



CORONAVIRUS
RESPONSE PLAN

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A message from our CEO

Now more than ever, people with disabilities, and those who are more vulnerable, need greater care.

Organisations, like Minda, which are working with vulnerable people are stepping up and taking precautionary measures, to protect the people we serve.

We often see the 'worst' and the 'best' in people when a crisis comes along. This is because it creates a sense of unease and discontent within us.

As Aristotle said, "The political is personal". In other words, people often think of themselves first. But I would challenge everyone in the community to take a moment to imagine having a disability, or being frail and elderly, and feeling isolated and alone.

People with disability need 'consistency of service' and support, and they often need extra medical care and individual assistance. This is a frightening time for vulnerable people, as they see others become anxious, so I would ask everyone to please be strong, be consistent and help them to not be afraid.

With COVID-19, we are all in uncharted waters; it is not 'business as usual'.

At Minda, we have taken many precautionary measures. We are redefining the way we work and growing more as a team daily; in fact, the leadership team at Minda is operating in their 'best self' and the Board is incredibly supportive.

Our managers and team leaders have been working under significant pressure to ensure we implement actions in the best interests of our clients and families.

For our residents, we are delivering home based activities to keep them active and engaged, we have redeployed our dedicated staff to make that happen, and we're working with families who don't have a day options solution right now and providing support as best we can.

We don't have all the answers but we are monitoring developments as they occur. We are working with authorities to ensure the safety of our staff, clients and families remains our number one priority.

It's important that we all do what we can to minimise the risk of infection. There are some simple things that are within our power to make a difference, especially through hand hygiene and social distancing. We can reduce risk by washing our hands on a regular basis, limiting travel and exposure to others, and staying home if we're feeling unwell and seeking medical advice.

These are unprecedented times, but we are working hard behind the scenes for the care, safety and wellbeing of our clients. We're here to serve, and we hope you can support us and stand by us through this time. This is the time for us all to work together and help one another.

Dr Clare Allen

Overview

With Coronavirus (COVID-19) now out of containment phase and uncontrolled within Australia, the safety and wellbeing of our clients, their families, our staff and volunteers is our number one priority at Minda.

Minda has joined numerous other Australian businesses which have activated early-stage pandemic response plans as a precautionary measure. We are closely following developments and advice from various national and international government bodies and we are working hard to maintain consistency, surety and the best outcomes for our clients within these strict guidelines.

Over the past weeks we have been working on risk assessment plans, scenario assessments, mapping of impacts to our organisation to inform our action plan.

We have also launched a recruitment campaign to meet the need for additional staff due to the potential impacts of COVID-19 on staff availability.

This document outlines our response to COVID-19, now and in the event of identified trigger events, and will be reviewed daily by the Executive in light of rapidly changing global and local developments.

Our response – priorities

The Minda Executive Team is continuing to monitor the COVID-19 situation closely and we have put a range of precautionary measures in place based on the advice and guidance of health authorities.

Our priorities in responding to COVID-19:

- Ensuring the health, safety and wellbeing of our clients, employees, and volunteers.
- Providing services to our clients that meet their needs, as far as practicable and in-line with health authority and government guidance
- Taking action to prevent the spread of the virus in the community
- Supporting our staff to continue to offer support and service to South Australians with disability
- Monitoring and assessing the impact of COVID-19 on our communities and responding so vulnerable people can continue to get the care need
- Working closely with our staff to ensure they understand how to keep themselves, and our clients safe
- Actively planning for active COVID-19 cases (staff and/or clients) in our services with the aim of minimising person to person transmission and ensuring our clients have priority access for appropriate medical care.

Response team

An Executive response team has been assembled to continuously review and respond to the COVID-19 situation, and they convene on a daily basis.

The team comprises:

- CEO
- Executive Manager Quality & Business Improvement
- Executive Manager Client Services
- Executive Manager Business & Customer Development
- Executive Manager People, Culture & Change

Current actions

The actions summarised below are some of the ways we are supporting our clients, staff, volunteers and business. We appreciate some of the actions may disrupt the daily routine of our clients, and while this is regrettable, COVID-19 has created unprecedented circumstances and we have had to make difficult decisions which minimise the risk of infection. The safety and welfare of our clients and staff continues to remain our number one priority.

Summary of actions

Awareness-raising activities

- COVID-19 communications including weekly staff bulletins
- Minda website and social media updates
- COVID-19 alert posters across business
- Handwashing and sanitising posters across business
- FAQs developed
- Staff hotline developed
- Information to contractors and suppliers
- CEO video
- CEO and Executive podcasts
- Staff text messaging

Our clients

- COVID-19 communications including weekly family bulletins
- Easy read versions of COVID-19 information to support our clients to stay safe
- Family hotline in place and email feedback mechanism
- Visitor and staff screening measures implemented
- Signage for all houses – isolation/screening processes/when someone in house had COVID-19 prepared
- Nurse Assessment Response team (to manage high risk clinical matters) established
- Medication management and PPE stocks continuously reviewed

Our workforce

- Additional, mandatory all staff training – Infection Control and Hand Hygiene
- Temperature checking and health declarations from staff
- Work from home strategy in place and ready to enact when necessary, including teleconferencing and video conferencing facilities
- Staff inductions and essential mandatory training no longer face-to-face, online options under consideration
- SAGE assessment of business and impacts on Supported Employees and Minda SILS undertaken and planning commenced
- Key personnel mapping with contingency plans implemented
- Workforce impact modelling underway
- Recruitment campaign for additional staff given the potential impacts of COVID-19 on staff availability

Procedures and processes

- Taking a risk-based approach to service delivery, with the aim of balancing our client's normal activities with the risks associated with exposure to COVID-19
- Updated infection control management procedures implemented across Minda/SAGE
- Screening process for staff/visitors and contractors implemented
- Financial scenario modelling commenced

Closures and suspended services

- The Minda Brighton site is closed to the public - access only to clients, family members, essential staff and essential contractors such as medical practitioners. Please note, the Minda Nursing Home (PKC) went into voluntary isolation on Friday March 13 and is closed to all visitors including family members. Currently, only essential staff can enter PKC
- Suspension of MyPATH programs at the Brighton site - day options is instead taking place in community and home-based settings
- Suspension of the Minda in the North day options program based at Elizabeth - mentoring services are being offered as an alternative
- Temporary closure of registered training organisation, the South Australian Learning Centre, SALC, (RTO code 4881), based at Minda Brighton
- Closure of INC Café at Minda Brighton to the public
- Closure of the Minda Pool at Brighton - no access for Minda clients or the public
- Temporary suspension of our short-term accommodation (respite) service for both adults and children
- All large gatherings and events cancelled/postponed.

About COVID-19

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is the disease caused by a new coronavirus. It was first reported in December 2019 in Wuhan City in China.

Symptoms include fever, coughing, sore throat and shortness of breath. The virus can spread from person to person, but good hygiene can prevent infection.

You can stay up-to-date with the latest information about COVID-19 and steps being taken on a national level to slow the spread on the Department of Health's website here.

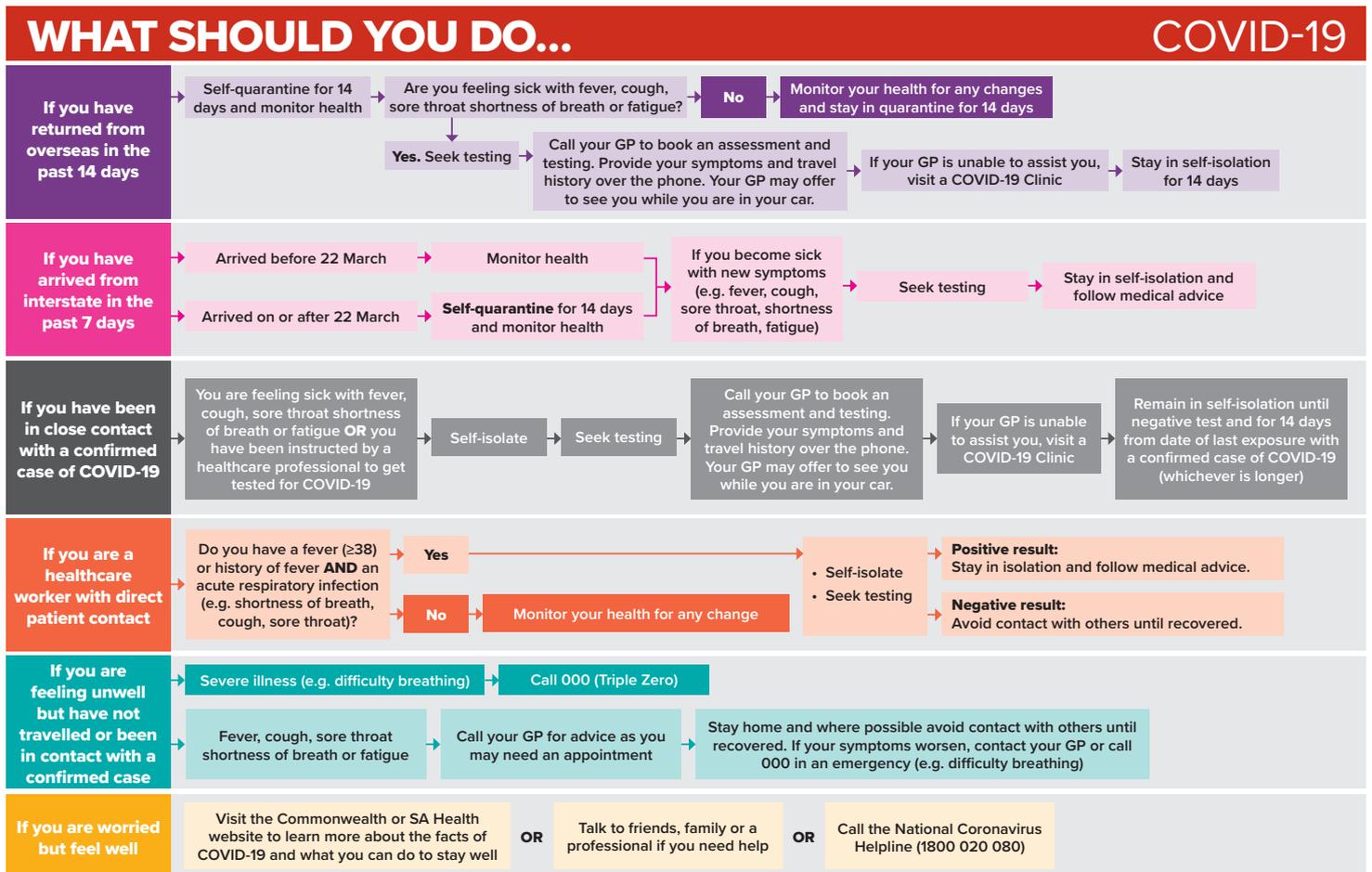
The website includes:

- News and media
- Current situation and case numbers
- What you need to know
- Advice for public gatherings and visits to vulnerable groups
- Advice for travellers
- Advice for the health and aged care sector
- Government response
- Resources
- Translated resources

The South Australian COVID-19 Information Line is 1800 253 787, and operates from 8am to 8pm, seven days a week. You can also phone the National Coronavirus Health Information Line on 1800 020 080. This service runs 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

Symptoms

COVID-19 symptoms include fever, coughing, sore throat and shortness of breath. The virus can spread from person to person, but good hygiene can prevent infection.



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sahealth.sa.gov.au/COVID2019



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Hygiene in the workplace

To support the prevention and containment of potential COVID-19 infection, we are taking proactive steps to encourage high levels of office hygiene.

Here are some of the initiatives we have actioned:

What	Why	How
<p>Promotion of infection control and handwashing hygiene</p> <p><i>Wash with soap and water for at least 20 seconds or use an alcohol based hand sanitiser</i></p>	<p>This is one of the most effective way to prevent disease spread</p>	<ul style="list-style-type: none"> • Additional, mandatory infection control and hand hygiene training across the organisation for all staff • Information on infection control and handwashing via email • Posters across the organisation • Information via team meetings • Ensuing hand-washing facilities are kept well stocked with soap and paper towels • Hand sanitiser distributed across the organisation
<p>Promote appropriate protocols managing coughs/symptoms</p> <p><i>Cough into your elbow</i></p> <p><i>Do not enter any Minda or SAGE premises if you have a sore throat, cough and/or a fever</i></p>	<p>Reduce risk of spreading germs</p>	<ul style="list-style-type: none"> • Mandatory all staff training • Staff and family bulletins distributed • Posters in work areas • Information addressed in team meetings
<p>Social distancing</p> <p><i>Limit physical contact like handshakes</i></p> <p><i>Maintain a 1.5 metre distance from other people</i></p>	<p>Reduce person-to-person spread of the virus</p>	<ul style="list-style-type: none"> • Staff and family bulletins • Recommendation to follow guidance of health authorities, including links to relevant information • Information addressed in team meetings

<p>Increased cleaning: Employees and volunteers asked to regularly clean hard surfaces in reception areas, counselling rooms and work spaces or similar with disinfectant wipes</p> <p><i>Increased cleaning of work areas, with a focus on cleaning hard surfaces</i></p>	<p>Prevention of virus transmission which can be transferred via surfaces</p> <p>Increase cleaning contract requirements in all sites</p> <p>All staff to wipe hard surfaces in their work areas regularly</p> <p>Products required to reduce spread of germs and maintain high levels of office hygiene</p>	<ul style="list-style-type: none"> • Email to staff • Addressed in team meetings • Ordering of additional supplies – provision of hand sanitiser and paper towels • Managers to implement at each site
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How to protect yourself and others

Everyone must practice good hygiene to protect against infection and prevent the virus spreading. We can all help to slow the spread of COVID-19 in Australia.

Read protect yourself and others for advice on:

- good hygiene
- self-isolation
- social distancing

To help protect people most at risk, follow our advice on public gatherings and visits to vulnerable groups.

If you are presenting with symptoms, you must take proactive action to reduce potential spread of the disease.

What	Why
<p>Employee or volunteer experiencing symptoms – not at work</p>	<ul style="list-style-type: none"> • Stay home, do not attend work • Take personal leave (same as if they were ill) • Inform your manager • Manager inform their Senior Manager and Executive • Leadership team to work to identify if there may be any infection risks and take action accordingly
<p>Employee or volunteer experiencing symptoms – at work</p>	<ul style="list-style-type: none"> • Leave work immediately (travel by safest route home possible) • Inform your manager • Manager to inform their Senior Manager and Executive • Leadership team to work to devise local response plan identifying those potentially exposed

<p>Client or member of the community presenting with symptoms</p>	<ul style="list-style-type: none"> • Communicate with impacted family/guardian • Place restrictions on programs as required • Secure buildings as required including using posters and signage requests that people do not enter if experiencing symptoms • Staff member to inform their Senior Manager and Executive • Leadership team to work to devise local response plan identifying those potentially exposed
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Working from home

There are a number of scenarios in which staff and volunteers may be required to work from home or stay home.

These include:

- School or institution closures
- Increased community outbreak
- Lock-downs
- Staff return from travelling to areas impacted by COVID-19
- Recent contact with people who may be infected by COVID-19

To prepare for these potential scenarios, you can undertake a work from home audit on the following page of staff and volunteers to find out if systems are in place to support remote working.

To meet our safety duty of care, employees and volunteers who work from home must have completed the working from home form and had the request endorsed by their line manager, who will seek Executive approval.

Connecting with you

Throughout this time, we will continue to update our community with important information, including urgent alerts and key information via text message.

We have information on the Minda website and a sign-up page so our wider community can keep up-to-date with the latest information; please let members of the Minda community know they can keep up-to-date by subscribing to updates via the Minda website, www.mindainc.com.au

We have also established a COVID-19 hotline number for families, which is staffed Monday to Friday 9am, to 5pm – the number is **(08) 8422 6306**. We have also been asking families to email updates@minda.asn.au with any COVID-19 queries.

As part of the Minda and SAGE staffing team, we encourage you to get in touch with your managers if you have any questions, or email communique@minda.asn.au and we will get back to you as soon as possible. The HR team have also set up a hotline on **8422 6518** or **8422 6281** so you can get in touch.

Thank you for your support and understanding during this unprecedented time – we are all in this together.

