

## PQSA COVID-19 SAFETY MANAGEMENT PLAN

PQSA (incorporating HomeCare+) continues to follow Government guidelines and official advice provide by our chief health authorities to mitigate any risk to the health and safety of our workers during the COVID-19 pandemic. The following COVID-19 Safety Management Plan is designed to keep the key messages at the forefront of our thinking and behaviours, and to have a plan in place to mitigate our risk as an organisation.

### FIVE STEPS TO WORKING SAFELY TOGETHER

1. PQSA continuously monitors and provides updates around changes to Government guidelines and Department of Health advice to our people in a timely manner;
2. PQSA communicates cleaning, handwashing and hygiene procedures in line with recommendations;
3. PQSA commits to a flexible work environment, where possible, and will adapt to change in our environment should it be required;
4. PQSA has taken all reasonable steps to optimise the recommended physical distancing in the workplace; and
5. PQSA commits to doing everything practical to manage transmission risk via safe work practices.

### SECTION 1: RISK IDENTIFICATION & MANAGEMENT

Risk Consideration	Risk control strategies
<ul style="list-style-type: none"> <li>• Employees/clients with compromised immune systems or of a demographic known to be more vulnerable to the effects COVID-19</li> <li>• COVID-19 exposure to workers from interaction with clients and their family, friends, colleagues, visitors, etc.</li> <li>• <b>Risk Score: Moderate</b> - while there are no local cases, the consequences may be severe</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to communicate risk mitigation strategies to staff/clients has been emphasised via PQSA factsheets;</li> <li>• Continue to regularly encourage all employees / clients to observe excellent personal hygiene such as frequent handwashing, observing physical distancing and respiratory etiquette, staying at home when unwell, etc.;</li> <li>• Take necessary steps to support vulnerable groups to work flexibly where possible;</li> <li>• Work hours / workdays are staggered where possible to reduce crowding and close contact;</li> <li>• Increase frequency of professional cleaning of office areas;</li> <li>• Promote a culture of regularly wiping desks and workstations, telephones, keyboards and working objects with disinfectant and regularly disinfect common areas including rest rooms;</li> <li>• Avoid hot desking and shared workstations/hardware where possible;</li> <li>• Limit use of lifts in building to 2 passengers at a time;</li> <li>• Observe the maximum room capacity signage as displayed in PQSA offices and premises;</li> </ul>

Risk Consideration	Risk control strategies
	<ul style="list-style-type: none"> <li>• Encourage all employees to have the flu vaccination;</li> <li>• Display educational materials relevant to COVID-19 prominently in office areas and bathrooms;</li> <li>• Ensure the availability of alcohol-based hand sanitisers in each section of our office space, particularly important in Reception and common areas;</li> <li>• Encourage the use of video conferencing over large in-person meetings where feasible;</li> <li>• Encourage that the DSC Handwashing training module is completed by all staff; and</li> <li>• Ensure that our workers are using appropriate PPE where clinically required and effective infection prevention and control (IPC) measures.</li> </ul>
<ul style="list-style-type: none"> <li>• Employees whose duties require them to interact face to face with the public (e.g. Reception areas, shops, volunteers) may be at increased risk due to their proximity to people whose health status is not known</li> <li>• <b>Risk Score: Moderate</b> - while there are no local cases, the consequences may be severe</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage employees who regularly interact in person with the public, with objects handled by the public, or with spaces occupied by the public, to perform hand hygiene often and between every interaction with members of the public;</li> <li>• Reception and training areas are frequently cleaned throughout the day;</li> <li>• Ensure alcohol-based hand sanitiser is available for all employees and external visitors (including prior to entry);</li> <li>• Restrict front door access to Reception area as necessary;</li> <li>• Ensure Reception area has markings to keep workers and visitors at least 1.5m away from front desk;</li> <li>• Display relevant signage on entry requesting that visitors, suppliers, contractors feeling unwell do not enter the premises;</li> <li>• Cancel onsite meetings with external stakeholders and use video and teleconferencing as alternatives during heightened restrictions;</li> <li>• Encourage restricted points of access and egress into the building; and</li> <li>• Ensure all workers understand COVID-19 related safety procedures and how safety measures are being implemented and updated.</li> </ul>

Risk Consideration	Risk control strategies
<ul style="list-style-type: none"> <li>• Travel to regional areas</li> <li>• Travel by workers using public transport or ride share options</li> <li>• <b>Risk Score: Moderate</b> - while there are no local cases, the consequences may be severe</li> </ul>	<ul style="list-style-type: none"> <li>• Advise workers to comply with international and domestic travel restrictions where Government directives remain in place;</li> <li>• Encourage solo travel to regional areas by car where possible (and following standard WHS precautions);</li> <li>• Discourage workers from sharing vehicles (including ride share) and public transport where suitable physical distancing cannot be achieved;</li> <li>• Returning travellers to South Australia are required to follow state legislation regarding self-isolation following their arrival back in the state</li> </ul>

<b>Action(s) taken or planned to minimise the risk (Controls).</b>		
Action (Actions required)	By Who (Name of person responsible)	By When (date)
All Employees and Volunteers to read and understand this COVID 19 specific safety management plan and follow all safe work practices identified	All employees / supervisors / Managers and Volunteers	On going

## SECTION 2: ACTION PLAN RE WORKER / CLIENT WITH COVID-19 SYMPTOMS

### What should PQSA do if a worker has been exposed to someone with a confirmed case of COVID-19?

- Advise any workers with symptoms of fever or a respiratory tract infection (such as sore throat, cold, cough, aches, or shortness of breath) they must not come into work, are required to be tested for COVID-19 and self-isolate as advised by health authorities, and must not return to work until they are symptom free and have not tested positive for COVID-19;
- Ensure the Chief Executive Officer is made aware of the matter as soon as practicable;
- Continue to monitor and communicate with our workers around recommendations from Government and health authorities;
- Ensure the areas where the person and close contacts have been are professionally cleaned and disinfected. Do not use those areas until this process is complete. Use full PPE and follow hand hygiene when cleaning;
- Identify other workers or clients who may have been exposed and share that information with the Chief Executive Officer to allow for appropriate strategies and communication;
- Review risk management controls relating to COVID-19 and review whether any work processes require adaptation.

### How is COVID-19 transmitted from person to person?

The virus can spread from person to person through: close contact with an infectious person (including in the 24 hours before they started showing symptoms); contact with droplets from an infected person's cough or sneeze; touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person, and then touching your mouth or face.

Close contact includes:

- Living in the same household as a sick person with COVID-19;
- Caring for someone diagnosed with COVID-19;
- Being within 1.5m of a sick person with COVID-19 for longer than 10 minutes or more; and/or
- Being in direct contact with secretions from someone infected with COVID-19 (e.g. being coughed on, kissing, sharing utensils, etc.).


### SECTION 3: RISK ASSESSMENT

Consequence	Likelihood				
	Rare	Unlikely	Possible	Likely	Frequent
Severe	High (16)	High (20)	Critical (23)	Critical (24)	Critical (25)
Major	Moderate (12)	High (15)	High (19)	Critical (22)	Critical (23)
Moderate	Low (6)	Moderate (10)	Moderate (11)	High (18)	Critical (21)
Minor	Low (3)	Low (7)	Moderate (9)	High (14)	High (17)
Minimal	Low (1)	Low (2)	Low (3)	Moderate (8)	High (13)

RISK SCORE	
LOW RISK (1-7)	Manage by routine procedures. Raise team awareness.
MODERATE RISK (8-12)	Manager responsibility. Communicate risk to team members. Implement control measures.
HIGH RISK (13-20)	Senior Management attention needed. Control risk before task commences.
EXTREME RISK (21-25)	Immediate action required. Notify CEO and relevant Director ASAP.

### RISK PLAN COMPLETED BY:

This section must be completed by the person completing plan.

<p>Signed by:</p>  <p><b>WENDY EVANS</b> <b>WHS Coordinator</b></p> <p>Date: 26 May 2020</p>
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