
From: [REDACTED]
Sent: Sunday, 29 March 2020 10:43 AM
To: Bookings VIC; [REDACTED]
Cc: [REDACTED]
Subject: PROTECTED: *URGENT* Crown Promenade + Crown Metropol Nurse coverage

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

Morning,

Would you please activate and **confirm 24*7 coverage for both sites ASAP (Crown Promenade + Crown Metropol)** with the following:

- Single nurse per shift coverage (with potential back-up to cover) over the 24 hr span
- Complete until Sunday 5th April (for now) with the assumption this goes until 26th April
- Triage trained with ED experience

I will confirm PPE availability on site next
Any questions please ask?

Cheers

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

We Care | We Connect | We Innovate

Corporate Services: Helping you help others

Department of Health and Human Services | 50 Lonsdale Street, Melbourne VIC 3000



The Customer Support Branch adopts flexible working practices. You may receive an email outside of standard office hours however you are not expected to respond at that time.

PROTECTED

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify Postmaster@dhhs.vic.gov.au

From: [REDACTED]
Sent: Monday, 6 April 2020 6:35 PM
To: [REDACTED]
Subject: FW: PROTECTED: YNA staff at Quarantine sites query (urgent response required please)

Follow Up Flag: Follow up
Flag Status: Flagged

Approval for YNA PPT staff to work across roles and current job commitments.

Cheers

[REDACTED]

[REDACTED]

[REDACTED]

PROTECTED

From: [REDACTED]
Sent: Monday, 6 April 2020 6:01 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: PROTECTED: YNA staff at Quarantine sites query (urgent response required please)

Hi [REDACTED],

I can confirm that YNA nurses are allowed to work part time in hospitals as well as work agency shifts for the COVID-19 public health response.

Please note we will require that they use appropriate PPE and disinfection controls in both environments to ensure minimal contamination risk. Thanks.

Warm regards,

[REDACTED]

[REDACTED]

[REDACTED]

Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

[REDACTED]

[REDACTED]

Please note I work Tuesday through Friday

PROTECTED

From: [REDACTED]
 Sent: Monday, 6 April 2020 3:41 PM
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: PROTECTED: YNA staff at Quarantine sites query (urgent response required please)
 Importance: High

Hi [REDACTED],
 Would **you please get confirmation if YNA nurses are allowed to complete their ongoing work commitments** as part-time employees in hospitals/surgery's etc. whilst complimenting shifts with Quarantine sites?

The **concern raised by YNA is finding enough headcount** will the required **skill-set and experience if this is not allowed**. The skill is a finite resource and many of their "bench list" to active already have additional commitments.

Appreciate your attention, any questions please ask?

Cheer

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

We Care | We Connect | We Innovate

Corporate Services: Helping you help others

Department of Health and Human Services | 50 Lonsdale Street, Melbourne VIC 3000



The Customer Support Branch adopts flexible working practices. You may receive an email outside of standard office hours however you are not expected to respond at that time.

PROTECTED

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify Postmaster@dhhs.vic.gov.au

From: [REDACTED]
Sent: Thursday, 9 April 2020 11:27 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Requesting staff for new hotels

FYI we are going through [REDACTED] again, but please see request below

From: [REDACTED]
Sent: Thursday, 9 April 2020 11:25 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Requesting staff for new hotels

Hi [REDACTED],

For your information we have just received word that there are a number of extra flights coming in. This is the forward plan for hotels now.

We request staff for the following:

| | | |
|--------------------------------------|-----------------------------|---|
| Travelodge Hotel Melbourne Docklands | 66 Aurora Ln, Docklands | Setup Thurs 9.4.20 PM – First flight Fri 10.4.20 - 0200 |
| Travelodge Hotel Melbourne Southbank | 9 Riverside Quay, Southbank | Setup Fri 10.4.20 PM – First flight Sat 11.4.20 - 0900 |
| Batman Hill on Collins Hotel | 623 Collins St, Melbourne | Setup Sun 12.4.20 PM |
| 1 x Extra hotel A | TBC | Setup Sun 12.4.20 PM – First flight Mon 13.4.20 – 0700/0900 |
| 1 x Extra hotel B | TBC | Setup Sun 12.4.20 PM – First flight Mon 13.4.20 – 0700/0900 |
| | | |

Rydges has been setup but will **only receive guests as of Sat PM**

| | | |
|--------------------|-------------------------|---|
| Rydges on Swanston | 701 Swanston St Carlton | Has been setup. Staff required PM shift onwards Sat 11.4.20. No staff required before then as no guests |
|--------------------|-------------------------|---|

Staff Mode per template

| [REDACTED] | |
|------------|-----------------------------|
| SHIFT TIME | # of PCAs (hotel concierge) |
| AM | 2 |
| PM | 2 |

| [REDACTED] | | [REDACTED] |
|------------|----------------|---------------------|
| SHIFT TIME | # of ED nurses | # of general nurses |
| | | |

| | | |
|-----------|---|---|
| AM | 1 | 2 |
| PM | 2 | 2 |
| Overnight | 1 | 1 |

And x 1 mental health nurse per shift for Crown Plaza, Promenade and Metropol

Note: please request that at least one nurse in attendance has prior experience from the deployment of another hotel.

This is in addition to the other current hotels

Please let me know if you have any questions

Kinds regards,

[Redacted signature]

Department of Health and Human Services
50 Lonsdale Street, Melbourne Victoria 3000

[Redacted contact information]

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify Postmaster@dhhs.vic.gov.au

From: [REDACTED]
Sent: Monday, 6 April 2020 3:44 PM
To: [REDACTED]
Subject: PROTECTED: FW: Hotels for 07/04/2020

Follow Up Flag: Follow up
Flag Status: Flagged

Afternoon,
[REDACTED] are you able to confirm YNA's ability to provide ED+General+PCA staff to cover these two new sites from tomorrow morning?
This would fall in line with the configuration and shift times of the other 6 sites.

As follow-up for YNA I will confirm parking, switching of nurses across sites and ability for part time nurses to complete their current rostered shifts elsewhere in combination with the DHHS emergency response sites.

Any this else please ask?

Cheers

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

We Care | We Connect | We Innovate

Corporate Services: Helping you help others

Department of Health and Human Services | 50 Lonsdale Street, Melbourne VIC 3000



The Customer Support Branch adopts flexible working practices. You may receive an email outside of standard office hours however you are not expected to respond at that time.

PROTECTED

From: [REDACTED]
Sent: Monday, 6 April 2020 2:36 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Hotels for 07/04/2020

Hi [REDACTED],

As discussed, I've been informed that Novotel will be coming online tomorrow (Tuesday 07/04/2020) and will require the usual set up of:

| NOVOTEL | |
|------------|-----------------------------|
| SHIFT TIME | # of PCAs (hotel concierge) |
| AM | 2 |
| PM | 2 |

| NOVOTEL | | |
|------------|----------------|---------------------|
| SHIFT TIME | # of ED nurses | # of general nurses |
| AM | 1 | 2 |
| PM | 2 | 2 |
| Overnight | 1 | 0 |

Note: please request that at least one nurse in attendance has prior experience from the deployment of another hotel.

This is in addition to the Holiday Inn (Airport).

Please let me know if you have any questions, Anne

Kinds regards,

[Redacted signature block]

Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

w. www.dhhs.vic.gov.au



The Department of Health and Human Services respectfully acknowledges the Traditional Owners of Country throughout Victoria and pays its respect to the ongoing living cultures of Aboriginal peoples.

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify Postmaster@dhhs.vic.gov.au

From: [REDACTED]
Sent: Thursday, 13 August 2020 4:04 PM
To: [REDACTED]
Subject: FW: OFFICIAL - Sensitive: Request 1:1 Special - Paed Nurse - Brady's Hotel

From: [REDACTED]
Sent: Tuesday, 11 August 2020 2:11 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: OFFICIAL - Sensitive: Request 1:1 Special - Paed Nurse - Brady's Hotel

Hi all

We have a Somalian guest (female) staying at the Brady's who needs to go to hospital. She has 4 x children with her.

We request 1 x Paediatric Nurse to attend the Brady's Hotel ASAP until 10pm tonight. We will be in touch if further arrangements need to be made ongoing.

The family are on the 16th floor.

1 x child is 17 years old

1 x child is covid positive

The team leader will be able to provide further information on arrive.

Many thanks

[REDACTED]

p: [REDACTED]
e: [REDACTED]

OFFICIAL: Sensitive

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify Postmaster@dhhs.vic.gov.au

From:
Sent:
To:

[REDACTED]

Subject: Ops Soteria Daily Rosters for 11 July 2020
Attachments: Airport Roster 11 July 2020.pdf; AO Master Roster 11 July to 13 July.xlsx; CART Roster - 9 July to 15 July 2020.pdf; CSO 11 July 2020.pdf; EOC Roster - 11 July 2020.pdf; Hotel location maps updated 15 06 2020.docx; HOTELS Roster - 11 July 2020.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

Evening All,

Daily rosters for **11 July 2020** are attached, including:

- Hotel Roster
- Airport roster
- EOC roster
- AO roster
- Cart roster
- CSO Roster

Each hotel will have access to the following across roving shifts:

- Team Leader escalation
- Nurses
- GPs
- Concierge staff (including Team Leader)
- Authorised Officers
- DJPR site contact
- Pharmacy contact
- Temperature checks are now rostered for AM and PM across all hotels, and will continue daily.

Please note the new contact number for Team Leader escalations p: 8624 4019

The following planning staff are rostered tomorrow;

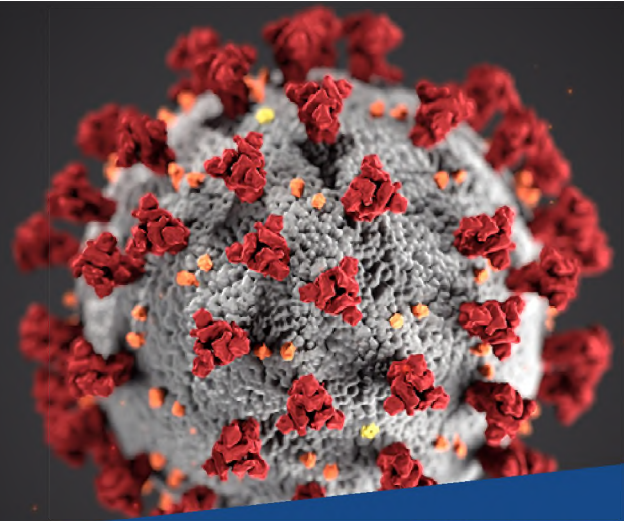
| Planning/ Rostering | | |
|-----------------------------------|----------------------------|------------|
| 8AM-4PM | | |
| Manager Planning/Rostering | [REDACTED] (11-7) | [REDACTED] |
| Planning Lead | [REDACTED] (9-3pm) | [REDACTED] |
| Planning Support | [REDACTED] (NEW4) 10am-6pm | [REDACTED] |
| Planning Support | [REDACTED] (ops) | [REDACTED] |
| 2pm - 10pm | | |
| Planning Lead | [REDACTED] | [REDACTED] |
| Planning Support | [REDACTED] | [REDACTED] |
| Planning Support | [REDACTED] | [REDACTED] |
| Planning Support | [REDACTED] | [REDACTED] |

Please note:

- Team Leader Escalation point is 8624 4019 (staffed 8 AM to 10 PM but diverted after hours if urgent)
- For general questions including if anyone has been missed on this distribution or if you have any daily amendments, please email [REDACTED] ATTN: ROSTERING.
- If you need to have access to a hotel email address (see addresses in attached roster) than email [REDACTED]

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify Postmaster@dhhs.vic.gov.au

Coronavirus COVID-19



11 March 2020
Version 1.0

YNA Health Alert

Coronavirus (COVID-19) is causing significant concern around the world. Many of the deaths have involved elderly people, people with underlying medical conditions and those with weakened immune systems. We need to keep ourselves and others safe from exposure to this highly infectious virus because many of the people YNA support fall within these categories. The information contained in this newsletter will help you better understand your role in containing spread of this virus.

Please see the Australian Guidelines for the Prevention and Control of Infection in Healthcare:

<https://www.nhmrc.gov.au/sites/default/files/documents/attachments/nhmrc-infection-control-guidelines-2019.pdf>

What is COVID-19?

Coronaviruses are a large group of viruses common amongst animals. There are many types of human coronaviruses.

Coronavirus disease 2019 (COVID-19) began in China in December 2019. It is a milder cousin to the more deadly Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

COVID-19 is a new disease. There is currently no vaccine for this virus and it does not respond to antibiotics.

What are the symptoms?

Some people may be infected but don't develop any symptoms or feel unwell.

Others may experience symptoms similar to a common cold, including a fever, runny nose, tiredness, dry cough, sore throat, or headache.

These symptoms last a few days and most people (80%) recover following a few days' rest.

A mild cough for a week followed by shortness of breath requires medical attention.

How long until symptoms appear?

The first symptoms appear within one to eleven days, most commonly five days, when someone has been exposed to the virus.

How is the virus spread?

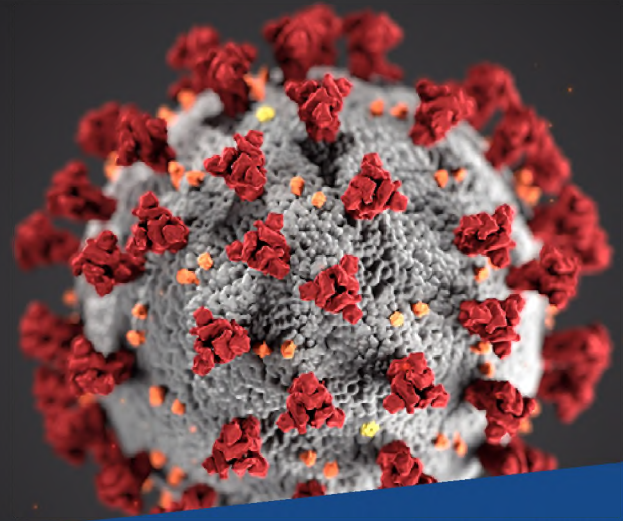
COVID-19 is spread from person to person through respiratory droplets. You can be exposed when an infected person coughs or sneezes near you, or when you touch a surface that has droplets from an infected person on it and then touch your nose, mouth or eyes.

What if I think I'm infected?

If you have visited an area where COVID-19 is spreading or if you think you are infected:

- Adhere to infection control principles
- Self-isolate by staying home until you are fully recovered
- Wear a mask when supplies are dropped off to you or if you need to go out for supplies. NOTE: It is not recommended to leave your home
- If you develop a fever, cough or difficulty breathing, seek medical advice.

Coronavirus COVID-19



11 March 2020
Version 1.0

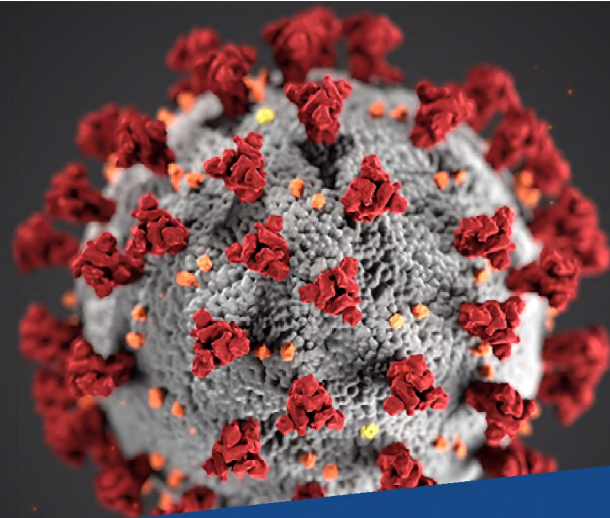
Hand Hygiene - Remember the 5 Moments

Regular and thorough hand hygiene is one of the most effective things you can do to prevent and control the spread of illness and infection. Wash your hands with soap and water or rub with alcohol-based hand rub for 20 – 30 seconds:

- immediately after hand to hand contact with another person
- after blowing your nose, coughing or sneezing
- after going to the bathroom
- before and after preparing food or medications
- before and after personal contact and / or using gloves
- if your hands are visibly soiled.



Coronavirus COVID-19



11 March 2020
Version 1.0

Standard Precautions

Standard Precautions are the minimum infection prevention practices that apply to any area where support and care is delivered.

They are based on a risk assessment and use common sense practices and personal protective equipment (PPE) to protect healthcare and support workers from becoming infected and from spreading infection.

As part of the YNA team it is your responsibility to prevent disease or infection from spreading to yourself and others and from contaminating the environment you are working in.

Maintaining clean and contaminated zones will help reduce risk of contamination, as will strict adherence to environmental cleaning and waste disposal.

Transmission-Based Precautions

When Standard Precautions are not enough to prevent infection or disease from spreading to others, Transmission-Based Precautions (formerly known as Additional Precautions) are required.

This is a second tier of infection prevention to be used in addition to Standard Precautions for people with known or suspected infections that can spread through contact, droplet or airborne routes.

When transmission-based precautions are indicated, YNA management will provide support and education to the client, their family and relevant staff members on:

- the need for visible signage or alerts
- isolation requirements
- expectations for all people in close proximity
- waste disposal.

Standard Precautions

Always follow these standard precautions



Perform hand hygiene before and after every patient contact



Clean and reprocess shared patient equipment



Use personal protective equipment when risk of body fluid exposure



Follow respiratory hygiene and cough etiquette



Use and dispose of sharps safely



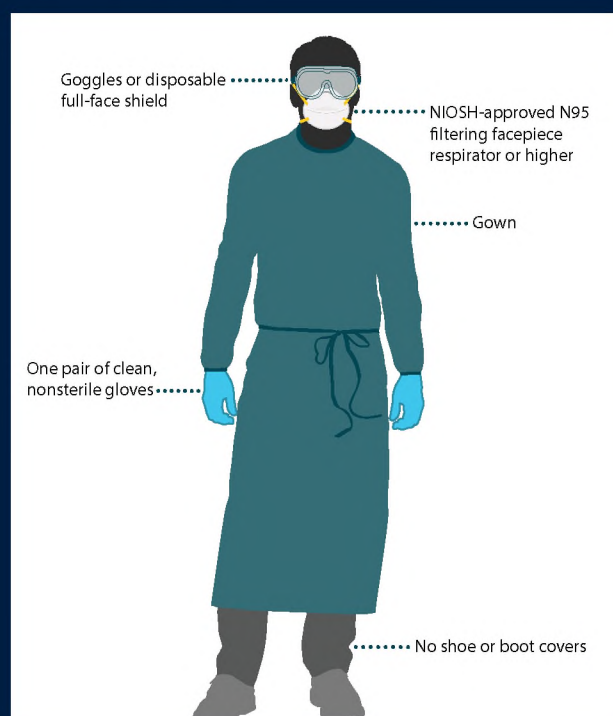
Use aseptic technique



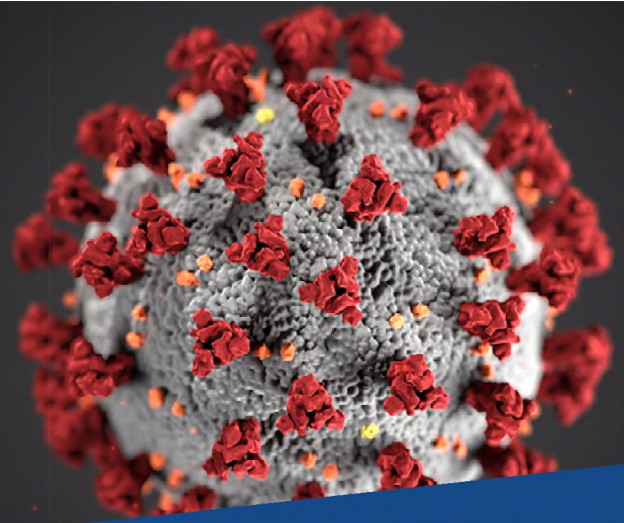
Perform routine environmental cleaning



Handle and dispose of waste and used linen safely



Coronavirus COVID-19



11 March 2020
Version 1.0

What can I do to help myself and others stay infection free?

- Contact YNA as soon as possible if you are concerned you have been exposed.
- Follow YNA and the allocated site's transmission-based and standard precaution policies as required.
- Follow YNA's procedures for informing that someone is unwell so the person is supported and other staff members and clients are not placed at risk
- Contact YNA as soon as possible and self-isolate for 14 days if:
 - you have left or transited through a high-risk country
 - you have been in close contact with a confirmed case of COVID-19
- Use PPE if there is risk that you will be exposed to body fluids, blood, mucous membranes or non-intact skin. NOTE: Face masks are not required unless you have symptoms of COVID-19 or are supporting someone who has suspected / confirmed case.
- When outside a work environment, stay more than one metre away from a person who is unwell so you are less likely to breath in any droplets if they cough or sneeze.
- Adhere to good respiratory hygiene which includes covering your mouth and nose with a tissue or bent elbow (not your hands) when you cough or sneeze and discarding used tissues immediately in the nearest bin after use, followed by hand hygiene.
- Disinfect surfaces that may be contaminated with respiratory droplets. This includes bathroom surfaces, door handles, light switches, taps.
- Keep the skin on your hands intact, covering skin breaks with a waterproof dressing, removing jewellery and maintaining short, natural, polish-free fingernails.

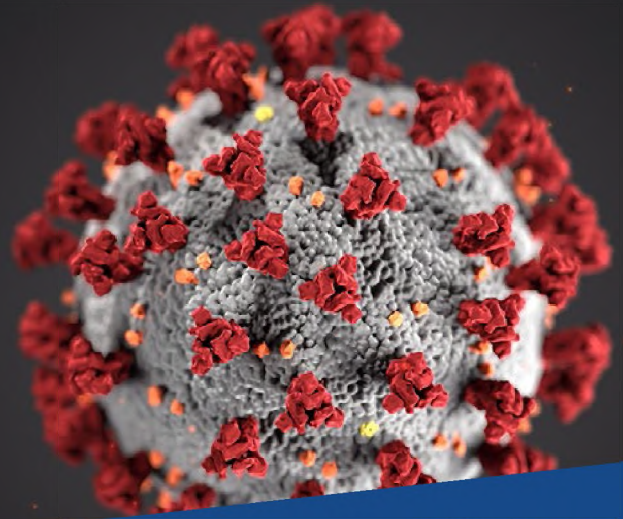
Stay informed of the latest COVID-19 information. YNA will release Health Updates as required to help keep you informed about COVID-19 trends. You can also stay informed by accessing daily updates from the Australian Government Department of Health:

www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert

We are all required to comply with YNA's infection control instructions and safe practice principles. This applies to the individual client, their environment, and includes consideration of all external activities. It also applies to the office environment.

COVID-19 Staff Update

31 March 2020



31 March 2020
Version 1.0

Current status Torrens Health

Torrens Health has been classified as essential services. We appreciate all that our staff both in the office and working in the community, residential care, disability and acute care settings are doing.

Please report any travel, COVID-19 contact or concerns to your Torrens Health office. As always if you are unwell Torrens Health appreciates you will not be able to attend shifts please tell Torrens Health as soon as possible so we can backfill or remove you from availability at this time.

If you call in sick, Torrens Health staff may ask questions as part of a risk assessment.

Current status

The World Health Organisation (WHO) has announced that COVID-19 is a pandemic.

[Coronavirus disease 2019 \(COVID-19\) Situation Report - 69](#)

To review [current status, daily situation updates](#) and [find out how we are managing the outbreak to slow the spread](#). Please see [Australian Government Department of Health website](#) for more details.

Coronavirus Australia App

A Coronavirus App and WhatsApp channel were released by the Commonwealth Government. The app is now available on Apple and Android devices. The WhatsApp channel can be accessed by entering [aus.gov.au/whatsapp](https://www.aus.gov.au/whatsapp) into your internet browser.

The Coronavirus Australia app is available from the Apple App Store and on Google Play, was launched alongside the Government's new WhatsApp feature.

Education

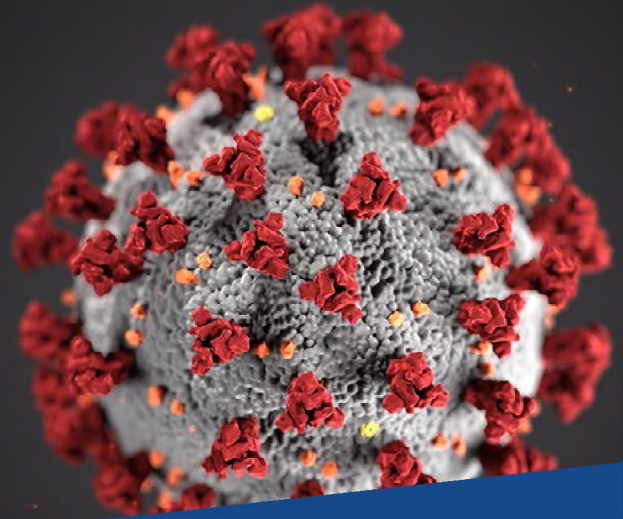
Torrens Health sent all staff the link for online education released by the Australian Government Department of Health: "[How to protect yourself and the people you are caring for from infection with COVID-19.](#)"



TORRENS HEALTH

COVID-19 Staff Update

31 March 2020



31 March 2020
Version 1.0

Prime Minister's Statement 29 March 2020

Please visit [this link](#) for full details - relevant excerpts are below.

Australian governments met again today as the National Cabinet to take further action to slow the spread of coronavirus to save lives and to save livelihoods.

We will be living with this virus for at least six months, so social distancing measures to slow this virus down must be sustainable for at least that long to protect Australian lives and help Australia to keep functioning.

National Cabinet noted the latest statistics and medical advice in relation to coronavirus. Our public health measures are taking effect, with over 211,000 tests undertaken and 3,966 confirmed cases in Australia.

The rate of increase in the virus curve is slowing, but overall numbers are still increasing. While the majority of cases in Australia are connected to travellers returning to Australia from overseas, there has been some sustained community transmission in areas of Sydney and Melbourne.

National Cabinet noted the extensive work underway to procure more masks, ventilators, gloves, gowns and hand sanitiser from both international suppliers and domestic manufacturers. National Cabinet further noted that the Commonwealth had announced a package of \$1.1 billion to boost mental health services, domestic violence support, Medicare assistance for people at home and emergency food relief.

National Cabinet welcomed the new coronavirus app and WhatsApp channel that were released today by the Commonwealth Government. The app is now available on Apple and Android devices. The WhatsApp channel can be accessed by entering [aus.gov.au/whatsapp](https://www.aus.gov.au/whatsapp) into your internet browser.

These new platforms provide a trusted source of information for Australians looking for important advice on how they can protect themselves and others, current restrictions on social gatherings, how they can access support and the latest data on Australian cases. The app also allows Australians to voluntarily register if they are self-isolating to provide governments with important information to protect public health and safety.

National Cabinet noted that there have been significant measures put in place that restrict gatherings including limits on retail premises. In some jurisdictions, retail outlets need to be prepared for further measures and adapt to different ways of engaging customers such as online and home delivery services.

Indoor and Outdoor Public gatherings

National Cabinet agreed to limit both indoor and outdoor gatherings to two persons only. Exceptions to this limit include:

- People of the same household going out together;
- Funerals - a maximum of 10 people;
- Wedding - a maximum of 5 people;
- Family units.

Individual states and territories may choose to mandate and/or enforce this requirement.

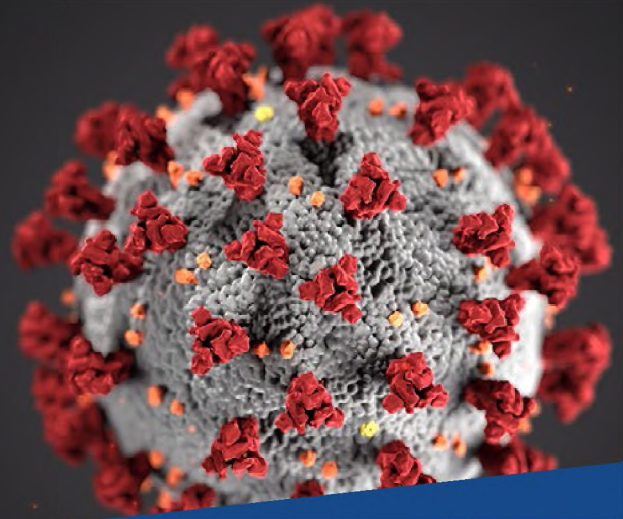
National Cabinet's strong guidance to all Australians is to stay home unless for:

- shopping for what you need - food and necessary supplies;
- medical or health care needs, including compassionate requirements;
- exercise in compliance with the public gathering requirements;
- work and study if you can't work or learn remotely.

(continued over page)

COVID-19 Staff Update

31 March 2020



31 March 2020
Version 1.0

Prime Minister's Statement 29 March 2020 (cont'd)

National Cabinet agreed that playgrounds, skate parks and outside gyms in public places will be closed.

Bootcamps will be reduced to two persons, including the trainer.

These measures will be in place from midnight tomorrow night.

Social Distancing - further measures

National Cabinet discussed further restrictions on activities and venues. Overseas experience indicates further restrictions on personal movement and businesses will be required should the severity of the outbreak worsen in Australia.

States and territories agreed they would implement further measures specific to their own region, including closing categories of venues, where medical advice supported this action. These measures would be risk-based and targeted at non-essential activities.

Australians will still be able to access the goods and services needed to safely and sustainably live their lives.

Advice for Senior Australians including those with existing health conditions

The care and wellbeing of senior Australians remains a priority in this uncertain time.

\$1.1 billion to support more mental health, Medicare and domestic violence services

The Prime Minister has announced a \$1.1 billion package which boosts mental health services, domestic violence support, Medicare assistance for people at home and emergency food relief.

[Click here for more information.](#)

All Australians respect and value the contribution that older Australians make to our community.

Coronavirus has more serious impacts on older Australians, those over 70 years of age and Australians with existing health conditions or comorbidities.

National Cabinet's strong advice is for self-isolation at home to the maximum extent practicable for Australians:

- over 70 years of age;
- over 60 years of age who have existing health conditions or comorbidities;
- Indigenous Australians over the age of 50 who have existing health conditions or comorbidities.

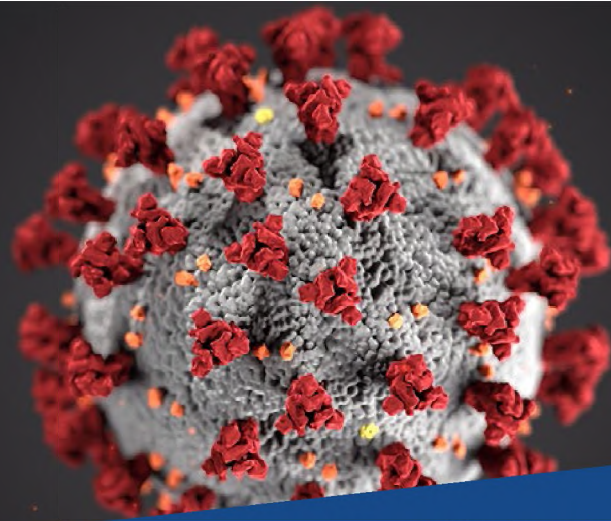
These groups should limit contact with others as much as possible when they travel outside.

Social distancing guidance

This information sheet should be read in conjunction with the 'What you need to know', 'Isolation guidance' and 'Advice for public gatherings' information sheets can be found at www.health.gov.au/covid19-resources.

COVID-19 Staff Update

31 March 2020



31 March 2020
Version 1.0

What is social distancing and why is it important?

Social distancing includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people.

Social distancing is important because COVID-19 is most likely to spread from person-to-person through:

- direct close contact with a person while they are infectious or in the 24 hours before their symptoms appeared
- close contact with a person with a confirmed infection who coughs or sneezes, or
- touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

So, the more space between you and others, the harder it is for the virus to spread.

What can I do?

If you are sick, stay away from others – that is the most important thing you can do. You should also practise good hand and sneeze/cough hygiene:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser, and
- if unwell, avoid contact with others (stay more than 1.5 metres from people).

As well as these, you can start a range of social distancing and low cost hygiene actions now.

These simple, common sense actions help reduce risk to you and to others. They will help to slow the spread of disease in the community – and you can use them every day – in your home, workplace, school and while out in public.

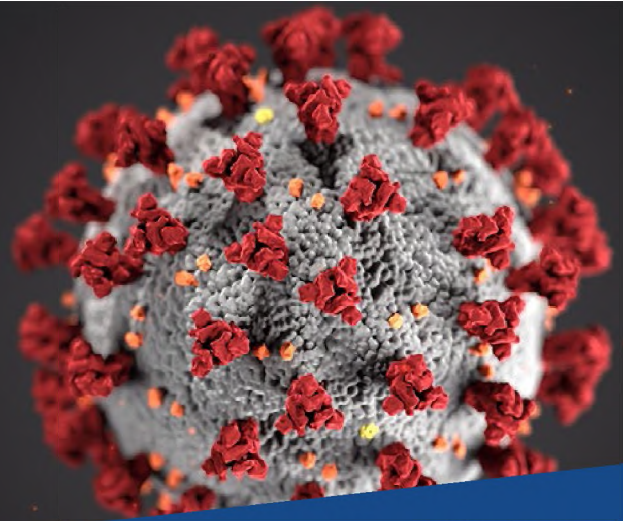
Social distancing at home

To reduce the spread of germs:

- As mentioned, practise good hand and sneeze/cough hygiene
- Avoid handshaking and kissing
- Regularly disinfect high touch surfaces, such as tables, kitchen benches and doorknobs
- Increase ventilation in the home by opening windows or adjusting air conditioning
- Visit shops sparingly and buy more goods and services online
- Consider whether outings and travel, both individual and family, are sensible and necessary.

COVID-19 Staff Update

31 March 2020



Your Well Being

31 March 2020
Version 1.0

Looking after your home environment

As healthcare and support workers we all know the risks of contamination in our workplace. We also know how to keep our home environments safe from work hazards. In a time of global crisis, it is good to revisit what we can do help reduce transmission of infectious agents in our homes:

- Adhere to the principles of standard precaution and personal hygiene at all times, even in your home environment.
- Perform hand hygiene before leaving your work environment.
- Perform hand hygiene for non-clinical situations e.g. before and after preparing a meal or eating, after going to the toilet.
- Remember that uniforms can be vectors that spread infection:
 - Change from your work wear as soon as you possible, and avoid touching anyone or anything until you are in your normal clothing.
 - Fold work wear once removed and place into laundry basket to avoid contaminating your home environment.
 - Consider washing your work wear separate to other items. Did you know that multi-resistant organisms can survive on your uniform for over 48 hours?
 - Perform hand hygiene after handling dirty work wear.
 - Wear clean work wear every shift.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4180417/> (2012)

Looking after your mental wellbeing

The incessant news feeds, headlines, emails and general conversation occurring during a time of global pandemic can be overwhelming. As care providers it is critical that we stay informed so that we are able to provide safe, effective care, but we also need to balance this with self-care. There are a number of things you can do to help control rising stress and anxiety

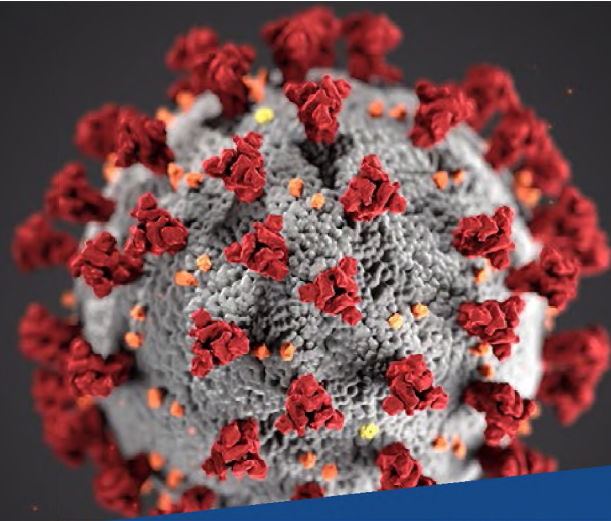
Very importantly, try to maintain perspective, there are major advances in medical treatment now more than ever and Australia's healthcare system is ranked amongst the world's best.

- Australia has prepared for this pandemic and is responding daily to address the situation.
- Consider what is in your control and focus on contributing something positive to those you are able to influence.
- Carefully appraise the sources of information so you are better able to gauge the accuracy and know who to trust.
- Restrict the frequency in which you tap into news sources, set limits and avoid last-minute checks at bed-time.
- Focus on some good-news stories or events to help find a sense of balance.
- Find something to do each day for yourself and / or your loved ones. This could be going for a walk, cooking a meal, reading, taking a bath, or even singing out loud and dancing around your home.
- Look after your physical wellbeing because your mind and body are connected. This includes eating healthy meals regularly and drink plenty of fresh water, exercising and getting enough sleep.
- Try to maintain a sense of routine as this will help you feel in control, adjust rituals to fit the current social requirements, but make the adjustments fun and innovative.
- Talk about your fears and concerns, but talk about other things too. All too often we are unable to see past the now, but the future is there waiting for us.
- It is important to share your feelings, but if you have children it is also important to show them that you are managing them.
- Seek support when you need it.

Remember, Torrens Health is here to help you, and to help you provide safe care and support.

COVID-19 Staff Update

31 March 2020



31 March 2020
Version 1.0

What is COVID-19?

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is the disease caused by a new coronavirus. It was first reported in December 2019 in Wuhan City in China.

Symptoms

Symptoms can range from mild illness to [pneumonia](#). Some people will recover easily, and others may get very sick very quickly.

People with coronavirus may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

If you think you have COVID-19

If you are sick and think you have symptoms of COVID-19, seek medical attention. If you want to talk to someone about your symptoms first, call the Coronavirus Health Information Line for advice.

Coronavirus Health Information Line

Call 1800 020 080 if you are seeking information on coronavirus (COVID-19). The line operates 24 hours a day, seven days a week. If you have serious symptoms such as difficulty breathing, call 000 for urgent medical help.

healthdirect Coronavirus (COVID-19) Symptom Checker

To find out if you meet the Australian Government guidelines for coronavirus (COVID-19) testing, answer a series of questions. These include information about:

- your age and gender
- any emergency symptoms you may be experiencing
- your state or territory
- whether you're a healthcare worker
- any recent foreign travel
- whether you've been in contact with someone who has been diagnosed with COVID-19

[Online tool link](#)

How to seek medical attention

To seek medical help from a doctor or hospital, call ahead of time to book an appointment. You will be asked to take precautions when you attend for treatment. Follow the instructions you are given. If you have a mask, wear it to protect others. Stay at least 1.5 metres away from other people. Cover your coughs or sneezes with your elbow.

Tell the doctor about:

- your symptoms
- any travel history
- any recent contact with someone who has COVID-19

Getting tested

Your doctor will tell you if you should be tested. They will arrange for the test. You will only be tested if your doctor decides you meet the criteria:

- You have returned from overseas in the past 14 days and you develop respiratory illness with or without fever
- You have travelled interstate in the past 7 days AND have new symptoms
- You have been in close contact with a confirmed COVID-19 case in the past 14 days and you develop respiratory illness with or without fever
- You have severe community-acquired pneumonia and there is no clear cause
- You are a healthcare worker who works directly with patients and you have a respiratory illness and a fever (>37.5)

There is a global shortage of the test kits that pathologists use to diagnose COVID-19. This is why we are doing targeted testing instead of widespread testing.

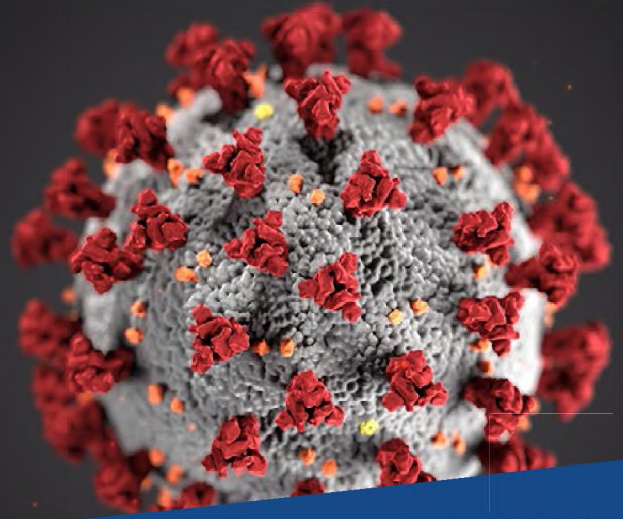
Please inform Torrens Health management immediately if you are advised by a doctor to undertake COVID-19 testing.

After testing

It may take a few days for the test results to come back.

COVID-19 Staff Update

31 March 2020



31 March 2020
Version 1.0

If you have serious symptoms you will be kept in hospital and isolated from other patients to prevent the virus spreading. If your doctor says you are well enough to go home while you wait for your test results, you should:

- self-quarantine at home and do not attend work or school
- wash your hands often with soap and water
- cough and sneeze into your elbow
- avoid cooking for or caring for other members of your household
- wear the mask your doctor gives you if you cannot avoid close contact with other people.

For questions about testing or patient welfare, call the Coronavirus Health Information Line.

Release from Isolation - revised criteria
[Please visit this link.](#)

COVID-19 and Face Masks

We have been receiving a number of questions regarding the use of face masks or surgical masks.

Torrens Health will make all staff aware of any need for Personal Protective Equipment, including masks, for specific clients or sites.

Here are some facts about masks:

- There is no need to wear a face mask if you're well, unless you are caring for someone with suspected or confirmed COVID-19.
- There is no need to wear a mask when flying, unless you are unwell.
- If you are in isolation or have flu-like symptoms, wear a face mask when in a room with others.

International Travel

Australia has closed its borders to all non-citizens and non-residents. The entry ban took effect from 9pm AEDT Friday, 20 March 2020, with exemptions only for Australian citizens, permanent residents and their immediate family, including spouses, legal guardians and dependants. New Zealand citizens who live in Australia as Australian residents are also exempt, as are New Zealanders transiting to New Zealand. Exemptions for Pacific Islanders transiting to their home countries will continue to apply.

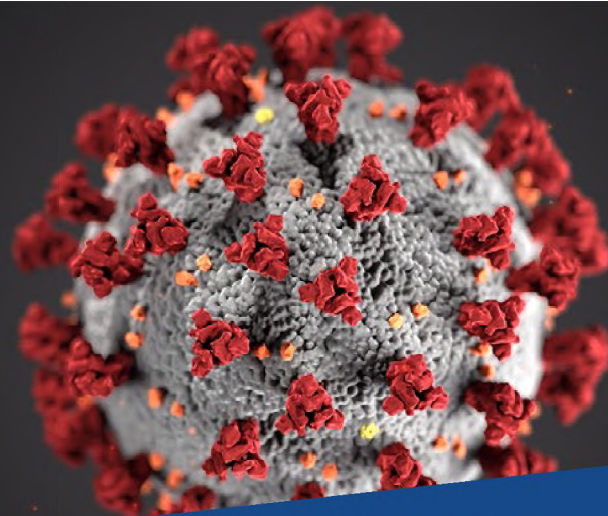
<https://www.pm.gov.au/media/border-restrictions>

You can find more information on the use of surgical masks during COVID-19 from the Australian Government Department of Health [via this link.](#)



COVID-19 Staff Update

31 March 2020



31 March 2020
Version 1.0

Collaboration

The World Health Organisation, the Australian Department of Health and WorkSafe have issued guidance on infection control which can be accessed via:

Australian Government Department of Health

<https://www.health.gov.au/>

<https://www.health.gov.au/resources/publications/australian-health-sector-emergency-response-plan-for-novel-coronavirus-covid-19>

Coronavirus Health Information Line

Call this line on 1800 020 080 if you are seeking information on novel coronavirus. The line operates 24 hours a day, seven days a week.

WorkSafe

<https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers>

<https://www.safework.nsw.gov.au/news/safework-public-notice/coronavirus>

World Health Organisation

<https://www.who.int/>

[Coronavirus disease 2019 \(COVID-19\) Situation Report – 69](#)

Helpful Links

[Frequently Asked Questions](#)

[Interim advice on non-inpatient care of persons with suspected or confirmed Coronavirus disease \(COVID19\), including use of personal protective equipment \(PPE\)](#)

[Interim recommendations for the use of personal protective equipment \(PPE\) during hospital care of people with Coronavirus Disease 2019 \(COVID-19\)](#)

[Coronavirus \(COVID-19\) information on the use of surgical masks](#)

[Coronavirus \(COVID-19\) information for health care and residential care workers](#)

[Coronavirus \(COVID-19\) information on work attendance and testing for health and residential aged care workers](#)

[CDNA National guidelines for public health units](#)

[Release from isolation - revised criteria](#)

[Advice for aged care facilities and visitors to residents](#)