



Covid-19/Pandemic Management Policy

Introduction

At Launnie Care Services, we are committed to providing person-centered care that respects the unique needs, preferences, and values of each participant. Our approach focuses on empowering individuals to make informed decisions about their care and support, while promoting dignity, autonomy, and independence. This policy outlines our dedication to person-centered care and the principles that guide our interactions with participants.

Purpose

This policy outlines the framework for continuous improvement within Launnie Care Services. Its primary objectives are to:

- Protect the health and safety of our participants, employees, and the wider community.
- Maintain the continuity of quality NDIS supports.
- Comply with all relevant public health orders, guidelines, and legislation.

Scope

This policy applies to all employees, contractors, volunteers, and affiliates of Launnie Care Services involved in the provision of care and support to participants. It encompasses all aspects of care delivery, including but not limited to personal care, medical assistance, social activities, and emotional support.

Definitions

1. **COVID-19:** COVID-19 (Coronavirus Disease 2019) is an infectious disease caused by the SARS-CoV-2 virus. It can range in severity from mild to severe illness.
2. **Pandemic:** A pandemic is a global outbreak of a disease.

Key Principles

This policy aligns with NDIS Practice Standards, ensuring participants' rights are upheld, including:

1. **Choice and Control:** Participants will be actively involved in decisions about their support, including COVID-19 related measures.
2. **Respect and Dignity:** All interactions will be conducted with respect, dignity, and cultural sensitivity.



3. **Individualised Supports:** Supports will be tailored to individual needs and preferences, considering their health and safety.
4. **Safety and Wellbeing:** Measures will be implemented to ensure the safety and wellbeing of participants.
5. **Communication and Information:** Clear and accessible information will be provided to participants and their families/carers.

Responsibilities

All Staff and Employees

- Follow all hygiene and infection control procedures.
- Monitor their own health daily and stay home when unwell.
- Comply with all workplace health and safety requirements.
- Actively participate in training and education sessions.
- Report any suspected cases of COVID-19 to their supervisor immediately.

Human Resources

- Support the implementation of the Covid-19/Pandemic Management policy.
- Provide training and upskilling as and when required – as per new government regulations as per emerging situations
- Ensure all staff are vaccinated(as needed by law), trained (as per government rules) and given refresher trainings on a regular basis.

Topics for staff education and training can include:

- Symptoms and signs of COVID-19
- Personal hygiene, particularly hand hygiene, sneeze and cough etiquette
- Appropriate use of PPE such as gloves, gowns, eye protection and masks, including how to don and doff PPE correctly
- Actions on experiencing symptoms of COVID-19 (take leave from work, seek medical advice, rest and recover at home)
- Handling and disposal of clinical waste



- Cleaning the facility including laundering of clothes, linen, etc. of infected participant
- Food handling and cleaning of used food utensils



Management and Supervisors

- Develop and implement this policy and associated procedures.
- Provide necessary resources (PPE, sanitiser, cleaning supplies).
- Conduct regular risk assessments and update the policy as needed.
- Provide training and support to all employees.
- Maintain clear communication channels with participants, families/carers, and relevant stakeholders.
- Follow the below section on Preparedness and Prevention Control

Implementation

1. Infection Control Measures:

- **Regular Reviews:** Conduct regular reviews of service delivery, operational processes, and client satisfaction.
- **Hand hygiene:** Frequent handwashing with soap and water or use of hand sanitiser.
- **Respiratory etiquette:** Covering coughs and sneezes with a tissue or elbow.
- **Physical distancing:** Maintaining safe distances where possible.
- **Cleaning and disinfection:** Regular cleaning and disinfection of high-touch surfaces.
- **Personal Protective Equipment (PPE):** Use of PPE as per public health advice and risk assessments.

2. Communication and Information Sharing:

- **Regular communication** with participants and their families/carers regarding COVID-19 updates and support options.
- **Provision of clear and accessible information** about COVID-19 symptoms, testing, and vaccination.
- **Use of appropriate communication methods** (e.g., phone calls, Whatsapp Video calls, emails instead of face to face meetings).



3. Flexible Support Options:

- **Alternative support options** will be explored where necessary (e.g., telehealth, remote support).
- **Support for participants** and staff who are isolating or in quarantine.
- **Assistance** with accessing essential goods and services.

Compliance and Accountability

This Covid-19/Pandemic Management policy will be reviewed and updated regularly to ensure compliance with all relevant NDIS regulations and Tasmanian Government legislation. Regular reviews of the policy and its implementation will be conducted. Any breaches of this policy will be investigated and appropriate action taken. Records of all COVID-19 related incidents will be maintained. The policy will be made available to all employees and participants.

Conclusion

At Launnie Care Services, person-centered care is at the heart of everything we do. We are committed to empowering participants, honoring their choices, and promoting their well-being through individualized care and support. By embracing the principles outlined in this policy, we uphold our commitment to excellence and ensure that each participant receives the compassionate and personalized care they deserve.

For any questions or further clarification on this Covid-19/Pandemic Management Policy, please contact your supervisor or the Quality Assurance Manager.

Acknowledgement

I, _____, have read, understood, and agree to abide by the Launnie Care Services Covid-19/Pandemic Management Policy.

Signature: _____

Date: _____



APPENDIX – I

This Appendix details Launnie Care Services the measures that will be followed by all staff to be prepared for a Covid-19/Pandemic Outbreak.

Preparedness and Prevention Protocol

- **Risk Assessment:** Conduct regular risk assessments to identify potential COVID-19 transmission points within the workplace and participant settings.
- **Infection Control Training:** Mandatory training for all employees on:
 - **Hand hygiene:** Proper handwashing techniques and use of hand sanitiser.
 - **Respiratory etiquette:** Covering coughs and sneezes with a tissue or elbow.
 - **Physical distancing:** Maintaining safe distances where possible.
 - **Cleaning and disinfection:** Proper cleaning and disinfection procedures for all surfaces.
 - **PPE use:** Correct use of PPE (masks, gloves, gowns) as per public health advice and risk assessments.
- **Vaccination:**
 - **Encourage** and **support** all employees and eligible participants to receive all recommended doses of COVID-19 vaccination.
 - **Provide** information and assistance with vaccine appointments as needed.
- **Hygiene and Sanitation:**
 - **Provide and maintain** adequate supplies of hand sanitiser, soap, tissues, and cleaning/disinfecting products.
 - **Implement** regular cleaning and disinfection schedules for all areas, including high-touch surfaces.



- **Ventilation:**
 - **Improve** ventilation in all work areas and participant settings.

4. Workforce Management and Protective Protocols

- **Employee Health Monitoring:**
 - **Daily health checks:** Employees self-monitor for COVID-19 symptoms (fever, cough, shortness of breath) and stay home when unwell.
 - **Sick Leave :** Encourage employees to use sick leave when unwell and support their access to relevant health services.
- **PPE Use:**
 - **Provide and ensure** the correct use of PPE (masks, gloves, gowns, eye protection) based on public health advice and risk assessments.
 - **Develop** clear guidelines for PPE selection, use, and disposal.
- **Physical Distancing:**
 - **Implement** measures to maintain physical distancing in work areas and during participant interactions where possible.
 - **Stagger shifts** or breaks to minimize contact between employees.
- **Telehealth and Remote Support:**
 - **Explore and implement** telehealth and remote support options where feasible to reduce the risk of in-person contact.

5. COVID-19 Case Management

- **Suspected or Confirmed Cases:**
 - **Develop** clear procedures for identifying, reporting, and managing suspected or confirmed cases of COVID-19 among employees and participants.
 - **Follow** public health guidelines for testing, isolation, and quarantine.
 - **Provide** support to employees and participants who are isolating or in quarantine.
- **Contact Tracing:**
 - **Cooperate** with public health authorities for contact tracing purposes.
 - **Maintain** accurate records of employee and participant interactions.



6. Outbreak Management

- **Develop** a plan for managing potential COVID-19 outbreaks within the workplace or participant settings.
- **Identify** key personnel responsible for implementing the outbreak management plan.
- **Communicate** effectively with employees, participants, families/carers, and relevant stakeholders during an outbreak.
- **Review and update** the outbreak management plan regularly based on the evolving situation.

7. NDIS Tasmania and Tasmanian State Legislation

- **Comply** with all relevant NDIS Quality and Safeguards Commission (NDIS QSC) standards and guidelines.
- **Adhere** to all Tasmanian public health orders, directives, and legislation related to COVID-19.
- **Work collaboratively** with NDIS Tasmania and Tasmanian Health to ensure compliance and access to relevant support.
- Ensure compliance with all relevant legislation and regulations.



APPENDIX – II

This Appendix is based on Tasmanian Government Covid-19 Management guidelines and resources templates available here:

[Best practice guidelines | Tasmanian Department of Health](#)

Stage 1: Prevent and Prepare

In the table below, list the prevention and preparedness activities that are relevant to your workplace/setting.

For guidance on activities to include see [Case and Outbreak Management Plans resources](#):

COVID-19 Case and Outbreak Management Framework for Tasmanian Settings

Case and Outbreak Management for Settings: Preparedness Checklist

If you have a COVID-19 Safety Plan and all the prevention and preparedness activities your organisation needs to undertake are detailed and up to date in that Plan consider referring to that plan rather than duplicating the content here.

| What do we need to do? | How will we do this? | Who will do it? | When will it happen? | What resources will we need? | Other considerations |
|------------------------|----------------------|-----------------|----------------------|------------------------------|----------------------|
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Stage 2: Respond

The response stage is triggered by an outbreak linked to the workplace/setting. The goal is to slow the virus spreading and protect people at greater risk of severe illness from COVID-19.

To notify Public Health of outbreaks, email: respiratory.outbreaks@health.tas.gov.au

In the table below, list the response activities that are relevant to your sector/organisation.

For guidance on activities to include see:



COVID-19 Case and Outbreak Management Framework in Tasmanian Settings

Case and Outbreak Management for Settings: Response Checklist

Consider activities and consequences that are specific to your sector/organisation and actions potentially needed if the case notification is outside normal hours or where many or key staff are absent. Also consider worker accommodation if this is provided or supported by your workplace.

| What do we need to do? | How will we do this? | Who will do it? | When will it happen? | What resources will we need? | Other considerations |
|------------------------|----------------------|-----------------|----------------------|------------------------------|----------------------|
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Stage 3: Stand-down

The stand-down stage is triggered when Public Health confirms the outbreak is over, usually 14 days after isolation of the last case. After standing down, our organisation will continue Stage 1 activities for prevention of and preparedness for further outbreaks.

An important activity during the stand-down phase is to evaluate the response and update this plan.

In the table below, list the stand-down activities that are relevant to your sector/organisation. An example is provided. For guidance on activities to include see:

COVID-19 Case and Outbreak Management Framework in Tasmanian settings

| What do we need to do? | How will we do this? | Who will do it? | When will it happen? | What resources will we need? | Other considerations |
|------------------------------|--|-------------------------------|---------------------------------------|---|----------------------|
| <i>Evaluate the response</i> | <i>By a formal debrief, with reference to key progress reports</i> | <i>Outbreak response team</i> | <i>Within one month of the end of</i> | <i>Funding for a facilitator, if deemed necessary</i> | |



| What do we need to do? | How will we do this? | Who will do it? | When will it happen? | What resources will we need? | Other considerations |
|------------------------|--------------------------------------|-----------------|----------------------|------------------------------|----------------------|
| | <i>developed during the response</i> | | <i>the outbreak</i> | | |
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APPENDIX - III

Launnie Care Services has curated these links from Government websites to refer to and use in case of Covid-19/Pandemic situations.

1. <https://youtu.be/fpB77As0QmA>
2. [Coronavirus \(COVID-19\) | Tasmanian Department of Health](#)
3. [Best practice guidelines | Tasmanian Department of Health](#)
4. [COVID-19 Case and Outbreak Management - Plan Template for Tasmanian Workplaces and Settings | Tasmanian Department of Health](#)
5. [COVID-19 Case and Outbreak Management - Plan Template for Tasmanian Workplaces and Settings | Tasmanian Department of Health](#)
6. [COVID-19 outbreak management preparedness checklist | Tasmanian Department of Health](#)
7. [Best-Practice-Disability-Services.pdf](#)