



COVID-19 Response

Scope

This document applies to Brook RED Community Members, NDIS Participants, Nominated Support People, board members, employees, volunteers, students on placement, contractors, and visiting agents.

Purpose

To outline how Brook RED supports and services will respond to the spread of the COVID-19 virus which was declared a pandemic by the World Health Organisation (WHO) on 11 March 2020.

COVID-19 is part of a group of viruses called Coronaviruses. These viruses can cause illness ranging from the Common Cold to more severe respiratory diseases, including Pneumonia. The virus can spread from person-to-person contact through respiratory droplets.

Principles

Brook RED values the wellbeing of its community and wishes to act in a way that protects people's wellbeing as far as possible.

Response

Brook RED will:

1. Comply with all directions from a public health authority and/or recognised medical authority in relation to COVID-19. Brook RED will consider that Queensland Health and The Australian Government are the sources of credible and up-to-date information regarding COVID-19 and responses to it.
2. Support and assist our employees, Community Members, NDIS Participants, and others relevant, to minimise their exposure to COVID-19 during their work or accessing of services at Brook RED. Specifically, we will:
 - Require that all Brook RED employees undertake training through the "Supporting People to Stay Infection Free" online course
 - Encourage appropriate handwashing and sneeze and cough hygiene and have all employees encourage those we support and relevant others to practice appropriate handwashing and sneeze and cough hygiene
 - Seek to secure, where possible, Personal Protective Equipment (PPE) including gloves, masks, plastic gowns, et cetera so that these may be used if advised by health authorities and/or medical officers
 - Ensure regular disinfecting of surfaces such as bench tops, desks, door handles, and light switches in line with Queensland Health and The Australian Government advice (see Brook RED COVID-19 General Cleaning Checklists)
 - Consider requiring that people experiencing symptoms of COVID-19, which may include fever, a cough, sore throat, tiredness and shortness of breath, do not go to work. If they are already at work and have symptoms, they must discontinue their shift and remove themselves from work. Brook RED may request a medical clearance to confirm that an individual does not have COVID-19 before

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that person may return to work. In the case of employees, Brook RED will bear the cost of any such clearances

- Support and enable employees to comply with directions they receive from a public health authority and/or recognised medial authority including where people are advised to self-isolate at home or are hospitalised
- Explore the potential for employees to work remotely where their position allows for this

If the person we support has tested positive for the COVID-19, we will follow the advice of from a public health authority and/or recognised medial authority with regard to using PPE and practicing in a manner that best keeps all people safe.

3. Work to, wherever reasonably possible, ensure the continuity of our services.

Specifically we will:

- Work to cross-train staff to ensure coverage of shifts wherever possible
- With consideration to cross-training, attempt to isolate teams as much as possible to reduce the risk of transmission across teams
- Trial and implement where possible and appropriate, modalities of support that are telephone or web-based and which can be delivered while team members work from home or are in self isolation
- Develop support plans with the people we support in order to identify how best to continue their support in the COVID-19 operating environment. These will include the identification of natural supports who may be able to assist in the event that our employees are unable logistically and practically to continue supports. Further and where appropriate, these will include identifying support of last resort in the event that neither Brook RED nor a supported person's natural supports are able to provide care

4. Support and assist our employees, Community Members, NDIS Participants, and others as relevant, to take reasonable precautions to prevent infection or contagion. Where possible, Brook RED will provide disinfecting products such as hand sanitizer and bleach in each of our workplaces

5. Nominate a COVID-19 Communication Officer for both receiving and disseminating information within Brook RED:

- The Brook RED General Manager, Human Resources and Compliance Manager, and NDIS Manager will jointly hold the position of COVID-19 Communication Officer
- The COVID-19 Communication Officer will hold meetings with relevant attendees to discuss Brook RED's COVID-19 response and make and communicate decisions based on the evolving situation
- Employees must notify the COVID-19 Communication Officer should they become aware that they or a member of our community or relevant others have been exposed to COVID-19, if they or a Community Member, NDIS Participant or relevant others are exhibiting symptoms of COVID-19, or if they are required to be in quarantine

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- The COVID-19 Communication Officer will provide an update by email to all staff advising them of any changes to Brook RED's response. Additionally, the COVID-19 Communication Officer will provide up-to-date and credible information to our employees, Community Members, NDIS Participants and others as relevant
6. Provide paid leave in the form of "COVID-19 Leave" in certain circumstances:
- COVID-19 Leave will be provided to permanent employees and fixed-term contract employees who are required by a public health authority or recognised medical authority to undertake a quarantine whether at home or in a medical facility. Casual employees who have worked an average of 25 hours per week in the previous 6 weeks are also eligible for COVID-19 Leave (for casual employees, this will be at 15 hours per week)
 - COVID-19 Leave is not available for individuals electing to self-quarantine where this has not required by a public health authority or recognised medical authority
 - On a case by case basis, Brook RED will consider additional COVID-19 Leave for those individuals confirmed to have COVID-19 or who are caring for a child or partner confirmed to have COVID-19
 - Employees may also make use of leave consistent with Brook RED's Leave provisions, the National Employment Standards, and the SCHaDS Award including access to unpaid leave
7. Ensure the following Vehicle Use Procedures:
- Where QLD Health categorises the Local Government Area (LGA) we operate in as being 'medium risk' or 'high risk', vehicles may be used to transport 1-2 people only and the COVID-19 Vehicle Cleaning Procedure must be followed
 - Where QLD Health categorises the Local Government Area (LGA) we operate in as being 'low risk', vehicles may be used to transport multiple people ensuring that the COVID-19 Vehicle Cleaning Procedure is followed and masks are worn at all times. Please see Brook RED COVID-19 Vehicle Cleaning Procedure for more information
8. Encourage staff to get vaccinated for COVID-19 in line with criteria articulated by the Department of Health

References

Brook RED COVID-19 Vehicle Cleaning Procedure

Brook RED COVID-19 General Cleaning Checklist

Coronavirus (COVID-19) – What You Need To Know Factsheet, QLD Health

Supporting People to Stay Infection Free – Online Training, Disability Services Consulting (DSC)

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Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	26 March 2020	Eschleigh Balzamo	Introduction of new document	Monthly until otherwise determined
Version 02	30 March 2021	Eschleigh Balzamo	Review and update	September 2021

The General Manager has overall responsibility for this document. If there are any questions regarding this document, please direct these to the Business Services Manager or General Manager.