**Our COVID Safe Plan** 

Business name: Clean & Personal Pty Ltd

Site location: Various (clients in-home – no central workplace where workers congregate)

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#### **CLEAN & PERSONAL PREAMBLE**

Importantly, we have NO CENTRAL WORKPLACE. Therefore, this COVID Safe plan has been developed to suit our organisations particular needs of a focus of safety within each clients home. The original plan was more relevant to our organisation (immediately below), so both that plan and the recent plan have been combined in this document.

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
All cleaners thoroughly wash hands and all materials and equipment with disinfectant and soap in prior to entering and prior to leaving each clients home or medical practice.	Cleaners are required to do so prior to each home or medical practice and after a clean. Gloves are then worn after cleaning hands whilst in the home or medical practice. Chemicals such as disinfectant are utilised during the service delivery process which further enhances cleanliness.
In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.	All staff have been provided, since the beginning of ALL Victorian lockdowns, and will continue to be provided with face masks that they must wear at all times, at company expense to avoid financial burdens on workers, when servicing a client in their home as an organisational directive and rule that is internally punishable. Cleaners informed that these must be on prior to entering a client's home and not removed until after leaving the clients home.  Further, regular restrictions around face masks when in public apply to workers individually
Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).	NDIS COVID safe course completion by cleaners. All cleaners trained in adequate hand washing and sanitising. Cleaners not allowed to enter and clean a home without wearing clean gloves. Cleaners must have appropriate PRODUCTS at all times and use these on appropriate surfaces.



Guidance	Action to mitigate the introduction and spread of COVID-19
TRAINING AUDITS	Training audits in all of these areas is being conducted, with all of this COVID safe plan being sent to every single worker as well as added information pertaining to remaining as COVID SAFE AS POSSIBLE.  Formal government published training has also occurred, located at: https://covid-19training.gov.au/login
Replace high-touch items with alternatives. OTHERWISE,NO COMMUNAL ITEMS DUE TO NO CENTRAL WORKPLACE.	All high-touch items, being cleaning equipment, disinfected between each job and cloths not re-used.  High touch areas in clients homes and medical practices are heavily disinfected.

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	Adequate use of disinfectant in client's homes, particularly on high touch areas including but not limited to light switches and all surfaces.  Company stockpile of disinfectant in case of emergency required by cleaners.
Enhanced COVID cleaning protocols in place given to both clients and cleaners.	<ul> <li>Under no circumstances will we allow any cleaner who has flu-like symptoms or who has a sick family member to come to work in your home.</li> <li>All cleaners will exercise social distancing and follow personal exclusion rules as outlined by the Victorian and Federal government.</li> <li>All cleaners must maintain the recommended safe distance between themselves and others. This includes within your home. Here, we need your assistance. As the cleaner is in one room, it is safest for you to be in another.</li> <li>Cleaners will put on masks prior to entering your home and not remove them until they have left your home.</li> <li>Cleaners will wash their hands and will put on gloves prior to entering your home and will not remove them until leaving your home.</li> <li>Cleaners will disinfect touch points with hospital grade disinfectant (door knobs, light switches, power switches).</li> <li>Cleaners will disinfect items they touch between jobs.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
	Usual sanitary practices will be followed throughout cleans (such as not reusing cloths).
	We will continue to provide cleaning and sanitation in your home:
	The latest advice from health authorities is that due to the outer wall of COVID-19 being made up of a fatty layer (lipids) the virus is readily broken down via common household soap and detergent.
	Advice is that normal soap-based products and supplies are most effective in removing COVID-19 from surfaces.
	We will continue cleaning your home using soap and detergent based products.  Additional disinfecting of some areas of your home will continue as usual (bathrooms, toilets etc.).
	What we need from you:
	<ul> <li>Cancel if you are sick. Please cancel your cleaning appointment if you or a family member is experiencing flu-like symptoms.</li> <li>Cancel if you need to quarantine. Please cancel if you or anyone in your household needs to quarantine.</li> <li>Notify us if you suspect you have been in contact with someone at risk. If you or anyone in hour household has recently been in contact with someone who may be a risk factor please let us know.</li> <li>Keep your distance. Social distancing is important. Please maintain a 1-2 meter distance from our cleaners while they are in your home. This can be easily achieved by ensuring you are never in the same room as them, if possible.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workpla	ace attendance
Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.	No cleaner is allowed to go to work if unwell and are fully aware of paid pandemic leave.
Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.	THERE IS NO CENTRAL WORKPLACE WHERE CLEANERS MEET COMMUNALLY. THERE IS NO DANGER OF WORKER TO WORKER COVID SPREAD.
Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.	No communal work area. <b>HOWEVER,</b> Cleaners in clients' homes are required to physical distance. An example of this new behaviour is cleaning a lounge room whilst the client is in another room of the home or not at home.
Modify the alignment of workstations so that employees do not face one another.	Employees do not come in to contact with each other given the working arrangements set up by Clean & Personal Pty Ltd.  This is further outlined above in the workplace, where clients and cleaners must be in separate rooms whilst cleaning occurs at all times.
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	Reinforce messaging to staff that physical distancing needs to be maintained during work and during social interactions. Occurs through BULK SMS system.
Review delivery protocols to limit contact between delivery drivers and staff.	No deliveries. N/A.  If emergency pickup of products is required, products will be bottled and placed outside the door awaiting cleaner pickup. In preparing these products, Clean & Personal office worker will wear gloves, a face mask, and thoroughly disinfect the outside of all bottles and equipment prior to placing them outside for pickup.
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	Cleaners do not come in to contact with each other in a communal space. N/A.

Guidance	Action to mitigate the introduction and spread of COVID-19
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the 'four square metre' rule.	No general public. N/A.

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	All information on which cleaner attends which client's home at what time and on what date is already recorded in a central database protected by encryption at Clean & Personal Pty Ltd publicly listed company address.

Guidance	Action to prepare for your response
Preparing your response to a suspected	or confirmed COVID-19 case
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	<ul> <li>BULK SMS system established with all clients and staff to contact quickly if an outbreak or potential closure occurs.</li> <li>Essential services of cleaning to NDIS participants will continue.</li> <li>There is NO danger of an entire company shutdown due to a COVID-19 case due to the fact that there is NO CENTRAL WORKPLACE. That is, employees NEVER gather.</li> </ul>
Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.	All employee details, rosters (time and location) are already kept as records and known on a daily basis and will be passed on to DHHS as soon as a positive case in the work force or clientele comes to light if that is the case.
Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.	<ul> <li>N/A as the company does not have a central workplace where workers congregate.</li> <li>As a cleaning company, fully prepared and equipped to disinfect the business premises. They would not be to be closed, as workers AND clients DO NOT CONGREGATE AT THE BUSINESS ADDRESS.</li> </ul>
Prepare for how you will manage a suspected or confirmed case in an employee during work hours.	<ul> <li>Inform all clients of that cleaner as soon as possible, then contact DHHS as soon as possible.</li> <li>Have this person leave the job site and return home immediately to self-isolate.</li> <li>Require this worker to take a test. Not allowed them to come back to work until a NEGATIVE COVID-19 RESULT HAS BEEN PROVIDED TO CLEAN &amp; PERSONAL PTY LTD.</li> </ul>

Guidance	Action to prepare for your response
Prepare to notify workforce and site visitors of a confirmed or suspected case.	<ul> <li>A list is already kept of where all workers are at all times on a central encrypted database at Clean &amp; Personal Pty Ltd. As an added precaution, if a confirmed of suspected case occurs, contact with that worker will be made so that the company can collect data on EXACTLY where that cleaner has been over the previous two weeks, including non-work-related activities. All this information will then be collated and sent to the appropriate authorities.</li> <li>Authorities: DHHS, Worksafe Victoria, National Disability Insurance Agency.</li> </ul>
Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.	<ul> <li>Responsibility of the director to contact WorkSafe Victoria immediately after it comes to light that there is a confirmed COVID-19 case that has been servicing peoples homes. All the aforementioned collated information will be passed on to WorkSafe Victoria.</li> </ul>
Confirm that your workplace can safely re-open and workers can return to work. NO CENTRAL WORKPLACE	There is no central work place. Only cleaners travelling from their home to clients homes and between clients homes then cleaners returning back to their own homes.

Guidance	Action for continual updates of COVID SAFE PLAN
Regular updating of COVID Safe plan	When regular updates of the COVID Safe plan occur, a link to the updated COVID Safe plan will be published on the company website as well as that link being sent via BULK SMS to ALL WORKERS and CLIENTS.

I acknowledgement I understand my responsibilities and have implemented this COVID Safe plan in the workplace.

Name: Gail Skerry

Signed J.skerry

Date: 05/08/2020

# COVIDSafe Plan Continued. To be read in conjunction with the above.





#### How to develop or review your COVIDSafe Plan

#### **About this template**

This COVIDSafe Plan template has been developed for businesses to maintain a COVIDSafe workplace and prepare for a suspected or confirmed case of COVID-19 in the workplace.

#### To comply with public health directions

- · All Victorian businesses with on-site operations must complete and document a COVIDSafe Plan.
- COVIDSafe Plans should be developed in consultation with workers and relevant Health and Safety Representatives (HSRs).
- In addition to completing a COVIDSafe Plan, you must meet your obligations under the Occupational Health and Safety Act 2004.
- You must modify your COVIDSafe Plan if you are directed to do so by an Authorised Officer or WorkSafe Inspector.

In addition to the general restrictions for all businesses, some industries are subject to additional obligations due to a higher transmission risk. For more information see: <a href="mailto:coronavirus.vic.gov.au/additional-industry-obligations">coronavirus.vic.gov.au/additional-industry-obligations</a>.

#### **Understand your responsibilities**



This symbol indicates mandatory public health requirements. Your COVIDSafe Plan must detail how you will meet these requirements.

- All other guidance is strongly recommended to keep workplaces COVIDSafe.
- Some requirements and recommendations may not apply to your business and should be marked N/A (not applicable).
- · Businesses with multiple worksites must complete a plan for each worksite.

#### When to review your COVIDSafe Plan

You should review your plan regularly, especially when restrictions change. You do not have to submit your plan to the Victorian Government. You must modify your plan if directed to do so by an Authorised Officer or WorkSafe Inspector. Compliance with COVIDSafe Plans is monitored by virtual and physical inspections.

#### Share your COVIDSafe Plan with employees

Employees must comply with the COVIDSafe Plan. Where possible, discuss the plan with employees before it is finalised. Employers should share the completed plan with employees and occupational health and safety representatives.

For further guidance on preparing your COVIDSafe Plan or any other questions, visit <u>coronavirus.vic.gov.au</u> or call the Business Victoria Hotline on 13 22 15.





### Your COVIDSafe Plan

Business name:	
Address:	
Plan completed by:	
Job title:	
Date reviewed:	
Next review:	





#### 1. Physical distancing

### RECOMMENDATIONS & REQUIREMENTS

#### **DESCRIBE WHAT YOU WILL DO**

### WHO IS RESPONSIBLE



You must apply the relevant density quotient to arrange shared work areas and publicly accessible spaces. How will you do this?

- Density quotients can change. One person per four square metre or one person per two square metres may apply to your workplaces or
- You must <u>display signage</u> showing the maximum number of people allowed in the space.
- Shared work areas are only accessible to workers and should only include workers in the density limit.
- Publicly accessible spaces should include members of the public and may include workers if they share the space on an ongoing basis.

For more information about restrictions for your workplace, density quotients and signage visit:

coronavirus.vic.gov.au/business

Consider: <u>signage</u>, furniture placement, density quotients, working from home arrangements and rostering, seating, lift protocols, staggered tea breaks

Example: Rearrange, remove or cordon off furniture in common areas to practise physical distancing, stagger seating so workers are not facing one another.

Office manager

You may need to reduce the number of workers or the number of members of the public at your work premises in accordance with current directions. How will you do this?

Consider: staff rostering, workforce bubbles, staggered start and finish times.

Example: Adjust rosters and develop procedures to ensure workers do not work across multiple sites.

Duty manager





### 1. Physical distancing (Continued)

# RECOMMENDATIONS &

**REQUIREMENTS** 

How will you do this?

of 1.5 metres in the workplace.

## Where possible aim for workers and visitors to maintain physical distancing

#### **DESCRIBE WHAT YOU WILL DO**

# Consider: <u>signage</u>, floor marking, entry/exits management, delivery protocols, repurposing rooms and spaces.

# Example: Identify areas that require floor marking, such as lifts, kitchen areas, printer collection areas. Have multiple tea and coffee spaces to reduce congregation of workers.

### WHO IS RESPONSIBLE

Team leader

You should give training to workers on physical distancing while working and socialising. How will you do this?

Consider: physical distancing, carpooling, social interaction, hand/cough hygiene, sick days, face masks.

Example: Inform workers to follow current public health directions when carpooling.

Site manager





#### 2. Face masks

### REQUIREMENT AND RECOMMENDATIONS

#### **DESCRIBE WHAT YOU WILL DO**

### WHO IS RESPONSIBLE

Team leader



You must ensure all workers adhere to current face mask requirements. How will you do this?

For more information visit: coronavirus.vic.gov.au/face-masks

Consider: mask supplies and provision, signage, training/guidance for correct fit, use and disposal of PPE; daily washing of reusable face masks.

Example: Monitoring use of face coverings for workers, unless a lawful exception applies.

You should give training and information on how to correctly fit, use and dispose of PPE. How will you do this?

Consider: signage, training/guidance for correct fit, use and bins for disposal of PPE, daily washing of reusable face masks, disposable mask availability.

Example: Identifying face mask and PPE required for the workplace and describe when and how they need to be worn.

Team leader





### 2. Face masks (Continued)

## RECOMMENDATIONS

#### **DESCRIBE WHAT YOU WILL DO**

WHO IS RESPONSIBLE

Site manager

If your industry is subject to additional industry obligations, you may also be required to:

- adhere to extra face mask requirements
- · appoint Covid Marshals
- conduct surveillance testing for COVID-19.

How will you do this?

For more information visit coronavirus.vic.gov.au/additional-industry-obligations

Consider: training, <u>signage</u>, communications, supplies.

Example: Monitor face mask requirements and communicate changes to staff.





#### 3. Hygiene

### REQUIREMENT AND RECOMMENDATIONS

#### **DESCRIBE WHAT YOU WILL DO**

### WHO IS RESPONSIBLE



You **must** clean and disinfect shared spaces at least twice a day. This includes high-touch communal items, e.g. doorknobs, telephones, toilets and handrails. How will you do this? For more information visit: coronavirus.vic.gov.au/cleaning

Consider: stock appropriate cleaning and disinfection products, cleaning during and between shifts, soap and hand sanitiser, cleaning roster, cleaning log, replacement of high-touch communal items, reviewing whether communal items could be made available to only one staff member

Example: Provide information about workplace cleaning schedule and how to use cleaning products, provision of previously communal items for each worker.

Officer manager

You should display a cleaning log in shared spaces. How will you do this?

Consider: signage, location.

Example: Display a cleaning roster on the notice board of the kitchen space.

Store manager





#### 3. Hygiene (Continued)

# **REQUIREMENT AND**

#### **DESCRIBE WHAT YOU WILL DO RECOMMENDATIONS**

WHO IS **RESPONSIBLE** 

You should put soap and hand sanitiser throughout the workplace and encourage regular handwashing. How will do you this?

Consider: location, rubbish bins, supplies, signage.

Example: Ensure rubbish bins are available to dispose of paper towels.

Assistant manager

If your industry is subject to additional industry obligations, you may also be required to:

- ensure all areas where workers are working are cleaned at least once daily
- adhere to additional hygiene training requirements.

For more information visit: coronavirus.vic.gov.au/additionalindustry-obligations

Consider: signage, scheduling, training, monitor supplies, shared equipment.

Example: Identify which products are required for thorough cleaning.

Officer manager





### 4. Record keeping

### REQUIREMENT AND RECOMMENDATIONS

#### **DESCRIBE WHAT YOU WILL DO**

WHO IS RESPONSIBLE



Every Victorian business (with some limited exceptions) **must** use the Victorian Government QR Code Service to check-in their workers, customers and visitors. How will you do this?

For more information visit: coronavirus.vic.gov.au/aboutvictorian-government-gr-code-service Consider: signage, IT capability, communications, staff contact details, protocols for collecting and storing information, privacy obligations, alternative record keeping methods for periods of power outage or those without mobile phones.

Example: Use the free Victorian Government QR Code Service for electronic record keeping. Ensure staff have downloaded the app, and train staff to facilitate use of the app by customers and visitors and workers.

Office manager





### 4. Record keeping (Continued)

### REQUIREMENT AND RECOMMENDATIONS

#### **DESCRIBE WHAT YOU WILL DO**

WHO IS RESPONSIBLE

Duty manager



Some venues **must** have a COVID-19 Check-in Marshal at all public entrances whenever the facility operates. How will you do this?

For more information visit: coronavirus.vic.gov.au/covid-check-inmarshals Consider: staffing requirements, training, signage, kiosk check-in, alternative record-keeping methods.

Example: Station a staff member at all public entrances to the workplace.

You **must** encourage workers to get tested and stay home if they have any symptoms (even mild ones) or have been identified as a close contact. How will you do this?

For more information visit: coronavirus.vic.gov.au/vaccine

Consider: HR support, communications.

Example: Communicate to workers the financial support available to them if they cannot work while waiting for test result or are confirmed as a positive case.

Manager





### 4. Record keeping (Continued)

### REQUIREMENT AND RECOMMENDATIONS

#### **DESCRIBE WHAT YOU WILL DO**

### WHO IS RESPONSIBLE

It's strongly recommended that you develop a business contingency plan to manage any outbreaks. How will you do this?

This includes having a plan:

- to respond to a worker being notified they are a positive case or a close contact while at work
- to clean the worksite (or part) in the event of a positive case
- to contact the Department of Health on 1800 675 398 and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts
- to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with COVID-19 at your workplace
- if you have been instructed to close by the Department of Health
- to re-open your workplace when cleared by the Department of Health and notify workers to return to work.

For additional resources: business.vic.gov.au/emergencyplanning Consider: HR support, communications, cleaning, contact lists, business closure/reopening.

Example: Establish a process for notifying workers and close contacts about a positive case in the workplace.

Area Manager





#### **Enclosed spaces and ventilation**

### REQUIREMENT AND RECOMMENDATIONS

#### **DESCRIBE WHAT YOU WILL DO**

WHO IS RESPONSIBLE

You should reduce the time workers spend in enclosed spaces. How will you do this?

Consider: enabling lower-risk outdoor working environments, enhancing ventilation by opening windows, optimising fresh air flow in air conditioning systems, conducting regular air checks.

Example: Making sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift.

Office Manager

## If your industry is subject to additional industry obligations, you may also be required to:

- ask workers to declare in writing before each shift that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to quarantine or isolate.
- · conduct surveillance testing.

How will you do this?

For more information visit: coronavirus.vic.gov.au/additionalindustry-obligations Consider: HR support, communications, record keeping protocols.

Example: Provide workers with a health questionnaire to complete before their shift.

Manager





#### 6. Workforce bubbles

### REQUIREMENT AND RECOMMENDATIONS

#### **DESCRIBE WHAT YOU WILL DO**

WHO IS RESPONSIBLE

You are strongly recommended to consider rostering groups of workers on the same shifts at a single worksite. Try to avoid overlapping of workers during shift changes where practical. How will you do this? Consider: rosters, working across multiple sites, staggered start and finish times, break times, shared facilities, workers not mixing across different shifts or between shifts (cross-over times), separate entrances.

Example: Stagger start and finish times, shifts and break times, to reduce use of common areas at the same time.

Area manager

#### If your industry is subject to additional industry obligations, you may also be required to:

- limit or stop workers working across multiple sites where practical
- keep records of workers who are working for different employers across multiple premises.

How will you do this?

For more information visit: coronavirus.vic.gov.au/additionalindustry-obligations Consider: rosters, working across multiple sites, staggered start and finish times, break times, shared facilities, workers not mixing across different shifts.

Example: Adjust rosters and develop procedures to ensure workers do not work across multiple sites.

Site Manager

