

ODYSSEY HOUSE NSW: COVID-19 Safety Plan

This COVID-19 Safety Plan has been developed to maintain a safe environment for staff, clients and visitors. This plan has been developed using guidelines from the NSW Government and is aligned with the Odyssey House NSW Roadmap to Recovery. It is aimed at helping to slow the spread of COVID-19 and reassure our clients and the community that they can safely visit our service. This plan will be updated as required, as restrictions and advice change.

Odyssey House NSW follows the current COVID-19 Public Health Orders, and also manages risks to staff, clients, visitors and other people in accordance with Work Health and Safety laws.

ORGANISATIONAL DETAILS		Signature	Date
Name of Organisation	Odyssey House NSW		
Plan completed by:	Karen Becker, Consultant		
Approved by:	Julie Babineau, Chief Executive Officer	<i>J. Babineau</i>	29.06.2020

WELLBEING OF STAFF AND CUSTOMERS	
GUIDANCE from NSW Government	ACTIONS undertaken
Exclude staff, visitors and customers who are unwell.	All staff who have been unwell have been told to stay at home and go for the required testing. Health screening checks conducted for staff, clients and visitors prior to entry at sites.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Information made available to all staff including relevant websites to obtain more information. Updates routinely provided by CEO both in writing and at all staff zoom meetings. Pandemic Plan developed and distributed to all sites. Protocols developed and distributed. On-site and on-line training provided where appropriate.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	All staff made aware of leave entitlements and modifications made to policy to provide additional leave access in advance, where required.
Display conditions of entry for any customers or visitors (website, social media, entry points).	Signs visible at all entry points to all service sites. Website updated accordingly.

PHYSICAL DISTANCING	
REQUIREMENTS from NSW Government	ACTIONS undertaken
Consider what measures could be put in place to avoid crowding and close proximity where practicable.	All areas which have staff, clients and visitors have been reviewed and marked to create awareness of physical distancing requirements. Areas not to be used have been highlighted and marked off. Notifications have been placed in all areas, including shared spaces such as kitchens and bathrooms to ensure appropriate physical distancing can be maintained.
Assign workers to specific work stations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use.	All work stations have been or are in the process of being identified for staff. Cleaning processes re disinfecting shared areas such as reception or counselling rooms identified, signposted and in place.
Put plans and systems in place to monitor and control the numbers of workers and customers	Each room has an identified number on the door to indicate maximum number of people in that area.



PHYSICAL DISTANCING	
REQUIREMENTS from NSW Government	ACTIONS undertaken
on site at any given time to allow for physical distancing.	A phased approach has been developed to ensure a staggered approach with both staff and clients returning to the worksites.
Use flexible working arrangements where possible, such as working from home, early and late shifts to reduce peak periods.	Clinical Services modified to accommodate ongoing provision of clinical services in the community on line. Majority of staff from community services had flexible work arrangements to work remotely. Peak periods of travel are part of considerations in the phased return to work. Residential services staff continued to work on site as part of essential services. Support given to staff to manage any concerns or challenges.
Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/disinfectant.	Establishment of barriers not deemed relevant at this stage in relation to ongoing service provision, however being considered with further rollout. Ongoing education around the practice of social and physical distancing has been in place for staff and clients. This also has included requirements around infection control measures such as hand hygiene, cough and sneeze etiquette and disinfecting shared areas routinely.
Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).	This has been implemented across all facilities. Each space has been 'marked up' on the floor, in meeting rooms, on tables and desk areas indicating acceptable and/or appropriate distancing requirements. A shared 'working remotely' calendar has been established in sites with higher staffing to facilitate safe management of staff movements.
Use telephone or video for essential meetings where practical.	This has occurred. Microsoft Teams and Zoom have been well utilised across the organisation. Purchase and installation of video conferencing equipment is being explored. Clients have been able to utilise facetime to maintain communication with families while visits were restricted.
Review regular deliveries and request contactless delivery and invoicing where practical.	This has all been established with ongoing communication with all relevant suppliers, contractors and visitors.
<p>If staff or workers need to travel together in the same vehicle:</p> <ul style="list-style-type: none"> encourage passengers and drivers to spread out, using front and back seats workers should only handle their own tools and bags where possible have processes to clean the vehicle hand touch areas at the end of each shift with a detergent/disinfectant encourage workers to set the air-conditioning to external airflow rather than recirculation. 	Where travel is necessary, these processes have been identified and documented. Where a client needs to be transported by bus, for example, clearly documented protocols are in place identifying where people sit, how they walk to the area safely to ensure distancing and cleaning / disinfecting area between use as well as use of personal protective equipment (PPE).
Have strategies in place to manage gatherings that may occur immediately outside the premises.	No gatherings are occurring outside any of the premises at this stage. A visiting schedule has been established to avoid a gathering outside the premises, when visitors are reintroduced into the program. These visits will be closely monitored with pre-screening and same day screening occurring. Safe distancing and hygiene protocols have been developed to appropriately educate all visitors.



HYGIENE AND CLEANING	
REQUIREMENTS from NSW Government	ACTIONS undertaken
Provide hand sanitiser at multiple locations throughout the workplace.	Hand sanitiser is available at all sites. General handwashing also encouraged, particularly at residential services where hand wash basins are accessible.
Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.	Relevant disinfectant and associated cleaning wipes have been distributed to all sites with instructions for use.
Ensure bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands.	Relevant resources are available and hand wash signs have been placed at all sinks and basins and are appropriately displayed throughout all the facilities.
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces.	Protocols have been developed and staff have been or are in the process of being trained around frequent cleaning/disinfecting of all areas. A roadmap to recovery has been drafted and distributed to all staff outlining key requirements.

RECORD KEEPING	
REQUIREMENTS from NSW Government	ACTIONS undertaken
Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.	Names, contact details and a health screening check is undertaken daily at each site, with staff, visitors and clients all signing the document. In addition, each individual signs their agreement that they will contact the organisation if symptoms or a positive test result occurs within 72 hours of visiting the premises. All documentation will be stored securely and safely in line with appropriate privacy legislation.
Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	All employees have been advised of the COVIDSafe app and been encouraged to download it. The health screening form asks every client/visitor to the service if they have downloaded the app (they can decline to answer that question if they prefer). All staff are being asked if they have downloaded the app prior to coming back onto site. This information is being asked in relation to contact tracing but is not a determinant for their return to the workplace.
Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.	As Odyssey House NSW has been recognised as an essential service, regular communication and liaison has occurred and is ongoing with NSW Health and processes are in place for rapid testing of both staff and residential clients. Protocols include liaison with the Public Health Unit of the Local Health District.
Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.	The Health Screening Form that has been developed and completed by anyone entering the facility has been developed for staff, clients and visitors. All documentation will be maintained in line with health record keeping requirements and privacy legislation.