



Bedford[®]
Changing Lives

COVID-19 RESPONSE PLAN

June 2021

***Disclaimer:** This resource was compiled using publicly available information and was current as at June 2021. It is designed to be an internal reference guide for Bedford staff only and should not be relied upon without checking external sources first. This resource should not be distributed.*

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Record Management Table

<i>Date</i>	<i>Version</i>	<i>Author</i>	<i>Status</i>	<i>Action</i>
15/06/21	4.0	J Whitford	Final	Substantive update of document
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1. OVERVIEW AND CURRENT CONTEXT

This document sets out Bedford's response to COVID-19, both immediate and in the event of identified trigger events, such as hotspots or cluster suburbs. This response will be reviewed continually by the Executive Team in light of swiftly changing global, national and local developments.

1.1. Current Organisational Situation

- COVID-19 has been declared a pandemic by the World Health Organisation, and Australia has declared a health emergency.
- Bedford has developed a range of COVID -19 management plans in line with Government advice to:
 - ensure best practice in infection control and management of COVID-19;
 - communicate with staff, clients, families and carers;
 - plan for the prevention, containment and management of incident of COVID-19.
- The Bedford executive and COVID-19 TASKFORCE meet at a frequency deemed necessary commensurate with the risk.
- Executive will call together the COVID-19 TASKFORCE if COVID-19 is confirmed at any service. They will provide information, advice and a plan of action, including mobilising the EMERGENCY RESPONSE TEAM (ERT). It is important that managers escalate any situations relating to this to senior management, prior to making decisions.
- When incurring extra costs specifically related to COVID-19 (not including accumulation of general goods that will otherwise be used) the finance team is to be notified through the appropriate management account responsible for your business unit.

2. BEDFORD COVID-19 RESPONSE PRIORITIES

Bedford will continue to implement precautionary measures to help minimise the risk of COVID-19 exposure.

1. Ensuring the health, safety and well-being of our staff, supported employees, clients and visitors.
2. Focusing on providing our supported employees and clients with high quality services as far as practical.
3. Taking actions to minimise community spread of the virus.
4. Closely assess the impact of COVID-19 on our communities and identify ways to safely extend support to those in need where appropriate and possible.

2.1. Executive summary of current actions

What	Who	How
Implement additional hygiene measures/communications	Exec Lead: Rachael Griffiths Implement: Brett Chalmers	Emails Posters Cleaning Schedules
Gather information regarding upcoming staff work and private travel plans	Exec Lead: Rachael Griffiths Implement COVID-19 Response Support Team	Altered Annual Leave form Local Plans
Identify/confirm which services/staff and clients will be heavily impacted	Exec Lead: Rachael Griffiths Implement COVID-19 Taskforce	Local plans to inform organisational plan
Identify which personnel/teams are critical to operations, make plans to mitigate risk	Exec Lead: All the Executive Management Team	Document in organisational plan
Identify IT capacity for larger numbers of staff to work remotely	Exec Lead: Sam Pons	Advice from the Bedford IT team and recent IT infrastructure audit
Nominate a central person to manage information	Exec Lead: COVID-19 Taskforce	Document in Organisational Plan
Define primary organisational communication channels regarding COVID-19 responses	Exec Lead: Rachael Griffiths Implement: COVID-19 Taskforce and COVID-19 Emergency Response Team	Organisational Plan
Limit non-essential domestic work travel	Exec Lead: All	
Identify which employees can and can't work from home	Exec Lead: All	Document in organisational plan

What	Who	How
Monitor public health notices	Exec Lead: Rachael Griffiths Implement: COVID-19 Response Support Team	Document in organisational plan
Prepare messaging for families and clients	Exec Lead: All Implement: COVID-19 Taskforce as required	Emails Letters

2.2. Communication 'TASKFORCE' and Channels

In response to the COVID-19 Pandemic and recognising the fast pace of change associated with the crisis Bedford has established a cross functional TASKFORCE to address and manage Bedford's response, the TASKFORCE is made up of the following members:

	Name	Contact Number	Title
1.	Maggie Dowling	0478 313 794	Chief Executive Officer
2.	Sam Pons	0426 613 987	Acting Executive Manager, Commercial
3.	Rachael Griffiths	0435 690 432	A/g Executive Manager, Client Services
4.	Sam Hunter	0432 586 669	Chief Financial Officer
5.	Brett Chalmers	0427 427 846	General Manager, Operations and Regional Enterprises
6.	Ben Wilson	0413 273 887	General Manager, Employment Services
7.	Vassil Malandris	0418 838 967	Media and Communications Manager
8.	Brett Stevens	0403 382 641	General Manager, Packaging
9.	Stefanie Veitch	0468 570 820	A/g General Manager, Day Options and Community Access and Lifestyle
10.	Joanne Russell	0431 503 046	Psychologist and Disability Advisor
11.	Rose Harvey	8275 0213	Payroll Manager
12.	Jamie Thornton OR Jason O 'Donohue	0421 615 985 0434 183 164	APG Operations Manager (Horticulture) Landscape Construction Manager
13.	Nick Conley	0434 183 125	General Manager, Manufacturing
14.	Neil Buder	0417 813 992	General Manager, Client Management
15.	Andrea Hall	0438 719 794	A/g Manager, SA Residential Services
16.	Fiona Tillmann	0468 607 942	Manager – Client Incident and Complaints Management

	Name	Contact Number	Title
17.	Anthony Venditozzi	0424 416 902	General Manager, Business Improvement
18.	Jessica Branch	0481 907 095	Personnel and Training Officer, Team Leader
19.	Suzanne Cannon	0468 571 690	HR Manager
20.	Jessica Jones	0466 471 954	A/g Onboarding Manager
21.	Joe Whitford	0434 994 784	General Manager, WHS & QA
22.	Michelle Lyon-Green	0402 137 378	A/g General Manager of People & Culture
23.	Jennifer Robinson-Cox	0402 183 402	Internal Communication Specialist
24.	Stephen Cristofol	0466 091 241	General Manager, Packaging North
25.	David Derrick	0422 453 133	General Manager, Finance & Commercial
26.	Gareth Thomas	0481 916 909	Employment Services Manager

2.3. COVID – 19 Taskforce

The TASKFORCE is led by the Executive Manager, Client Services and will meet as required to assess current status/situation – prioritise meetings to discuss urgent issues (via appropriate channels).

2.3.1. Communication Channels

- Email and MS Teams are the primary communication channels for the TASKFORCE.
- TASKFORCE members are accountable to ensure messages are passed onto their team members (in cases where people may not have access to emails).
- Central information to be kept on **the Bedford Intranet Page** (past communications and latest information).
- TASKFORCE to communicate urgent emerging issues via SMS/MOBILE PHONE CALL.
- Entry restriction signage installed at all sites, see example below:

Entry Restrictions Signage



**COVID-19
(CORONAVIRUS)**

Please read before entering our site

STOP

If you have **ANY** of these symptoms

- fever
- cough
- sore throat
- shortness of breath

OR

You or a member of your household has travelled overseas in the last 14 days

OR

You have had contact with someone diagnosed with or suspected of having COVID-19 in the last 14 days

DO NOT ENTER OUR SITE!

Call one of the following people for assistance:

- Site/Operations Manager
- Senior Manager
- Personnel Training Office

You will be asked some questions and provided information on what to do next. This will help protect the health and safety of yourself and others.

Thank you for your cooperation.

 Bedford

2.3.2. Learning and Development Resources

- All additional COVID19- training is accessible on the public Y: drive under COVID-19. For staff working directly with clients, it is highly recommended to keep up to date with information contained in the COVID-19 folder.

2.3.3. Information Management and Collection

- Establish COVID helplines:
 - Mobiles 0429 135 448 | 0429 124 648 | 0413 743 203
 - Email covidhelp@bedfordgroup.com.au

2.4. Taskforce Delegate

In the event that a member of the TASKFORCE is required to isolate in association with COVID-19 (or is otherwise unavailable) then the following delegates have been identified to step up into the isolated members primary role.

Executive		Taskforce Member		Delegate
Maggie Dowling	←	Sam Hunter	←	David Derrick
Sam Pons	←	Brett Stevens	←	Jason O'Donohue
Rachael Griffiths (Taskforce Chair)	←	Brett Chalmers	←	Joe Whitford
Rachael Griffiths (Operational)	←	Ben Wilson	←	Gareth Thomas
Sam Hunter	←	David Derrick	←	Stephen Fawcett
		Jo Russell	←	Jess Jones
		Rose Harvey	←	Karen Roebuck
		Stefanie Veitch	←	Kiara Flynn
		Brett Stevens	←	Stephen Cristofol
		Jamie Thornton/ Jason O'Donohue	←	Dee Major
		Nick Conley	←	Craig Brook
		Vassil Malandris	←	Emily Erickson
		Neil Buder	←	Phill Ashby
		Andrea Hall	←	Jessica Humphreys
		Fiona Tillmann	←	Katlyn Francis
		Anthony Venditozzi	←	Zak Fleming
		Jessica Branch	←	Nick Harrington
		Suzanne Cannon	←	Vikki Hinton
		Joe Whitford	←	Barbara Karabatsos
		Michelle Lyon- Green	←	Shana Green

Executive		Taskforce Member		Delegate
		Jennifer Robinson-Cox	←	Daniel Schmidt
		Jess Jones	←	Zac Cowan
		Gareth Thomas	←	Tahlia Gradara
		Stephen Cristofol	←	Brett Stevens

2.5. Emergency Response Team

Name	Contact Number	Title
Brett Chalmers (ERT Leader)	0427 427 846	General Manager, Operations and Regional Enterprises
Gareth Thomas	0481 916 909	Employment Services Manager - Regions and APG
Jess Branch	0481 907 095	Personnel and Training Officer Team Leader South
Joe Whitford	0434 994 784	WHS and Quality Manager
Rachael Griffiths	0435 690 432	A/g Executive Manager, Client Services
Jennifer Robinson-Cox	0402 183 402	Internal Communication Specialist
Vassil Malandris	0418 838 967	Media and Communications Manager
Joanne Russell	0431 503 046	Psychologist and Disability Advisor
Michelle Lyon-Green	0402 137 378	A/g General Manager, People & Culture
<i>Additional on call members</i>		
Stefanie Veitch	0468 570 820	A/g General Manager – Day Options and Community Access and Lifestyle (For Day Option and CAL Incidents)
Andrea Hall	0438 719 794	A/g Manager, SA Residential Services

Others

Jess Jones, COVID-19 Help Desk Manager

Authorised officers to communicate with SA Health are

Maggie Dowling, CEO

Sam Pons, Acting Executive Manager Operations

Rachael Griffiths, Acting Executive Manager Client Services

Sam Hunter, CFO.

3. BEDFORD'S COVID-19 RESPONSE PLAN

3.1. What can you do for COVID-19?

3.1.1. Infection Prevention and Early Detection

Bedford staff, supported employees and clients must take the following steps.

3.1.2. Social Distancing Protocols

1. Avoid close contact where possible. What is a close contact?
According to SA Health's website:

"A close contact is generally defined as someone who has been face to face for at least 15 minutes or been in the same closed space for at least 2 hours, as someone who has tested positive for the COVID-19 when that person was infectious.

Close contacts are advised by public health officials of the need to self-isolate."

2. Keep a 1.5 metre gap where possible between colleagues/workers/clients etc.
3. Social gatherings no greater than 3 people per 4 square metres. Refer to SA Health Covid-19 website for additional information.
4. Think about community access alternatives such as visiting outdoor spaces instead of shopping centres, food courts and cinemas.

3.1.3. Cleaning Protocols

1. Thoroughly clean the environment. Site cleaning checklists can be found in the Y Drive\COVID-19 folder (Appendix 2).
2. Utilise the attached Safe Work Australia Recommended cleaning: Supplementary information document for further cleaning as required. Refer [Safe Work Australia Recommended Cleaning Supplementary Information.pdf](#).
3. Bedford expects cleaning to be conducted as frequently as deemed necessary by the Taskforce.

3.1.4. Practice Hand Hygiene and Learn Appropriate use of PPE

1. Watch mandatory videos on the Bedford intranet.
2. Practice thorough handwashing.
3. Use gloves as required in the workplace.

3.2. Infection Management

Bedford staff, supported employees and clients must take the following steps.

Continue prevention and early detection practices (above)

3.2.1. Isolation

If person is unwell/showing symptoms, isolate them to separate room with a closed door.

1. Minimise contact with others.
2. Prevent spread of illness (noting it may not be COVID-19):
 - if at employment or Day Options/CAL, request that the client/staff return home and seek medical advice asap
 - notify the Bedford COVID-19 Help Team
 - if at a Bedford residential service, follow the existing infectious disease protocol.
3. Staff/Employee/Client to seek medical advice and have a Covid - 19 test.

3.2.2. Escalation

- Escalate all cases to your manager/on-call immediately.
- Notify your TASKFORCE representative or the on-call manager of contact with any suspected cases of COVID-19 or other illness.

If the Department of Health confirms a case of COVID-19

Continue Infection Management and Prevention and Early Detection – Direction will be given by SA Health as to next steps.

3.3. Emergency Response Team – Covid-19 at Bedford site

1. The Bedford ERT will be activated to support the local team if any cases of COVID-19 are confirmed at a Bedford site.
2. As an example of a possible scenario the ERT will undertake the following actions in response to a confirmed COVID-19 case where a person with COVID-19 has attended a Bedford site.

3.3.1. Person to Self-isolate

- Request the person isolate immediately in an enclosed room e.g. the first aid room or interview room.
- SA Health and the State Government Contact Tracing Team will have been in contact with the person and instructed them what to do. Clarification of the instructions may need to be obtained by the ERT.

3.3.2. Other Persons and Activities at the site

- Immediate request the cessation of all activities and movement of people in the areas where the person has been working / conducting activities.
- All other persons are be prevented from entering this area.
- Instructions given that surfaces not to be touched and hand sanitiser to immediately be used to clean hands of individuals in the areas where the infected person was initially found.
- Contact and inform the COVID-19 Help Team of contamination.
- COVID-19 team to immediately advise ERT team leader.
- If at Balyana follow the Balyana situation mapping document.
- Contact and inform the business unit manager/PTO/CSC/SSW.
- Contact and inform the COVID-19 individual's carer/parents.

- Contact and advise the relevant departmental executive.
- Instructions and direction will come for SA Health and / or SAPOL

3.3.3. Tracing Team Enacted

- Site managers/PTO's/supervisors/CSC/SSW/DSWs involved at site to lead the COVID-19 affected individual tracing process to identify where the infected person may have been at the site and who may have been in close contact and will require notification for immediate isolation.
- CCTV to be reviewed if available to assist in identify areas attended.
- Control site access not permitting entry by anyone other than the ERT.

3.3.4. Enact ERT

- ERT mobilise and attend site with required PPE.
- Seek briefing from Site Operations Manager or most senior staff member onsite.
- Ascertain other individuals who have been in close contact with the COVID-19 affected individual and isolate, contact and inform the exposed individuals carer/parents advising the individual is to isolate and seek urgent medical attention for testing.
- Review the areas the contaminated person may have touched and visited at the site and sanitise.
- Contact specialist cleaning company to advise of intensive cleaning required.

3.3.5. Prepare internal and External Communications

- Communications team to prepare communications for:
 - Bedford Staff, Employees and Clients onsite and other Bedford sites
 - External communications for Carers and Families
 - Media Communications
 - Media monitoring to commence immediately
- Await further instruction from SA Health

3.3.6. Intensive Clean

- Advise cleaning business of location and request immediate intensive clean to be coordinated by ERT Team Leader until completed.
- Advise cleaning business of site usage and any WHS risks i.e. wine/flammable liquids/food/animal treats etc.

3.3.7. Notify Health Department

- COVID-19 Help Team to notify the Health Department of the contamination.

Note: It is highly likely SA Health will notify us and attend the site. Contract Tracing Team members from SA Health will also contact Bedford and attend the site.

3.3.8. Notify Bedford Board

- CEO to inform the Board on the contamination, location and actions taken.
- Bedford communications to be approved by the CEO and the Board.

3.3.9. Notify Bedford Customers

- Business manager to be informed.
- Product tracing to be completed identifying product that the infected individual may have come in contact with i.e. batch numbers.
- Stop dispatch of goods from the affected site.
- Customers to be contacted by business unit manager and informed seeking confirmation to destroy the product.

3.3.10. Business to Recommence

- The site may return to operation once the intensive clean has been completed and the ERT Leader provides written approval for the site to return to operation. **This approval will be given at the direction of SA Health.**
- Staff and supported employees from an alternate site may be mobilised to recommence work at the site.

3.3.11. Return to pre Covid-19 Business as Usual arrangements

Once the Pandemic Health Emergency status has been removed, and the Federal Government and World Health Organisation advise us that the Health Emergency is over – Bedford will return to business as usual and will remove extra measures created for COVID-19.

3.4. COVID SAfe Check-In

The South Australian Government has introduced COVID SAfe Check-In (QR code) to enhance contact tracing and keep the community safe. Each Bedford site has a **unique QR code**, which is linked to the street address to easily identify the location should someone test positive to COVID.

Under the Public Activities Direction, any place at which a defined public activity is conducted must use an approved contact tracing system ie: QR code or contact register. This includes disability support.

3.4.1. QR Check-In – smart phone

- All staff and visitors to Bedford, including contractors, external support workers, carers, delivery drivers and public must check-in upon entry to a Bedford site by scanning the QR code using their smart phone. QR codes are located at all public entrances.

3.4.2. Contact Register

- A paper record (contact register) will be made available for people who don't have a smart phone.

- In accordance with state government procedures, all records will be kept for 28 days and disposed of securely within the 7 days following this.
- Records will be kept in a way that maintains individual privacy.

3.4.3. Do Staff Need to Check In?

Yes, all staff are required to check in upon entering a Bedford site – this includes at the staff members “home or primary” location and if they visit another Bedford site.

Refer to the [COVID-Safe Check-In-FAQs for business](#) for more information.

4. SITE PLANNING FOR COVID-19

4.1. General

Bedford’s COVID-19 TASKFORCE is accountable for assessing and managing risk associated with COVID-19. Bedford’s COVID-19 Plan outlines the organisational strategies Bedford are taking to prevent, detect (early) and manage COVID-19. The site plans for COVID-19 will outline the site-specific staff and supported employee detail and the responsible General Manager.

4.1.1. Minimum Staffing Levels

We would like to model the minimum staff levels required in the event of significant staff shortages. Please assume all clients are at home due to closures. It is our duty of care to ensure all staff, supported employees and clients are safe.

Site	Minimum Staff Number	Minimum Supported Employee / Client Number
Panorama Packaging	14	116
Panorama Manufacturing	12	15
Panorama D/O	1	2
APG Panorama	6	12
APG Lonsdale	5	15
APG Pooraka	12	30
Torrensville	8	101
Elizabeth	9	107
Woodville DC	4	1
Kadina	2	1

Site	Minimum Staff Number	Minimum Supported Employee / Client Number
Wallaroo D/O	1	2
Pt Pirie	3	2
Pt Pirie D/O	1	2
Whyalla	2	15
Port Lincoln	2	15
Port Lincoln D/O	1	2
Millicent – Laundry	3	8-10
Millicent APG	1	2
Mount Gambier Manufacturing	9	8
Mount Gambier APG	1	2
Hospitality	4	20
Facilities	1 supervisor at each site	10 at Panorama 2 at each other site
Gepps Cross Manufacturing	11	25

4.1.2. Client Assessment

It is important that we understand our supported employee's client profiles to adequately plan for the prevention and management of COVID-19. Collecting the following information will help to identify and plan for:

1. Client specific risks
2. Client care needs
3. Identify local training requirements for staff
4. Identify potential family supports available
5. Ensure contact details for supported employees and clients are comprehensive and up to date

4.2. Supplies Assessment

A detailed assessment of site-specific supplies will help us to formulate a plan. The table below is to be completed by each site representative and reviewed and updated monthly.

4.2.1. Stocktake of Housekeeping/Cleaning Items on Each Site

Item	Details of supply and Supplier
Food (1wks, 2wks, 3wks) Balyana	
PPE Gloves (number of boxes – how man weeks supply) Masks (Yes/No, how many/what type?) Aprons (Yes/No, how many?) Gowns (Yes/No, how many?)	
Hand soap (1wks, 2wks, 3wks)	
Hand sanitiser (1wks, 2wks, 3wks)	
Cleaning products (1 week, 2wks, 2+wks)	
Continance products (1 week, 2wks, 2+wks) (Balyana)	
Clinical waste bin on site (Yes/No)	
Other e.g. first aid kits	

4.2.2. Reception Activated COVID-19 Response Bag

Held at the reception area of each site operated by Bedford.

PPE Items	Details of supply and Supplier
Gloves 3 pairs Masks - 3x Hand sanitiser – 3x (60ml) Safety glasses – 3x	Brett Chalmers - General Manager, Operations and Regional Enterprises Phone: 0427 427 846 Email: bchalmers@bedfordgroup.com.au

5. ACTIONS TO CONTAIN SPREAD

5.1. Workplace hygiene and screening for risk

What	Why	How	Who	By When
<p>Promote thorough handwashing</p> <p>With soap and water for at least 20 seconds or use an alcohol - based hand sanitiser (70%+ alcohol)</p>	<p>This is the most effective way of preventing disease spread</p>	<p>Promote:</p> <ul style="list-style-type: none"> • Hand hygiene mandatory training • Emails/ intranet/ workplace • Posters in toilets/ workplaces • Team meetings • Ensure hand washing facilities are kept well stocked • Hand sanitisers distributed throughout the workplace • Regular reminders at toolbox meetings <p>Hearing and visually impaired clients require additional education and support</p>	<p>All staff, clients, students, teachers and volunteers</p>	<p>Now and ongoing</p>
<p>Promote appropriate protocols managing coughs/ symptoms</p> <p>Cough into elbow</p> <p>Do not enter Bedford premises if you have a sore throat/cough/fever</p>	<p>Reduce risk of spreading virus</p>	<p>Promote:</p> <ul style="list-style-type: none"> • If you are unwell, stay home • Emails/intranet/ workplace • Team meetings • Regular reminders at toolbox meetings <p>Hearing and visually impaired clients require additional education and support</p>	<p>All staff, clients, students, teachers and volunteers</p>	<p>Now and ongoing</p>

What	Why	How	Who	By When																																																																																																																																																																							
<p>Social Distancing</p> <p>Limit physical contact</p> <p>Maintain 1.5 metre distance from others</p> <ul style="list-style-type: none"> Refer to current guidelines on SA Health Covid-19 website 	<p>Reduce person to person spread of virus</p>	<p>Promote:</p> <ul style="list-style-type: none"> Emails/intranet/ workplace Posters in workplace Team meetings Regular reminders at toolbox meetings Completion of social distancing checklist (at the direction of Covid-19 Taskforce) <p>Example below</p> <p>(Name of business unit)/COVID-19 Social Distancing Checklist</p> <table border="1"> <thead> <tr> <th rowspan="2">Time</th> <th colspan="5">Location</th> </tr> <tr> <th>Area</th> <th>Area</th> <th>Area</th> <th>Area</th> <th>Area</th> </tr> </thead> <tbody> <tr><td>7:30a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>7:50a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>8:10a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>8:30a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>8:50a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>9:10a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>9:30a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>9:50a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>10:10a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>10:30a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>10:50a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>11:10a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>11:30a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>11:50a.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>12:10p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>12:30p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>12:50p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>1:10p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>1:30p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>1:50p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>2:10p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>2:30p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>2:50p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>3:10p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>3:30p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>3:50p.m.</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <p>Key: A Tick equates to sighted compliance in respective location, non compliance was addressed/actioned to comply</p> <p>Name: _____</p> <p>Signature: _____</p> <p>Position: _____</p> <p>Date: _____</p> <p>Hearing and visually impaired clients require additional education and support</p>	Time	Location					Area	Area	Area	Area	Area	7:30a.m.						7:50a.m.						8:10a.m.						8:30a.m.						8:50a.m.						9:10a.m.						9:30a.m.						9:50a.m.						10:10a.m.						10:30a.m.						10:50a.m.						11:10a.m.						11:30a.m.						11:50a.m.						12:10p.m.						12:30p.m.						12:50p.m.						1:10p.m.						1:30p.m.						1:50p.m.						2:10p.m.						2:30p.m.						2:50p.m.						3:10p.m.						3:30p.m.						3:50p.m.						<p>All staff, clients, students, teachers and volunteers</p>	<p>Now and ongoing</p>
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What	Why	How	Who	By When
Increased Cleaning When required, clients/staff asked to regularly clean hard surfaces in all office/domestic areas with disinfectant wipes or similar	The virus may be transmitted via deposit on hard surfaces	Provision of disinfectant wipes All staff to wipe hard surfaces in their work areas at least once daily Reminders at regular toolbox meetings.	All staff, clients, students, teachers and volunteers	Now and ongoing
Increase cleaning / hygiene supplies	Products required to reduce or eliminate spread of virus	Orders to be placed and cleaning goods stored centrally for distribution as required If no supplies, soapy water or approved alternate cleaning products to be used	All staff, clients, students, teachers and volunteers	Now and ongoing
Increased waste collection instigated if a home has an identified risk	Increase the removal of all critical waste to reduce risk of infection	Contact contractor as required	Residential Managers	Now and ongoing

5.2. People presenting with symptoms

Bedford staff, clients and volunteers need to be vigilant to identify symptoms cold and flu like symptoms (respiratory issues, coughing, sneezing, shortness of breath and or fever) and take preventative action to reduce potential spread of the virus.

Situation	Actions	Who	By When
Person experiencing symptoms. NOT AT WORK or NOT AT A BEDFORD SITE	<ul style="list-style-type: none"> Stay home do not attend work or Bedford site / service Seek medical advice and obtain a COVID-19 test Take sick leave if applicable Inform line manager / DSW / PTO Line manager to inform Bedford COVID-19 Help Team representative Work with line manager to identify if there may be any 	Staff Client Volunteer Line manager Bedford COVID-19 Help Team	Now and ongoing

Situation	Actions	Who	By When
	<p>infection risks - Line Manager to take appropriate action</p> <ul style="list-style-type: none"> Return to work once a negative COVID-19 test result is obtained, and you are feeling well. If you receive a positive COVID-19 test result, please contact your line manager urgently, remain at home and follow the instructions from SA Health 		
<p>Person experiencing symptoms.</p> <p>AT WORK or AT A BEDFORD SITE</p>	<ul style="list-style-type: none"> Inform line manager / DSW / PTO Leave work or site immediately (travel home by the safest route possible) Line manager to inform Bedford COVID-19 Help Team TASKFORCE representative - devise local response plan identifying any potential exposure TASKFORCE representative to ensure appropriate staffing to maintain safe conditions for clients Seek medical advice and obtain a COVID-19 test Return to work once a negative COVID-19 test result is obtained, and you are feeling well If you receive a positive COVID-19 test result, please contact your line manager urgently, remain at home and follow the instructions from SA Health See Appendix 3. If you are feeling sick or unwell poster 	<p>Staff Client Volunteer Line manager Bedford COVID-19 Help Team</p>	<p>Now and ongoing</p>

Situation	Actions	Who	By When
<p>Person already AT WORK or AT A BEDFORD SITE who is contacted by SA Health with a DIRECTIVE TO ISOLATE</p>	<ul style="list-style-type: none"> • Inform line manager • Leave work immediately (travel home by the safest route possible) – follow the instructions given by SA Health • Line manager to inform Bedford COVID-19 Help Team • TASKFORCE representative - devise local response plan identifying any potential exposure • TASKFORCE representative to contact SA Health for further instruction • TASKFORCE representative to ensure appropriate staffing to maintain safe conditions for clients • Follow the instructions of SA Health • Return to work once a negative COVID-19 test result is obtained • If you receive a positive COVID-19 test result, please contact your line manager urgently and remain at home following the instructions of SA Health • TASKFORCE representative to contact SA Health for further instructions 	<p>Staff Client Volunteer Line manager Bedford COVID-19 Help Team</p>	<p>Now and ongoing</p>
<p>Staff, client or member of the community presents AT A BEDFORD SITE WHILST POSITIVE FOR COVID-19</p>	<p>Client/staff member to self-isolate</p> <ul style="list-style-type: none"> • Staff to obtain the “Reception Activated COVID-19 Response Bag” and client/staff member to don the PPE, as well as staff member in contact with the infected person • Request the person Isolate immediately in an enclosed room and once the client/staff member has been isolated contact SA Health for directions <p>Note: SA Health will be in</p>	<p>Staff Client Volunteer Line manager Bedford COVID-19 Help Team</p>	<p>Now and ongoing</p>

Situation	Actions	Who	By When
	<p>contact with the infected person and will provide them with instructions.</p> <p>Other persons / activities at site</p> <ul style="list-style-type: none"> • Immediate request the cessation of all activities and movement of people in the areas where the person has been working / conducting activities. • All other persons be prevented from entering this area. This includes people already at the site and people attempting to enter the site. • Instructions given that surfaces not be touched and hand sanitiser to immediately be used to clean hands of individuals in the areas where the infected person was initially found. • Contact and inform the COVID-19 Help Team of contamination. • COVID-19 team to immediately advise ERT team leader. • Contact and inform the business unit manager/PTO/CSC/SSW. • Contact and inform the COVID-19 individual's carer/parents. • Contact and advise the relevant departmental executive. • Contact SA Health - Instructions and direction will come for SA Health and / or SAPOL • Person in other areas of the workplace / site to be managed as per the directions from SA Health. <p>Contact Tracing team enacted</p> <ul style="list-style-type: none"> • Site managers/PTO's/ supervisors involved at site to lead the COVID-19 affected individual tracing process to 		

Situation	Actions	Who	By When
	<p>identify where the infected person may have been at the site and who may have been in close contact and will require notification for immediate isolation</p> <ul style="list-style-type: none"> • CCTV to be reviewed if available to assist in identify areas attended • Control site access not permitting entry by anyone other than the ERT <p>Enact ERT</p> <ul style="list-style-type: none"> • ERT mobilise and attend site wearing required PPE • Seek briefing from Site Operations Manager or most senior staff member onsite • Ascertain other individuals who have been in close contact with the COVID-19 affected individual and isolate, contact and inform the exposed individual's carer/parents/residential services provider advising the possibly exposed individual will likely be required to isolate for 2 weeks and undergo the Covid-19 testing regime. <p>Note: Direction will be given by SA Health to Bedford and the potentially exposed individuals as to next steps.</p> <ul style="list-style-type: none"> • Advised possibly exposed individuals they can return to work once a negative COVID-19 test result is obtained • If the possibly exposed individual receives a positive COVID-19 test result, please contact the COVID-19 Help Team, remain at home and follow the instructions of SA Health • Review the areas the contaminated person may have touch and visited at the site 		

Situation	Actions	Who	By When
	<p>and sanitise</p> <ul style="list-style-type: none"> • Contact specialist cleaning company to advise of intensive cleaning required <p>Intensive clean</p> <ul style="list-style-type: none"> • Advise cleaning business of location and request immediate intensive clean to be coordinated by ERT team leader until completed • Advise cleaning business of site usage and any WHS risks i.e. wine/flammable liquids/food/animal treats etc <p>Notify Bedford Board</p> <ul style="list-style-type: none"> • CEO or delegated Executive to Inform the Chairman of the Board on the contamination, location and actions taken <p>Commercial customers</p> <ul style="list-style-type: none"> • Product tracing to be completed identifying product that the infected individual may have come in contact with i.e. batch numbers • Business manager to be informed • Customers to be contacted by business manager and informed seeking confirmation to hold the product – disposal of product will be at the direction of the customer and SA Health. <p>Business to recommence</p> <ul style="list-style-type: none"> • The site may return to operation once the intensive clean has been completed and the ERT leader provides written approval for the site to return to operation. Return to operation will be at the direction of SA Health. • Staff and supported employees from an alternate site may be 		

Situation	Actions	Who	By When
	<p>mobilised to recommence work at the site</p> <p>NOTE: All sites shall have posters or signage installed requesting that people do not enter Bedford sites if they experience COVID-19 symptoms. Staff to be vigilant for the presentation of COVID-19 symptoms.</p>		

6. MONITOR TRAVEL

What	Why	How	Who	By When
Reduce non urgent work travel if Covid cases are detected in South Australia outside the quarantine centres	Potential spread or exposure to the virus reduced.	Audit of employees to determine who can work remotely	All non-client facing staff	Ongoing
International travel cancelled	Locations and the number of impacted countries is worldwide.	Current ban on overseas travel All urgent international travel is authorised by Executive	All staff	Ongoing
International and interstate personal travel to be monitored - staff, clients and volunteers to inform line manager of recent or upcoming travel plans	International or interstate travel may result in the need to quarantine - please follow Federal and State guidelines	Self-disclosure of any international travel to be completed on the Annual Leave Form	All staff, clients and volunteers	Ongoing
Interstate travel will be banned / cancelled where a State Government implements a State lockdown	Travel bans in and out of a State can be implemented at any time in response to a Covid-19 outbreak	In these circumstances only urgent travel will be allowed once authorised by the Executive. Sate Government	All staff and Employees	Ongoing

		requirements for self-isolation and testing shall be followed.		
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7. TRIGGER EVENTS AND LEAVE IMPACT

Should COVID-19 spread in our communities, there is a high likelihood that schools and other services and institutions will be impacted leading to staff, supported employees needing to take leave and/or the business will need to adapt to an impact, refer to the table below:

8. PLAN FOR KEY PERSON/TEAM RISKS – NON-SERVICE DELIVERY

Key role/team	Business impact / service impact	Impact rating	Mitigating strategies/ alternatives
Payroll Officer	Weekly payments to 1500 staff and supported employees at risk, impacting employees cash flow	Low	Payroll Officers can work from home if trigger event occurs and make payroll payments
IT Support	Increase ability to Work from home	Low	Server upgrade and relocation has reduced likelihood of impact
Property Maintenance	Lack of support to respond to any facilities related issues	Low	Local teams have capacity to identify and respond as required with the endorsement of line leadership
NDIS Billing coordinators	Crucial that invoices are Processed to NDIS to ensure funding continues	Low	NDIS Billing coordinators are equipped to work from home
Rostering	Crucial that rostering continues	Low	Rostering teams have back up
WHS and Quality	Crucial that health and safety and quality issues are addressed in a timely manner	Medium	Team members act as a backup to each other

Exec team	Crucial that the team meet daily to address and determine plan	Low	Team can work from home and there is adequate backup for all systems online Act as a backup to each other and arrange separation protocol to ensure operability
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8.1. Plan for key service delivery challenges

While a number of Bedford services can be closed or even conducted remotely, some services cannot be halted or have a higher exposure to community variables.

Those which are rated medium to high risk include:

At Risk Services	Service impact	Impact Rating	Mitigating Strategies/ alternatives
Day Options and CAL	Lack of community connection and occupation for clients Lack of respite for families	Medium	<ul style="list-style-type: none"> • Prioritise clients who require 1:1 support in their home • Day Options staff deployed to Bedford Accommodation services
Community Access and Lifestyle	Social isolation and reduced access to necessary services Safety and wellbeing may be greatly impacted	Medium	<ul style="list-style-type: none"> • Plan completed for each client identifying additional social support networks to provide information/ education to these clients on COVID-19 and its impact • Check information from vulnerable persons list
Accommodation Services	Clients living in Bedford residential services (Balyana) are reliant on staff or the operation of the home, including personal care, meals, medication and high intensity care	Medium	<ul style="list-style-type: none"> • Risk assessment of all clients • Risk assessment of homes/rooms for cumulative risk • Minimum staffing levels to be determined • Skills of other staff to be redeployed • Potential for Day Options staff to be redeployed to homes • 2 weeks supply of dry goods to be held at

At Risk Services	Service impact	Impact Rating	Mitigating Strategies/ alternatives
			each home <ul style="list-style-type: none"> • Potential for residents of houses at Balyana to have meals in the dining room to reduce need for individual house food supplies

Residential Services

Balyana to develop a local action plan covering the following:

- Monitor for staff absenteeism
- Risk assessment of each resident
- Home cumulative risk assessment
- Staff communication
- Provision of hygiene supplies
- Provision of two weeks of dry goods for each home
- Key person list
- Permanent roster impact if childcare/schools close
- Minimum staffing levels
- Staff coverage plan

APPENDICES

Appendix 1 - Workplace Hygiene Plan

WORKPLACE HYGIENE PLAN

To support prevention and containment of potential COVID-19 infection, we will take proactive steps to ensure high levels of office hygiene are encouraged.

Activity	How
Promote thorough handwashing with soap and water for at least 20 seconds or use an alcohol-based hand sanitiser	Email Posters Team meetings
Promote social distancing – limiting physical contact like handshakes, main 1.5m distance from people	Email Posters Team meetings
Promote cleaning of hard surfaces in common areas (receptions, counselling rooms etc.)	Email Posters Conversations
Ensure enough supplies of hygiene products including tissues, hand sanitiser, disinfectants, wipes etc.	Usual purchasing systems
If COVID is identified being spread in the community <ul style="list-style-type: none">Increasing cleaning contract	Cleaning contractor

Appendix 2 – Site cleaning procedure checklist

CLEANING CHECKLIST – ADMINISTRATION

AREA/ROOM	PLANT TO BE CLEANED	TICK WHEN COMPLETE ✓
ADMIN OFFICES	• ALL DOOR HANDLES & WALLS AROUND DOOR HANDLES	
	• ALL LIGHT SWITCHES	
	• TOUCH AREAS OF COMMON/HOT SPOT FURNITURE	
	• WHITE BOARD MARKERS & ERASERS	
	• AIR CONDITIONER REMOTE/WALL CONTROLS	
	• TOUCH AREAS OF COMMON/HOT SPOT FURNITURE	
RECEPTION	• ALL DOOR HANDLES & WALLS AROUND DOOR HANDLES	
	• ALL LIGHT SWITCHES	
	• SIGN IN TABLET	
	• RECEPTION DESK SECURITY SCREEN	
	• ALL MEETING ROOM TABLES	
	• BOARD ROOM TABLE & ARMS CHAIR	
	• PHOTOCOPIER TOUCH SCREEN	
KITCHEN	• ALL DOOR HANDLES & WALLS AROUND DOOR HANDLES INCLUDING ALL CURBOARD DOORS	
	• LIGHT SWITCHES & WALLS AROUND SWITCHES	
	• MICROWAVE HANDLE	
	• DISHWASHER HANDLES	
	• FRIDGE HANDLES	
LADIES TOILET	• HAND DRYERS	
	• LIGHT SWITCHES & WALLS AROUND SWITCHES	
	• TAPS	
	• ALL DOOR HANDLES	
	• RUBBISH/SANITARY/NAPPY BIN LIDS	
	• HANDRAILS	
	• FLUSH BUTTONS	
MEN'S TOILET	• HAND DRYERS	
	• LIGHT SWITCHES & WALLS AROUND SWITCHES	
	• TAPS	
	• ALL DOOR HANDLES	
	• RUBBISH/SANITARY/NAPPY BIN LIDS	
	• HANDRAILS	
	• FLUSH BUTTONS/URINAL CORD	

Date: _____ Time: _____

Cleaner 1: _____

Cleaner 2: _____

Appendix 3 – If you are feeling sick or unwell poster



The poster features a dark blue header with the text 'COVID 19 health advice' in white. To the right is the Bedford logo, which consists of a stylized heart shape above the word 'Bedford'. Below the header, the title 'If you're feeling sick or unwell...' is accompanied by a green virus icon. Five numbered steps are listed in dark blue boxes with white text. Step 5 is followed by two boxes: an orange 'Positive' box with a white plus sign and a teal 'Negative' box with a white minus sign. The footer contains the COVID-19 logo, Bedford Helpdesks contact information, and the date 'June 2021'. A white hand wearing a glove is partially visible in the bottom right corner.

COVID 19 health advice



If you're feeling sick or unwell...

- 1 Stay at home. Do not come to work or CAL or Day Options programs**
- 2 Contact your line Manager or Supervisor and tell them you are unwell**
- 3 Your Manager or Supervisor must provide an update to the COVID-19 Recovery Team either by email covidhelp@bedfordgroup.com.au or calling 0429 135448 / 0429 124 648 / 0413 743 203**
- 4 If you have cold or flu symptoms get a COVID-19 test immediately**
- 5 If your test comes back...**

Positive

Stay at home and self-isolate and let the COVID help team know as soon as possible. They will check in on you over the next few days



Negative

Return to work when you are feeling better. Bring your test to show your line manager



COVID 19 BEDFORD HELPDESKS:
0429 135448 / 0429 124 648 / 0413 743 203

June 2021



Bedford

