



NOTTING HILL
NEIGHBOURHOOD HOUSE

PANDEMIC PROCEDURE POLICY 2020: COVID-19

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PURPOSE OF DOCUMENT

The purpose of this strategic plan is to outline the actions that Notting Hill Neighbourhood House (NHNN) intends to take to prevent the transmission of infectious diseases that are epidemics or pandemics, and to control the transmission of these when any case is identified.

In general these actions will include:

- procedures to reduce risks to participants, staff, volunteers, and the general public;
- compliance with all directions from authorised public health officers in relation to pandemics;
- preparation and ongoing updates as necessary regarding risk/operational assessment to respond to risks associated with an epidemic or pandemic.

This strategy is relevant to the following

Participants	Staff	Volunteers	The Public
/	/	/	/

PROTECTNG PEOPLE - RISK MINIMIZATION PROCEDURES

Pandemic: NHNN Management Commitments

NHNN will seek to minimise the exposure to the illness by:

- providing up to date advice from the Health Authorities for participants, staff, tutors and volunteers;
- providing access to online training for staff and volunteers:
 - NHVic or WorkSafe, or
 - a free COVID 19 Training Webinar;
- ensuring compliance with advice from health authorities to prevent infection;
- providing all classes with a Zoom option;
- providing personal protective equipment (e.g. masks, soap, hand sanitizer and gloves) to staff, tutors and volunteers; and
- ensuring that staff members and designated volunteers only, enter the main part of the house and that the front door is closed and locked. Some participants will be able to use the lounge only when safe to do so and only when authorized by Manager.

NHNN recommends all Staff, Committee, Tutors and Volunteers to keep up to date on the current guidelines and advice on Coronavirus via the DHHS website (www.dhhs.vic.gov.au/coronavirus) and the Dept of Health (www.health.gov.au/news/health-alerts/novel-coronavirus)

It is recommended that all staff and CoG do the online training module on Covid-19

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Pandemic: The Commitments of all NHNNH Community members

In the event of an infectious disease being declared an epidemic or pandemic, all members of NHNNH will need to take individual responsibility for their own and other members' health, safety and wellbeing by taking the following precautions:

- regularly and thoroughly washing hands with soap and water or an alcohol-based hand sanitiser;
- following Health Authorities guidelines on social distancing:
 - Seating arrangements in classrooms will be reconfigured to meet social distancing rules. Do not rearrange the chairs;
 - Maintain a 1.5 metre physical distance from other people;
- Tutors or staff will instruct on the use of equipment. Do not share any equipment allocated and return it to the Tutor at the end of the class for cleaning avoiding touching eyes, nose and mouth; not shaking hands with others; maintaining good hygiene e.g. each covering mouths and noses with bent elbows or tissue when coughing or sneezing and disposing of used tissues immediately; **staying home if unwell** and seeking medical advice promptly;
- self isolate for the period mandated by Health Authorities when exposed/possibly exposed to the illness:
- A person diagnosed with Covid 19 may return to NHNNH when fully recovered and cleared by the relevant State Health Authority. A copy of the medical clearance must be provided.
- A person who has completed a 14 day quarantine period without developing symptoms of Covid 19 may return to NHNNH having notified staff promptly when exposed or diagnosed with the illness.

Breaches of these commitments may result in a request/directive not to attend NHNNH for the duration of the pandemic/epidemic.

Note: The Kitchen will be closed and tea and coffee making facilities withdrawn for the foreseeable future. We are all to bring our own refreshments to class. Water bottles can be refilled using the tap in the Activity Room. Paper cups will be made available for one time use and must be binned after use.

Management and Succession Planning in Situations of a Pandemic

The Manager and Cleaning staff will meet regularly and to reassess the situation and plan for the term accordingly.

If all three are sick they will contact CoG members (Hyma Vulpala, Tamra Keating or Anthony Doughlas) who will close the House and let all volunteers, tutors and participants know.

Possible House Closure

If there is a case of coronavirus connected to NHNNH - the house will:

- Immediately close our facility to minimize transmission and will calmly and promptly notify all staff, tutors, participants and volunteers, where possible by email, text or phone and encourage them to get tested. Renters will be required to suspend their activities at NHNNH until notified that the premises will re-open;

- Have a cleaning plan in place which will include an authorized external cleaning provider, as listed by State Government, to be contracted to do a full clean prior to re-opening. This will be organized by the Manager or C.D. staff working at the time
- Cooperate with health officials and provide sheets signed by attendees at NHNNH with contact details to enable contact tracing;
- Notify the community through prepared signage, our website and social media posts.

Management of Leave and Flexibility for NHNNH Staff

The Committee of Governance will consider the financial implications of any shutdown and make decisions based on the circumstances at the time of staff and tutors who are employed as casuals.

NHNNH recognises that staff may request or require paid and unpaid leave when unwell, at risk of infection, and at risk of infecting others. Staff may make use of leave entitlements including access to unpaid leave during any shutdown of NHNNH.

NHNNH may, at its discretion, direct those affected or reasonably at risk of being affected by the pandemic or epidemic, to remain away from the workplace or work remotely if that is possible. Where possible during a pandemic, NHNNH will allow staff to work remotely.

The Management of Committee of Governance (CoG) Meetings

The CoG will meet via Zoom until safe to meet in person. The option for COG to attend the meetings via zoom in the future will be made to those who wish to participate remotely whilst the pandemic policy is being actioned.

HOUSE OPERATIONS IN TIMES OF A PANDEMIC

Sign In Procedure in Times of a Pandemic

Purpose:

Not everybody is willing or able to download and activate the COVID-SAFE APP on their devices. Rather than excluding those people from regular programs, we will collect some personal information every time they have contact within the centre. This will remain in place for the duration of the pandemic.

Definitions:

CONTACT is defined by the Australian Department of Health as:

- 15 Minutes face-to-face in a week
- In the same closed space for 2 hours
- 48 hours before the onset of symptoms in a confirmed or probable case

CONFIRMED CASE: Somebody that has tested positive for COVID-19

PROBABLE CASE: Somebody that has not yet been tested but their health provider assessed they meet the clinical criteria of the virus

SUSPECTED CASE: Somebody that has not been tested, who meets the clinical criteria and has had contact with a confirmed or suspected case

Procedure on Entry to NHNNH:

- It will be a condition of entry that the Register is signed before participating in any program (see Appendix 1).

This information will be handed over to the Victorian Department of Health in the event of an outbreak (See Outbreak Management Procedure)

- Move to the hand sanitizing station or proceed to the toilets to wash your hands.

ONLY staff members are to use the office. A notice will be on the office door to help enforce this rule.

The Management of the Free Food Program

Bread:

*One to two volunteers will bag the bread

*Access to the bread for participants will only occur outdoors.

*Another volunteer will sit at a table and hand out the bread, not permitting participants to touch bags other than their own. Gloves must be worn by staff/volunteers and masks are recommended. Safe distancing will apply to all and markers will be placed on the ground to assist with this.

The Management of Programs/classes and activities

1. Programs will resume, starting from November 18, 2020. They will be carried out in the Hall and Classrooms at NHNNH. With the 4 square distancing rule in place, a maximum of 20 people can be in the hall and 10 people in the classrooms; however, with appropriate social distancing the class sizes may need to be smaller depending on the activity.
2. The tutor/facilitator will be responsible for certain cleaning detail, ensuring social distances are kept in accordance with current directives and ensure that participants sign the register and use the hand sanitizer when entering the class.
3. The tutors/facilitators will be given guidelines and will need to agree to comply with the same.
4. Tutors will be encouraged to do the Covid-19 training
5. Participants will need to bring their own tea and coffee and snacks. Tutors are, in some instances, able to make a tea or coffee for a participant using the instant tap in the activity room, however, they must put on gloves for this each time and use disposable cups.
6. A checklist and supplies will be provided to tutors help guide them through this process and the manager/staff will be available to encourage and support with any issues that may arise. It is our intention to make the classes and activities as safe and supportive for participants as well as for tutors.
7. Feedback will be encouraged.
8. Plans for airing NHNNH will be developed and implemented.

The Management of Room Hire

- Room hire will be available from November 16, albeit in stages. Initially only groups that have been regular hirers of NHNNH will be allowed to return, followed by interested new renters
- **Prior to return**, any person or group hiring the space at NHNNH will need to sign a New Room Hire Agreement which has a pandemic specific Inclusion. This is to ensure as much as possible, to stop any spread of possible infection and to keep all users of the NHNNH safe.
- The agreement includes many of the rules already stipulated for general programs and activities.

- Each group will need to provide a list of attendees for contact tracing and to provide NHNNH with a completed and signed off cleaning checklist each time the House is used.
- A nominated Pandemic (Covid-19) person from each group is to be nominated as the person to ensure all the government and NHNNH directives are complied with.
- Participants will need to bring their own tea and coffee and individual snacks in their own containers. We will, however provide disposable cups for drinking, which need to be binned after use.
- NHNNH will supply cleaning products and instructions.
- Plans for airing NHNNH will be developed and implemented.

APPENDIX 1: COVID-19 DAILY SIGN IN SHEET

Name	Phone Number	Time In	Activity End time

APPENDIX 2: COVID-19 CLEANING PROCEDURE

Responsibilities:

GROUP LEADERS: Are responsible for cleaning any furniture they need both BEFORE AND AFTER their sessions and for removing the waste produced by their group. Also responsible for vacuuming and/or mopping the floor of the room once they have completed their program.

NHNNH STAFF: Is responsible for providing the cleaning chemicals, tools and PPE for Group Leaders to be able to appropriately clean their space. It is also responsible for providing “cleaning sweeps” of the building before, during and after programs.

Definitions:

FURNITURE: includes tables, the hard surfaces of chairs, TV’s, remotes

CLEANING SWEEPS: include high-touch surfaces like: door handles and door push plates, buttons, light switches, heater and air conditioning control panels, sign-in table and information table surfaces, toilet cisterns, bathroom taps, sinks and benches, toilet door locks, paper towel and soap dispensers.

Task	Mon	Tues	Wed	Thur	Fri	Sat	Sun
The Classrooms							
Collect cleaning caddy from the kitchen counter							
Set up your furniture for your program							
Wash or sanitize your hands							
Wear the gloves provided if you’re sensitive to detergents							
Using the Detergent provided, spray the surfaces of the furniture you’re using							
Using paper towel provided, scrub the surface if it needs it – if not then wipe away the excess product Allow the surface to air dry							
Dispose of the paper towel and/or gloves in the bin provided							
Wash or sanitize your hands again							
Run your program							
When all participants have vacated the room, repeat from step 3 to step 8							
Put the furniture away							
Return the cleaning caddy to the kitchen counter							
Wash or sanitize your hands again upon leaving							

Cleaning Procedure for the office, bathrooms, lounge, kitchen and store room

Management

This will be done by staff only, rotating through the week
 Staff cleaner (Xiaoyan) will continue to clean each weekend
 This will be reviewed at the COG August 2020 meeting

Task	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Complete a cleaning sweep at the end of every day							
Wash or sanitize your hands							
Wear gloves (always replace them if they break)							
Start at one end of the centre							
Using disinfectant and paper towel, spray, scrub and/or wipe the following surfaces (see procedure in cleaner’s store for recommended mixing ratio): Rooms and Public Areas:							
Door handles – inside and out							
30cm radius round door handles- inside & out							
Heater panels and air conditioning panels – the flap and the buttons							
Light switches							
Tables in the public area							
The door lock							
The door buttons							
Toilets							
Handwash areas in the bathrooms – tap fittings and basins							
Soap Dispensers							
Toilet paper dispensers							
Button part of the cistern							
Hand dryers							
Paper towel Dispenser							
Light switch							
Door Handle and push plate – inside and out							
30cm radius around the door handles/push plates							

Task	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Accessible toilet							
Handwash area – tap fittings and basin							
Soap dispenser							
Hand dryer							
Handrail on the wall next to the toilet							
Toilet paper dispenser							
Button part of cistern							
Light switch							
Door handle and push plate – inside and out							
30cm Radius around door handle and push plate							
Change your paper towel often, when it is soiled or disintegrating.							
Observe cross-contamination protocols when cleaning. Group risk together (light switch sweep then door handle sweep or go from low risk to high risk in an area. <ul style="list-style-type: none"> • <i>While most surfaces have faecal contamination, it is most likely to occur inside the toilet stall and its immediate surroundings, and on the surfaces you touch immediately after using the toilet, such as the soap dispenser and tapware.</i> 							
Dispose of the paper towel as you go and always after using it in a high-risk area							
Once the cleaning sweep is complete, put gloves in the bin and wash your hands for at least 20 seconds.							
Dry your hands with paper towel.							
Write down your activity in the centre’s cleaning register.							

Appendix 3 : DRAFT LOGISTICS CHECKLIST			
Item		Status	Notes
Transition plan	As the State Government alters restriction levels NHNN will align its operational plan to reflect the restrictions, community needs and its capacity.	Done	E.g. Operational plan is available to NHNN all staff and committee and updated when necessary
Risk Management	Risk management plan to identify and manage risks associated with different levels of restrictions		
Workforce management	Extension of existing workforce management plans Identify which staff roles would be required to be onsite Identify roles that can be performed from home Identify roles where volunteers can be safely engaged Identify equipment needed to make it safe to perform roles Decisions on which staff return to the work site?	Done	Considerations could be Are staff members given a choice? What is in place for staff who may be high risk, have caring obligations etc Will there be a roster system? Can individual workstations be set up to reduce equipment sharing
Communication strategy	How will you let all stakeholders know what you are offering and when precautions you are taking, payment information etc	ongoing	Website, e-mails mailchimp, FB, Insta, and posters around the house
Scheduled Cleaning	Cleaning has been reviewed to include new practices	Done	
	Cleaner has been briefed on new cleaning practices	Done	
	External Cleaner brought in for commercial clean before reopening the house	Done	Jeff White
	Cleaner has been supplied with personal protection equipment	Done	E.g. disposable gloves
Cleaning after activities	Cleaning requirements after each activity have been assessed		E.g.: Yes checklist exists for all classes
	Responsibility to clean has been identified Briefing on cleaning has occurred		Who is going to do the cleaning and do they understand what they need to do?
	Tutors are aware of cleaning process and where cleaning equipment is kept	Done	E.g. Day time tutors to contact the office to attend to this. After hours tutors given information
Hygiene	Personal Protective Equipment relevant to our circumstances, has been identified	Done	Hand sanitiser, Disposable gloves, Multi-purpose cleaner and paper towels
	Equipment has been purchased and is available to staff and participants	Done	Supply to be checked

Item		Status	Notes
	Tissues, hand sanitiser and rubbish bins placed in all rooms	Done	
	Posters on transmission of COVID -19 and hand washing are on display in public areas, staff areas and bathrooms	Done/ongoing	
	Information about restrictions on people attending is on display before entry points (e.g. if you have a temperature, symptoms)	Done	
	Fabric towels have been replaced with paper towel	Done	
	Soap bars have been replaced with liquid soap	Done	
Physical spaces	We have identified the number of people that can be in each room observing the 4m square per person distancing rule		E.g. Office: 3 people Library:/Lounge 2 People Hall: 30 People Classrooms (combined): 20 people
	We have a procedure to monitor numbers in common areas	Facilitators/ tutors to be briefed	Starting times will be staggered. Breaks will be staggered for any activities running concurrently Signage stating maximum numbers and maintaining social distancing are in every space
Keeping kitchen area and equipment sanitised	Sanitising cups and cutlery	Done	Do staff and participants bring their own, provide disposables, run dishwasher at temperature recommended to kill virus Who will do this?
	Sanitising benches and other surfaces	Done	Item
	Tea towels and dish clothes and replaced with paper towel		Item
Safe working space for management and administration staff	Can we reconfigure the working spaces to ensure social distancing is maintained between reception/ office staff and people coming into the house?	Done	E.g. external doors closed and people enter as necessary; Payments – Online; Staff have a procedure for cleaning office equipment and furniture