

COVID-19 Procedure



Purpose

This policy has been developed to provide team members and representatives of Conversation Caravan with better clarification of how to engage in safer work practices during the COVID-19 pandemic and respond to possible or actual infections.

Conversation Caravan acknowledges that its employees and subcontractors have the right to a safe working environment. We recognise that elements of our work are done face to face. We will continue to provide face to face services where government legislation allows taking precautions to reduce risk of infection.

Individuals have the right to make decisions relating to their level of risk interacting with the public and may use additional measures to protect themselves from COVID-19 infection.

This policy is subject to the changing requirements of government guidelines and legislation. We will update team members by email of any changes.

Scope

This policy applies to all employees, contractors and representatives of Conversation Caravan who contribute to or perform duties such as:

- Facilitating workshops, pop-up community engagement events, and interviewing.
- Preparing materials for face-to-face projects or setting up work spaces
- Working with other team members or clients at the same location
- Team members who engage in any face-to-face projects

Definitions

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people who fall sick with COVID-19 will experience mild to moderate symptoms and recover without special treatment. The virus that causes COVID-19 is mainly transmitted through droplets generated when an infected person coughs, sneezes or exhales. These droplets are too heavy to hang in the air, and quickly fall on floors or surfaces.

Work on location refers to any work which involves face-to-face interaction with members of the public or in a group setting. For example, listening posts in public spaces or focus groups held in a meeting room.

Application

Before attending work on location

- If you are experiencing fever, chills or sweats, cough, sore throat, shortness of breath, runny nose, and loss of sense of smell or taste, request to work from home or take sick leave.
- Please notify Conversation Caravan as soon as possible if you test positive for COVID-19. Your personal health information will be kept confidential.
- If you have been tested for COVID-19, please do not work on location until you are confirmed negative and/or fully recovered as confirmed by your doctor.
- If you have been in close contact with someone who has tested positive for COVID-19 please speak with your supervisor about taking leave or working remotely to accommodate this.
- If you need to provide care for a family member, please speak with your supervisor about taking leave or modifying work conditions to accommodate this.

General Hygiene

- Wash your hands for 20 seconds or use hand sanitiser regularly while working with the public or other team members. Wash or sanitize your hands before and after eating or after using the bathroom.
- Cough and sneeze into the bend of your elbow (avoid coughing or sneezing into your hand).
- If you use a tissue, discard it properly and wash or sanitise your hands before continuing to work.
- Team members should handle iPads, pens, and survey materials instead of participants. Avoid the sharing of materials.
- Employees should follow advice from the Department of Health and Human Services about the use of face coverings and other Personal Protective Equipment.
- Employees will be supported to use additional personal protective equipment if they choose to.

Physical Distancing

- Practice physical distancing by keeping 1.5m (5ft) from others.

- Use non-contact greetings. Do not shake hands, hug or kiss others.

Staff Travel

- Individual travel to work sites is preferred. Avoid carpooling or taking public transport.
- In-person meetings should be done virtually where possible.
- If you are planning to travel voluntarily to a high-risk country with increased COVID-19 cases, we'll ask you to work from home for 14 calendar days. You will also be asked not to come into physical contact with any colleagues during this time.

Site Management

See Attachment 1 COVID 19 Safe Work on Location Procedure that outlines how to manage the space for either a physical listening post or meeting while adhering to physical distancing and personal hygiene practices.

This includes:

- Completing a COVID-19 risk assessment (within Attachment 1).
- Setting up the space to create physical distance.
- Collecting participant details while maintaining privacy for contact tracing.

Respond to Infections

- Personal information collected for contact tracing must be dated and kept in a secure location for at least 28 days or as advised by the Department of Health and Human Services
- Consider your contingency plan in case of stay at home orders for staff or the location of the project.
- If a team member develops symptoms during a shift they should leave and seek medical attention immediately.
- Team members should inform their manager if they are tested for COVID-19

Roles & Responsibilities

- All employees, contractors and subcontractors of Conversation Caravan must comply with this policy.
- The project lead is responsible for assigning a staff member at work locations to manage physical distancing and/or counting people in the space.
- If you are feeling unwell you are encouraged to get tested. Information about COVID-19 testing can be found on the DHHS website:
<https://www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19>

Consequences of a breach

If you attend work on location with symptoms of COVID-19 such as fever, coughing or sneezing, you may be asked to go home and work remotely until you are better.

Review

Due to the frequently changing guidelines relating to COVID-19, this document may be updated as new legislation comes into effect. Where government guidelines and this policy do not align, follow whichever provides greater protection until this document is updated.

Changes will be communicated to all team members by email and at team meetings.

Attachment 1 COVID 19 Safe Work on Location Procedure

This procedure outlines how to manage the space for either a physical listening post or meeting, while adhering to physical distancing and personal hygiene practices. It is designed for Conversation Caravan staff, contractors and representatives to follow to correctly set up a space.

Site Selection

When selecting a site for indoors venue:

- Check the allowed patron numbers with the building manager. If this is unknown ask for the size of the space in square meters, divide this number by 1.5m to calculate the number of people permitted in the venue.
- Preference the selection of a space with a clear entry and exit point.
- Preference the selection of a space with a high ceiling and the ability to open doors or windows to provide for fresh air.

When selecting an outdoors venue:

- Preference the selection of a location that is open on all sides (not up against a building or walkway).
- Preference the selection of a location that provides or additional space than required a minimum of 1.5m per person, including staff.
- Preference the selection of a location that allows for a linear display, allowing people to start at one point and finish at another.

Preparation

- Visit the site and draw a floor plan (Attachment 2) showing the layout of equipment and props to be used. Calculate the maximum number of people for the space, allowing 1.5 m per person (including staff).
- Consider the community you are working in and when working with culturally and linguistically diverse communities, consider signage in other languages (for Set Up).
- Virtual engagement opportunities should be offered to participants who are self-isolating or do not want to approach team members at face-to-face events.
- Ensure your COVID Equipment List is packed along with other items for engagement.

Set up on the day

- Install signage or arrows to create a flow of participants in one direction, with one entry and exit.
- Install general signage to advise on coughing and sneezing etiquette and common COVID-19 symptoms and standard health information.

- Install two virtual sign-in stations (with signage) asking people to provide their personal details using their personal device online for contact tracing purposes (include a QR code or short URL on signage).
- Position hand sanitiser prominently at entry points, such as on a stand or table.
- Position engagement activities 2.5 metres apart from each other to allow or a person at each stand. Use adhesive tape to mark out where participants and staff should stand allowing for a minimum of 1.5m between participants. Mark spaced points on the floor for people to stand on.
- Position furniture between team members and the public to create a physical barrier.
- Ensure staff are briefed on the day and responsibilities assigned.

Staffing requirements:

- One team member should be responsible for counting participants entering the space and/or enforcing physical distance (based on the size of the space) no more than 20.
- One member should be responsible for cleaning frequently touched areas and surfaces every 15 minutes (with a disinfectant solution or wipe). Wash hands after cleaning.
- All staff should sanitize their hands every 30 minutes in addition to the practices set out by the DHHS.

COVID Equipment list

- Floor plan of space
- Measuring tape
- Tape to create marks on the floor (light and dark coloured for contrast)
- Hand sanitiser in pump pack
- Hand sanitiser refill packs
- Hand cream (for dry hands after using hand sanitizer all day!)
- Hand sanitiser signage and stand
- Boxes of tissues
- Disinfectant surface cleaner or wipes
- Disposable gloves
- Cloths or rags for cleaning surfaces
- Plastic bag for wipes/rags
- Virtual sign in stations x2 with privacy notice
- Blu Tack & tape for signage
- Supply of face masks for staff who request them
- Supply of single use pens for participants to complete surveys

Signage & Printed Materials

- Please use hand sanitiser

- Cough and sneeze etiquette (pictorial)
- Number of people permitted in space (English, other languages)
- Start here, entry, exit, arrows
- Invitation to complete survey online featuring QR code and short URL
- Postcodes/flyers with QR code and short URL of online survey
- Conversation Caravan contact details and request to notify regarding positive COVID-19 test results

End of Day Procedure

- Consult with venue about their end of day procedures
- Wipe down all high touch surfaces and each item as packed away
- Pack down signage, furniture and equipment
- Wipe down tools used to disassemble enclosures/ pack up caravan
- Hand sanitizers should be packed last
- Secure storage of contact tracing information for 28 days or as advised by the DHHS

Attachment 2 Site Selection Floor Plan

Use this space to draw your floor plan, or insert the floor plan of the venue. Draw the entry and exit points and the placement of engagement materials and equipment.