



Primary Care Connects Planned response to COVID-19 (Coronavirus)

In January 2020, the World Health Organisation (WHO) declared the outbreak of a new coronavirus disease in Hubei Province, China. Since that time the virus has spread across the world and each jurisdiction is playing their part in responding to and containing the spread of the virus.

WHO and public health authorities around the world are taking action to contain the COVID-19 outbreak. However, long-term success cannot be taken for granted. All sections of our society – including businesses and employers must play a role if we are to stop the spread of this disease (WHO 2020).

Primary Care Connect (PCC) has a vital role to play as a health organisation within our community to provide accurate and timely information to the community and our clients. As such PCC executive have developed the following tiered plan to assist us to manage the spread of COVID-19 within the realms of our control. The executive will be meeting weekly, or more frequently if required, to bring together the advice provided by WHO and local health authorities and to ensure that we are playing our role.

Now is the time to prepare for COVID-19 – Simple precautions and planning can make a big difference.

	Actions	When	Responsibility	Reviewed Date
Tier One				
Building – Infrastructure	Provision of disinfectant spray bottles located around common areas for staff to spray hard surfaces – such as desks, keyboards and phones.	11/3/2020	Office manager to provide spray bottles Staff responsible for spraying own desk areas if they choose to	Reviewed 16/03/2020 Update: Spray bottles will be organised this week. There are already numerous hand sanitisers around the building for use, in addition to usual handwashing facilities.
	Increased cleaning and disinfecting by contracted cleaners	11/3/2020	Office manager to work with current cleaners	Reviewed 16/03/2020 Update: This has been completed and cleaning processes have been amended in line with health advice for public spaces.
	Increase cleaning of public space such as chairs in waiting rooms, kids' area and public computers	11/3/2020	Office manager to coordinate tasks	Reviewed 16/03/2020 Update: This is being completed as of this week by administration staff, the children's area should be



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				operational from late this week.
	Hand sanitiser to be located around the office space both up and down stairs for ease of use (it is not plausible for individual hand sanitiser to be available for all staff)	11/3/2020	Office Manager	Reviewed 16/03/2020 Update: Spray bottles will be organised this week. There are already numerous hand sanitisers around the building for use, in addition to usual handwashing facilities.
	Increased cleaning of gym equipment and space	11/3/2020	Workplace Safety Officer	Reviewed 16/03/2020 Update: Gym Cleaning/maintenance already exceed health requirements, continue as normal
Clients and Community	Handwashing signs to be located in each bathroom	11/3/2020	Office Manager	Reviewed 16/03/2020 Update: Completed. No further action
	Easy to read advice printed and available to clients with key messages from Health Authorities (English and translated)	11/3/2020	HR assistant	Reviewed 16/03/2020 Update: Completed. The addition of advice around travel and symptoms will be displayed in common areas for clients and community members. All staff have the right to ask any client who is visibly unwell of showing symptoms about their recent travel or potential exposure to COVID-19, and switch appointment to a phone appointment if necessary.
	COVID-19 advice and links to appropriate Health Authorities located on Website and social media	11/3/2020	HR assistant	Reviewed 16/03/2020 Update: Completed. More information will be updated as it becomes advised by health authorities. Megan is reviewing this daily on website and social media.



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	Text message sent all current clients with link to website and advice	11/3/2020 – 13/3/2020	HR manager to provide instructions Managers to coordinate action	Reviewed 16/03/2020 Update: This has been deemed unnecessary at this stage. PCC have provided an abundance of messaging to clients and community about health and safety regarding COVID-19. We have the facility to text message all client if required as advice changes.
Staff	Any staff member who is feeling unwell – has mild symptoms – mild cough, low grade fever is to stay at home – ring GP to discuss symptoms – During this period staff will not be required to provide a certificate or stat dec However - Staff are required to provide a fit for work certificate to return to work (as advised by Fair work)	Ongoing	Executive Team	Reviewed 16/03/2020 Update: Please see Updated Infection Control Policy regarding leave entitlements. Special leave provisions may be discussed with your manager.
	Any staff member travelling overseas or interstate – should advise their manager – Those who are travelling overseas will be required to self-isolate for 14 days (as advised by health authorities) and seek medical advice if symptoms develop (even if mild). Staff who are required to self-isolate will be able to access personal leave or leave without entitlements (if they have no personal leave) During this time a certificate or stat dec will not be required However - Staff are required to provide a fit for work certificate to return to work (as advised by Fair work)	Ongoing	Executive Team	Reviewed 16/03/2020 Update: Please see Updated Infection Control Policy regarding leave entitlements. Special leave provisions may be discussed with your manager.
	Staff will be required to be alert not alarmed during this time and remain calm and provide appropriate and relevant information to their clients from reputable health authorities, as provided by PCC Staff are also reminded that targeting someone (even if joking) who has any symptoms or is unwell is a form of bullying	11/3/2020	Leadership Team	Reviewed 16/03/2020 Update: Please see Updated Infection Control Policy regarding unlawful discrimination. PCC Bullying Harassment and Discrimination Policies cover this also.



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	We also need to be mindful about the undertones of racism that has been displayed at other health services – COVID-19 is not race based and any and every one of us could contract the virus			
	Staff who are required to undertake home visits are asked to call prior to attending and inquire about the wellbeing of all member of the household and then determine if appropriate to attend – staff may offer telephone consult if not appropriate to attend	11/3/2020	Leadership Team	Reviewed 16/03/2020 Update: No Changes Required. If transport is required for a client, the same process should be followed, and self-care should be adhered to if staff are themselves in a higher risk category.
	Yammer post developed for staff with Key Messages	11/3/2020 – Weekly after	Comms Team	Reviewed 16/03/2020 Update: All current questions on Yammer have been answered, additional information is available by reading Updated Infection Control Policy
	Key stakeholders and funding bodies to be informed about PCC plan	11/3/2020 – 13/3/2020 – weekly after	Comms team	Reviewed 16/03/2020 Update: This has been completed.
	Cancellation of Gym classes	As of 16/3/2020	Workplace Health and Safety officer	Reviewed 16/03/2020 Update: Moved from Tier 2 to Tier 1. On advice from the Lung Foundation and Health specialists, PCC will cancel Lungs in Action, Cancer Exercise and Rumbalara Elders Exercise groups at this stage, due to higher risk populations participating. Other classes will continue as normal at this stage.
	Cancellation of all external activities	As of 17/3/2020 until further notice	Managers to work with affected staff	Reviewed 16/03/2020 Update: Moved from Tier 2 to Tier 1. Any public event hosted by PCC between March 17 th 2020 and April 30 th 2020 must be cancelled or postponed. No new



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				events are to be booked at this stage. This advice comes from Health Authorities. PCC need to be leaders in this space.
	Cancellation of all training and conferences for PCC staff	As of 17/3/2020 until further notice	Managers to work with effected staff	Reviewed 16/03/2020 Update: Any staff training that requires travel outside of Shepparton between March 17 th 2020 and April 30 th 2020 must be cancelled or postponed. No new trainings are to be booked at this stage. This advice comes from Health Authorities.
Tier 2				
Building – Infrastructure	As above	As above	As above	As above
Clients and Community	Regular information updated as advice changes and key messages change from relevant health authorities	As of 17/3/2020 until further notice	Executive Team	Reviewed 16/03/2020 Update: Information is being updated as it becomes available. Executive team are meeting weekly to provide information and advice updates.
	Clients and Community informed of changes to service delivery – with clear information and rationale about why this has occurred	As of 17/3/2020 until further notice	Executive Team via staff	Reviewed 16/03/2020 Update: Will be updated as required
Staff	May cease face to face consultations - Altered service option will be offered to clients – through skype and telephone	As of 17/3/2020 until further notice	Staff	Reviewed 16/03/2020 Update: This is always an option for staff. HR is organising refresher courses in telehealth options at PCC.
	Cancellation of all group activities	As of 17/3/2020 until further notice	Executive Team decision based on Health Authority advice	Reviewed 16/03/2020 Update: PCC have cancelled higher risk group activities and will continue to monitor other group activities such as exercise, support groups etc.
	Cease attending all external meetings – video and telephone attendance should be promoted	As of 17/3/2020 until further notice	Staff decision	Reviewed 16/03/2020 Update: Staff are encouraged to dial into



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				meetings where possible, but this is not yet enforced for local meetings.
Tier 3				
Building - Infrastructure	As above	As above	As above	As above
Clients and Community	Regular information updated as advice changes and key messages change from relevant health authorities	As of 17/3/2020 until further notice	Executive Team	Reviewed 16/03/2020 Update: Information is being updated as it becomes available. Executive team are meeting weekly to provide information and advice updates.
	Clients and Community informed that service delivery has ceased other than phone or skype – including our outreach locations	As of 17/3/2020 until further notice	Executive Team	Reviewed 16/03/2020 Update: On recent advice from Health Authorities and health funding bodies, it is highly unlikely that PCC will complete shut doors to clients and community. Health authorities do not have all the answers at this stage and are working through this with services. PCC will be guided by their advice.
Staff	PCC effectively shut to public with only walk in's being serviced with the above options	As of 17/3/2020 until further notice	Executive Team	Reviewed 16/03/2020 Update: On recent advice from Health Authorities and health funding bodies, it is highly unlikely that PCC will complete shut doors to clients and community. Health authorities do not have all the answers at this stage and are working through this with services. PCC will be guided by their advice.