate	Staff, information	Nil	Low	Manager
Encourage people to maintain 1 metre between them, avoid all direct contact	Immediate	Staff, information	Nil	Low	Manager
Conversation with clients about plans to keep everyone safe, need to isolate if anyone becomes unwell, how this will be managed	Immediate & ongoing with new clients	Coordinator, staff, BCP	Nil	Low	Manager
If client shows signs of infection or reports symptoms, isolate in room or unit (when out	Once required	Staff, active night shift?	Medium	Medium	Manager

of the room or unit ensure no-one else is in the area)					
Laundry - soiled linen into soluble plastic linen bags sealed and placed into the washing machine (as per <a href="#">HDWA</a> Infection Control: Advice on handling linen)	Once case of infection occurs	Staff, soluble plastic linen bags	Low	Medium	Manager
Possible closure e.g. if directed by Government to close or limit numbers	Once required	Staff	Medium	High	EMS
Where possible and appropriate transition to external housing	Always	Staff	Low	Low	Manager
<b>Outreach Mental Health Wellness, Family Domestic Violence, Housing and Homelessness, and Legal Services:</b> to ensure that we maximise the safety and wellbeing of our clients and staff (Workers includes lawyers)					
<b>Specific tasks</b>	<b>Initiate</b>	<b>Resource requirements</b>	<b>Cost Impact</b>	<b>Risk Impact</b>	<b>Accountability</b>
Hand hygiene and cough etiquette	Immediate	Mobile handwashing equipment, e.g. soap, water bottles, and paper towels or alcohol-based hand sanitizer	Low	Low	CFO
Conversation with clients about plans to keep everyone safe, possible need to stop visits for a while, how this will be managed	From 16/03/2020	Staff, letter for clients	Nil	Low	Manager
Workers ask clients their preferred method to communicate if visits need to stop for a while, e.g. phone, Skype	From 16/03/2020	Staff, letter for clients	Nil	Low	Manager
Workers ask clients their preferred method to receive information if visits need to stop for a while, e.g. Ruah website, email, text	From 16/03/2020	Staff, letter for clients	Nil	Low	Manager
Contact client prior to visit to ask screening questions; if cannot contact client prior to	From 16/03/2020	Staff, phone	Low	Low	Manager

visit, ask screening questions prior to entering home or car					
Encourage people to maintain 1 metre between them, avoid all direct contact	From 16/03/2020	Staff	Nil	Low	Manager
Visitation of clients in hospitals is done digitally where possible. If this is not possible liaise with Manager to make a decision to not attend	As advised	Staff, Manager	Nil	Medium, High	Manager / EMS / EML&G
Limit transporting of clients to a minimum, e.g. organise with the client to have medications and other essential items delivered to their front door rather than transporting them to shop or pick up	From 16/03/2020	Staff, information about delivery services and alternative options to take client to safe places	Nil	Medium	Manager
Remote service delivery to clients preferred method; more time with client less travel time	When required	Staff	Low	Medium	Manager
Consider providing phones to the few clients who do not have one to ensure connection and reduce social isolation	If required	Phones, means to deliver them	Medium	Medium	CFO