

TRAINING SUMMARY SCHEDULE

1. Communications provided to all YNA Staff between 30 January and 23 April

Name of Communication	Method of delivery	Date of delivery	Comments
Important information regarding Novel Coronavirus	Email	30 January 2020	Update to staff – link to resources and current advice
Important update regarding Novel Coronavirus: 3 February 2020	Email	3 February 2020	Update to staff – Australian Government advice on COVID-19
Coronavirus(COVID-19) update 2 Mar 2020	Email	2 March 2020	Update to staff - current status, recent updates, education and other resources
Coronavirus(COVID-19) update 6 March 2020	Email	6 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Health Alert COVID-19: 11 March 2020	Email	11 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Update COVID-19 16 March 2020	Email	16 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Group COVID-19 Update Infection Control Training Module		18 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Update COVID-19: 19 March 2020	Email	19 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Alpha Update COVID-19 23 March 2020	Email	23 March 2020	Update to staff - current status, recent updates, education and other resources

Name of Communication	Method of delivery	Date of delivery	Comments
YNA Infection Prevention and Control online course	Email	25 March 2020	Email to staff in Victoria directing Infection Prevention and Control online course loaded on our LMS (Learning Management System) to be completed by 13 April 2020
YNA Group COVID-19 Update: 26 March 2020	Email	26 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Group COVID-19 Update: 30 March 2020	Email	30 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Group COVID-19 Update: 3 April 2020	Email	3 April 2020	Update to staff - current status, recent updates, education and other resources
YNA Group COVID-19 Update: 7 April 2020	Email	7 April 2020	Update to staff - current status, recent updates, education and other resources
YNA Group COVID-19 Update: 9 April 2020	Email	9 April 2020	Update to staff - current status, recent updates, education and other resources
YNA Group COVID-19 Update: 16 April 2020	Email	16 April 2020	Update to staff - current status, recent updates, education and other resources
YNA Group COVID-19 Update: 23 April 2020	Email	23 April 2020	Update to staff - current status, recent updates, education and other resources

From: Noreply
Sent: Thursday, 30 January 2020 3:56 PM
To: [REDACTED]
Subject: Important information regarding Novel Coronavirus

Dear YNA Community,

As you may be aware, the Australian Government is closely monitoring the Novel Coronavirus health alert in China. The Australian Government advises anyone who has travelled to China in the last few weeks who becomes ill, to remain in home isolation and seek medical advice. Learn more about Novel Coronavirus via the Australian Government Department of Health:
<https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov#information-for-health-professionals>.

If you are due to travel and are unsure of at-risk areas or precautions and would like further advice please review Smart Traveller an Australian Government Travel site
<https://www.smartraveller.gov.au/>

YNA follows infection control measures, as recommended by the State Health Authorities, to minimise health risks to our staff and community.

YNA cares about your health. If any of the below apply to you, please contact your Operations Manager to discuss how we can best support you at this time.

- If you have travelled to the high risk area of Hubei Province of China, had contact with family or friends in these areas or transited through these areas, you may not be able to be allocated to direct patient care shifts for 14 days after leaving the area and being symptom free.
- If you have travelled to China and work in direct patient care areas, you may not be able to be allocated to direct patient care shifts for 14 days after leaving the area and being symptom free.
- If you feel you have symptoms of Novel Coronavirus (symptoms include but are not limited to: fever, cough, sore throat, fatigue and shortness of breath), please seek appropriate medical care, consider the safety of attending shifts with vulnerable people and make YNA aware immediately.

Please keep tracking the information released on the above websites for updates. If you have any questions please do not hesitate to contact your local Operations Manager.

Kind regards,
[REDACTED]

Your Nursing Agency

T: [REDACTED]

F: [REDACTED]

www.yna.com.au

From: Noreply
Sent: Monday, 3 February 2020 11:12 AM
To: [REDACTED]
Subject: Important update regarding Novel Coronavirus: 3 February 2020

Dear YNA Community,

Last week I wrote to you regarding the Novel Coronavirus. Please find updated advice from the Australian Government attached.

The Australian Government now advises that you must isolate yourself at home if:

- **You have left Hubei Province less than 14 days ago (until 14 days after you left Hubei)**
- **You have been identified as close contacts of proven cases of novel coronavirus (until 14 days after the proven case became unwell)**
- **You have left, or transited through, mainland China on or after 1 February 2020 (until 14 days after leaving China).**

Please immediately advise YNA if you are self-isolating or any of the above circumstances apply to you.

Learn more and keep up to date about Novel Coronavirus via the Australian Government Department of Health: <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov#information-for-health-professionals>.

If you are due to travel and are unsure of at-risk areas or precautions and would like further advice please review Smart Traveller an Australian Government Travel site <https://www.smartraveller.gov.au/>

YNA follows infection control measures, as recommended by the State Health Authorities, to minimise health risks to our staff and community. Thank you to staff that have contacted YNA to discuss their concerns or advise of situations that may affect their work. It is positive that YNA staff take such an engaged and safety conscious approach to working in health, community and disability settings throughout Australia.

YNA cares about your health. If any of the above apply to you, please contact your Operations Manager immediately to discuss how we can best support you at this time.

Please keep tracking the information released on the above websites for updates. If you have any questions please do not hesitate to contact your local Operations Manager.

Kind regards,

[Redacted signature]

Your Nursing Agency

T: [Redacted]
F: [Redacted]

www.yna.com.au



Novel coronavirus (2019-nCoV)

Information for Health Care and Residential Care Workers

An outbreak of novel coronavirus (2019-nCoV) was detected in Wuhan, Hubei Province, China in late December 2019.

Can I go to work?

You are advised that you must isolate yourself at home if:

- You have left Hubei Province less than 14 days ago (until 14 days after you left Hubei)
- You have been identified as close contacts of proven cases of novel coronavirus (until 14 days after the proven case became unwell)
- You have left, or transited through, mainland China on or after 1 February 2020 (until 14 days after leaving China).

If you develop symptoms (listed below) within 14 days of returning from anywhere in mainland China or within 14 days of contact with a confirmed case of novel coronavirus, you should arrange to see your usual doctor for urgent assessment. You should telephone the health clinic or hospital before you arrive and tell them your recent travel history or close contact history. Your doctor will liaise with Public Health authorities to manage your care. You must remain isolated in your home or a healthcare setting until Public Health authorities inform you it is safe for you to return to your usual activities.

Workers who are self-isolated due to one of the above situations should alert their employer to discuss alternative arrangements such as working from home. Some health and residential care workers provide a caring role outside an employment setting. Wherever possible you are advised to arrange alternative assistance for these patients / care recipients.

What does isolate in your home mean?

People who are isolated should not attend public places, in particular work, school, childcare, or public gatherings. Only people who usually live in your household should be in the home. Do not allow visitors into the home. There is no need to wear masks in the home. Where possible, get others such as friends or family, who are not required to be isolated, to get food or other necessities for you. If you must leave the home, such as to seek medical care, wear a surgical mask.

I am an employer – what should I tell my staff?

Health care, residential care and home service providers should brief all employees and contracted staff, including students and interns, on relevant information and procedures to prevent the spread of 2019-nCoV to people in their care. You should inform staff who meet the above criteria that they should remain isolated in their home. Workers should advise their employer if they develop symptoms during the isolation period, particularly if they have been in the workplace.

What is this virus?

Coronaviruses can make humans and animals sick. Some coronaviruses can cause illness similar to the common cold and others can cause more serious diseases, including Severe Acute Respiratory Syndrome (SARS) and Middle East respiratory syndrome (MERS).

The virus seen in mainland China is called 'novel' because it is new. It has not been detected before this outbreak. Most people currently infected live in, or have travelled to mainland China. There have been some cases of 2019-nCoV reported in other countries. It is likely that the virus originally came from an animal, and there is now evidence that it can spread from person-to-person.

What are the symptoms?

Symptoms include (but are not limited to) fever, cough, sore throat, fatigue and shortness of breath.

How is the virus spread?

The virus is most likely to spread from person-to-person through:

- direct contact with a person whilst they are infectious;
- contact with droplets when a person with a confirmed infection coughs or sneezes; or
- touching objects or surfaces (such as doorknobs or tables) that were contaminated by droplets from secretions coughed or sneezed from a person with a confirmed infection, and then touching your mouth or face.

For how long can a person spread the infection to other people?

The length of time that a person is infectious, that is, can spread the infection to others, is not yet known. However, there has been emerging evidence of asymptomatic or minimally symptomatic infection and pre-symptomatic transmission in at least one case cluster. It is therefore likely that a person can spread the infection from before the time they first develop symptoms until up to one day after symptoms stop.

Therefore, the Australian Government Department of Health is currently recommending an isolation period of 14 days for returned travellers from mainland China, and for contacts of confirmed cases.

Who is most at risk of a serious illness?

Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly.

From previous experience with other coronaviruses, the people at most risk of serious infection are:

- people with compromised immune systems;
- elderly people;
- very young children and babies;
- people with diagnosed heart and lung conditions; and
- Aboriginal and Torres Strait Islander peoples.

Healthcare and residential care workers should be mindful that people they work with are vulnerable to infection and vulnerable to serious illness if infected. It is essential that you avoid

contact with patients and aged care residents if you have recently travelled to mainland China or had contact with a confirmed case of coronavirus.

What if I have already returned to work but should have been isolated?

You should inform your employer as soon as possible that you have recently travelled to mainland China or had contact with a confirmed case, and isolate yourself for the remainder of the 14 day period.

If you go on to develop mild symptoms:

- immediately isolate yourself from others in your home;
- call your usual doctor or local hospital and tell them you may have novel coronavirus infection; and
- when you get to the doctor's clinic or hospital, tell them again that you may have novel coronavirus infection; and
- as soon as possible, please call your employer to notify them that you have developed symptoms and will be tested for the novel coronavirus.

If you have serious symptoms such as difficulty breathing:

- call **000** and ask for an ambulance;
- tell the ambulance officers that you may have novel coronavirus infection; and
- as soon as possible, please call your employer to notify them that you have developed symptoms and will be tested for the novel coronavirus.

Your doctor will test you for 2019-nCoV and provide advice on your care. You will also be contacted by Public Health officers who will provide you with more information to coordinate with your employer as needed.

How can we help prevent the spread of the virus?

Practising good hand hygiene and sneeze/cough hygiene is the best defence:

- wash your hands often with soap and water before and after eating as well as after attending the toilet;
- avoid contact with others; and
- cough and sneeze into your elbow.

Where can I get more information?

Visit the Australian Government Department of Health homepage at www.health.gov.au.

Call the National Coronavirus Health Information Line on 1800 020 080.

Contact your state or territory Public Health Authority:

- ACT call 02 5124 9213 during business hours or 02 9962 4155 after hours
- NSW call 1300 066 055
- NT call 08 8922 8044.
- Qld call 13HEALTH (13 43 25 84)
- SA call 1300 232 272
- Tas call 1800 671 738
- Vic call 1300 651 160
- WA call 08 9328 0553

From: Noreply
Sent: Monday, 2 March 2020 3:56 PM
To: [REDACTED]
Subject: Coronavirus(COVID-19) update 2 Mar 2020

Dear YNA Community,
This is just a general information update from the Department of Health website.

Coronavirus Update – 2 March 2020

Please find the latest Coronavirus update dated 1 Mar 20 issued by the Australian Department of Health **Current status - In Australia**

As at 06:30 hrs on 1 March 2020, we have 26 confirmed cases of coronavirus (COVID-19) in Australia:

- 9 in Queensland
- 4 in New South Wales
- 8 in Victoria
- 3 in South Australia
- 2 in Western Australia

15 of these cases are reported to have recovered. The remaining cases are in a stable condition. 10 cases are associated with the Diamond Princess repatriation flight from Japan. 9 of these people have returned to their home states for medical treatment. The most recent case will return to their home state today. 1 of these people has sadly died. **Across the world** Across the world, there have been about 86,513 confirmed cases of coronavirus (COVID-19) and 2,977 reported deaths. Of confirmed cases reported globally, the case fatality rate is approximately 3.4%. The case fatality rate in countries and regions outside mainland China is 1.6% The majority of cases of COVID-19 have been reported from mainland China. 6,689 cases have been reported from 63 countries and regions outside mainland China. **Who is at risk** In Australia, the people most at risk of getting the virus are those who have:

- recently been in mainland China or Iran
- been in close contact with someone who is a confirmed case of coronavirus

If you are at risk You need to isolate yourself if you are at risk of getting the virus:

- If you have left, or transited through mainland China in the last 14 days, you must isolate yourself for 14 days from the date of leaving mainland China.
- If you have left, or transited through Iran on or after 1 March you must isolate yourself for 14 days from the date of leaving Iran.
- If you have been in close contact with a proven case of coronavirus, you must isolate yourself for 14 days from the date of last contact with the confirmed case.

- You do not need to isolate yourself if you have only travelled in Hong Kong, Macau or Taiwan.

Travellers and visitors On 29 February 2020, the Australian Government, informed by advice from the Australian Health Protection Principal Committee (AHPPC) and the Australian Border Force, extended existing travel restrictions to include Iran. All travel restrictions will be reviewed again before 6 March 2020. Read the statement from the AHPPC. The Australian Government considers the following countries to be at higher risk for COVID-19:

- Mainland China
- Iran
- Italy
- South Korea

If you are returning from any of these countries, you need to monitor your health for the next 14 days. Additionally:

- If you are returning from mainland China or Iran you should self-isolate for 14 days.
- If you are returning from Italy or South Korea, and you work as a healthcare worker or as a residential aged care worker, you should not attend your regular work for 14 days.

This advice should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets. The Department of Foreign Affairs and Trade (DFAT) has raised the level of advice for:

- Italy (several regions, including Lombardia and Veneto)
- Iran
- Japan
- South Korea (Daegu and Cheongdo)
- Mainland China
- Mongolia

Australians travelling overseas are encouraged to regularly review the Smartraveller website and subscribe for updates. **China and Iran**

- Do not travel to mainland China or Iran. This is the latest China travel advice and Iran travel advice from the Department of Foreign Affairs and Trade.
- Foreign nationals (excluding permanent residents) who are in mainland China, will not be allowed to enter Australia until 14 days after they have left or transited through mainland China.
- Foreign nationals (excluding permanent residents) who leave Iran on or after 1 March, will not be allowed to enter Australia until 14 days after they have left or transited through Iran.
- Australian citizens, permanent residents, and their immediate family will still be able to enter Australia but will be required to self-isolate for 14 days after the date they left China or Iran.

If you:

- hold a visa for Australia or have applied for a visa, read the coronavirus fact sheet for visa holders and applicants
- are planning to travel to or transit through Australia, read the current travel restrictions
- plan to travel overseas, check the latest travel advice

- are concerned about someone overseas, call the DFAT consular emergency line

If you are on board an international flight and show signs of an infectious disease:

- the airline must report you to biosecurity officers
- biosecurity officers will assess you before you get off the plane
- you may be isolated or referred to a hospital

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

Who is at risk Most cases of coronavirus (COVID-19) are in Wuhan City in Hubei Province, China. In Australia, the people most at risk of getting the virus are those who have:

- recently been in mainland China and Iran
- been in close contact with someone who is a confirmed case of coronavirus

How it spreads There is evidence that the virus spreads from person-to-person. The virus is most likely spread through:

- close contact with an infectious person
- contact with droplets from an infected person's cough or sneeze
- touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person, and then touching your mouth or face

Prevention Surgical masks in the community are only helpful in preventing people who have coronavirus disease from spreading it to others. If you are well, you do not need to wear a surgical mask as there is little evidence supporting the widespread use of surgical masks in healthy people to prevent transmission in public. **Diagnosis** If you become unwell and think you may have symptoms of coronavirus, seek medical attention. Call ahead of time to book an appointment. Tell your doctor about your symptoms, travel history and any recent close contact with someone who has coronavirus. If you must leave home to see your doctor, wear a surgical mask (if you have one) to protect others. If you have serious symptoms such as difficulty breathing, call 000 for urgent medical help. **Treatment** There is no treatment for coronavirus, but medical care can treat most of the symptoms. Antibiotics do not work on viruses. If you have been diagnosed with coronavirus, isolate yourself in your home. **How to isolate yourself** Do not go to public places, such as work, school, shopping centres, childcare or university. If possible, ask other people to get food and other necessities for you and leave them at your front door. Only people who usually live with you should be in your home. Do not let in visitors. You do not need to wear a mask in your home. If you need to leave home to seek medical attention, wear a surgical mask (if you have one) to protect others. **To find out more click on the links below.**

YNA cares about your health. If any of the above apply to you, please contact your Operations Manager immediately to discuss how we can best support you at this time. Please keep tracking the information released on the above websites for updates. If you have any questions please do not hesitate to contact your local Operations Manager.

From: Noreply
Sent: Friday, 6 March 2020 4:51 PM
To: [REDACTED]
Subject: Coronavirus(COVID-19) update 6 March 2020

Dear YNA Community,

Coronavirus Update – 6 March 2020

Please see attached an information update with details from the Department of Health website including actions that may need to be taken by YNA staff. Keep tracking the information released on the below websites for updates. If you have any questions please do not hesitate to contact your local Operations Manager.

To find out more and keep up to date with information click on the links below.





COVID-19 – Staff Update.

6 March 2020

Introduction

COVID-19 is the infectious disease caused by the most recently discovered Coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

COVID-19 presents a challenge for all involved in providing care to vulnerable people across a number of sectors including residential aged care, disability and general care. While the number of cases of COVID-19 is currently relatively small in Australia, it is possible that this situation could change, and we need to plan and be prepared for this.

The COVID-19 situation is evolving rapidly, and we believe there is a need for collaboration between our clients and contractors as part of our planning and preparedness activity.

YNA has robust continuity plans in place to ensure that we can continue to deliver all our services, without degradation of quality, and compliance throughout the occurrence of any pandemic.

If you are at Risk

In Australia, the people most at risk of getting the virus are those who have recently been in in a high risk country/region and people who have been in close contact with someone who has a confirmed case of coronavirus.

If you have returned from a country or region that is at higher risk for COVID-19, you cannot attend work if you work in a setting with vulnerable people.

From previous experience with other coronaviruses, other categories of people at most risk of serious infection are:

- people with compromised immune systems (e.g. cancer)
- elderly people
- Aboriginal and Torres Strait Islander people
- people with diagnosed chronic medical conditions
- very young children and babies*
- people in group residential settings
- people in detention facilities

Countries and regions considered to pose a risk of transmission

Provided is a list of countries and regions which are considered by CDNA to pose a risk of transmission to travelers arriving in Australia.

This list is based on the risk of the person having been exposed to COVID-19 due to travel to a country and region with sustained community transmission and/or based on the patterns of travel between those countries and regions and Australia, and/or the other epidemiological evidence.

Higher Risk

Country / Region
Mainland China
Iran
Italy
South Korea

Moderate Risk

Country / Region
Cambodia
Hong Kong
Indonesia
Japan
Singapore
Thailand

- If you are returning from mainland China or Iran you should isolate yourself for 14 days after leaving mainland China or Iran.
- If you are travelling from the Republic of Korea, on or after 5 March, you must isolate yourself for 14 days from the time you left the Republic of Korea.
- If you are arriving in Australia from Italy, you must present for health screening at the border as directed.
- If you are returning from Italy you do not need to isolate yourself but you cannot attend work for 14 days if you work as a healthcare worker or as a residential aged care worker.
- If you meet any of the above criteria please contact your local operations manager as a matter of urgency so a plan can be made regarding how YNA can support you and the community.
- As people that work in the health, sector we all have a responsibility for appropriate reporting to keep ourselves and others safe.

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/emergencyplan>

WorkSafe

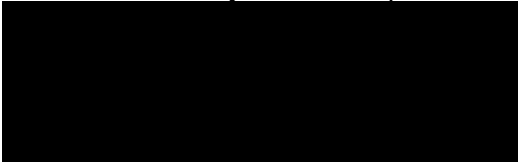
<https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers>

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

World Health Organisation

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

Please contact your YNA representative if you have any questions or need further information.



Your Nursing Agency Pty Ltd

From: Noreply
Sent: Wednesday, 11 March 2020 3:13 PM
To: [REDACTED]
Subject: YNA Health Alert COVID-19: 11 March 2020

Dear valued YNA team member,

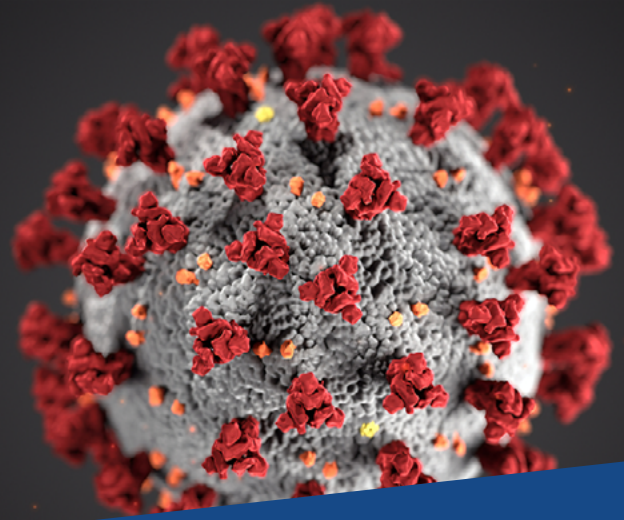
Please find attached important information regarding Coronavirus Disease 2019 (COVID-19).

Please read this information carefully.

Should you have any questions or concerns, please contact your local YNA office.

Kind regards,
The YNA Team

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?

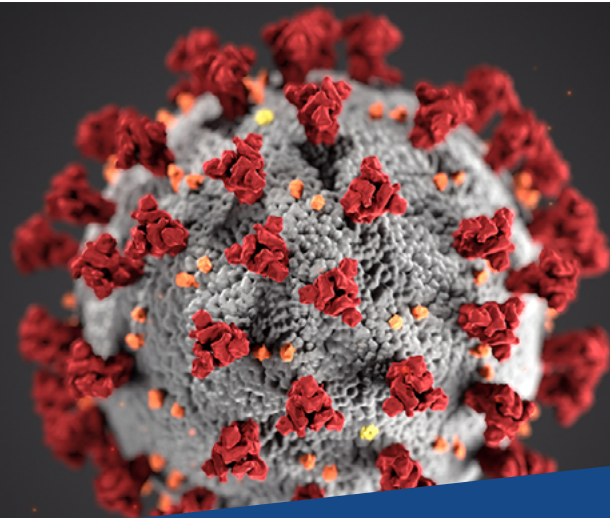
COVID-19 is spread from person to person through respiratory droplets. You can be exposed when an infected person coughs or sneezes near you, or when you touch a surface that has droplets from an infected person on it and then touch your nose, mouth or eyes.

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

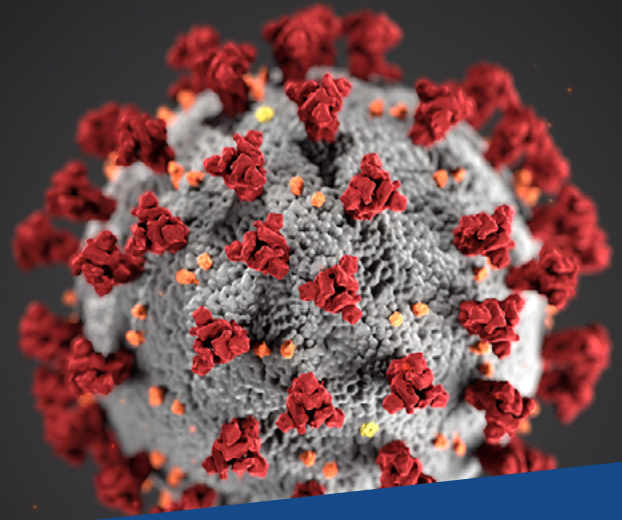
Hand Hygiene - Remember the 5 Moments

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
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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



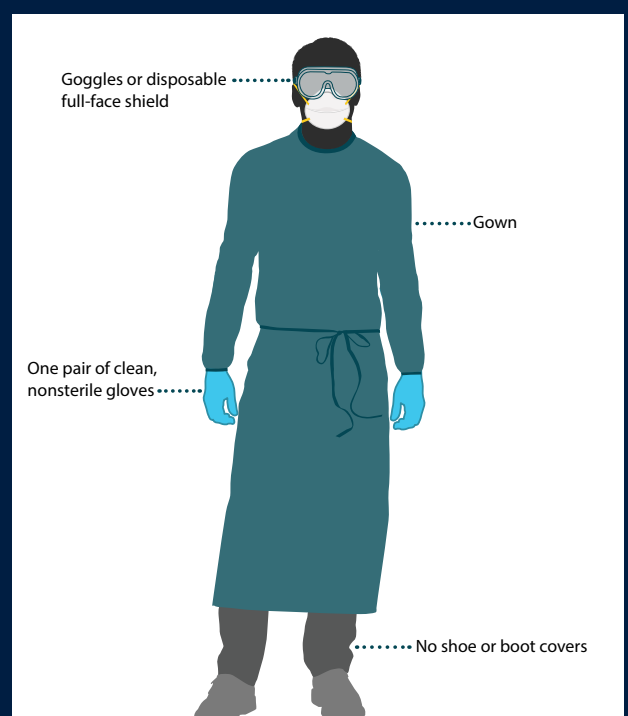
Use aseptic technique



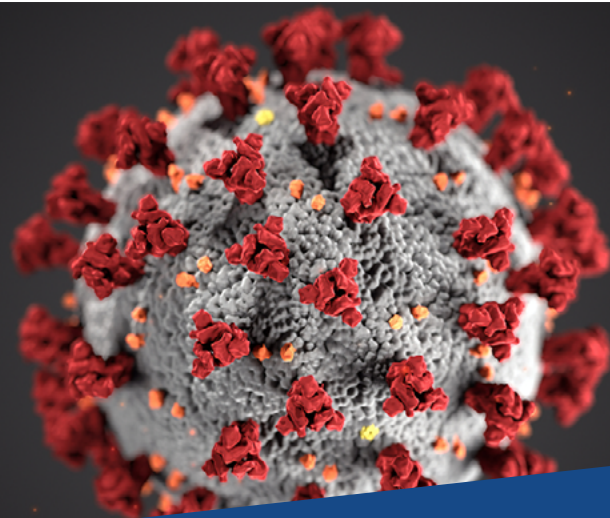
Perform routine environmental cleaning



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.

From: Noreply
Sent: Monday, 16 March 2020 4:21 PM
To: [REDACTED]
Subject: YNA Update COVID-19 16 March 2020

Dear YNA Community,

Please see attached updated details regarding the Corona Virus COVID-19.

We know at this time people may be feeling apprehensive about being exposed to COVID-19. The information attached is intended to support and inform you so you are able to confidently keep yourself and others safe whilst providing care or support.

As members of the health workforce you are important and YNA has and is continuing to have close and regular communication with all facilities and sites. In Victoria at this time:

- All facilities have appropriate structure, policy, procedures and PPE for any task you are requested to undertake.
- Face masks are not required unless you are working closely with a confirmed COVID-19 case, or with someone who is at high-risk. <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#who-is-most-at-risk>
- The virus can spread from person to person, but **good hygiene can prevent infection.**
- There are no Aged care facilities that have a confirmed case of COVID-19 that YNA are allocating staff to.
- YNA have had no direct community clients that have any confirmed cases of COVID-19.
- YNA staff that have questions or have travelled have informed YNA and there have been no confirmed cases of COVID-19.
- If there is a change then YNA will communicate with staff and we will confirm upon offering a shift of any changes in circumstance – in the same way we do about influenza.

YNA are working with sites to manage forward bookings where staff will attend only a specific site or organisation for an ongoing period. If this is something you would be interested in please contact our allocations team.

Your role is important to YNA and to the wider community and all areas are ensuring everything they can to keep the health workforce safe.

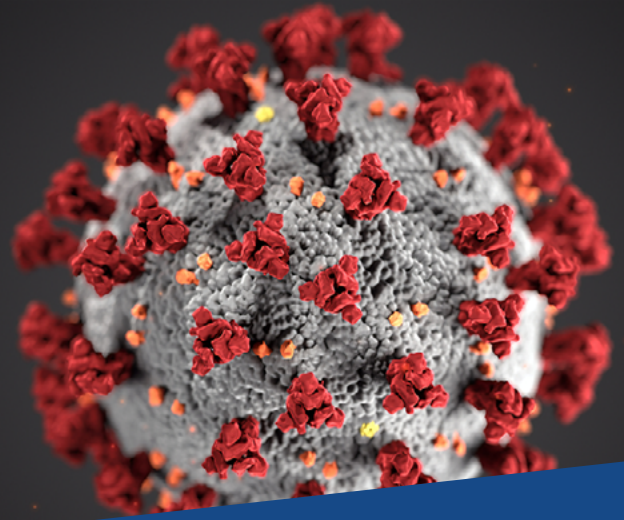
Please ensure your availability is up to date, you answer your phone, call YNA if you have any concerns or identify risks and follow reasonable hand hygiene, PPE and infection control measures of the areas you are working.

We are here to keep you safe and help you provide safe care and support.

[REDACTED]
Your Nursing Agency

COVID-19 Staff Update

16 March 2020



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COVID-19 Staff Update

COVID-19 is the infectious disease caused by the most recently discovered Coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. The World Health Organisation (WHO) has announced that COVID-19 is a pandemic.

COVID-19 presents a challenge for all involved in providing care to vulnerable people across a number of sectors including residential aged care, disability and general care. While the number of cases of COVID-19 is currently relatively small in Australia, it is possible that this situation could change, and we need to plan and be prepared for this.

The COVID-19 situation is evolving rapidly, and we believe there is a need for collaboration between our clients and contractors as part of our planning and preparedness activity. YNA have been working with clients and facilities one strategy that is now in place is a number of sites prebooking shifts and using ongoing staff that will make a commitment to only attend shifts at these sites. If you are interested in these shifts please contact your allocations team and make them aware.

YNA has robust continuity plans in place to ensure that we can continue to deliver all our services, without degradation of quality, and compliance throughout the occurrence of any pandemic.

The following are details taken directly from the Australia Government Department of Health website.

If you are at risk

In Australia, the people most at risk of getting the virus are those who have recently been in in a high risk country/region and people who have been in close contact with someone who has a confirmed case of coronavirus.

If you have returned from a country or region that is at higher risk for COVID-19, you cannot attend work if you work in a setting with vulnerable people.

From previous experience with other coronaviruses, other categories of people at most risk of serious infection are:

- people with compromised immune systems (e.g. cancer)
- elderly people
- Aboriginal and Torres Strait Islander people
- people with diagnosed chronic medical conditions
- very young children and babies*
- people in group residential settings
- people in detention facilities.

When to get tested

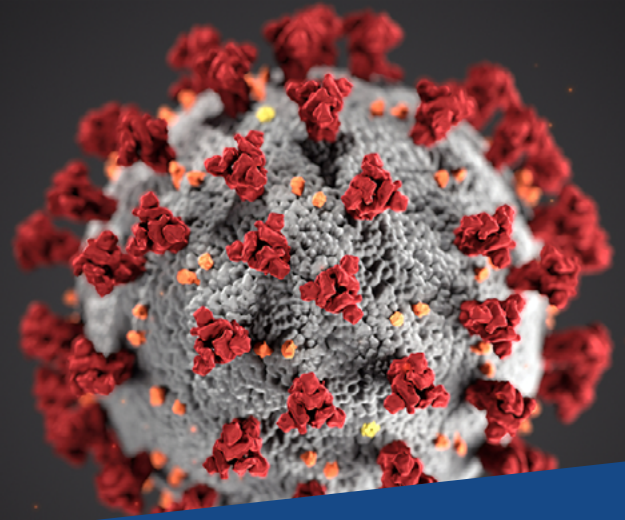
If you develop symptoms within 14 days of last contact with a confirmed case or of returning to Australia, you should [seek medical attention](#). Your doctor will tell you if you need to [get tested](#).

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 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.

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If you're concerned

Call the Coronavirus Health Information Line on 1800 020 080 for advice. If you require translating or interpreting services, call 131 450.

Countries and regions considered to pose a risk of transmission

Provided is a list of countries and regions which are considered by CDNA to pose a risk of transmission to travellers arriving in Australia.

This list is based on the risk of the person having been exposed to COVID-19 due to travel to a country and region with sustained community transmission and/or based on the patterns of travel between those countries and regions and Australia, and/or the other epidemiological evidence.

Higher Risk Countries / Regions

- Mainland China
- Iran
- Italy
- South Korea

Foreign nationals will not be able to enter Australia within 14 days of being in these countries, with the exception of permanent residents, immediate family members of Australians, and airline crew.

Moderate Risk Countries / Regions

The Australian Government considers all other countries to be at moderate risk for COVID-19.

All travellers to Australia must self-isolate for 14 days

On 15 March 2020 the Australian Government announced that all travellers to Australia will be required to self-isolate for 14 days.

If you meet any of the above criteria please contact your local operations manager as a matter of urgency so a plan can be made regarding how YNA can support you and the community.

As people that work in the health, sector we all have a responsibility for appropriate reporting to keep ourselves and others safe.

This advice should be read in conjunction with the '[What you need to know](#)' and '[Isolation guidance](#)' information sheets.

Advice for Australians travelling overseas

- Travelling in the current context presents increased risks, including of significant travel disruptions and delays.
- On Friday 13 March, the Australian Government advised people to reconsider any non-essential international travel.
- The Department of Foreign Affairs and Trade (DFAT) has raised the level of advice for a number of countries. Conditions are changing rapidly and further updates are likely.
- Anyone planning to travel should read Smartraveller advice for all destinations and transit points and subscribe for updates.
- Please follow the link for the [Australian Government Department of Health Coronavirus \(COVID-19\) advice for travellers](#)

What the Australian Government is doing

Australia is well prepared.

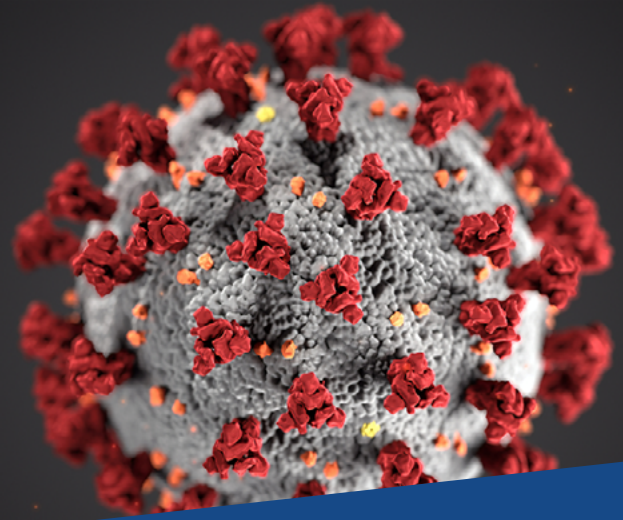
Our first class health system includes mechanisms for early detection and effective management of cases and contacts. Our plans include a range of interventions to minimise transmission and mitigate the impact of the outbreak.

Australian Government agencies and state and territory governments are working together to coordinate an evidence-based response. This includes:

- applying travel restrictions to reduce the number of travellers from mainland China, Iran and the Republic of Korea and Italy
- applying a 14-day isolation period to all travellers entering Australia

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- tracing coronavirus cases
- continuing with border surveillance
- providing information in English and Chinese based on the latest medical advice, including through Facebook, Twitter, Weibo, WeChat and Chinese newspapers
- applying enhanced border measures at international air and sea ports, including announcements and signs

P2 and surgical masks have been made available from the National Medical Stockpile as part of the Government's response to COVID-19. The Government is also investigating further sources of supply for personal protective equipment, both internationally and domestically.

State and territory health authorities are:

- testing anyone who shows symptoms of the virus
- monitoring close contacts of confirmed cases every day

Information on work attendance and testing for health and residential aged care workers

Are there any restrictions on health and residential aged care workers attending work?

Health and residential aged care workers with direct contact with patients are more likely to be exposed to COVID-19. Early detection of COVID-19 in health care workers is important to protect the vulnerable patients they treat in clinical practice.

Health care workers should not go to work if they have:

- symptoms of an influenza like illness, as per usual practice; OR
- returned from any country overseas (until the 14 day self-isolation is complete)

- have been in close contact with a confirmed case of COVID-19 (either in the community or at work) within the past 14 days and have not been protected with appropriate PPE;

Go to www.health.gov.au/covid19-travellers for the list of at-risk countries and quarantine requirements.

There is no work restriction on health care workers who are casual contacts of COVID-19 cases and are well, including those who have provided direct care for confirmed cases while using adequate personal protective equipment (PPE). In this instance, health care workers should self-monitor for symptoms and self-isolate if they become unwell until COVID-19 is excluded.

In settings where the temporary exclusion of health care staff will have a significant impact on a service, an individual risk assessment should be conducted in collaboration with the local Public Health Unit.

When should health and residential aged care workers be tested?

Early detection of COVID-19 in health care workers is an important protective mechanism for the higher risk population that may come in contact with them.

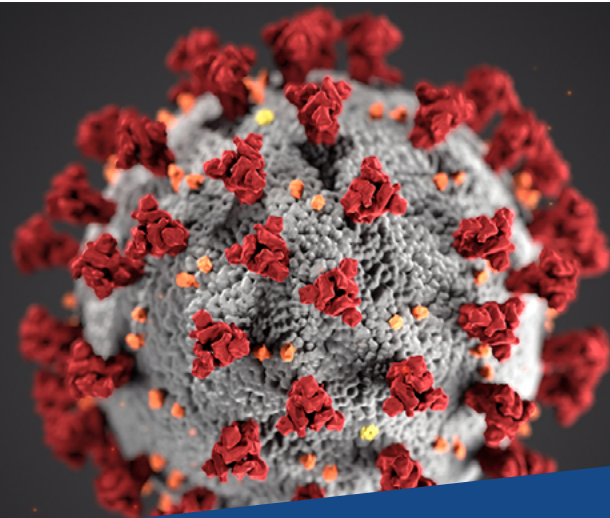
Health care workers should have a lower threshold for testing for COVID-19 if they provide direct care and therefore be tested if they have:

- a fever (≥ 37.5); AND
- symptoms of an acute respiratory infection (e.g. shortness of breath, cough, sore throat).

This is in addition to the standard requirements for testing health care workers as returned travellers, outlined below.

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What should health and residential aged care workers do if they have travelled overseas or been in close contact with a confirmed case?

Health care workers who are in quarantine should alert their employer. Depending on the type of work, and provided the employee is well, they may want to discuss alternative arrangements such as working from home. For more information on self-isolation, see the 'Isolation guidance' information sheets at www.health.gov.au/covid19-resources

If you develop symptoms of fever OR acute respiratory infection (e.g. shortness of breath, cough, and/or sore throat) you should isolate yourself immediately and urgently seek medical attention.

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

How can we help prevent the spread of COVID-19?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You should:

- 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).

More information

While COVID-19 is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness—not COVID-19.

For the latest advice, information and resources, go to www.health.gov.au

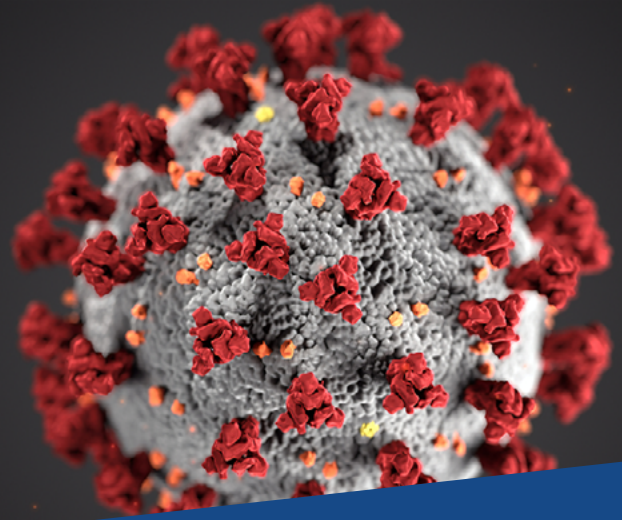
Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of each state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to a doctor.

COVID-19 Staff Update

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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>

An Infection Control Training Module, "How to protect yourself and the people you are caring for from infection with COVID-19" is available online. [Please register to participate.](#)

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/>

Helpful Links

- Frequently Asked Questions: <https://www.health.gov.au/resources/publications/coronavirus-covid-19-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): <https://www.health.gov.au/sites/default/files/documents/2020/03/interim-advice-on-non-inpatient-care-of-persons-with-suspected-or-confirmed-coronavirus-disease-2019-covid-19-including-use-of-personal-protective-equipment-ppe.pdf>
- Interim recommendations for the use of personal protective equipment (PPE) during hospital care of people with Coronavirus Disease 2019 (COVID-19): <https://www.health.gov.au/sites/default/files/documents/2020/03/interim-recommendations-for-the-use-of-personal-protective-equipment-ppe-during-hospital-care-of-people-with-coronavirus-disease-2019-covid-19.pdf>
- Coronavirus (COVID-19) information on the use of surgical masks: <https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-on-the-use-of-surgical-masks-coronavirus-covid-19-information-on-the-use-of-surgical-masks.pdf>
- Coronavirus (COVID-19) information on work attendance and testing for health and residential aged care workers (In full above): https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-on-work-attendance-and-testing-for-health-and-residential-aged-care-workers_0.pdf
- CDNA National guidelines for public health units: [https://www1.health.gov.au/internet/main/publishing.nsf/Content/7A8654A8CB144F5FCA2584F8001F91E2/\\$File/interim-COVID-19-SoNG-v2.0.pdf](https://www1.health.gov.au/internet/main/publishing.nsf/Content/7A8654A8CB144F5FCA2584F8001F91E2/$File/interim-COVID-19-SoNG-v2.0.pdf)

Please contact your YNA representative if you have any questions or need any further information.

From: Noreply
Sent: Wednesday, 18 March 2020 3:26 PM
To: [REDACTED]
Subject: YNA Group COVID-19 Update: Infection Control Training Module

Dear YNA, Bower and Alpha Nursing community,

Please see below the link to education that was shared on Monday, released by the Australian Government Department of Health: "How to protect yourself and the people you are caring for from infection with COVID-19":

<https://covid-19training.com.au/login.php><<https://protect-au.mimecast.com/s/7TRcC5QP7MS061zYUJ0THt?domain=covid-19training.com.au>>

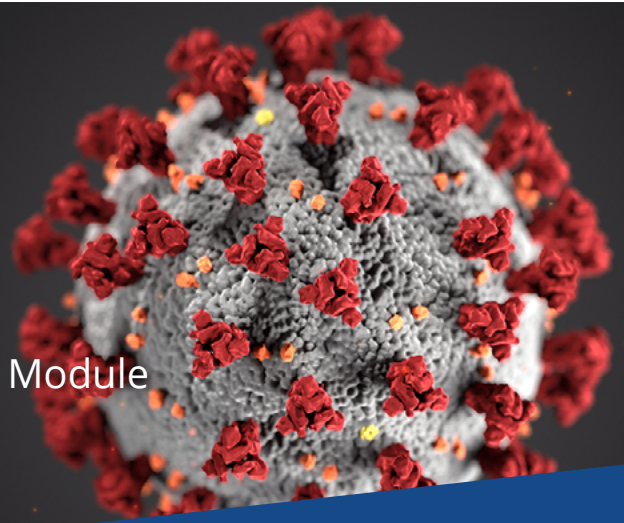
Additional instructions are attached. Please complete and email your certificate to your local YNA/Bower/Alpha office so we can put this completed training on your record.

Kind Regards,

[REDACTED]
YNA Your Nursing Agency

COVID-19 Staff Update

COVID 19 – Infection Control Training Module



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COVID-19 Staff Update - COVID 19 – Infection Control Training Module

COVID 19 - Infection Control Training Module, **“How to protect yourself and the people you are caring for from infection with COVID-19”** is a **free** training module available Online, offered by the Australian Government Department of Health.

The information attached is intended to support and inform you so you are able to confidently keep yourself and others safe whilst providing care or support.

All staff members are required to register for the training, a copy of the certificate will then need to be sent to your respective YNA / Bower / Alpha Nursing office.

The training module takes approximately 30 minutes and can be part of your CPD for Nurses. Please register to participate at the:

Australian Government Department of Health

[Please click here to register to participate.](#)

Please contact your YNA representative if you have any questions or need any further information.

From: Noreply
Sent: Thursday, 19 March 2020 11:56 AM
To: [REDACTED]
Subject: YNA Update COVID-19: 19 March 2020

Dear YNA, Alpha and Bower community,

Thank you for your continued attention to these COVID-19 updates. Please read the attached update providing important information regarding COVID-19.

We are here to keep you safe and help you provide safe care and support and we will continue to keep you updated as new information becomes available.

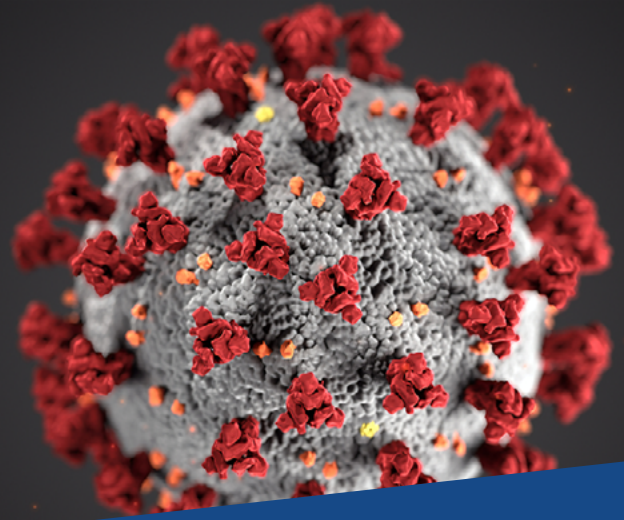
Please ensure your availability is up to date, you answer your phone, call your local office if you have any concerns or identify risks and follow reasonable hand hygiene, PPE and infection control measures of the areas you are working.

Thank you,

[REDACTED]
Your Nursing Agency

COVID-19 Staff Update

19 March 2020



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COVID-19 Staff Update: 19 March 2020

Prime Minister Scott Morrison made a statement on the 18 March 2020

Some of the main points are below:

- There is a ban on non-essential gatherings of 100 or more people indoors and a ban on non-essential gatherings of persons 500 or greater in outdoor areas is already in effect and continuing. Schools, universities, office buildings, factories and child care facilities are exempt, as are shops, all health services and public transport.
- The travel advice to every Australian is "Do not travel abroad". Citizens travelling abroad are being told to return home to avoid being stranded overseas, with an unprecedented level 4 travel ban as airlines cut flights and countries close borders.
- Decision to lift the restriction on work constraints on student nurses who are in Australia. YNA is following up the details of this so we can direct our staff appropriately.
- It is important that we try and observe those social distancing practices which is a metre and a half apart, wherever that is practicable to ensure we can contain and limit the spread of the virus. Those principles are very important and show to make a big difference.
- Schools are remaining open
- Aged care facilities are currently limiting visitors coming onsite.

YNA are aware there has been some concern from staff when facilities have used the term "locked down". This does not mean there is a person with COVID-19 at the site it means measures are being taken to restrict access to the site to keep residents safe and manage visitation and isolation appropriately.

Current status YNA/Bower/Alpha

Please report any travel, contact or concerns to your YNA/Bower/Alpha office. If you call in sick, our staff may ask as part of a risk assessment:

- The nature of your illness.
- If you have a fever, cough or cold symptoms.
- If you have returned from overseas in the past 14 days and you develop respiratory illness with or without fever.
- If you have been in close contact with a confirmed COVID-19 case in the past 14 days.
- If you have worked directly with patients and you have a respiratory illness and a fever.

Declarations on shift

Some sites are asking staff to complete declarations at the beginning of each shift to confirm they have not travelled, have no symptoms and have had no known contact with a confirmed case of COVID-19. Please complete as requested, however, **please ensure you put the YNA office address and phone number not your own, so that you are not sharing your private details. If a site needs to contact you they can call YNA direct and we will contact you.**

Education

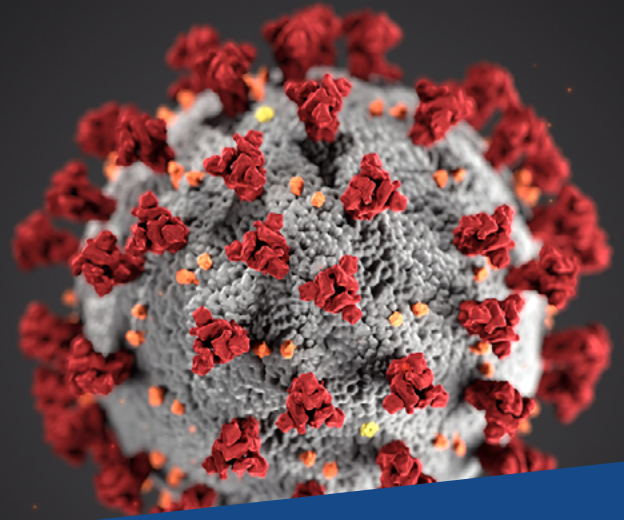
YNA sent all staff the link for online education released by the Australian Government Department of Health: "How to protect yourself and the people you are caring for from infection with COVID-19."

<https://covid-19training.com.au/login.php>

We understand that due to high demand there can be some log on issues. Please be patient the site administrators are aware and working on this issue. We have not set a date for this to be completed as yet for this reason. When this is completed please email the certificate to your YNA office.

COVID-19 Staff Update

19 March 2020



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

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.

Current status

The World Health Organisation (WHO) has announced that COVID-19 is a pandemic. Currently, Australia does not have widespread community transmission of COVID-19. [Find out how we are managing the outbreak to slow the spread.](#)

In Australia

Please see [Australian Government Department of Health website](#) for details.

Tell the doctor about:

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

Getting tested

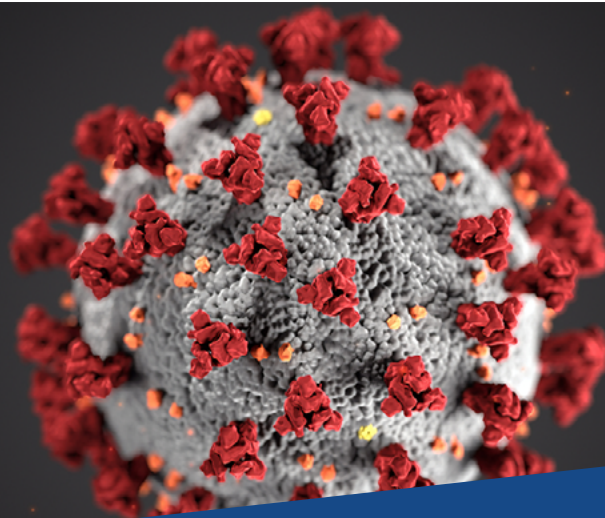
Your doctor will tell you if you should be tested. They will arrange for the test.

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 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.

COVID-19 Staff Update

19 March 2020



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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 YNA 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.

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.

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](#)

Collaboration

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>

An Infection Control Training Module, "How to protect yourself and the people you are caring for from infection with COVID-19" is available online. [Please register to participate.](#)

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/>

From: Noreply
Sent: Monday, 23 March 2020 12:21 PM
To: [REDACTED]
Subject: YNA Alpha Update COVID-19: 23 March 2020

Dear YNA and Alpha Community,

Please see attached updated details regarding the Corona Virus COVID-19.

We know at this time people may be feeling apprehensive about being exposed to COVID-19. The information attached is intended to support and inform you so you are able to confidently keep yourself and others safe whilst providing care or support.

As members of the health workforce you are important and YNA has and is continuing to have close and regular communication with all facilities and sites. In Victoria at this time:

- All facilities have appropriate structure, policy, procedures and PPE for any task you are requested to undertake.
- Face masks are not required unless you are working closely with a confirmed COVID-19 case, or with someone who is at high-risk. <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#who-is-most-at-risk>
- The virus can spread from person to person, but **good hygiene can prevent infection.**
- There are no Aged care facilities that have a confirmed case of COVID-19 that YNA are allocating staff to.
- YNA have had no direct community clients that have any confirmed cases of COVID-19.
- YNA staff that have questions or have travelled have informed YNA and there have been no confirmed cases of COVID-19.
- If there is a change then YNA will communicate with staff and we will confirm upon offering a shift of any changes in circumstance – in the same way we do about influenza.

YNA are working with sites to manage forward bookings where staff will attend only a specific site or organisation for an ongoing period. If this is something you would be interested in please contact our allocations team.

Your role is important to YNA and to the wider community and all areas are ensuring everything they can to keep the health workforce safe.

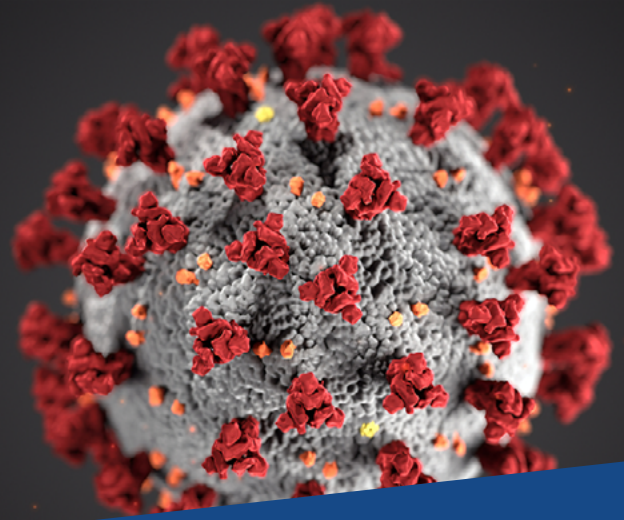
Please ensure your availability is up to date, you answer your phone, call YNA if you have any concerns or identify risks and follow reasonable hand hygiene, PPE and infection control measures of the areas you are working.

We are here to keep you safe and help you provide safe care and support.


Your Nursing Agency

COVID-19 Staff Update

23 March 2020



23 March 2020
Version 1.0

Current status YNA/Bower/Alpha

Please report any travel, contact or concerns to your YNA/Bower/Alpha office. If you call in sick, our staff may ask as part of a risk assessment:

- The nature of your illness.
- If you have a fever, cough or cold symptoms.
- If you have returned from overseas in the past 14 days and you develop respiratory illness with or without fever.
- If you have been in close contact with a confirmed COVID-19 case in the past 14 days.
- If you have worked directly with patients and you have a respiratory illness and a fever.

Education

YNA 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."

<https://covid-19training.com.au/login.php>

We understand that due to high demand there can be some log on issues. Please be patient the site administrators are aware and working on this issue. We have not set a date for this to be completed as yet for this reason. When this is completed please email the certificate to your YNA office.

Declarations on shift

Some sites are asking staff to complete declarations at the beginning of each shift to confirm they have not travelled, have no symptoms and have had no known contact with a confirmed case of COVID-19. Please complete as requested, however, **please ensure you put the YNA office address and phone number not your own, so that you are not sharing your private details. If a site needs to contact you they can call YNA direct and we will contact you.**

Current status

The World Health Organisation (WHO) has announced that COVID-19 is a pandemic. Currently, Australia does not have widespread community transmission of COVID-19. [Find out how we are managing the outbreak to slow the spread.](#) Please see [Australian Government Department of Health website](#) for more details.

The Australian Health Protection Principal Committee (AHPPC) Coronavirus (COVID-19) made a statement on 22 March 2020. Please visit [this link](#) for full details. Below is a small section:

AHPPC supports national discontinuation of all non-essential gatherings.

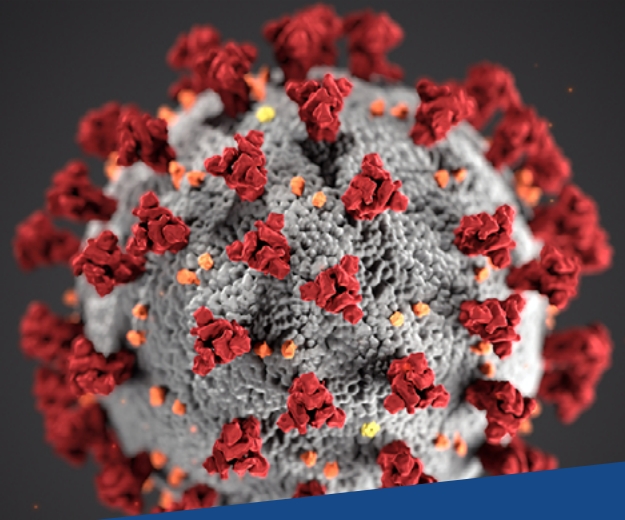
This would entail the temporary closure of registered and licensed clubs (excluding bottle shops attached to these venues), pubs, hotels (excluding accommodation), gyms, indoor sporting venues, cinemas, casinos, entertainment venues, restaurants and cafes (which will be restricted to take away and/or home delivery), places of worship, weddings, funerals (other than very small groups with the 4sqM per person rule to apply).

All of these restrictions apply to outdoor spaces associated with the above venues.

Isolated remote community hubs are not included in this closure.

COVID-19 Staff Update

23 March 2020



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Version 1.0

Advice for aged care facilities and visitors to residents

COVID-19 is a health risk for older people. The Australian Government have applied new restrictions to protect them.

The outbreak of any virus in an aged care facility can cause significant problems.

Do not visit aged care facilities if you have:

- returned from overseas in the last 14 days
- been in contact with a confirmed case of COVID-19 in the last 14 days
- have a fever or symptoms of a respiratory infection such as a cough, sore throat or shortness of breath

From 1 May 2020, you must have had your influenza vaccination to visit an aged care facility.

Aged care facilities must take extra precautions when it comes to visits. These include:

- making sure visits are kept short
- allowing no more than two visitors, including doctors, at a time
- making sure visits occur in a resident's room, outdoors, or in a specific area they designate - there should be no visiting in communal areas
- ensuring there are no large group visits or gatherings, including social activities or entertainment

No school groups of any size are allowed to visit residential aged care facilities.

No children aged under 16 years are permitted to visit residential aged care facilities except in special circumstances.

If you cannot visit your family and friends in a residential aged care facility, it's important to keep in touch. Make phone or video calls, send postcards, photos or artwork or film short videos to share.

Social Distancing

One way to slow the spread of viruses is social distancing. There are practical things you can do, to protect those more susceptible to the virus.

In our Households

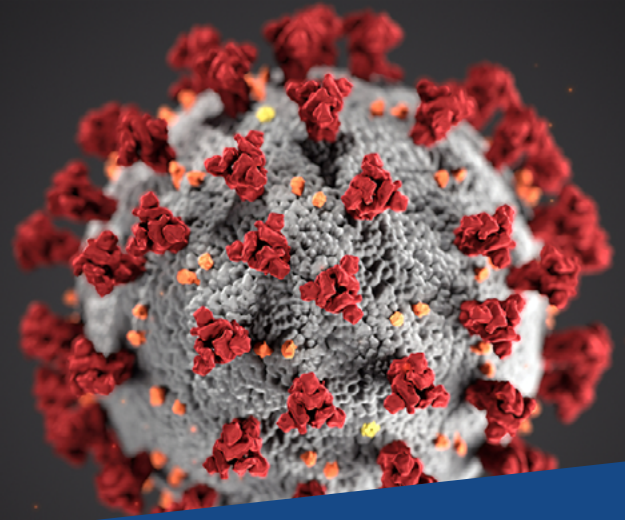
- Practice good hand and cough/sneeze hygiene
- Avoid handshaking and other physical greetings
- Regularly clean shared high-touch surfaces, such as tables, kitchen benches and doorknobs
- Increase the amount of fresh air by opening windows or adjusting air conditioning
- Buy more goods and services online so you limit visits to the shop
- Consider what travel and outings are necessary, both individual and family, and go to open places such as parks.

In the Workplace

- Stay at home if you are sick
- Consider if large gatherings can be rescheduled, staggered or cancelled
- Stop handshaking and other physical greetings
- Hold meetings via video conferencing or phone call
- Reconsider non-essential business travel
- Defer large face-to-face meetings
- Hold essential meetings outside in the open air if possible
- Promote good hand and cough/sneeze hygiene and provide hand sanitisers for all staff and workers
- Take lunch outside rather than in the lunch room
- Clean and disinfect shared high-touch surfaces regularly
- Consider opening windows and adjusting air conditioning for more fresh air
- Limit food handling and shared food in the workplace
- Promote strictest hygiene among food preparation (canteen) staff and their close contacts

COVID-19 Staff Update

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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.

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:

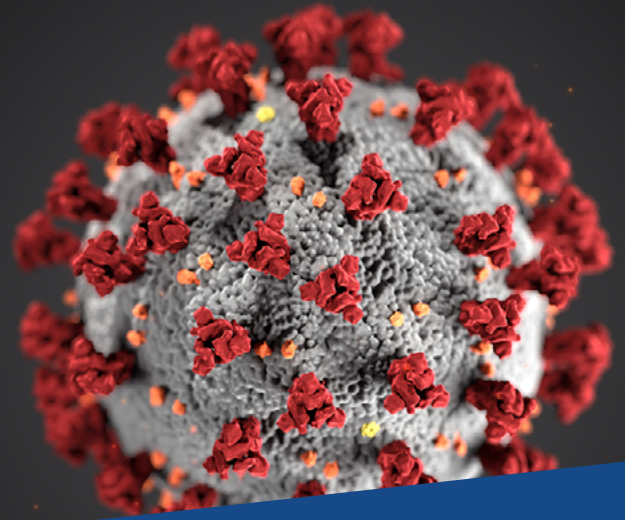
- You have returned from overseas in the past 14 days and you develop respiratory illness with or without fever
- You have travelled interstate in the past 7 days AND have new symptoms
- You have been in close contact with a confirmed COVID-19 case in the past 14 days and you develop respiratory illness 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 YNA management immediately if you are advised by a doctor to undertake COVID-19 testing.

COVID-19 Staff Update

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After testing

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

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

1. Confirmed cases with mild illness who did not require hospitalisation

The person can be released from isolation if they meet all of the following criteria:

- at least 10 days have passed since the onset of symptoms; and
- there has been resolution of all symptoms of the acute illness for the previous 72 hours

The person should be advised to continue to be diligent with hand hygiene and cough etiquette and practice social distancing, as is indicated for the rest of the community, as this will assist in reducing the influenza transmission.

2. Confirmed cases with more severe illness who have been discharged from hospital

If the person is ready clinically for hospital discharge, but has not had two consecutive swabs taken at least 24 hours apart which are negative for SARS-CoV-2 by PCR, then they should be discharged to home isolation.

The person can be released from isolation if they meet all of the following criteria:

- at least 10 days have passed since hospital discharge; and
- there has been resolution of all symptoms of the acute illness for the previous 72 hours

The person should be advised to continue to be diligent with hand hygiene and cough etiquette and practice social distancing, as is indicated for the rest of the community, as this will assist in reducing the influenza transmission.

3. All cases who have specimens taken at clinical recovery can be released from isolation if they meet the criteria below

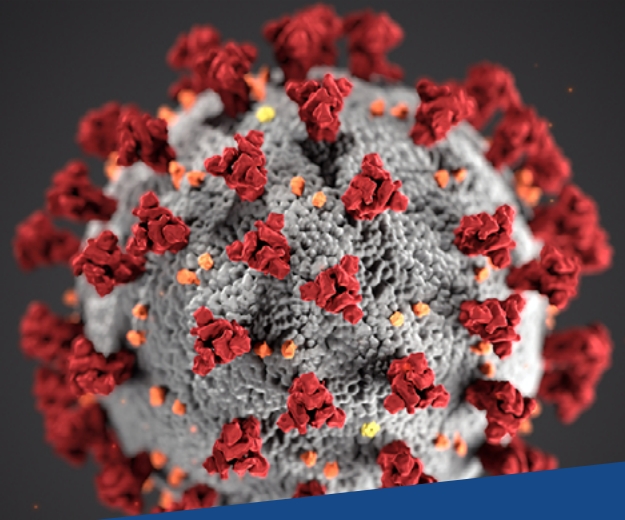
Healthcare workers and workers in aged care facilities must meet the following criteria for release from isolation.

A confirmed case can be released from isolation if they meet all of the following criteria:

- the person has been afebrile for the previous 48 hours;
- resolution of the acute illness for the previous 24 hours;
- be at least 7 days after the onset of the acute illness;
- PCR negative on at least two consecutive respiratory specimens collected 24 hours apart after the acute illness has resolved – this will be reviewed as the pandemic evolves in Australia.

COVID-19 Staff Update

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National Travel and Service Changes

South Australia will shut its borders on Tuesday. ([Announced by the Premier](#)): and Earlier, the SA Government announced it will establish 12 border crossings where travellers will be required to sign a declaration about their health and ability to undertake mandatory self-isolation for two weeks. Those measures will come into effect from 4:00pm on Tuesday. [SA Health Latest Updates - including travel details](#).

The **Western Australia** Government has announced it will close its borders from Tuesday afternoon, although exemptions will apply for essential services and workers. Interstate arrivals will be required to self-isolate for 14 days, and the border controls will apply to all road, air, rail and sea access points. [WA Department of Member and Cabinet COVID-19 details for Travel and updates](#).

The **Northern Territory** will “close the gate” from Tuesday, as the number of confirmed cases rises to five. The NT’s strict border controls mean all access points – road, rail, air and sea – are closed, and anyone arriving from interstate will be required to quarantine for 14 days. [NT Government website: Border controls](#).

Tasmanian Premier Peter Gutwein says the state will introduce the “[toughest border measures in the country](#)” to prevent the spread of coronavirus. All “non-essential” travellers to Tasmania will need to self-isolate for 14 days. The new measures will attract a penalty of up to \$16,800 or six months in jail. A state of emergency has been declared, giving power over to the Police Commissioner. From midnight on Friday 20 March 2020 all “non-essential” travellers into the state will have to go into 14 days’ quarantine.

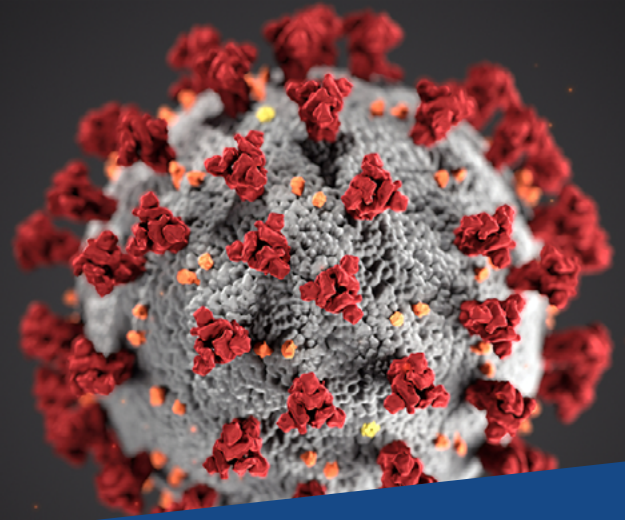
NSW, Victoria will close non-essential retail and hospitality businesses Tuesday this week. The shutdowns in Victoria and NSW will not affect supermarkets, pharmacies and banks. Victoria will bring forward school holidays to begin on Tuesday. [Details in statement from the Premier of Victoria](#). [NSW Government response information page](#).

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>)

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Collaboration

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/>

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](#)

From: Noreply
Sent: Wednesday, 25 March 2020 12:30 PM
To: [REDACTED]
Subject: YNA Infection Prevention and Control online course

Good morning,

YNA are pleased to launch our very own evidence-based Infection Prevention and Control online course loaded on our LMS (Learning Management System). With the current Pandemic facing the world, it is more important than ever to ensure we all have a sound understanding of safe infection prevention and control practices.

You will have already received an email with directions for access and your login and password details.

A course feedback form is attached to the package (Click on Resources) and we look forward to hearing from you.

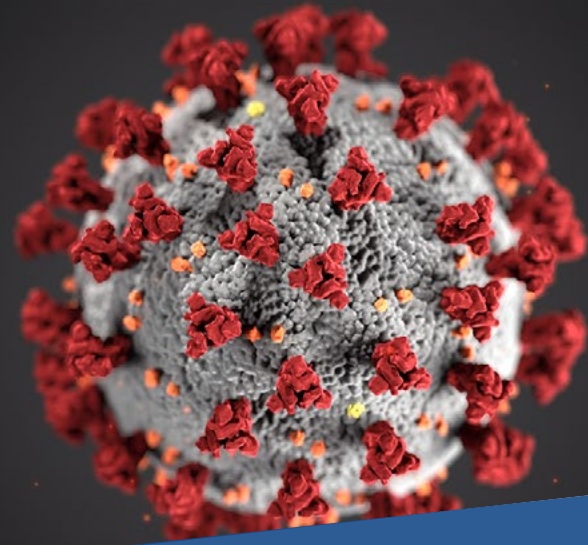
You are required to complete the online package by 13 April 2020.

Kind regards,

YNA team.

COVID-19 Staff Update

YNA's Infection Prevention & Control
Online Learning Resource



24 March 2020

YNA are pleased to launch our very own evidence-based Infection Prevention & Control online course.

With the current pandemic facing the world, it is more important than ever to ensure we all have a sound understanding of safe infection prevention and control (IP&C) practices so we are able to help keep ourselves, our loved-ones and those we support free from harm. The final section focuses specifically on COVID-19, highlighting key messages and requirements of all YNA staff, and providing links to government bodies to help keep you informed.

This contemporary interactive course is designed for all staff and should take you about 45 minutes to complete. It can be accessed using your phone, tablet or desktop computer and is designed to allow you to go at your own pace, picking up where you last finished if you are unable to complete it in one sitting.

The learning activities, resources and assessments woven throughout the resource will help reinforce key IP&C principles. The passing requirement of 100% is supported by allowing you multiple attempts to assist your learning. You can access this course by clicking here.

<http://lms.yna.com.au/login/index.php>

We hope you enjoy the course. Feedback is welcome and can be sent to education@yna.com.au

From: Noreply
Sent: Thursday, March 26, 2020 9:40 AM
To: [REDACTED]
Subject: YNA Group COVID-19 Update: 26 March 2020

Dear YNA, Bower and Alpha Nursing community,

Please see attached the most recent update regarding COVID-19.

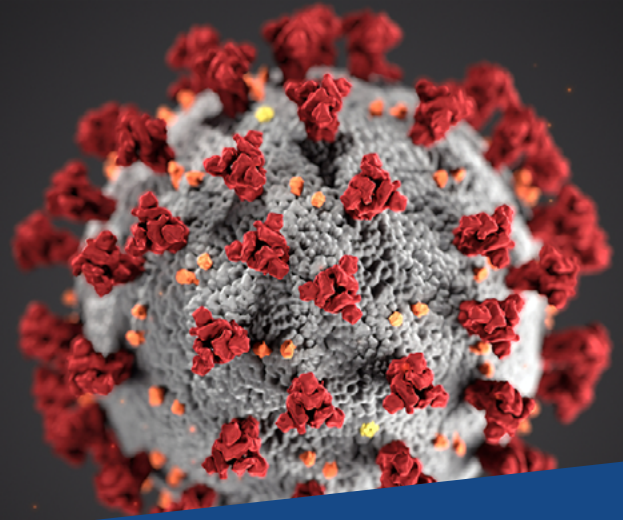
Please contact your local office with any questions.

Kind regards,

[REDACTED]
YNA Your Nursing Agency

COVID-19 Staff Update

26 March 2020



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Version 1.0

Current status YNA/Bower/Alpha

YNA/Bower/Alpha have been classified as essential services. We appreciate all that our staff are doing, both in the office and working in the community, residential care, disability and acute care settings.

Please report any travel, contact or concerns to your YNA/Bower/Alpha office. If you call in sick, our staff may ask as part of a risk assessment:

- The nature of your illness.
- If you have a fever, cough or cold symptoms.
- If you have returned from overseas or interstate in the past 14 days and you develop respiratory illness with or without fever.
- If you have been in close contact with a confirmed COVID-19 case in the past 14 days.
- If you have worked directly with patients and you have a respiratory illness and a fever.

Current status

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

Australian Health Protection Principal Committee (AHPPC) coronavirus (COVID-19) statement on 24 March 2020.

Please visit this [link](#) for full details. AHPPC supports national discontinuation of all non-essential gatherings.

Community Supports

YNA is committed to providing essential ongoing support through the COVID-19 pandemic. We will work with individuals to modify community supports as required in line with the government and health advisory recommendations.

Community access supports may change to in-home supports to limit potential exposure to COVID-19 in line with social distancing requirements. Please ensure you are not breaching the latest Government guidelines or YNA policy and procedures in the support you provide for people living in the community.

Personal care will be provided in the usual manner as personal hygiene is an important factor to limit the spread of the virus.

Cleaning will continue to ensure optimal hygienic conditions in customer homes, however some may choose to postpone these services in the interest of social distancing.

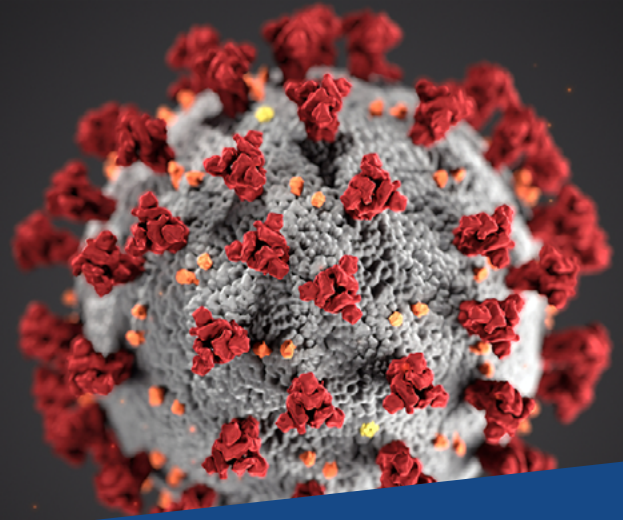
All staff are reminded to complete the COVID-19 specific education, and maintain infection control practices.

Staff are reminded of the requirements to monitor their own health and advise YNA of any increased risk or personal illness. Customers have also been notified to inform YNA if they are unwell or display any symptoms of flu-like illness.

Many customers have chosen to alter your scheduled supports as the government advice escalates, and have been informed to contact YNA or call the COVID hotline with any concerns.

COVID-19 Staff Update

26 March 2020



Prime Minister's Statement 24 March 2020

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Version 1.0

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

Ban on Australians travelling overseas

Commonwealth Government will implement a 'do not travel' ban on Australians travelling overseas under the Biosecurity Act 2015. This will help avoid travellers returning to Australia with coronavirus and the risks of spreading coronavirus to other countries. Exemptions, which will be managed by the Australian Border Force, will apply to a range of categories of travellers, including for those citizens ordinarily resident overseas, where travel is essential or necessary, where travel is in our national interest, and on compassionate and humanitarian grounds. This prohibition is aligned with the Government's decision to raise the Smartraveller Travel Advice to Level 4 - Do Not Travel overseas.

Additional prohibited activities and venues to apply from 11.59pm (local time) 25 March 2020:

Food and drink

- Cafes: Delivery and takeaway can remain operational
- Food courts: Delivery and takeaway can remain operational

Retail

- Auction houses
- Real estate auctions and open house inspections: Private appointments for inspection
- Outdoor and indoor markets will be a decision for each state and territory

Beauty and personal care services

- Hairdressers and barber shops: Up to 30 minute appointments and the 1 person per 4 square metre rule applies in the premises
- Beauty therapy, tanning, waxing, nail salons, tattoo parlours
- Spas and massage parlours

Entertainment venues

- Cinemas, nightclubs
- Casinos, gaming or gambling venues
- Strip clubs, brothels and sex on premises venues
- Concert venues, theatre, arenas, auditoriums, stadiums
- Live streaming of a performance by a small group could be permissible with social distancing observed
- Amusement parks and arcades

- Play centres (indoor and outdoor)

Leisure and recreation

- Community and recreation centres: Facilities may remain open for the purpose of hosting essential voluntary or public services, such as food banks or homeless services.
- Health clubs, fitness centres, yoga, barre and spin facilities, saunas, bathhouses and wellness centres
- Boot camps, personal training operating outside and inside: For outside events, limited to groups of no more than 10 people and social distancing must be exercised
- Social sporting-based activities
- Swimming pools

Residential facilities

- Hotels, hostels, bed and breakfasts, campsites, caravan parks, and boarding houses will be a decision for each state and territory: Excluding permanent residents and workers.

Outdoor recreation

- Caravan and camping parks will be a decision for each state and territory. Where people live permanently in caravan parks or are staying in caravan parks as interim abodes where their primary residence is not available, they may continue to do so.

Non-residential institutions

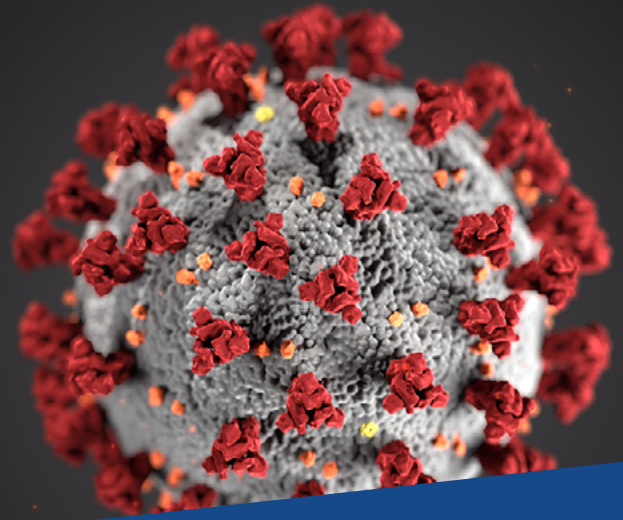
- Galleries, museums, national institutions and historic sites
- Libraries, community centres, and youth centres
- Local government non-essential facilities and services (such as libraries and pools)
- Community facilities (such as community halls, clubs, RSLs, PCYCs);
- Places of worship, weddings and funerals –
 - Weddings with a maximum attendance of no more than 5 people and where the 1 person per 4 square metre rule applies.
 - Funerals attended by a maximum of no more than 10 people and where the 1 person per 4 square metre rule applies.

Action to prevent price gouging and exportation of critical sanitary and medical products

The Commonwealth Government will take action to help prevent exploitative price gouging and exporting products that are essential to preventing and controlling the spread of coronavirus.

COVID-19 Staff Update

26 March 2020



Your Well Being

26 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 uniform as soon as you possible, and avoid touching anyone or anything until you are in your normal clothing.
 - Fold uniforms once removed and place into laundry basket to avoid contaminating your home environment.
 - Consider washing your uniforms 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 uniforms.
 - Wear a clean uniform every shift.
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4180417/> (2012)
- 10 nurses each working 12-hour shifts were given sterile uniforms at the beginning of the shift and the uniforms were taken to the lab immediately after the shift.
 - After 48 hours, 4 uniforms from day shift and 3 from night shift (total of 7) tested positive for MRSA. Additional bacterial strains were also present.
 - NOTE – all patients cared for were in isolation, necessitating that gowns were worn on top of uniforms.

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

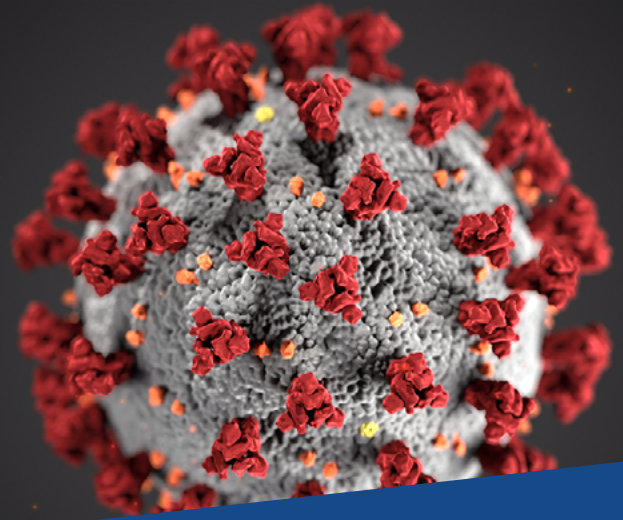
providers it is critical that we stay informed so that we are able to provide safe, effective care, but we also need to balance this with self-care. There are a number of things you can do to help control rising stress and anxiety:

- 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, YNA are here to help you, and to help you provide safe care and support.

COVID-19 Staff Update

26 March 2020



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Version 1.0

Education

YNA 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."

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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

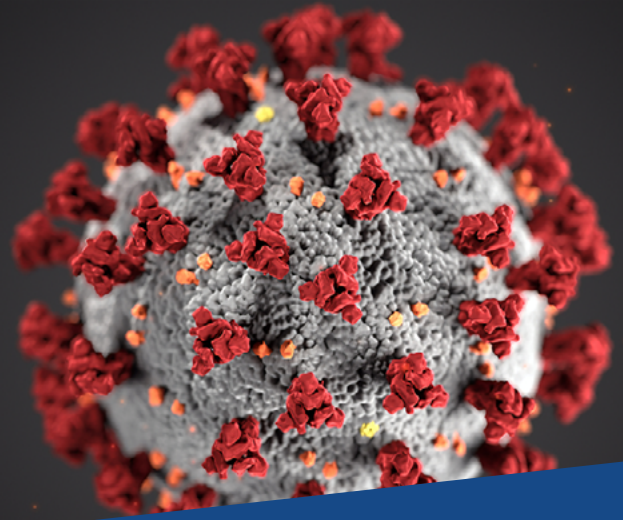
Getting tested

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)

COVID-19 Staff Update

26 March 2020



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Version 1.0

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 YNA 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. 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.](#)

National Travel and Service Changes

South Australia has shut its borders on Tuesday. ([Announced by the Premier](#)): and Earlier, the SA Government announced 12 border crossings where travellers will be required to sign a declaration about their health and ability to undertake mandatory self-isolation for two weeks. Those measures came into effect from 4:00pm on Tuesday. [SA Health Latest Updates - including travel details.](#)

The **Western Australia** Government closed its borders from Tuesday afternoon, although exemptions will apply for essential services and workers. Interstate arrivals will be required to

self-isolate for 14 days, and the border controls will apply to all road, air, rail and sea access points. [WA Department of Member and Cabinet COVID-19 details for Travel and updates.](#)

The **Northern Territory** has closed its borders from Tuesday. The NT's strict border controls mean all access points – road, rail, air and sea – are closed, and anyone arriving from interstate will be required to quarantine for 14 days. [NT Government website: Border controls.](#)

Tasmanian Premier Peter Gutwein has stated that all “non-essential” travellers to Tasmania will need to self-isolate for 14 days. The new measures will attract a penalty of up to \$16,800 or six months in jail. A state of emergency has been declared, giving power over to the Police Commissioner. From midnight on Friday 20 March 2020 all “non-essential” travellers into the State have to go into 14 days’ quarantine.

NSW, Victoria will close non-essential retail and hospitality businesses Tuesday this week. The shutdowns in Victoria and NSW will not affect supermarkets, pharmacies and banks. Victoria will bring forward school holidays to begin on Tuesday.

[Details in statement from the Premier of Victoria.](#)

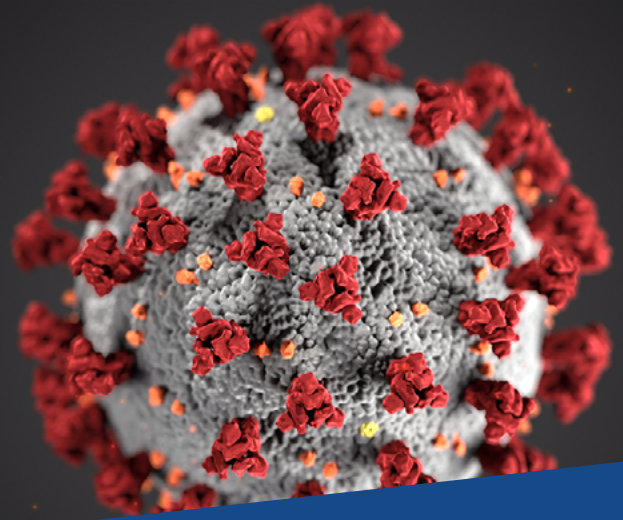
[NSW Government response information page.](#)

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>)

COVID-19 Staff Update

26 March 2020



26 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/>

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](#)

From: Noreply

Sent: Monday, March 30, 2020 5:28 PM

To: [REDACTED]

Subject: YNA Group COVID-19 Update: 30 March 2020

Dear YNA, Bower and Alpha Nursing community,

Please see attached the most recent update regarding COVID-19.

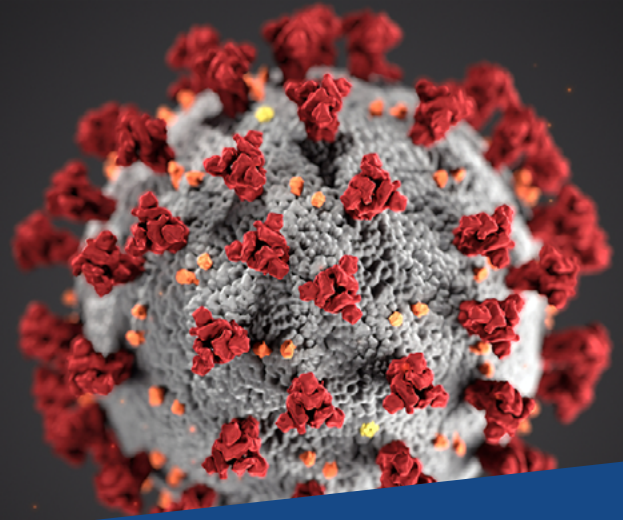
Please contact your local office with any questions.

Kind regards,

[REDACTED]
YNA Your Nursing Agency

COVID-19 Staff Update

30 March 2020



30 March 2020
Version 1.0

Current status YNA/Bower/Alpha

YNA/Bower/Alpha have 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 YNA office. As always if you are unwell YNA appreciates you will not be able to attend shifts please tell YNA as soon as possible so we can backfill or remove you from availability at this time.

If you call in sick, YNA 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

YNA released Infection Prevention and Control training last week.

YNA are pleased to launch our very own evidence-based Infection Prevention & Control online course. With the current pandemic facing the world, it is more important than ever to ensure we all have a sound understanding of safe infection prevention and control (IP&C) practices so we are able to help keep ourselves, our loved-ones and those we support free from harm. The final section focuses specifically on COVID-19, highlighting key messages and requirements of all YNA staff, and providing links to government bodies to help keep you informed.

This contemporary interactive course is designed for all staff and should take you about 45 minutes to complete. It can be accessed using your phone, tablet or desktop computer and is designed to allow you to go at your own pace, picking up where you last finished if you are unable to complete it in one sitting. The learning activities, resources and assessments woven throughout the resource will help reinforce key IP&C principles. The passing requirement of 100% is supported by allowing you multiple attempts to assist your learning.

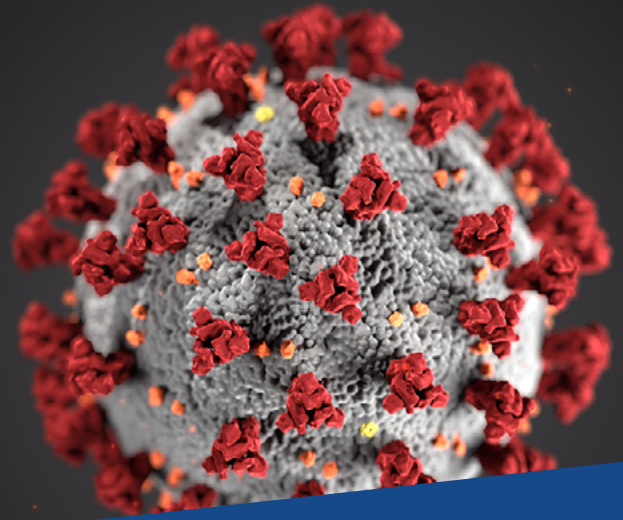
You can [access this course by clicking here](#).

Thank you to those who have completed this and provided feedback. Feedback is welcome and can be sent to education@yna.com.au. We understand there have been a few issues with the high volume of people accessing this module thank you for your patience.

YNA 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.](#)"

COVID-19 Staff Update

30 March 2020



30 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.

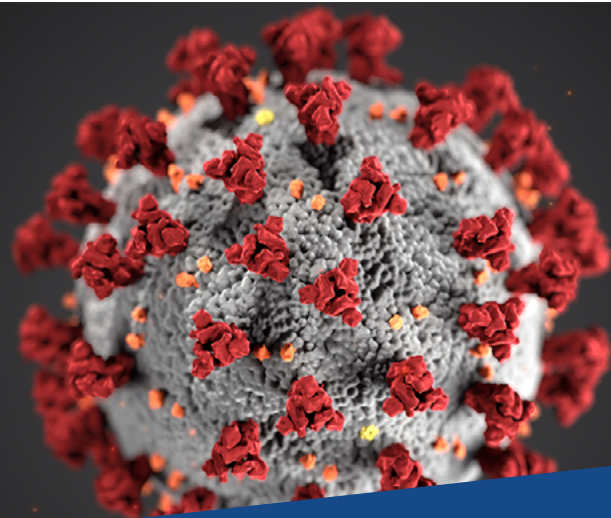
National Cabinet's strong guidance to all Australians is to stay home unless for:

- 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

30 March 2020



30 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.

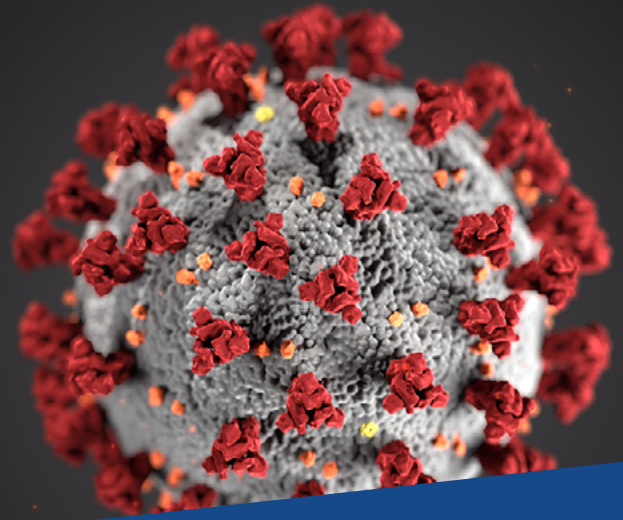
These groups should limit contact with others as much as possible when they travel outside.

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

30 March 2020



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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:

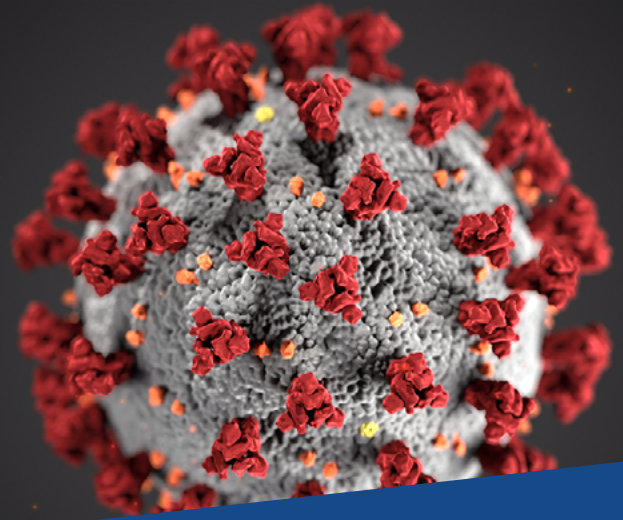
- As mentioned, practise good hand and sneeze/cough hygiene
- Avoid handshaking and kissing
- Regularly disinfect high touch surfaces, such as tables, kitchen benches and doorknobs
- Increase ventilation in the home by opening windows or adjusting air conditioning
- Visit shops sparingly and buy more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

Declarations on shift

Some sites are asking staff to complete declarations at the beginning of each shift to confirm they have not travelled, have no symptoms and have had no known contact with a confirmed case of COVID-19. Please complete as requested, however, **please ensure you put the YNA office address and phone number not your own, so that you are not sharing your private details. If a site needs to contact you they can call YNA direct and we will contact you.**

COVID-19 Staff Update

30 March 2020



Your Well Being

30 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 uniform as soon as you possible, and avoid touching anyone or anything until you are in your normal clothing.
 - Fold uniforms once removed and place into laundry basket to avoid contaminating your home environment.
 - Consider washing your uniforms 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 uniforms.
 - Wear a clean uniform every shift.
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4180417/> (2012)
- 10 nurses each working 12-hour shifts were given sterile uniforms at the beginning of the shift and the uniforms were taken to the lab immediately after the shift.
 - After 48 hours, 4 uniforms from day shift and 3 from night shift (total of 7) tested positive for MRSA. Additional bacterial strains were also present.
 - NOTE – all patients cared for were in isolation, necessitating that gowns were worn on top of uniforms.

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

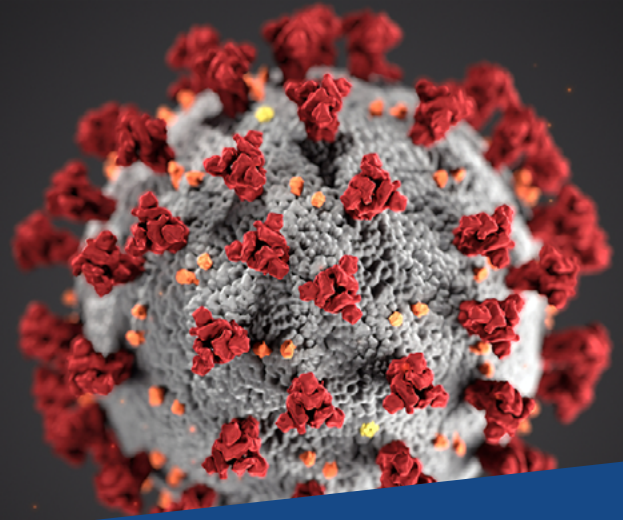
providers it is critical that we stay informed so that we are able to provide safe, effective care, but we also need to balance this with self-care. There are a number of things you can do to help control rising stress and anxiety:

- 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, YNA are here to help you, and to help you provide safe care and support.

COVID-19 Staff Update

30 March 2020



30 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.

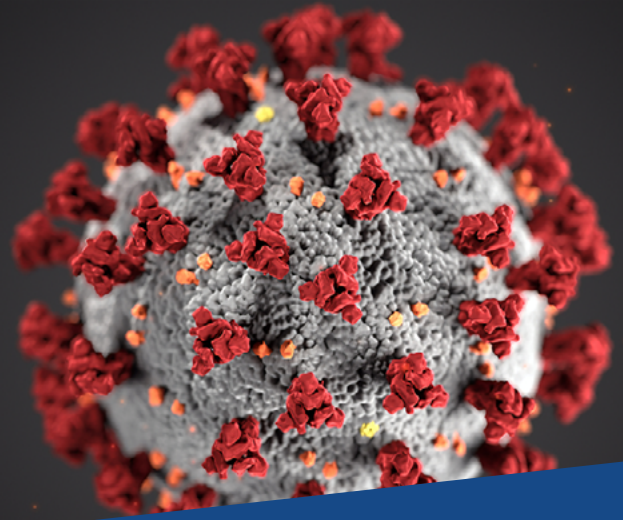
Please inform YNA management immediately if you are advised by a doctor to undertake COVID-19 testing.

After testing

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

COVID-19 Staff Update

30 March 2020



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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.

YNA 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.

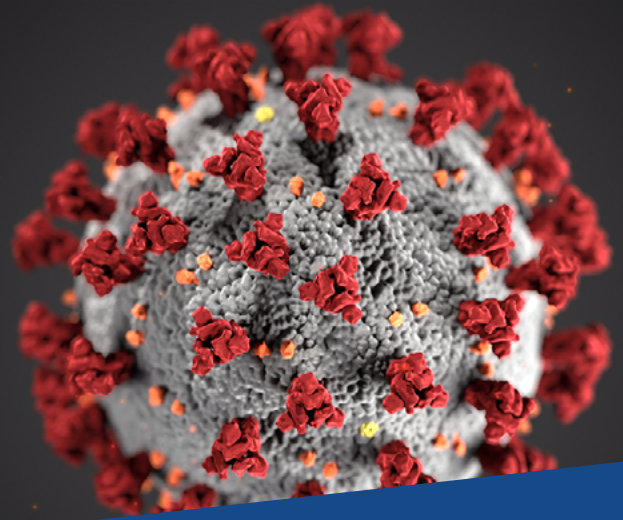
<https://www.pm.gov.au/media/border-restrictions>

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

30 March 2020



30 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:

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WorkSafe

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

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World Health Organisation

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

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

Helpful Links

[Frequently Asked Questions](#)

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

[Release from isolation - revised criteria](#)

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

From: Noreply
Sent: Friday, April 3, 2020 2:09 PM
To: [REDACTED]
Subject: YNA Group COVID-19 Update: 3 April 2020

Dear YNA, Bower and Alpha Nursing community,

Please see attached the most recent update regarding COVID-19.

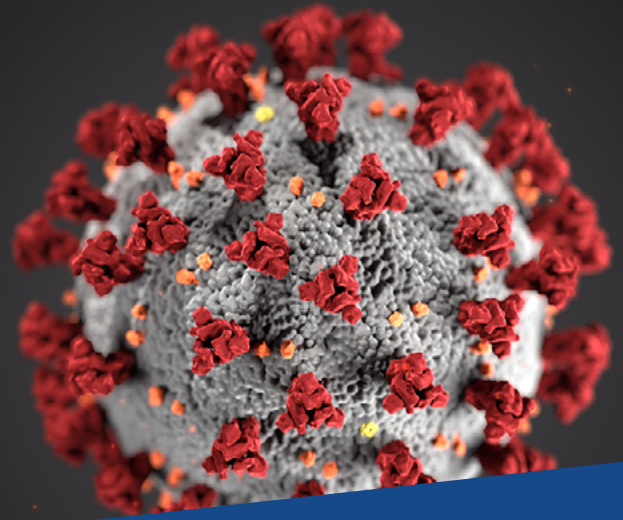
Please contact your local office with any questions.

Kind regards,

[REDACTED]
YNA Your Nursing Agency

COVID-19 Staff Update

3 April 2020



3 April 2020
Version 1.0

Current status YNA/Bower/Alpha

YNA/Bower/Alpha have 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 YNA office. As always if you are unwell YNA appreciates you will not be able to attend shifts please tell YNA as soon as possible so we can backfill or remove you from availability at this time.

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

If you have concerns for a client in the community please call YNA and ask to speak to a manager to go through these details.

Cohort Group

A number of linked COVID-19 cases have been identified in people who live in or have travelled through Tanunda, Nuriootpa, Williamstown, Angaston and Lyndoch, in the Barossa Valley, since Saturday, March 14 2020. Travel in or out of these towns should be significantly limited.

SA Health is requesting people within these locations or any that travelled to these locations nationally around this time to monitor for symptoms of COVID-19 and if symptoms develop, to access testing.

Please contact SA COVID-19 Information Line on 1800 253 787 for more information and YNA if you meet any of this criteria.

Current status: WHO

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

[Coronavirus disease 2019 \(COVID-19\) Situation Report – 73](#)

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, and was launched alongside the Government's new WhatsApp feature.

YNA Community Client Screening

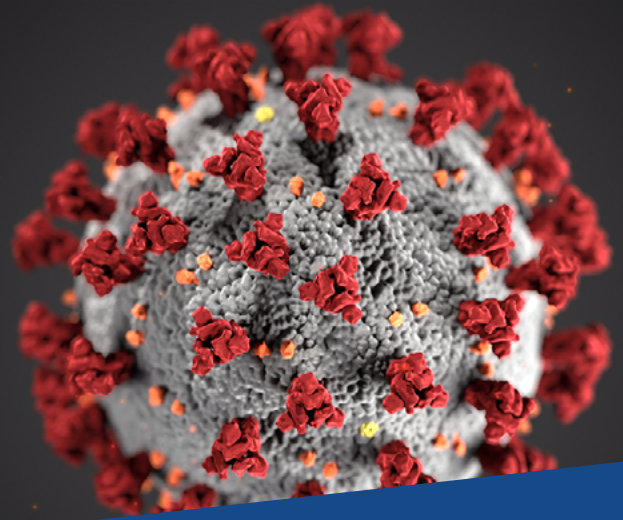
YNA has contacted and will continue to contact all our direct community clients regularly to check on their wellbeing as well as perform an assessment of any risk factors for COVID-19.

We have advised all clients to call YNA if anything changes for them, i.e. travel, symptoms, contact with a suspected or confirmed case of COVID-19 or a requested change to their service.

If YNA staff have any concerns for a client or WHS please call YNA and speak to a manager for further follow up and assessment.

COVID-19 Staff Update

3 April 2020



3 April 2020
Version 1.0

Influenza Vaccine

Annual vaccination is the most important measure to prevent influenza and its complications. It is recommended for all people aged 6 months and over (unless contraindicated).

The Australian Government had stated that all health workers who work in the aged care setting will require the 2020 influenza vaccination by May 1 2020. YNA has been in communication with all clients and it is a requirement for allocation to sites for YNA staff to have the Influenza vaccine. This includes the acute, aged care, disability and community setting.

Local pharmacies already have appointments available and you can contact your local GP for access. Please keep your receipt or proof of vaccine from wherever you have received it and send to your YNA office for recording in the YNA system and reimbursement for the cost of the vaccine.

Optimal protection against influenza occurs within the first three to four months following vaccination. Timing of vaccination should aim to achieve the highest level of protection during peak influenza season. This usually occurs from June to September in most parts of Australia. Vaccinating from April provides protection before the peak season.

Please see the [Australian Government Department of Health](#) for further details.

Transporting Community Clients

Community workers who are providing transport for customers should abide by the following:

1. Ensure the transport is only for essential needs such as medical appointments or to purchase essential supplies eg. Medication and food shopping.
2. Customers should sit in the rear seat of the vehicle to ensure personal distancing rules are abided by.
3. Alternative forms of support should be considered to avoid unnecessary transport eg. Online shopping options.

Please contact your local office if you have any questions.

JobKeeper Payment Information

An email was sent regarding the JobKeeper Payment on 1 April 2020. Please refer to this for further information and instructions.

Education

YNA released Infection Prevention and Control training last week. Thank you to those who have completed this and provided feedback. We understand there have been a few issues with the high volume of people accessing this module thank you for your patience.

You can [access this course by clicking here](#).

We hope you enjoy the course. Feedback is welcome and can be sent to education@yna.com.au.

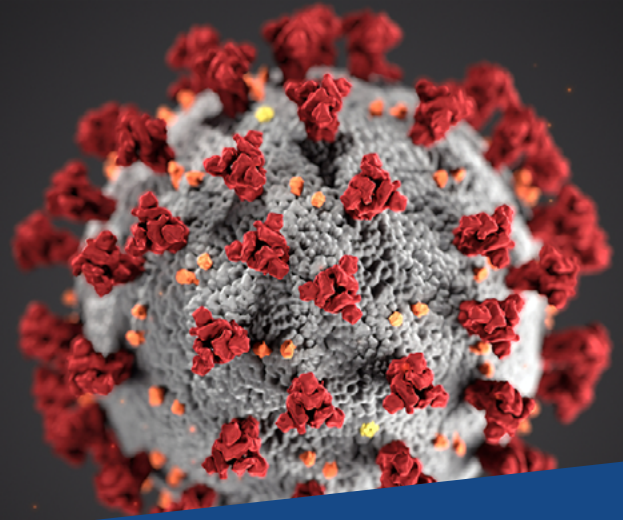
YNA sent all staff the link for online education released by the Australian Government Department of Health: "[How to protect yourself and the people you are caring for from infection with COVID-19.](#)" Please have this completed by Friday 17 April 2020.

Optus thanks healthcare heroes

Optus has advised they will say thanks to Australia's health workers by waiving their Postpaid mobile access fees for 3 months. Eligible new and existing Optus customers will be able to apply through an online form available next week until 30 April 2020. For more information [visit this link](#).

COVID-19 Staff Update

3 April 2020



3 April 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:

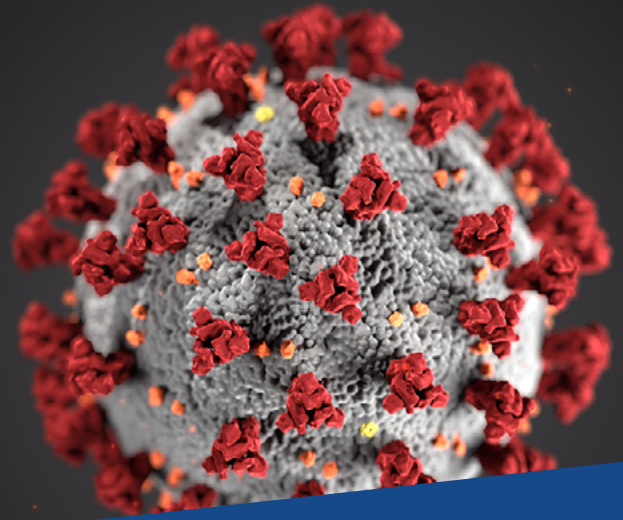
- As mentioned, practise good hand and sneeze/cough hygiene
- Avoid handshaking and kissing
- Regularly disinfect high touch surfaces, such as tables, kitchen benches and door knobs
- Increase ventilation in the home by opening windows or adjusting air conditioning
- Visit shops sparingly and buy more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

Declarations on shift

Some sites are asking staff to complete declarations at the beginning of each shift to confirm they have not travelled, have no symptoms and have had no known contact with a confirmed case of COVID-19. Please complete as requested, however, **please ensure you put the YNA office address and phone number not your own, so that you are not sharing your private details. If a site needs to contact you they can call YNA direct and we will contact you.**

COVID-19 Staff Update

3 April 2020



Your Well Being

3 April 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 uniform as soon as you possible, and avoid touching anyone or anything until you are in your normal clothing.
 - Fold uniforms once removed and place into laundry basket to avoid contaminating your home environment.
 - Consider washing your uniforms 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 uniforms.
 - Wear a clean uniform every shift.
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4180417/> (2012)
- 10 nurses each working 12-hour shifts were given sterile uniforms at the beginning of the shift and the uniforms were taken to the lab immediately after the shift.
 - After 48 hours, 4 uniforms from day shift and 3 from night shift (total of 7) tested positive for MRSA. Additional bacterial strains were also present.
 - NOTE – all patients cared for were in isolation, necessitating that gowns were worn on top of uniforms.

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

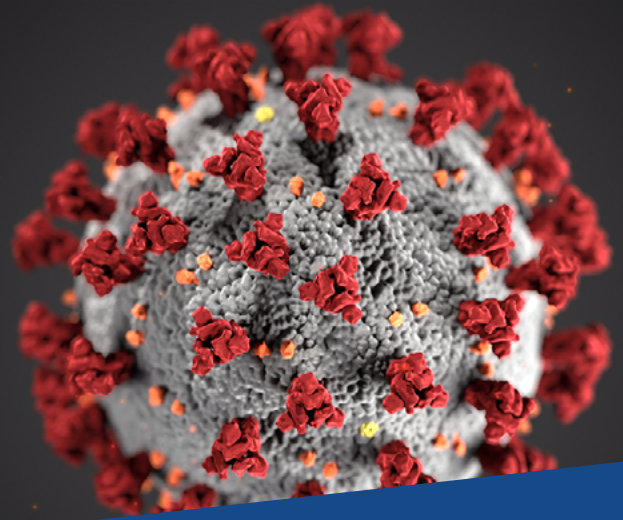
providers it is critical that we stay informed so that we are able to provide safe, effective care, but we also need to balance this with self-care. There are a number of things you can do to help control rising stress and anxiety:

- 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, YNA are here to help you, and to help you provide safe care and support.

COVID-19 Staff Update

3 April 2020



3 April 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.

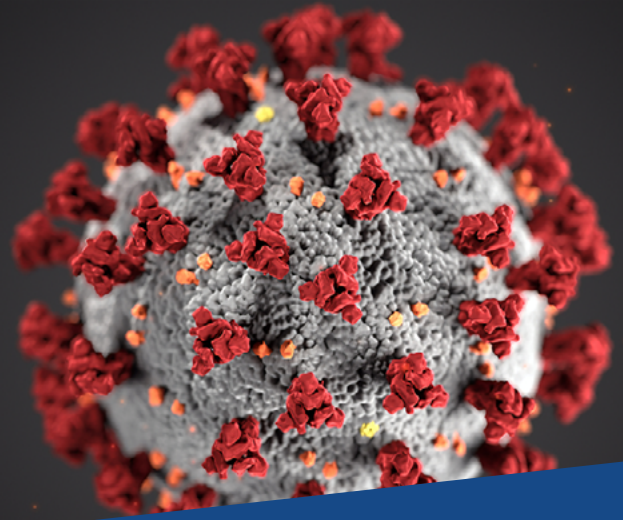
Please inform YNA management immediately if you are advised by a doctor to undertake COVID-19 testing.

After testing

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

COVID-19 Staff Update

3 April 2020



3 April 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.

YNA 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.

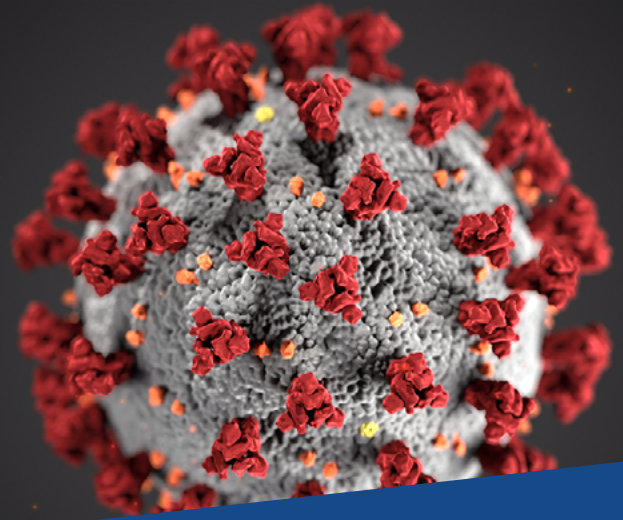
<https://www.pm.gov.au/media/border-restrictions>

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

3 April 2020



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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 – 73](#)

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](#)

From: Noreply
Sent: Tuesday, April 7, 2020 4:14 PM
To: [REDACTED]
Subject: YNA Group COVID-19 Update: 7 April 2020

Dear YNA, Bower and Alpha Nursing community,

Please see attached the most recent update regarding COVID-19.

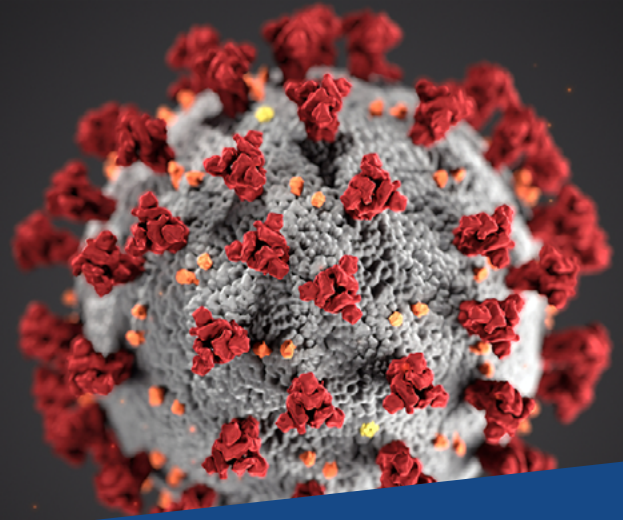
Please contact your local office with any questions.

Kind regards,

[REDACTED]
YNA Your Nursing Agency

COVID-19 Staff Update

7 April 2020



7 April 2020
Version 1.0

Current status YNA/Bower/Alpha

YNA/Bower/Alpha appreciate all that our staff are doing, both in the office and working in the community, residential care, disability and acute care settings.

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

Current status: WHO

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

[Coronavirus disease 2019 \(COVID-19 Situation Report - 77\)](#)

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 (COVID-19) at a glance

A new daily dashboard has been set up by the Australian Government, providing clearer data for all of Australia including hospital admissions, residential aged care and community care cases of COVID-19. [Please see this link](#) for the current report.

Coronavirus App

A Coronavirus Australia 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](#) into your internet browser.

YNA Community Customer Screening

Thank you for your commitment to providing quality service for our customers during this challenging time.

The best defence against the spread of infection remains good handwashing and social distancing where possible. Please ensure you practice effective hand hygiene at all times.

YNA has implemented routine customer screening, and need you to play a part in this screening strategy.

Before commencing any community-based service please ask community customers the following questions.

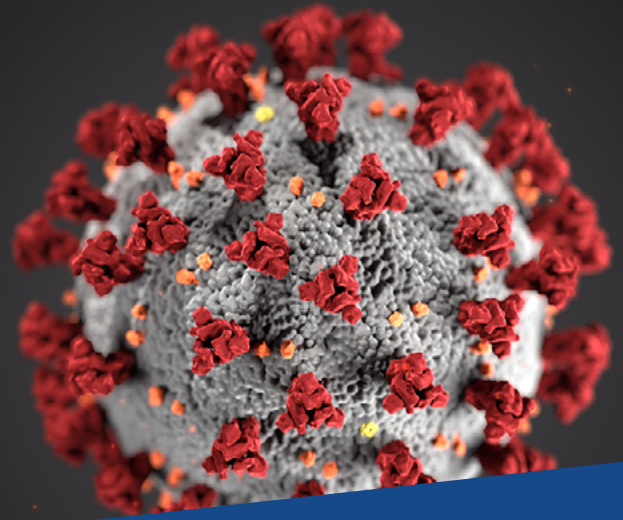
- 1. Have you (or anyone in the house) returned from overseas travel in the past 14 days?**
- 2. Have you (or anyone in the house) returned from interstate travel since 23/03/20?**
- 3. Have you (or anyone in the house) had a confirmed positive test for COVID 19?**
- 4. Have you (or anyone in the house) been in contact with a confirmed case of COVID 19?**
- 5. Do you (or anyone in the house) feel unwell or have you sought Medical treatment in the last 14 days?**
- 6. Do you (or anyone in the house) have any of the following symptoms? Fever, Cough, Shortness of Breath, Sore Throat?**

If a customer answers yes to any of the questions, please contact YNA for further instruction.

If the customer answers no to all questions, please record the words "COVID-19 screening complete no to all questions" on your time sheet.

COVID-19 Staff Update

7 April 2020



7 April 2020
Version 1.0

Influenza Vaccine

Annual vaccination is the most important measure to prevent influenza and its complications. It is recommended for all people aged 6 months and over (unless contraindicated).

The Australian Government had stated that all health workers who work in the aged care setting will require the 2020 influenza vaccination by 1 May 2020. YNA has been in communication with all clients and it is a requirement for allocation to sites for YNA staff to have the Influenza vaccine. This includes the acute, aged care, disability and community setting.

Local pharmacies already have appointments available and you can contact your local GP for access. Please keep your receipt or proof of vaccine from wherever you have received it and send to your YNA office for recording in the YNA system and reimbursement for the cost of the vaccine.

Optimal protection against influenza occurs within the first three to four months following vaccination. Timing of vaccination should aim to achieve the highest level of protection during peak influenza season. This usually occurs from June to September in most parts of Australia. Vaccinating from April provides protection before the peak season.

Please see the [Australian Government Department of Health](#) for further details.

JobKeeper Payment Information

An email was sent regarding the JobKeeper Payment on 1 April 2020. Please refer to this for further information and instructions.

COVID-19 and Surgical / Face Masks

YNA are continually reviewing the recommendations regarding face masks and will update or change practices as recommended and 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.

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

Education

YNA has recently released Infection Prevention and Control training. Thank you to those who have completed this and provided feedback. We understand there have been a few issues with the high volume of people accessing this module thank you for your patience.

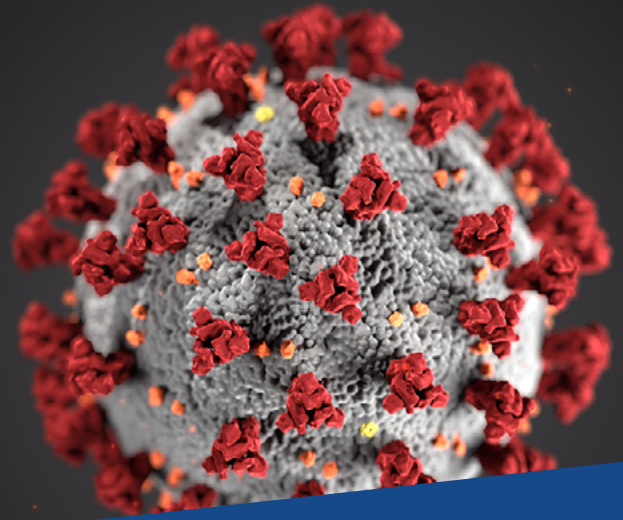
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COVID-19 Staff Update

7 April 2020



7 April 2020
Version 1.0



Information for Parents, Carers and Children about COVID-19

Your family are important. It is normal to be anxious during the COVID-19 pandemic and it is natural for children to pick up on our feelings and emotions. Children may need extra attention and reassurance, so it is important we let them know we're looking after them and make ourselves available as much as possible. SA Health has released a booklet for children that you might find helpful. Download it [via this link](#).

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.

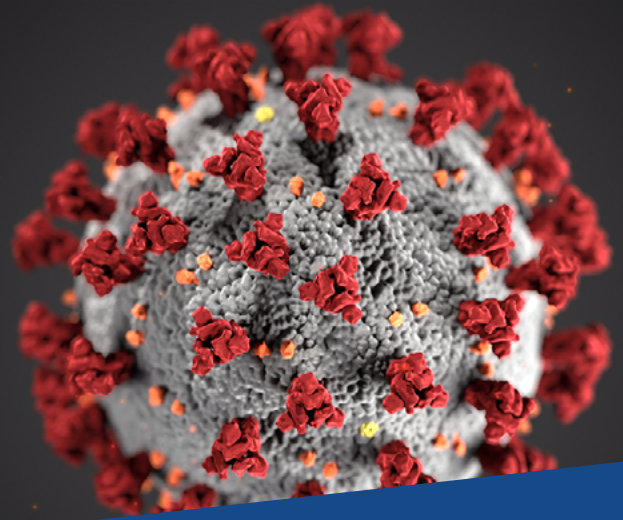
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- Very importantly, try to maintain perspective, there are major advances in medical treatment now more than ever and Australia's healthcare system is ranked amongst the world's best.
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- Consider 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 your-self 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.
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Remember, YNA are here to help you, and to help you provide safe care and support.

COVID-19 Staff Update

7 April 2020



7 April 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
-

How it spreads

The virus can spread from person to person through:

- Close contact with an infectious person (including in the 24 hours before they had symptoms)
- Contact with droplets from an infected person's cough or sneeze
- Touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person, and then touching your mouth or face.

COVID-19 is a new disease, so there is no existing immunity in our community. This means that COVID-19 could spread widely and quickly.

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

[Online tool link](#)

How to seek medical attention

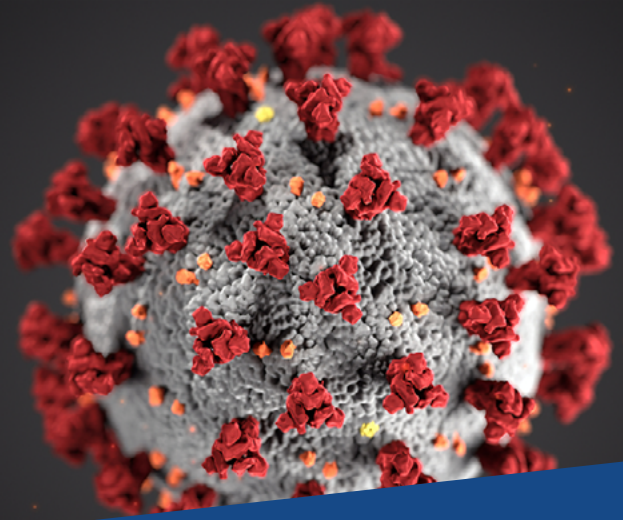
To seek medical help from a doctor or hospital, call ahead of time to book an appointment. You will be asked to take precautions when you attend for treatment. Follow the instructions you are given. If you have a mask, wear it to protect others. Stay at least 1.5 metres away from other people. Cover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

COVID-19 Staff Update

7 April 2020



7 April 2020
Version 1.0

Testing

Your doctor will tell you if you should be tested. They will arrange for the test.

Generally you will be tested if you develop fever or respiratory symptoms and meet at least one the following criteria:

- you have returned from overseas in the past 14 days
- you have been in close contact with someone diagnosed with COVID-19 in the past 14 days
- you travelled on a cruise ship (either passenger or crew) in the 14 days before developing symptoms
- you are a health care, aged care or residential care worker
- you have lived in an area where there is a higher risk of community transmission, as defined by the local public health unit

You should also be tested if you meet all of the following criteria:

- you are in hospital
- you have fever and serious respiratory symptoms
- there is no other clear cause of the symptoms.

People in high-risk settings will be tested if there are 2 or more people with fever and respiratory symptoms in the setting. High-risk settings include:

- aged and residential care facilities
- detention centres or correctional facilities
- boarding schools
- military bases (including navy ships) that have live-in accommodation
- rural and remote Aboriginal and Torres Strait Islander communities

Some states and territories may have more testing criteria based on their cases. The Department of Health regularly reviews these criteria.

Please inform YNA 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.

If you have serious symptoms you will be kept in hospital and isolated from other patients to prevent the virus spreading.

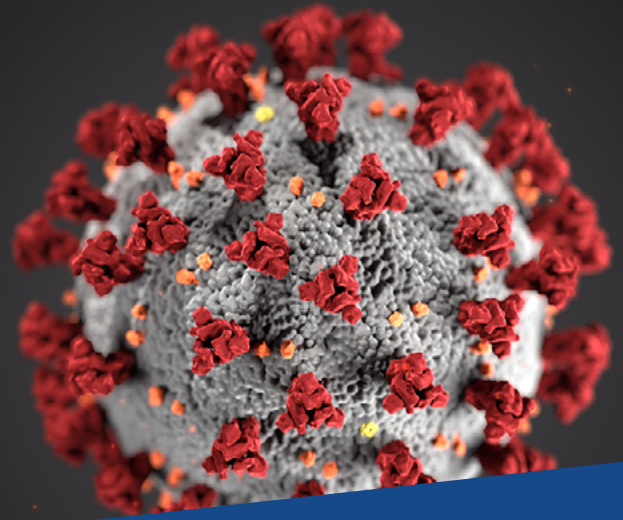
If your doctor says you are well enough to go home while you wait for your test results, you should:

- [self-isolate](#) at home and do not attend work or school
- [protect yourself and others](#).

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

COVID-19 Staff Update

7 April 2020



7 April 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 door knobs
- 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.

Declarations on shift

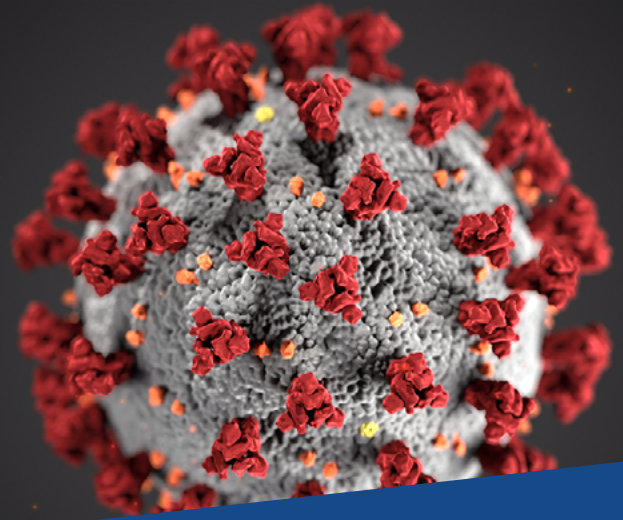
Some sites are asking staff to complete declarations at the beginning of each shift to confirm they have not travelled, have no symptoms and have had no known contact with a confirmed case of COVID-19. Please complete as requested, however, **please ensure you put the YNA office address and phone number not your own, so that you are not sharing your private details. If a site needs to contact you they can call YNA direct and we will contact you.**

International Travel

Please see the [Australian Government advice for interstate and international travel](#).

COVID-19 Staff Update

7 April 2020



7 April 2020
Version 1.0

Useful Links

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/>

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 \(COVID-19\) resources for health professionals, including aged care providers, pathology providers and healthcare managers](#)

[Advice for Travellers](#)

[How to protect yourself and others from coronavirus \(COVID-19\)](#)

[Guide for Home Care Providers](#)

From: Noreply
Sent: Thursday, April 9, 2020 3:29 PM
To: [REDACTED]
Subject: YNA Group COVID-19 Update: 9 April 2020

Dear YNA, Bower and Alpha Nursing community,

Please see attached the most recent update regarding COVID-19.

Please contact your local office with any questions.

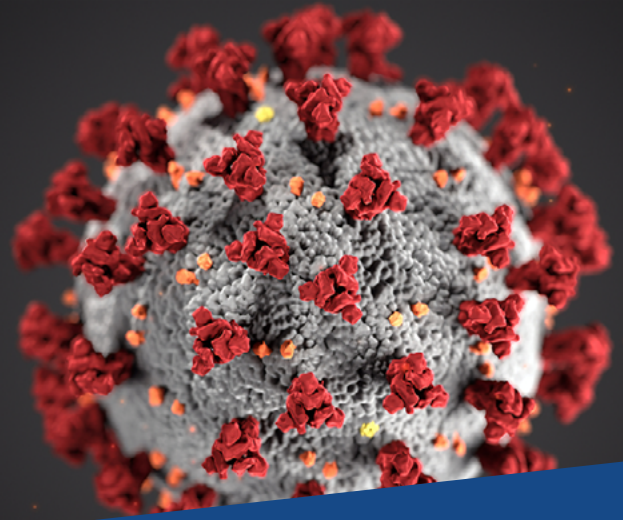
Wishing you a safe and happy Easter.

Kind regards,

[REDACTED]
YNA Your Nursing Agency

COVID-19 Staff Update

9 April 2020



9 April 2020
Version 1.0



Wishing you a safe and happy Easter

We wish you all a safe and happy Easter. We appreciate all that our staff are doing, both in the office and working in the community, residential care, disability and acute care settings.

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



Current status: WHO

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

[Coronavirus disease 2019 \(COVID-19 Situation Report – 79\)](#)

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.

Australian Health Protection Principal Committee (AHPPC)

Coronavirus (COVID-19) statements on 7 April 2020 can be viewed [at this link](#).

Information includes:

- [Advice on off-label medicines for treatment and prophylaxis of COVID-19](#)
- [Statement on healthcare worker use of PPE when caring for suspected, or confirmed COVID-19 patients](#) (full text included below)
- [Statement on home isolation](#)
- [Statement on organ donation and transplantation during the COVID-19 pandemic](#)
- [Statement on rapid point of care lateral flow devices to detect antibodies to SARS-COV-2](#)

YNA continues to monitor recommendations regarding PPE. Please review the below AHPPC statement on healthcare worker use of PPE when caring for suspected, or confirmed COVID-19 patients.

AHPPC provides the following advice to the Australian community following advice from the Infection Control Expert Group.

AHPPC notes the concern expressed by a number of healthcare worker (HCW) groups in relation to risk of contracting COVID-19 in the workplace. There have been calls for the universal use of Personal Protective Equipment (PPE) of various types, including surgical masks and P2/N95 respirators, for HCW.

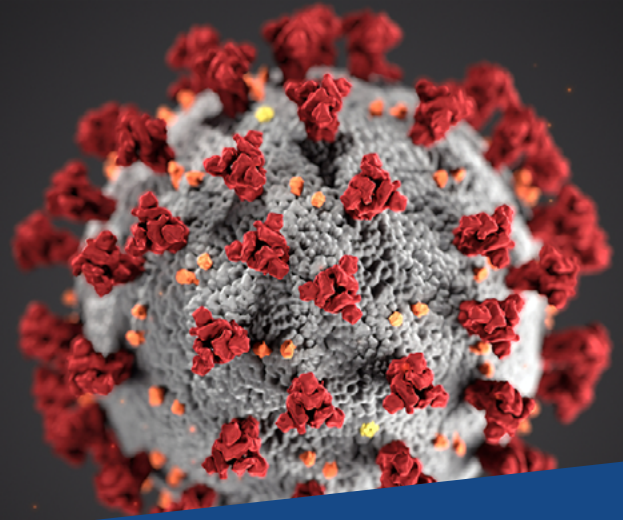
AHPPC notes the current advice that defines high risk situations where transmission-based precautions, including appropriate use of PPE, should be taken by all HCW.

In summary, national guidelines recommend:

- **Contact and droplet precautions for routine care of patients with suspected or confirmed COVID-19**
- **Contact and airborne precautions for care of patients undergoing aerosol generating procedures and/or critically ill patients with COVID-19 in the Intensive Care Unit**

COVID-19 Staff Update

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AHPPC statement continued

These guidelines are based on the best available evidence, including trials in which transmission risks have been assessed, comparing surgical masks and P2 respirators. They are consistent with other international guidelines and have been recently re-endorsed by WHO and supported by an updated systematic review. Other types of PPE, such as powered air-purifying respirators, may be considered for specific situations, but their supply is extremely limited and they require extensive training to be used safely.

AHPPC notes that recent instances of HCW infection in the workplace in Australia have generally occurred in situations where respiratory symptoms were present and PPE was not used. AHPPC reiterates the importance of using PPE in managing any patient with symptoms of an acute respiratory infection, including those with suspected COVID-19.

As the epidemiology in Australia changes, there may be justification for the broader use of PPE, but this needs to be balanced against supply considerations. Whilst there is significant work being undertaken on procurement of more surgical masks and P2/N95 respirators, at this time it is important to prioritise allocation of PPE to the identified high risk environments. When the supply chain improves and if the general risk of contracting COVID-19 in the healthcare workplace increases, these recommendations will be reconsidered.

Coronavirus (COVID-19) at a glance

A new daily dashboard has been set up by the Australian Government, providing clearer data for all of Australia including hospital admissions, residential aged care and community care cases of COVID-19. [Please see this link](#) for the current report.

Coronavirus App

A Coronavirus Australia 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.

JobKeeper Payment Information

An email was sent regarding the JobKeeper Payment on 1 April 2020. Please refer to this for further information and instructions.

Education

YNA has recently released Infection Prevention and Control training. Thank you to those who have completed this and provided feedback. We understand there have been a few issues with the high volume of people accessing this module thank you for your patience.

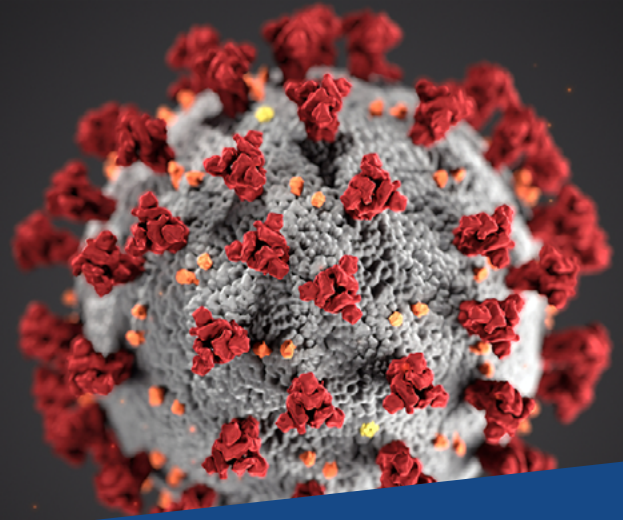
You can [access this course by clicking here](#).

We hope you enjoy the course. Feedback is welcome and can be sent to education@yna.com.au.

YNA 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.](#)" Please have this completed by Friday 17 April 2020.

COVID-19 Staff Update

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Influenza Vaccine

Annual vaccination is the most important measure to prevent influenza and its complications. It is recommended for all people aged 6 months and over (unless contraindicated).

The Australian Government had stated that all health workers who work in the aged care setting will require the 2020 influenza vaccination by 1 May 2020. YNA has been in communication with all clients and it is a requirement for allocation to sites for YNA staff to have the Influenza vaccine. This includes the acute, aged care, disability and community setting.

Local pharmacies already have appointments available and you can contact your local GP for access. Please keep your receipt or proof of vaccine from wherever you have received it and send to your YNA office for recording in the YNA system and reimbursement for the cost of the vaccine.

Optimal protection against influenza occurs within the first three to four months following vaccination. Timing of vaccination should aim to achieve the highest level of protection during peak influenza season. This usually occurs from June to September in most parts of Australia. Vaccinating from April provides protection before the peak season.

Please see the [Australian Government Department of Health](#) for further details.

International Travel

Please see the [Australian Government advice for interstate and international travel](#).

YNA Community Customer Screening

Thank you for your commitment to providing quality service for our customers during this challenging time.

The best defence against the spread of infection remains good handwashing and social distancing where possible. Please ensure you practice effective hand hygiene at all times.

YNA has implemented routine customer screening, and need you to play a part in this screening strategy.

Before commencing any community-based service please ask community customers the following questions.

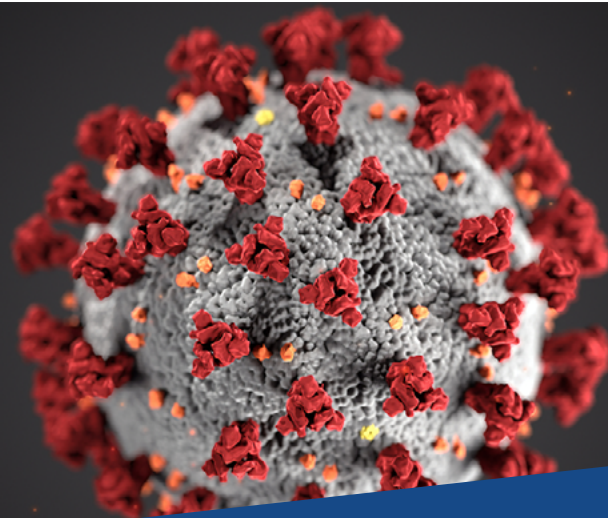
1. **Have you (or anyone in the house) returned from overseas travel in the past 14 days?**
2. **Have you (or anyone in the house) returned from interstate travel since 23/03/20?**
3. **Have you (or anyone in the house) had a confirmed positive test for COVID 19?**
4. **Have you (or anyone in the house) been in contact with a confirmed case of COVID 19?**
5. **Do you (or anyone in the house) feel unwell or have you sought Medical treatment in the last 14 days?**
6. **Do you (or anyone in the house) have any of the following symptoms? Fever, Cough, Shortness of Breath, Sore Throat?**

If a customer answers yes to any of the questions, please contact YNA for further instruction.

If the customer answers no to all questions, please record the words "COVID-19 screening complete no to all questions" on your time sheet.

COVID-19 Staff Update

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Information for Parents, Carers and Children about COVID-19

Your family are important. It is normal to be anxious during the COVID-19 pandemic and it is natural for children to pick up on our feelings and emotions. Children may need extra attention and reassurance, so it is important we let them know we're looking after them and make ourselves available as much as possible. SA Health has released a booklet for children that you might find helpful. Download it [via this link](#).

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.

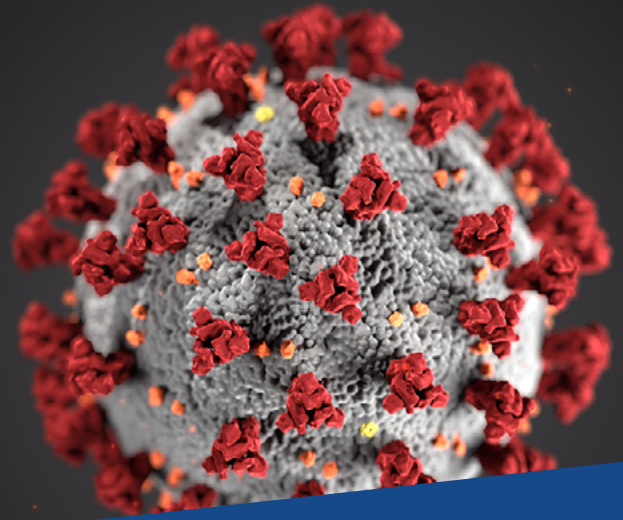
There are a number of things you can do to help control rising stress and anxiety:

- 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 your-self 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, YNA are here to help you, and to help you provide safe care and support.

COVID-19 Staff Update

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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
-

How it spreads

The virus can spread from person to person through:

- Close contact with an infectious person (including in the 24 hours before they had symptoms)
- Contact with droplets from an infected person's cough or sneeze
- Touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person, and then touching your mouth or face.

COVID-19 is a new disease, so there is no existing immunity in our community. This means that COVID-19 could spread widely and quickly.

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

[Online tool link](#)

How to seek medical attention

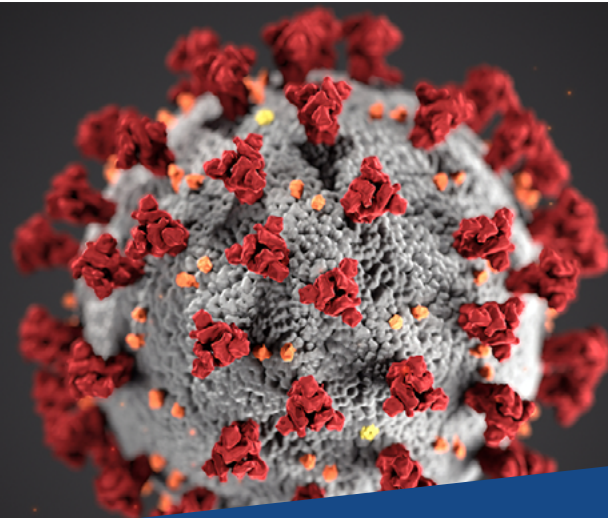
To seek medical help from a doctor or hospital, call ahead of time to book an appointment. You will be asked to take precautions when you attend for treatment. Follow the instructions you are given. If you have a mask, wear it to protect others. Stay at least 1.5 metres away from other people. Cover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

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Testing

Your doctor will tell you if you should be tested. They will arrange for the test.

Generally you will be tested if you develop fever or respiratory symptoms and meet at least one the following criteria:

- you have returned from overseas in the past 14 days
- you have been in close contact with someone diagnosed with COVID-19 in the past 14 days
- you travelled on a cruise ship (either passenger or crew) in the 14 days before developing symptoms
- you are a health care, aged care or residential care worker
- you have lived in an area where there is a higher risk of community transmission, as defined by the local public health unit

You should also be tested if you meet all of the following criteria:

- you are in hospital
- you have fever and serious respiratory symptoms
- there is no other clear cause of the symptoms.

People in high-risk settings will be tested if there are 2 or more people with fever and respiratory symptoms in the setting. High-risk settings include:

- aged and residential care facilities
- detention centres or correctional facilities
- boarding schools
- military bases (including navy ships) that have live-in accommodation
- rural and remote Aboriginal and Torres Strait Islander communities

Some states and territories may have more testing criteria based on their cases. The Department of Health regularly reviews these criteria.

Please inform YNA 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.

If you have serious symptoms you will be kept in hospital and isolated from other patients to prevent the virus spreading.

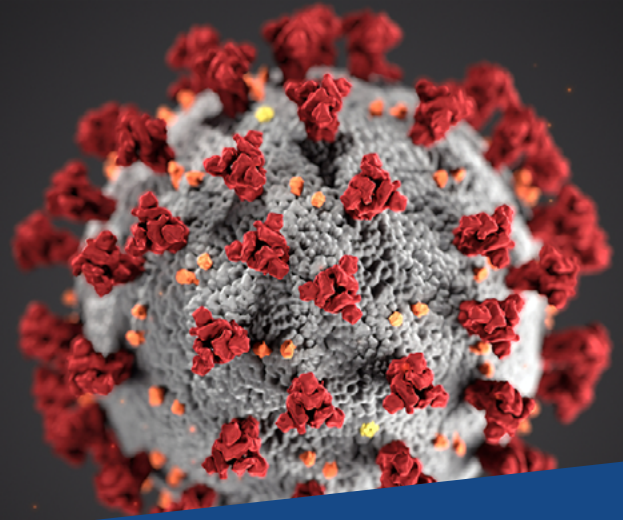
If your doctor says you are well enough to go home while you wait for your test results, you should:

- [self-isolate](#) at home and do not attend work or school
- [protect yourself and others](#).

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

COVID-19 Staff Update

9 April 2020



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Version 1.0

What is social distancing and why is it important?

This Easter please remember the importance of social distancing and only essential travel. Please check with you local government regarding guidelines and what can cause a fine.

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:

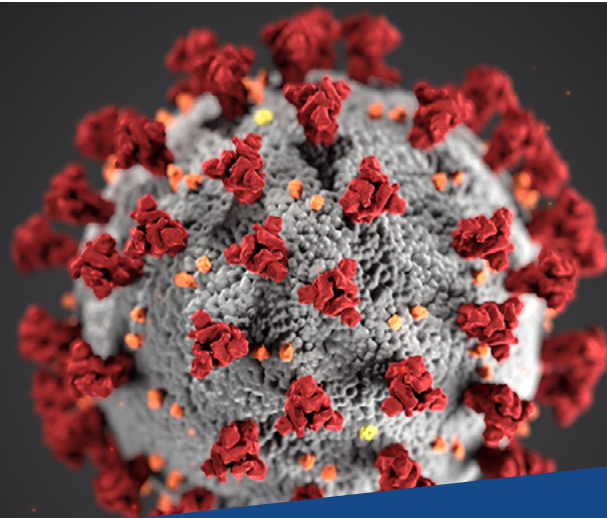
- As mentioned, practise good hand and sneeze/cough hygiene
- Avoid handshaking and kissing
- Regularly disinfect high touch surfaces, such as tables, kitchen benches and door knobs
- Increase ventilation in the home by opening windows or adjusting air conditioning
- Visit shops sparingly and buy more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

Declarations on shift

Some sites are asking staff to complete declarations at the beginning of each shift to confirm they have not travelled, have no symptoms and have had no known contact with a confirmed case of COVID-19. Please complete as requested, however, **please ensure you put the YNA office address and phone number not your own, so that you are not sharing your private details. If a site needs to contact you they can call YNA direct and we will contact you.**

COVID-19 Staff Update

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Useful Links

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/>

Australian Government Department of Health

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

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[Guide for Home Care Providers](#)

From: Noreply
Sent: Thursday, April 16, 2020 4:10 PM
To: [REDACTED]
Subject: YNA Group COVID-19 Update: 16 April 2020

Dear YNA, Bower and Alpha Nursing community,

Please see attached the most recent update regarding COVID-19.

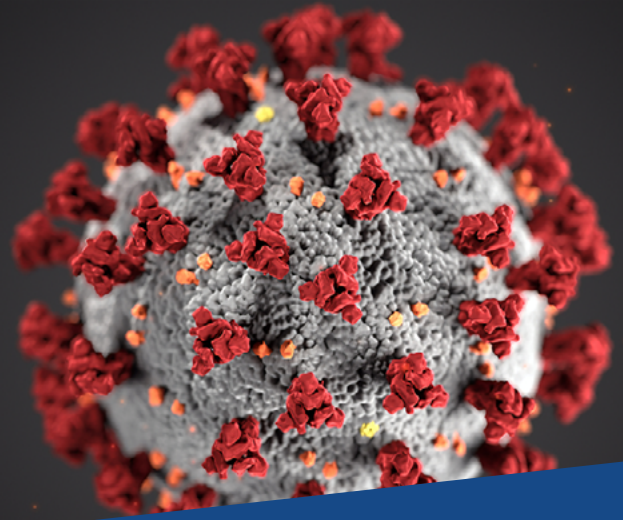
Please contact your local office with any questions.

Kind regards,

[REDACTED]
YNA Your Nursing Agency

COVID-19 Staff Update

16 April 2020



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Version 1.0

A message to all of our staff in this uncertain time

You are valued. We know things are difficult right now. Across the country, the health, aged care, disability and community sectors, the COVID-19 Pandemic has changed all of our lives.

We know you are all well aware of the changes our federal and state governments have made to be ready for the needs of Australians due to the Pandemic, such as:

- The suspension of elective surgeries;
- Efforts to open as many beds in acute care as possible; and
- A review and changes to supports to people in the community and aged care, to only have essential services to minimise contact and their risk of infection.

All of these factors and the continuously changing landscape around COVID-19 have led to a decrease in the number of shifts available at present.

What we are doing

YNA, Alpha and Bower are working with our clients in both the government and private sector to secure more shifts. We are in constant contact with all sites and clients, marketing available staff and discussing the benefits of ongoing bookings to ensure continuity of staff and addressing concerns about cross contamination. We are talking to new clients and looking at other areas of work for all staff and marketing to these demands.

We are communicating with the Australian and State governments to discuss the needs and abilities of our staff in health, aged care, disability and community sectors at this time and importantly, highlighting the need to support the current casual workforce.

We have recorded confirmation of your knowledge and completion of infection control education and your understanding of COVID-19 to meet all needs in the current environment and in preparation for clients to request staff with specific COVID-19 knowledge requirements.

We are in constant communication with our sector and networks to demonstrate the dedication of all of you to provide the care and clinical support that you always have, at the highest standard.

We are hopeful for change soon

We are receiving information that there will likely be changes within the coming weeks. We know that the requirement for agency staffing needs is likely to increase throughout the winter period. This is something that the health, aged care, community and disability sectors have confirmed as well. We are thankful for our long-standing relationships with existing staff and are continuing to allocate all possible existing staff to work as a priority, as well as continuing hiring to ensure we can meet the influenza and winter demands. We would appreciate if all staff can please keep your availability and competencies up to date so when shifts come in we can allocate appropriately.

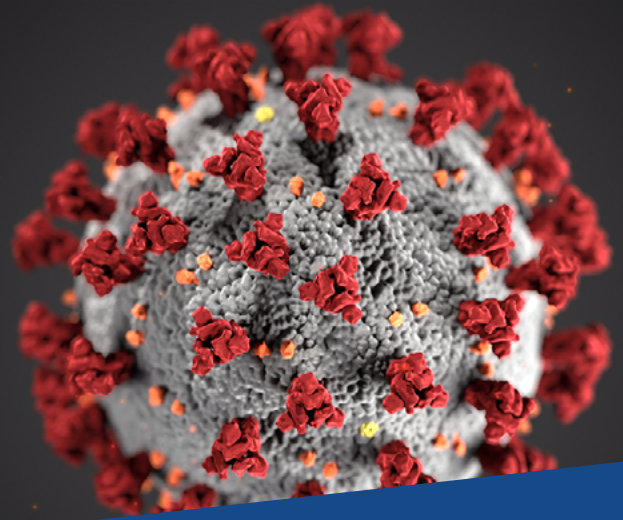
We are here to help

We understand these are uncertain times and appreciate many of you that have already called to talk to us directly. If there are any concerns you would like to discuss with us regarding your personal situation, please contact your local Operations Manager.

With heartfelt thanks and appreciation, from the YNA, Alpha and Bower team.

COVID-19 Staff Update

16 April 2020



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Version 1.0

Current status: WHO

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

[Coronavirus disease 2019 \(COVID-19 Situation Report – 86\)](#)

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JobKeeper Payment Information

An email was sent with details of this in an email on 1 April 2020. We are working through the government information and application process and will be communicating further with all staff soon.

Influenza Vaccine

Annual vaccination is the most important measure to prevent influenza and its complications. It is recommended for all people aged 6 months and over (unless contraindicated).

The Australian Government had stated that all health workers who work in the aged care setting will require the 2020 influenza vaccination by 1 May 2020. YNA has been in communication with all clients and it is a requirement for allocation to sites for YNA staff to have the Influenza vaccine. This includes the acute, aged care, disability and community setting.

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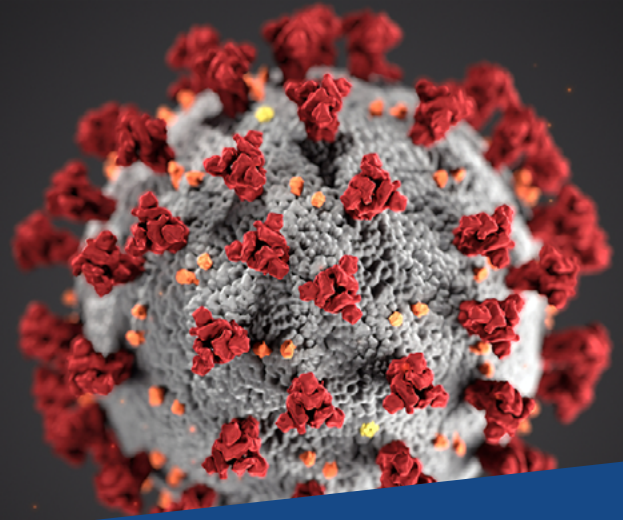
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COVID-19 Staff Update

16 April 2020



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YNA Community Client Screening

Thank you for your commitment to providing quality service for our customers during this challenging time.

The best defence against the spread of infection remains good handwashing and social distancing where possible. Please ensure you practice effective hand hygiene at all times.

YNA has implemented routine customer screening, and need you to play a part in this screening strategy.

Before commencing any community-based service please ask community customers the following questions.

1. **Have you (or anyone in the house) returned from overseas travel in the past 14 days?**
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If a customer answers yes to any of the questions, please contact YNA for further instruction.

If the customer answers no to all questions, please record the words *"COVID-19 screening complete no to all questions"* on your time sheet.

Information for Parents, Carers and Children about COVID-19

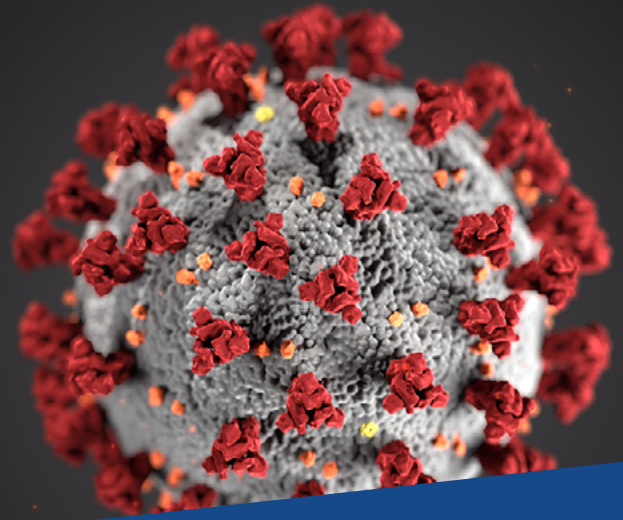
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**Hi.
This is coronavirus.**



COVID-19 Staff Update

16 April 2020



16 April 2020
Version 1.0

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.
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- 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, YNA are here to help you, and to help you provide safe care and support.

BeyondBlue Coronavirus Mental Wellbeing Support Service

Beyond Blue now have a dedicated Coronavirus Mental Wellbeing Support Service which can be contacted on 1800 512 348 or online at <https://coronavirus.beyondblue.org.au/>

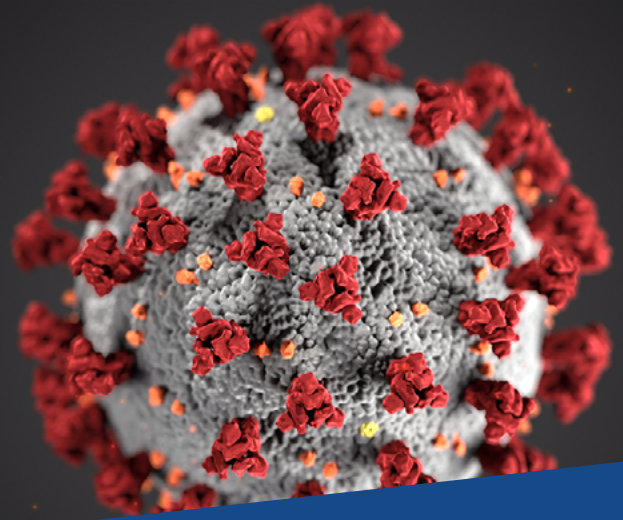
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COVID-19 Staff Update

16 April 2020



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Version 1.0

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Please remember the importance of social distancing and only essential travel. Please check with your local Government regarding guidelines and what can cause a fine.

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:

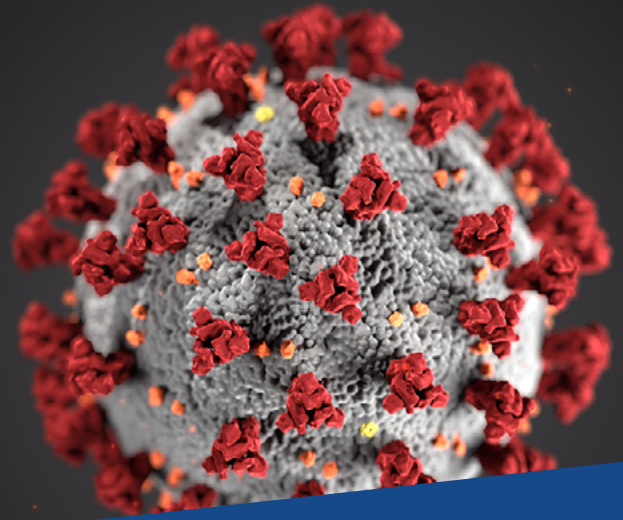
- As mentioned, practise good hand and sneeze/cough hygiene
- Avoid handshaking and kissing
- Regularly disinfect high touch surfaces, such as tables, kitchen benches and door knobs
- Increase ventilation in the home by opening windows or adjusting air conditioning
- Visit shops sparingly and buy more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

Declarations on shift

Some sites are asking staff to complete declarations at the beginning of each shift to confirm they have not travelled, have no symptoms and have had no known contact with a confirmed case of COVID-19. Please complete as requested, however, **please ensure you put the YNA office address and phone number not your own, so that you are not sharing your private details. If a site needs to contact you they can call YNA direct and we will contact you.**

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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
-

How it spreads

The virus can spread from person to person through:

- Close contact with an infectious person (including in the 24 hours before they had symptoms)
- Contact with droplets from an infected person's cough or sneeze
- Touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person, and then touching your mouth or face.

COVID-19 is a new disease, so there is no existing immunity in our community. This means that COVID-19 could spread widely and quickly.

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: [Online tool link](#)

How to seek medical attention

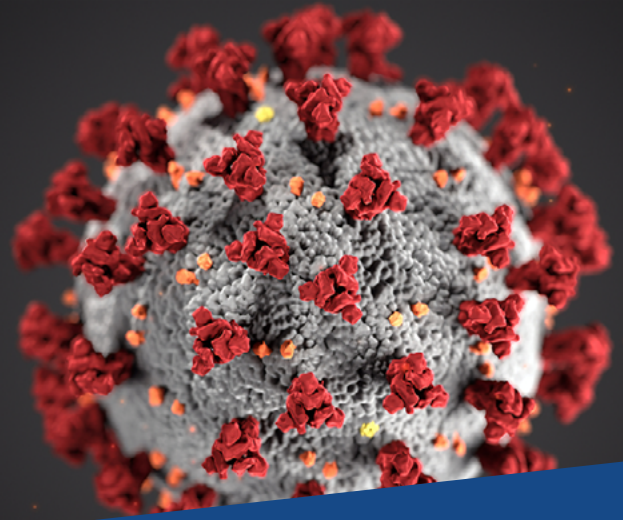
To seek medical help from a doctor or hospital, call ahead of time to book an appointment. You will be asked to take precautions when you attend for treatment. Follow the instructions you are given. If you have a mask, wear it to protect others. Stay at least 1.5 metres away from other people. Cover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

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Testing

Please check your State Government information as this is changing regularly. Your doctor will tell you if you should be tested. They will arrange for the test.

Generally you will be tested if you develop fever or respiratory symptoms and meet at least one the following criteria:

- you have returned from overseas in the past 14 days
- you have been in close contact with someone diagnosed with COVID-19 in the past 14 days
- you travelled on a cruise ship (either passenger or crew) in the 14 days before developing symptoms
- you are a health care, aged care or residential care worker
- you have lived in an area where there is a higher risk of community transmission, as defined by the local public health unit

You should also be tested if you meet all of the following criteria:

- you are in hospital
- you have fever and serious respiratory symptoms
- there is no other clear cause of the symptoms.

People in high-risk settings will be tested if there are two or more people with fever and respiratory symptoms in the setting. High-risk settings include:

- aged and residential care facilities
- detention centres or correctional facilities
- boarding schools
- military bases (including navy ships) that have live-in accommodation
- rural and remote Aboriginal and Torres Strait Islander communities

Some states and territories may have more testing criteria based on their cases. The Department of Health regularly reviews these criteria.

Please inform YNA 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.

If you have serious symptoms you will be kept in hospital and isolated from other patients to prevent the virus spreading.

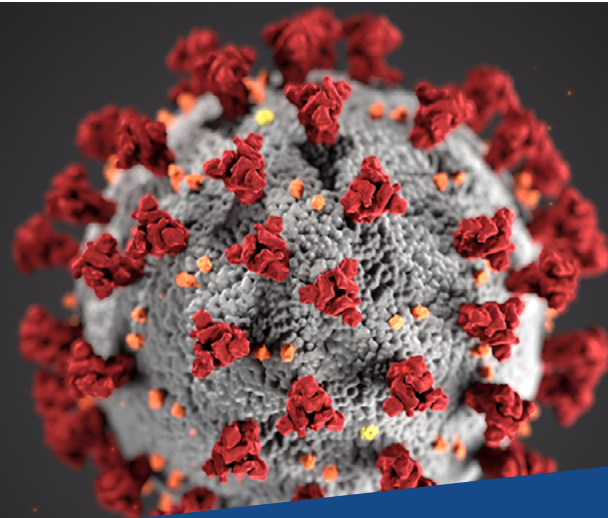
If your doctor says you are well enough to go home while you wait for your test results, you should:

- [self-isolate](#) at home and do not attend work or school
- [protect yourself and others](#).

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

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Useful Links

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/>

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 \(COVID-19\) resources for health professionals, including aged care providers, pathology providers and healthcare managers](#)

[Advice for Travellers](#)

[How to protect yourself and others from coronavirus \(COVID-19\)](#)

[Guide for Home Care Providers](#)

From: Noreply
Sent: Thursday, April 23, 2020 3:36 PM
To: [REDACTED]
Subject: YNA Group COVID-19 Update: 23 April 2020

Dear YNA, Bower and Alpha Nursing community,

Please see attached the most recent update regarding COVID-19.

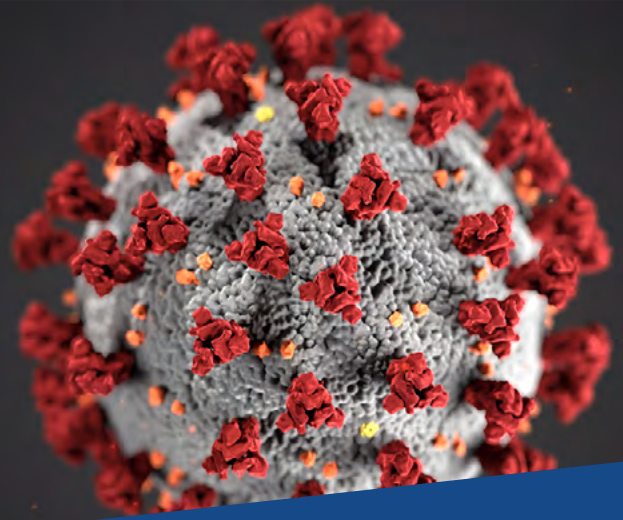
Please contact your local office with any questions.

Kind regards,

[REDACTED]
YNA Your Nursing Agency

COVID-19 Staff Update

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Influenza Vaccine

Annual vaccination is the most important measure to prevent influenza and its complications. It is recommended for all people aged 6 months and over (unless contraindicated).

The Australian Government had stated that all health workers who work in the aged care setting will require the 2020 influenza vaccination by 1 May 2020. YNA will not be able to allocate any staff to Aged Care sites or clients after May 1 if they have not had the Influenza Vaccination and provided us evidence.

Local pharmacies have appointments available and you can contact your local GP for access. Please keep your receipt or proof of vaccine from wherever you have received it and send to your YNA office for recording in the YNA system and reimbursement for the cost of the vaccine.

If you have received the influenza vaccination and do not have proof please contact your local office and they can provide you with a declaration form to complete.

Optimal protection against influenza occurs within the first three to four months following vaccination. Timing of vaccination should aim to achieve the highest level of protection during peak influenza season. This usually occurs from June to September in most parts of Australia. Vaccinating from April provides protection before the peak season.

Please see the [Australian Government Department of Health](#) for further details.

Prime Minister announces easing of elective surgery restrictions

It was announced on 21 April that as a result of Australia's success in flattening the curve, low rates of COVID related hospitalisation and new data on stocks of PPE, National Cabinet has agreed that category 2 and some category 3 procedures can recommence across the public and private hospital sectors. In addition, the National Cabinet has agreed the following procedures can recommence from 27 April 2020:

- IVF
- Screening programs (cancer and other diseases)
- Post cancer reconstruction procedures (such as breast reconstruction)
- Procedures for children under 18 years of age.
- Joint replacements (incl knees, hips, shoulders)
- Cataracts and eye procedures
- Endoscopy and colonoscopy procedures

It is estimated that a gradual restart of elective surgeries will see 1 in 4 closed elective surgery operating lists reopen. These arrangements will be reviewed by 11 May 2020, to determine if other elective surgeries and procedures can recommence and volumes increased, while maintaining capacity for COVID-19 patients and keeping staff and patients safe.

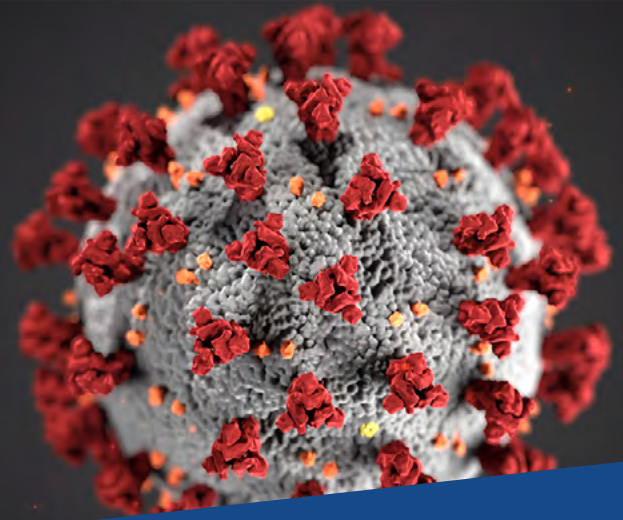
[Read the full statement here.](#)

What does this mean for the YNA group?

We anticipate we will see additional requests for staff as elective surgery gradually reopens. Please ensure your availability is up to date in preparation.

COVID-19 Staff Update

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Australian Health Protection Principal Committee (AHPPC) advice on residential aged care facilities

The AHPPC released updated advice on residential aged care facilities (RACFs) on 21 April 2020. [Read the full advice here](#). The recommendations include advice on visitors as follows.

RACFs should implement the following measures for restricting visits and visitors to reduce the risk of transmission to residents, including:

- Limiting visits to a short duration;
- Limiting visits to a maximum of two visitors at one time per day. These may be immediate social supports (family members, close friends) or professional service or advocacy;
- Visits should be conducted in a resident's room, outdoors, or in a specific area designated by the RACF, rather than communal areas where the risk of transmission to residents is greater;
- No large group visits or gatherings, including social activities or entertainment, should be permitted at this time;
- No school groups of any size should be allowed to visit RACFs.

Visitors should also be encouraged to practise social distancing practices where possible, including maintaining a distance of 1.5 metres.

Children aged 16 years or less must be permitted to visit only by exception, as they are generally unable to comply with hygiene measures. Exemptions can be assessed on a case-by-case basis, for example, where the resident is in palliative care.

Measures such as phone or video calls must be accessible to all residents to enable more regular communication with family members. Family and friends should be encouraged to maintain contact with residents by phone and other social communication apps, as appropriate.

RACFs should advise all regular visitors and staff to be vigilant for illness and use hygiene measures including social distancing, and to monitor for symptoms of COVID-19, specifically fever and acute respiratory illness. They should be instructed to stay away when unwell, for their own and residents' protection.

Essential information about COVID-19

COVID-19 is a respiratory illness caused by a new virus. Symptoms include fever, coughing, a sore throat and shortness of breath. The virus can spread from person to person, but good hygiene can prevent infection. [Find out who is at risk and what you should do if you think you have COVID-19 at this link](#).

Please advise your local office immediately if you are tested for COVID-19.

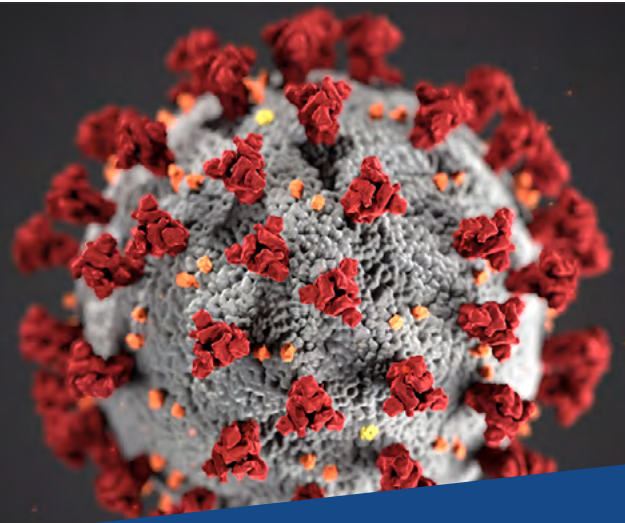
JobKeeper Payment Information

Please check for an email from jobkeeper@yna.com.au.

Should you have any questions, please email them to jobkeeper@yna.com.au and include your full name, whether you are employed by YNA, Alpha or Bower and your suburb of residence so that we may direct your enquiry to the appropriate person.

COVID-19 Staff Update

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Current status: World Health Organisation

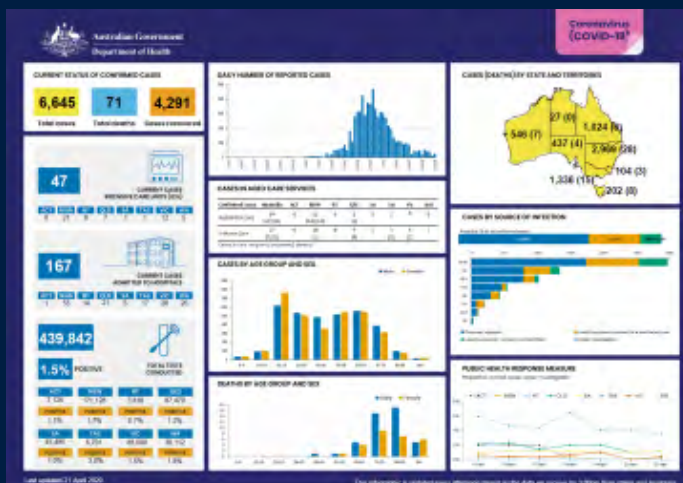
The World Health Organisation (WHO) advises that COVID-19 is a pandemic.

[Coronavirus disease 2019 \(COVID-19 Situation Report – 93\)](#)

Current status: Australian Government

To review [current status and daily situation updates](#) and [find out how Australia is managing the outbreak to slow the spread](#), please see the [Australian Government Department of Health website](#).

The [COVID-19 At A Glance Infographic](#) is updated daily and provides national data including hospital admissions and cases in residential facilities and community care programs.



Infection Prevention and Control training

YNA has recently released Infection Prevention and Control training. Thank you to those who have completed this and provided feedback. We understand there have been a few issues with the high volume of people accessing this module thank you for your patience.

You can [access this course by clicking here](#).

Please complete this by Monday 4 May 2020.

Feedback is welcome and can be sent to education@yna.com.au.

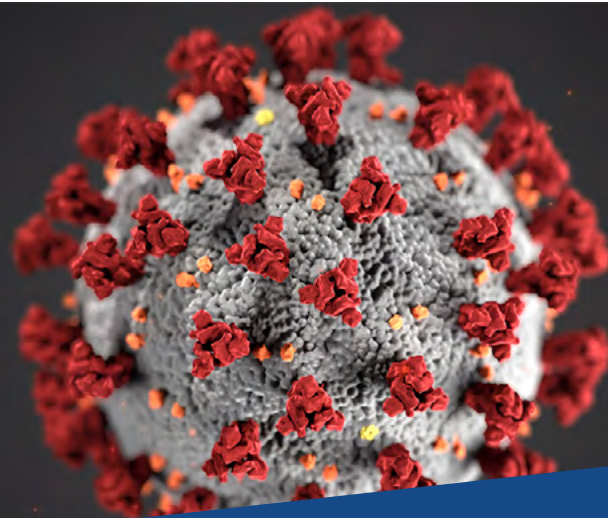
Department of Health COVID-19 training

Have you completed the Australian Government Department of Health online training module [How to protect yourself and the people you are caring for from infection with COVID-19](#).

Please provide evidence of completion for recording on file.

COVID-19 Staff Update

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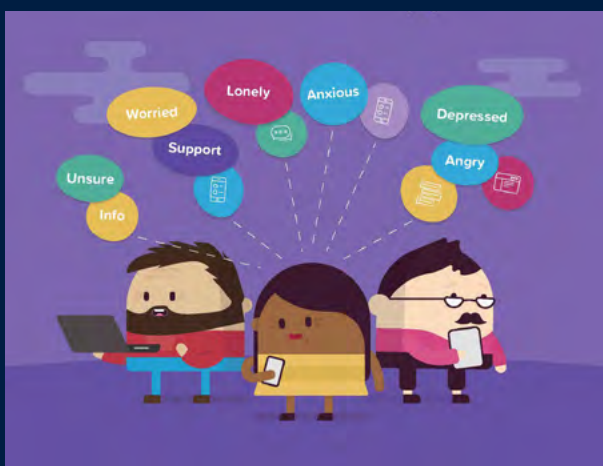


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Head to Health COVID-19 Support Resources

Discussions and concerns around the coronavirus outbreak and practising self-isolation can be stressful and impact our mental health and wellbeing. It is natural to feel a range of emotions, such as stress, worry, anxiety, boredom, or low mood. Many people feel distressed by the constant news and overwhelming amount of information about the situation.

[Head to Health](#) is an Australian Government online resource providing Australians with trusted information and digital supports to help support everyone's mental health and wellbeing during this pandemic.



BeyondBlue Coronavirus Mental Wellbeing Support Service

Beyond Blue now have a dedicated Coronavirus Mental Wellbeing Support Service which can be contacted on 1800 512 348 or online at <https://coronavirus.beyondblue.org.au/>

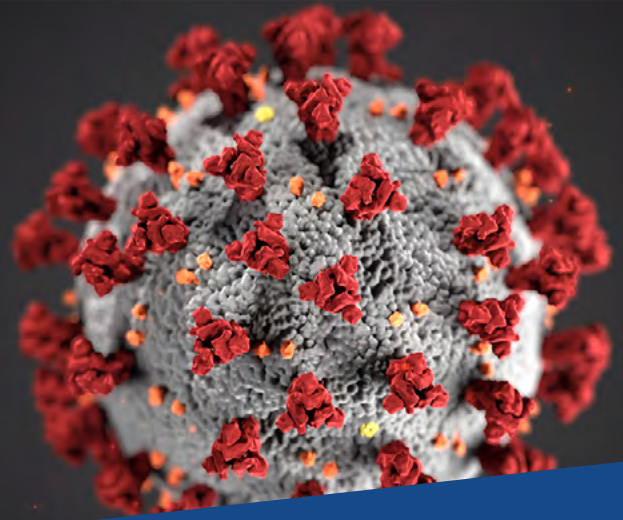
COVID-19 resources for Aboriginal and Torres Strait Islander people and remote communities

A collection of [COVID-19 resources for Aboriginal and Torres Strait Islander people and remote communities](#) is available, including radio items in a variety of languages, videos, posters, newsletters and the [Communicable Diseases Network Australia Interim National Guidance for remote Aboriginal and Torres Strait Islander communities for COVID-19](#).



COVID-19 Staff Update

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Social Distancing Update

Everyone must practice social distancing to slow the spread of coronavirus. 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.

Social Distancing in Public

Social distancing in public means people:

- stay at home and only go out if it is absolutely essential
- keep 1.5 metres away from others
- avoid physical greetings such as handshaking, hugs and kisses
- use tap and go instead of cash
- travel at quiet times and avoid crowds
- avoid public gatherings and at risk groups like older people
- practise good hygiene

Check with your State Government for information regarding restrictions on public gatherings.

Social Distancing in Households

The Australian Government Department of Health advises that all Australians are required to stay home unless it is absolutely necessary to go outside.

Australians are permitted to leave home for the essentials, such as:

- shopping for food
- exercising — in a public space such as a park, limited to no more than 2 people
- going out for medical appointments or to the pharmacy

- providing care or support to another person in a place other than your home
- going to work if you cannot work from home.

Steps for social distancing in all homes include:

- keeping visitors to a minimum
- regularly disinfecting surfaces that are touched a lot, such as tables, kitchen benches, hand rails and doorknobs
- increasing ventilation in the home by opening windows or adjusting air conditioning.

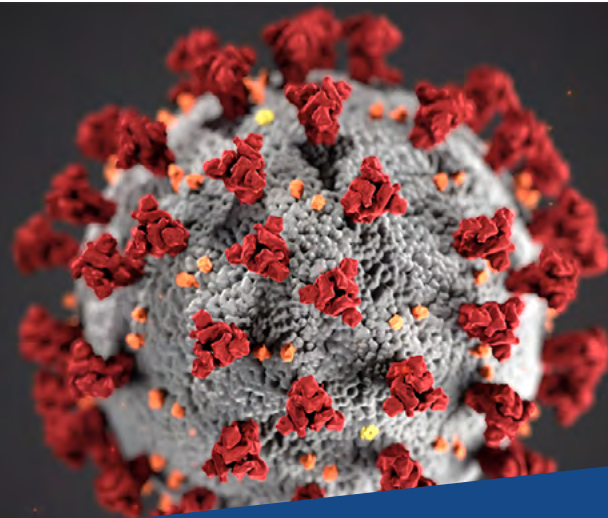
Keep in touch with others

You can still keep in touch with loved ones while you practise social distancing:

- use video chats
- make phone calls to people you would normally catch up with in person
- use online groups to interact
- chat with neighbours while keeping 1.5 metres apart
- look after your mental health.

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Useful Links

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/>

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 \(COVID-19\) resources for health professionals, including aged care providers, pathology providers and healthcare managers](#)

[Advice for Travellers](#)

[How to protect yourself and others from coronavirus \(COVID-19\)](#)

[Guide for Home Care Providers](#)

1.22 Standard Precautions

**Infection Prevention and Control**

Standard Precautions

Standard precautions refer to work practices that are required by all care providers and support workers at all times in order to provide a basic level of infection prevention and control.



Notes:

1.23 Learning Activity


Infection Prevention and Control

Learning Activity

Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹

Hand Hygiene

Environmental cleaning

Respiratory hygiene and cough etiquette

Personal Hygiene

Personal protective equipment (PPE)

Handling of Linen

Aseptic technique


Safe use and disposal of sharps

Safe handling of waste

Cleaning of shared equipment

Notes:

Hand hygiene (Slide Layer)



Infection Prevention and Control

Learning Activity

Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹

Infection related to, and as a consequence of, the care and support we provide are the most common yet preventable complications affecting people receiving care and / or support. Many of these people are already vulnerable due to age, illness, disability, injury, health literacy and / or socio-economic status. There is convincing evidence that improved hand hygiene can reduce infection rates.⁶


PPE (Slide Layer)



Infection Prevention and Control


Learning Activity

Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹



It is important to assess the risk of exposure to body substances or contaminated surfaces **before** providing care / support. PPE refers to a variety of barriers that can be used alone or in combination, to protect airways, skin, mucous membranes and clothing from contact with an infectious agent. ¹


Respiratory (Slide Layer)



Infection Prevention and Control

Learning Activity


Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹




Anyone who has respiratory symptoms should apply source control measures to help stop transmission of respiratory droplets. This involves:

- Covering their nose and mouth with a disposable tissue when coughing, sneezing, wiping and blowing their nose.
- Disposing of the tissue in the nearest bin after use.
- Cough or sneeze into the inner elbow if there are no tissues to prevent the hands from becoming contaminated.
- Perform hand hygiene after contact with respiratory secretions or contaminated objects.¹

Personal (Slide Layer)


**Infection Prevention and Control**


Learning Activity 

Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹

Good personal hygiene protects you and the people you are providing care for from infectious diseases. It includes maintaining the skin integrity on your hands by regularly moisturising them to prevent cracking or dryness, and covering any skin breaks with a waterproof dressing. Your hands and wrists should be free from jewellery and watches and your fingernails should be short and unvarnished. Artificial nails are reservoirs for infectious agents so are not permitted.¹

Environment (Slide Layer)

**Infection Prevention and Control**


Learning Activity 

Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹

Frequently touched surfaces should be cleaned with a detergent solution on a daily basis, when visibly soiled and when you know there has been contamination.

General surfaces and fittings should be cleaned when visibly soiled and immediately after something has been spilled.¹


Asp (Slide Layer)



Infection Prevention and Control


Learning Activity

Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹



Asepsis (ay sep sis) refer to freedom from infection or infectious material. Aseptic technique is aimed at minimising contamination from hands, surfaces and equipment during procedures. Sterile, single-use equipment or instruments are used to help maintain an aseptic field during the procedure.


Safe handling of waste (Slide Layer)



Infection Prevention and Control

Learning Activity

Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹




When handling waste the key principles in standard precautions are to protect against exposure to blood and body substances during handling of waste and following strict hand hygiene practices following disposal. It is also important to dispose of waste in an appropriate bin according to the facility waste management plan.¹

Each state and territory have their own legislation and regulation on the management of clinical and related waste. If you would like to know more, [click here](#).


Personal - Copy (Slide Layer)


State and Territory resources for waste management	
Australian Capital Territory	http://www.legislation.act.gov.au/a/1990-5/
New South Wales	http://www.health.nsw.gov.au/environment/clinicalwaste/Pages/default.aspx
Northern Territory	https://ntepa.nt.gov.au/waste-pollution/guidelines/guidelines
Queensland	https://www.ehp.qld.gov.au/assets/documents/regulation/pr-gl-clinical-and-related-waste.pdf
South Australia	http://www.epa.sa.gov.au/community/waste_and_recycling/medical_waste
Tasmania	https://epa.tas.gov.au/regulation/waste-management/controlled-waste/handling-controlled-waste-in-tasmania/handling-transport-requirements-for-particular-controlled-wastes/clinical-and-related-waste
Victoria	http://www.epa.vic.gov.au/business-and-industry/guidelines/waste-guidance/clinical-waste-guidance
Western Australia	https://ww2.health.wa.gov.au/About-us/Policy-frameworks/Public-Health/Mandatory-requirements/Environmental-Health-Management/Clinical-and-Related-Waste-Management-Policy

Linen (Slide Layer)

Infection Prevention and Control	
<p>Learning Activity</p> <p>Standard precautions help stop infections from spreading.</p> <p>Click on the buttons below to learn more about the elements included in standard precautions. </p>	
<p>All used linen needs to be handled with care to avoid microorganisms coming into contact with staff clothing and to stop the microorganisms from being dispersed into the environment. This requires that appropriate PPE is worn if linen is soiled and linens should be placed into an appropriate linen receptacle at the location of use. Domestic washing machines should only be used for personal items and if there is no hot water, only one person's items should be washed at any one time.</p>	
<p>Hand hygiene should be performed following handling of used linen, and clean linen must be stored in a clean, dry area away from contaminants and moisture. ¹</p>	

Cleaning of equipment (Slide Layer)


Infection Prevention and Control

Learning Activity 


Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹


Although shared equipment generally comes into contact with intact skin and so is unlikely to introduce infection, it can transfer infectious organisms between people. Consequently, shared equipment should be cleaned with a detergent solution between person to person use as per manufacturers instructions, and also disinfected when indicated. Disposable equipment should be considered when contact precautions are required.

Surface barriers, such as bags, plastic wrap or other moisture resistant material help prevent contamination of surface equipment and can be wiped clean with detergent, so are recommended for surfaces that are:

- touched frequently with gloved hands when caring for people
- likely to become contaminated with body fluid or blood
- hard to clean.¹

Sharps (Slide Layer)


Infection Prevention and Control

Learning Activity 

Standard precautions help stop infections from spreading.
Click on the buttons below to learn more about the elements included in standard precautions.¹


Safe sharp handling practice is essential and includes:

- Not passing sharps directly from hand to hand
- Keep sharp handling to a minimum
- Not recapping, bending or breaking needles after they have been used.
- Single-use sharps must be disposed of immediately at the point of use into an approved sharps container by the person who has used the sharp item.
- Sharps containers must not be filled above the mark that indicates maximum fill level. ¹

2.2 Hand hygiene

Yna Infection Prevention and Control

Hand Hygiene



[5 Moments of Hand Hygiene](#)

Click on the link to participate in related activities and video examples for each of the 5 moments.

Notes:

2.3 Soap and water


Yna Infection Prevention and Control


Soap and Water or Alcohol-based Hand Rub


Whether you use soap and water or alcohol-based hand rub to clean your hands, it is important to pay close attention to the thumbs, the tips of the fingers and between each finger.

Handwashing with soap and water is recommended when hands are visibly soiled and when access to alcohol-based hand rub is limited. It should take a minimum of 20 seconds to wash your hands thoroughly. It is important to rinse and dry them thoroughly before touching anything else.

Watch the following video from the WHO on how to wash your hands with soap and water



 Download a copy from Resources

 Click on the image



2.4 Alcohol based

Yna
Infection Prevention and Control


Alcohol-based Hand Rub

Hand rubs is performed with an alcohol-based solution that is not washed off. It is important that the solution has evaporated and the hands are completely dry before touching anything else.^{1, 6.}

Watch the following video from the WHO on how to clean your hands with alcohol-based hand rub.

Click on the image




Download a copy from Resources


2.5 Untitled Slide

Yna
Infection Prevention and Control


Key Factors

 Key factors that influence the effectiveness of hand hygiene and skin integrity include:

- ✓ how long hand hygiene measures are performed
- ✓ how well all surfaces of the hands and wrists are exposed to the cleaning agent
- ✓ the use of rubbing to create friction
- ✓ ensuring hands are completely dry post procedure.¹




2.6 Gloves


**Infection Prevention and Control**

Gloves

Wearing gloves does not replace the need for hand hygiene. Microorganisms may gain access to the hands if there are small defects in the gloves, or alternatively, hands may become contaminated during glove removal. In some instances, there is also increased risk of infection if the same pair of gloves are worn for an entire episode of care.⁶

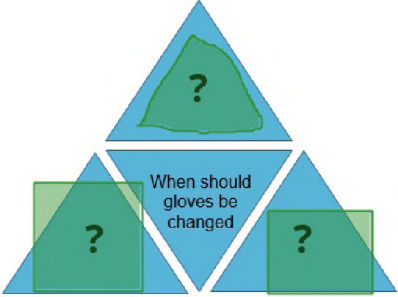



2.7 Learning Activity

**Infection Prevention and Control**


Learning Activity


Click the question marks below to learn when gloves should be changed.



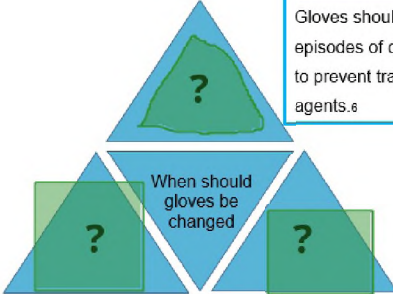
Remember, hand hygiene must be performed before putting gloves on, and after they have been removed each and every time.¹

1 (Slide Layer)


Infection Prevention and Control

Learning Activity 


Click the question marks below to learn when gloves should be changed.




Gloves should be changed between episodes of care for different people to prevent transmission of infectious agents.⁶

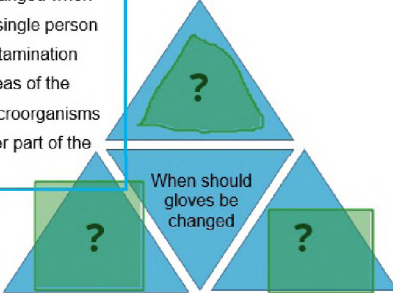
Remember, hand hygiene must be performed before putting gloves on, and after they have been removed each and every time.¹

2 (Slide Layer)


Infection Prevention and Control

Learning Activity 


Click the question marks below to learn when gloves should be changed.




Gloves should be changed when you are caring for a single person to prevent cross-contamination between different areas of the body, (to stop the microorganisms from infecting another part of the body).⁶

Remember, hand hygiene must be performed before putting gloves on, and after they have been removed each and every time.¹

3 (Slide Layer)


Infection Prevention and Control

Learning Activity 

Click the question marks below to learn when gloves should be changed.

Remember, hand hygiene must be performed before putting gloves on, and after they have been removed each and every time.¹

2.8 Hand Hygiene


Infection Prevention and Control

Hand Hygiene Australia

The NHHI have developed a suite of online learning modules to provide education about hand hygiene specifically and broad principles for infection prevention and control. The modules are free and available to anyone who has an Internet connection and are free.


When you access the resource the first time you will need to complete a registration as a new user.

A certificate of completion is available for registered users who successfully complete a module.



To register, or to login click on the hand

2.9 Untitled Slide


Infection Prevention and Control

YNA Hand Hygiene Australia Expectations

In the current climate of a pandemic infection, participation in this national initiative will be highly respected.


YNA staff allocated within healthcare settings are encouraged to complete the Hand Hygiene Standard Theory Online Learning Module.

Please present your certificate to YNA as evidence.

This will be recorded in your files and the sites you are allocated to will be informed as relevant.

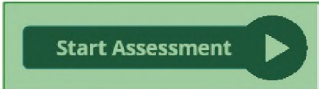



2.10 Start assessment


Infection Prevention and Control

Start Assessment

There are a five assessments throughout this Learning Resource. This is the second. You are required to achieve 100%







2.11 Multiple Response

(Multiple Response, 10 points, unlimited attempts permitted)


Try Again (Slide Layer)


Infection Prevention and Control

Q. It is appropriate to wear the same pair of gloves whilst you assist with showering, make the bed and assist with feeding, as long as you stay in the room. 

True

False




Incorrect

That is incorrect. Please try again.

[Try Again](#)


2.14 PPE


Infection Prevention and Control


Personal Protective Equipment (PPE)


Infection can occur in any setting and applying PPE is one of the basic measures used to prevent it from spreading. PPE is part of standard precautions and includes gloves, gowns, aprons, protective eyewear, face shields, surgical masks and P2 or N95 respirators. Items selected depend on the type of interaction you will have with the person, the infectious agent and how it is likely to spread.¹ PPE protects the skin, eyes, mouth, respiratory system and clothing of staff from infectious agents or from toxic chemical agents such as chemotherapy.

Each component of PPE should be selected according to the infectious or exposure risk present.




2.15 Learning Activity



Infection Prevention and Control


Learning Activity 

Click the image or words in the honeycomb below to learn more about each component of PPE




1 (Slide Layer)


Infection Prevention and Control


Learning Activity 


Click the image or words in the honeycomb below to learn more about each component of PPE




These should be worn for a single procedure or episode of care and removed after use in the area where the care takes place. Selection depends on the procedure you are undertaking and the risk of exposure to blood or body fluids. When wearing plastic disposable aprons your arms need to be bare below the elbows. Protective gowns should cover your clothing and be impervious, long sleeved with fitted cuffs.¹

2 (Slide Layer)

 **Infection Prevention and Control**


Learning Activity 


Click the image or words in the honeycomb below to learn more about each component of PPE




A surgical mask and protective eyewear, or a face shield should be worn for procedures that generate splashes of blood, body fluids or other secretions. If you wear prescription glasses you will need to wear protective eye wear or a face shield in addition to your prescription glasses to ensure you are protected.

3 (Slide Layer)

 **Infection Prevention and Control**


Learning Activity 


Click the image or words in the honeycomb below to learn more about each component of PPE




Surgical face masks do not provide a closed seal on the face, nor do they provide a high level of particle filtration. They are therefore suitable for droplet transmission and when there are risks of blood or body fluid splash.

4 (Slide Layer)


Infection Prevention and Control

Learning Activity 


Click the image or words in the honeycomb below to learn more about each component of PPE




P2 or N95 respirators have a high particle filtration capacity and when fitted correctly do provide a seal on the face. P2 is the Australian equivalent of the American N95. They are used for airborne transmission and when aerosol generating procedures are required.


These masks need to be fit tested to each individual and training on how to correctly put them on and perform a fit check is required.¹

5 (Slide Layer)


Infection Prevention and Control

Learning Activity 

Click the image or words in the honeycomb below to learn more about each component of PPE




Gloves can protect both the person requiring care and the care provider from exposure to infectious organisms that can be carried on hands. For this reason, standard precautions require that single-use gloves are worn:

- during contact with non-intact skin or mucous membrane, or sterile sites
- for any invasive procedure
- for any activity that poses a risk of exposure to blood, body substances, excretions and secretions.⁶

Sterile gloves are required when there is contact with normally sterile parts of the body or with sterile instruments.¹

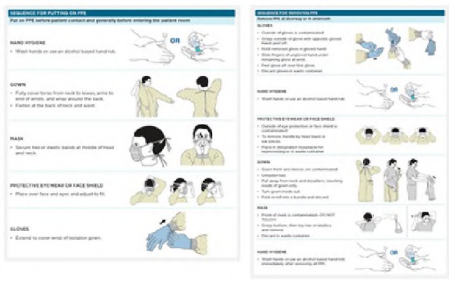
2.16 Learning Activity


Infection Prevention and Control

Personal Protective Equipment (PPE)


There is a strict order for putting on (donning) and taking off (doffing) PPE. Doffing also requires attention to detail to minimise risk of contamination.

The following images demonstrate correct sequence for putting on PPE⁵ and the correct sequence and additional considerations for removing PPE.⁵ (p8 & 11)



It is important that you have a consistent sequence so that it becomes routine. You also need to allow yourself time to ensure items are correctly fitted and able to keep you safe. Once PPE is correctly donned it is important not to touch your eyewear, face mask or face when in a contaminated area.¹

2 (Slide Layer)




SEQUENCE FOR REMOVING PPE

Remove PPE at doorway or in anteroom


GLOVES

- Outside of gloves is contaminated!
- Grasp outside of glove with opposite gloved hand, peel off!
- Hold removed glove in gloved hand.
- Slide fingers of ungloved hand under remaining glove at wrist.
- Peel glove off over first glove.
- Discard gloves in waste container.




HAND HYGIENE

- Wash hands or use an alcohol based hand rub.




PROTECTIVE EYEWEAR OR FACE SHIELD

- Outside of eye protection or face shield is contaminated!
- To remove, handle by head band or ear pieces.
- Place in designated receptacle for reprocessing or in waste container.




GOWN

- Gown front and sleeves are contaminated!
- Unfasten ties
- Pull away from neck and shoulders, touching inside of gown only.
- Turn gown inside out.
- Fold or roll into a bundle and discard.




MASK

- Front of mask is contaminated--DO NOT TOUCH!
- Grasp bottom, then top ties or elastics and remove.
- Discard in waste container.

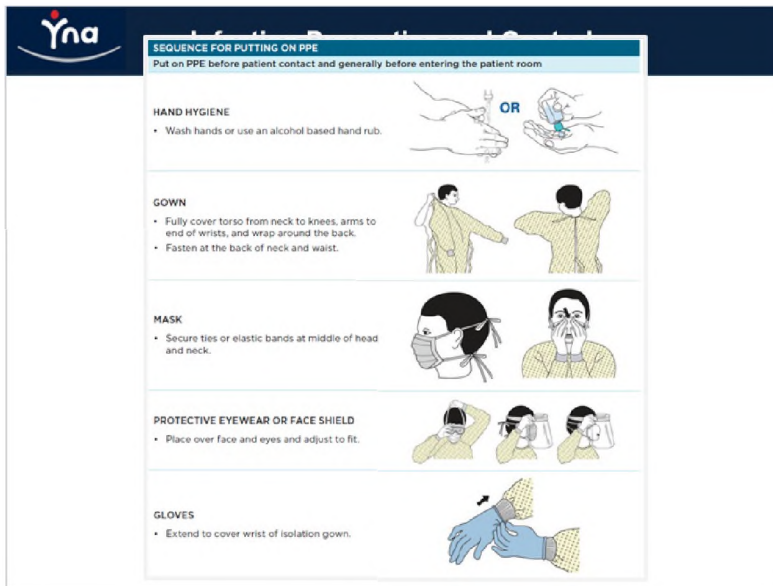


HAND HYGIENE

- Wash hands or use an alcohol based hand rub immediately after removing all PPE.



1 (Slide Layer)



2.17 Start assessment

Yna Infection Prevention and Control

Start Assessment


There are five assessments throughout this Learning Resource. This is the third. You are required to achieve 100%

[Start Assessment](#)


2.18 Sequence Drag-and-Drop

(Sequence Drag-and-Drop, 10 points, unlimited attempts permitted)

Try Again (Slide Layer)


Infection Prevention and Control

Q. When PPE is required, there are some key principles to remember when donning the items and wearing them during an episode of care. Select four.




Incorrect

That is incorrect. Please try again.

[Try Again](#)

- Hand hygiene
- It is important to wear PPE in the room you are in
- Take your time when donning and doffing PPE
- Don't touch the front of your PPE
- PPE needs to be donned in a specific order
- PPE needs to be donned quickly in emergency situations

2.23 Essential work practices



Infection Prevention and Control

Transmission-based precautions

Transmission-based precautions are applied in addition to standard precautions when standard precautions alone are not enough to stop transmission of infection.

They are used for known or suspected cases of infection or colonisation of highly transmissible infectious agents.

Transmission-based precautions include contact, droplet or airborne precautions.¹



Infection control is everyone's responsibility!

2.24 Contact precautions

Yna Infection Prevention and Control

Contact Precautions

Contact precautions are required when known or suspected infectious agents are spread by **direct or indirect contact** with the person or their environment.

Gloves and an **apron or gown** should be worn as part of contact precautions. If there is risk of exposure to body fluid, additional PPE may also be indicated as part of standard precautions. **Hand hygiene** is of paramount importance.

Ideally the person is placed in a single room with a dedicated bathroom, the door can remain open. If this is not possible, strict adherence to hand hygiene and environmental cleaning must occur.

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

2.25 Contact precautions

Yna Infection Prevention and Control

Contact Precautions

In healthcare settings or aged care facilities, signage such as the one shown here should be displayed so all relevant people are aware of the increased risk.

Equipment should be single-use or dedicated to the person, but if it needs to be shared the equipment must be cleaned and disinfected before it is used for someone else.

Surfaces and equipment should be cleaned with detergent and then disinfected.

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

Download a copy from Resources

Click the image to enlarge it

1 (Slide Layer)

Contact Precautions

In healthcare settings, contact precautions signage such as the one displayed so all relevant staff are aware of the increased risk.

Equipment should be dedicated to the person, but if it cannot be, the equipment must be cleaned before it is used for another patient. Surfaces and equipment should be cleaned with detergent and disinfectant.

Download a copy from [www.yna.com.au](#)

Visitors
See a nurse for information before entering the room

For all staff

Contact Precautions

In addition to Standard Precautions

Before entering room

- 1 Perform hand hygiene
- 2 Put on gown or apron
- 3 Put on gloves

On leaving room

- 1 Dispose of gloves
- 2 Perform hand hygiene
- 3 Dispose of gown or apron
- 4 Perform hand hygiene

Standard Precautions

And always follow these standard precautions

- Perform hand hygiene before and after every patient contact
- Use PPE when risk of body fluid exposure
- Use and dispose of sharps safely
- Perform routine environmental cleaning
- Clean and reprocess shared patient equipment
- Follow respiratory hygiene and cough etiquette
- Use aseptic technique
- Handle and dispose of waste and used linens safely
- Use and dispose of linen safely
- Follow respiratory hygiene and cough etiquette
- Use aseptic technique
- Handle and dispose of waste and used linens safely

Click on the image to enlarge it.

2.26 Droplet precautions

Droplet Precautions

Droplet precautions are required when known or suspected infectious agents are spread by **droplets** generated by a person coughing, sneezing or talking, or during suctioning or other procedures.

A **surgical mask** should be worn as part of droplet precautions. If there is risk of exposure to body fluids, additional PPE may be indicated as part of standard precautions. **Hand hygiene** is of paramount importance.

Ideally the person is placed in a single room with a dedicated bathroom, the door can remain open. If this is not possible, **physical separation of at least 1.5 metres** is required. Infected people should wear a surgical face mask if they need to access public places and be reminded of respiratory etiquette.

Visitors
See a nurse for information before entering the room

For all staff

Droplet Precautions

In addition to Standard Precautions

Before entering room

- 1 Perform hand hygiene
- 2 Put on a surgical mask

On leaving room

- 1 Dispose of mask
- 2 Perform hand hygiene


Standard Precautions

And always follow these standard precautions

- Perform hand hygiene before and after every patient contact
- Use PPE when risk of body fluid exposure
- Use and dispose of sharps safely
- Perform routine environmental cleaning
- Clean and reprocess shared patient equipment
- Follow respiratory hygiene and cough etiquette
- Use aseptic technique
- Handle and dispose of waste and used linens safely
- Use and dispose of linen safely
- Follow respiratory hygiene and cough etiquette
- Use aseptic technique
- Handle and dispose of waste and used linens safely

Click on the image to enlarge it.

2.27 Droplet precautions

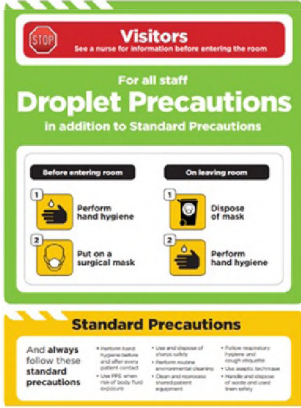

Infection Prevention and Control

Droplet Precautions


In healthcare settings or aged care facilities, signage such as the one shown here should be displayed so all relevant people are aware of the increased risk.

Equipment should be single-use or dedicated to the person, but if it needs to be shared the equipment must be cleaned and disinfected before it is used for someone else.


Surfaces and equipment should be cleaned with detergent and then disinfected.¹



Click the image to enlarge it.

 Download a copy from Resources

1 (Slide Layer)





Droplet Precautions

In healthcare settings or aged care facilities, signage such as the one shown here should be displayed so all relevant people are aware of the increased risk.

Equipment should be single-use or dedicated to the person, but if it needs to be shared the equipment must be cleaned and disinfected before it is used for someone else.

Surfaces and equipment should be cleaned with detergent and then disinfected.¹

 Download a copy from Resources



Click the image to enlarge it.

AUSTRALIAN COMMISSION on SAFETY in HEALTH CARE

2.28 Airborne precautions

Yna Infection Prevention and Control

Airborne Precautions

Airborne precautions are required when known or suspected infectious agents are spread from person-to-person by the **airborne route**.

High filtration **P2 or N95 masks** should be worn as part of airborne precautions. If there is a risk of exposure to body fluid, additional PPE may also be indicated as part of standard precautions. **Hand hygiene** is of paramount importance.

Visitors
See a nurse for information before entering the room

For all staff
Airborne Precautions
In addition to Standard Precautions

Before entering room

- 1 Perform hand hygiene
- 2 Put on N95 or P2 mask
- 3 Perform a fit check of the mask

On leaving room

- 1 Dispose of mask
- 2 Perform hand hygiene

Keep door closed at all times

Standard Precautions

And always follow these standard precautions

- Perform hand hygiene before and after every patient contact
- Use PPE when risk of body fluid exposure
- Use and disposal of sharps safely
- Perform routine environmental cleaning
- Clean and reprocess shared patient equipment
- Follow respiratory hygiene and cough etiquette
- Use aseptic technique
- Handle and dispose of waste and sharps safely

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY HEALTH CARE

2.29 Airborne precautions

Yna Infection Prevention and Control

Airborne Precautions

Ideally the person is placed in a single room with a dedicated bathroom and negative pressure ventilation so that the air doesn't circulate to other areas. The **door should remain closed** at all times. If this is not possible, they should be placed with people who have the same infection. Infected people should wear a surgical face mask if they need to access public places and also if they are coughing frequently, and they should be reminded of respiratory etiquette.

All staff and visitors are required to wear a mask when in the same room as the infected person.

Visitors
See a nurse for information before entering the room

For all staff
Airborne Precautions
In addition to Standard Precautions

Before entering room

- 1 Perform hand hygiene
- 2 Put on N95 or P2 mask
- 3 Perform a fit check of the mask

On leaving room

- 1 Dispose of mask
- 2 Perform hand hygiene

Keep door closed at all times

Standard Precautions

And always follow these standard precautions

- Perform hand hygiene before and after every patient contact
- Use PPE when risk of body fluid exposure
- Use and disposal of sharps safely
- Perform routine environmental cleaning
- Clean and reprocess shared patient equipment
- Follow respiratory hygiene and cough etiquette
- Use aseptic technique
- Handle and dispose of waste and sharps safely

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY HEALTH CARE

2.30 Airborne precautions


Yna
Infection Prevention and Control

Airborne Precautions

In healthcare settings or aged care facilities, signage such as the one shown here should be displayed so all relevant people are aware of the increased risk.

Equipment should be single-use or dedicated to the person, but if it needs to be shared the equipment must be cleaned and disinfected before it is used for someone else.

Surfaces and equipment should be cleaned with detergent and then disinfected. 1



Click the image to enlarge it.

Download a copy from Resources

1 (Slide Layer)


Yna

Airborne Precautions

In healthcare settings or aged care facilities, signage such as the one shown here should be displayed so all relevant people are aware of the increased risk.

Equipment should be single-use or dedicated to the person, but if it needs to be shared the equipment must be cleaned and disinfected before it is used for someone else.


Surfaces and equipment should be cleaned with detergent and then disinfected.



Click the image to enlarge it.


Download a copy from Resources

Try Again (Slide Layer)


Infection Prevention and Control

Q. You are caring for someone who requires airborne precautions. In addition to standard precautions, select the four recommended airborne precautions from the list below.

- Surgical m
- Gloves
- High filtrat
- Single roo
- Single roo
- Gown or a
- Dedicated equipment
- Negative pressure room
- Protective eyewear




Incorrect

That is incorrect. Please try again.

Try Again

3. COVID 19

3.1 COVID 19


Infection Prevention and Control

COVID 19

The new coronavirus (COVID-19) originated in China and has been classified as a pandemic by the WHO because it has quickly spread around the world. At this time there is no immunisation available and the virus is unresponsive to antibiotic therapy.

It is important to know that most people (80%) who become infected with the virus will experience mild symptoms and will fully recover without special treatment. Others will experience moderate symptoms and a very small number of people (5%) may experience severe symptoms and become very unwell, particularly the elderly, people with underlying medical conditions and Aboriginal and Torres Strait Islander people.

3.2 Symptoms


Yna Infection Prevention and Control


Symptoms


The most common symptoms for COVID-19 are:


- Fever
- Cough
- Shortness of breath
- Sore throat.

CORONAVIRUS (COVID-19)


FEVER


COUGH


SHORTNESS OF BREATH


SORE THROAT

If you or someone you are caring for develops symptoms of COVID-19 you / they are required to stay at home. Standard precautions are required to help reduce incidence of transmission. Relevant workplaces also need to be informed at the earliest opportunity. If seeking medical advice from usual providers, please call ahead first to alert them of the situation. Otherwise you can get medical advice from www.healthdirect.gov.au/coronavirus or call the **National Coronavirus Information and Triage Line on 1800 020 080**. Once a medical professional suspect there is likely contamination, further infection control measures, including use of appropriate PPE, will need to be commenced.


3.3 Transmission

Yna Infection Prevention and Control

Transmission

COVID-19 is spread through droplets that an infected person has sneezed or coughed into the air around them, onto their clothes, or onto a nearby surface. These droplets do not remain suspended in the air.


However, during aerosol generating procedures, the infected droplets are dispersed into a fine mist that do remain suspended in the air.



Wash your hands




Use a tissue for coughs



Avoid touching your face

3.4 Transmission


Infection Prevention and Control

Precautions


In addition to Standard precautions, Contact and Droplet precautions are the minimum recommended precautions for suspected and confirmed cases.

COVID-19 can also be transmitted during aerosol generating procedures including:

- Intubation or extubation.
- High-flow nasal oxygen administration.
- Bag valve mask ventilation.
- Nebuliser administration.
- Non-invasive ventilation.
- Bronchoscopy.

Contact and Airborne precautions need to be initiated when caring for someone with a confirmed case during these aerosol generating procedures or if the person is critically ill.

Click [here](#) for specific PPE donning and doffing instructions related to COVID-19

 Download a copy from Resources

Notes:

3.5 Transmission


Infection Prevention and Control

How to help stop the spread

It is extremely important to encourage standard precautions, making sure everyone pays strict attention to hand hygiene and surface decontamination. Other things you can do to help stop spread of the COVID-19 virus includes:

- reminding everyone that they need to try and stop touching their face.
- staying at least 1.5 metres away from anyone who is coughing or sneezing.
- avoid large public gatherings.
- use respiratory hygiene and cough etiquette.



3.6 Masks, Visitors and travel

Infection Prevention and Control

Masks

Masks are required only if you are unwell with symptoms that may be caused by COVID-19, particularly coughing as cough produces droplets.⁷

Click on the image if you would like to enlarge or download more information about wearing masks.

Coronavirus disease (COVID-19)

Information on the use of surgical masks

Should I wear a surgical mask?

General public

Surgical masks in the community are only helpful in preventing people who have coronavirus disease from spreading it to others. If you are well, you do not need to wear a surgical mask as there is no evidence supporting the widespread use of surgical masks in healthy people to prevent transmission in public.

Specific requirements are in place for people who have returned from a country or region that is at high or moderate risk for COVID-19, or those who may have been in close contact with a confirmed case of coronavirus. Go to www.health.gov.au/covid-19/travel for the list of at-risk countries and visitor requirements.

If you are required to wear, you should use a surgical mask (if you have one) in the following circumstances:

- You need to make your home for any reason and will be in public areas
- You are visiting a medical facility
- You have symptoms and other people are present in the same room as you.

Go to www.health.gov.au/covid-19/travel for the current list of high or moderate risk countries.

Suspected case

If you are suspected of having coronavirus disease, your primary care provider will give you a surgical mask to wear when you enter the emergency department or general practice. You should make your own and use it to wear the surgical mask. You should continue to use the surgical mask in all public places until you are advised otherwise by public health authorities.

If you are suspected of having coronavirus, you can find more information at www.health.gov.au/covid-19/cases.

Confirmed case

If you are confirmed to have coronavirus disease, follow the advice of your primary care provider and public health authorities on wearing a surgical mask. You should wear a surgical mask if you need to leave the house when you are in contact with health care workers, or when you have symptoms and other people are in the same room.

Health care workers

Health care workers should follow specific advice on personal protective equipment when looking after patients who are confirmed to have, or suspected of having, COVID-19. Information for health care workers looking after patients in hospitals and non-hospitals is available at www.health.gov.au/covid-19/cases.

Pathology specimen collectors

Pathology specimen collectors should follow the advice for health care workers above and wear appropriate PPE when collecting specimens from confirmed or suspected cases.

Information on surgical masks v1 - version 3 (06/03/2020)
Coronavirus disease (COVID-19) 1

3.7 Masks, Visitors and travel

Infection Prevention and Control

Visitors

People who are unwell and have a confirmed or suspected infection from COVID-19 **should remain in their own homes at all times**. Ideally if you live with other people and have been contaminated, you should stay in your own room. Everyone you live with must also self-isolate. If possible, other people can drop supplies to you and leave them at your door.

If visitors must come to your home you should ask them to perform hand hygiene when they enter and leave your home, maintain social distancing of 1.5 metres and encourage the infected person to wear a mask throughout the visit if available.⁷

If you must visit someone in a residential or aged care facility, it is important to perform hand hygiene when entering and exiting the facility, and before and after visiting each specific person. This should occur regardless of your infectious status.

3.8 Masks, Visitors and travel

Yna Infection Prevention and Control

Travel

If you have recently travelled overseas and are a frontline healthcare worker, carer, volunteer or have had close contact with high-risk people, you may be asked to stay away from your workplace for a period of time. This is because most cases of COVID-19 in Australia are imported from overseas.

The following link provides the latest updates and recommendations:
<https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdna-song-novel-coronavirus.htm>

Australian Government
Department of Health

**BE INFORMED.
 BE PREPARED.**

3.9 Cleaning

Yna Infection Prevention and Control

Cleaning

Routine environmental cleaning, including residential and aged care environments, can be achieved with detergent-based solutions. Routine environmental cleaning requirements can be divided into two groups.


The following graphic sourced from the Australian Guidelines for the Prevention and Control of Infection in Healthcare.1

Routine environmental cleaning
 General surfaces and the cleaning requirements for each can be divided into two groups:

Minimally touched surfaces	Frequently touched surfaces
Floors, ceilings, walls blinds	Downrubs, bedrails, tablettes, light switches
A detergent solution (diluted as per manufacturer's instructions) is adequate for cleaning general surfaces and non-patient care areas. Dry mopping is preferable to dry mopping. Walls and blinds should be cleaned when visibly dirty or soiled. Window curtains should be regularly changed in addition to being cleaned when soiled or exposed to MSDs. Sinks and basins should be cleaned on a regular base as set by facility policy.	Should be cleaned more frequently than minimally touched surfaces. Detergent solution (diluted as per manufacturer's instructions) can be used, with the exact choice of detergent determined by nature of surface and likely degree of contamination. Detergent-impregnated wipes may be used for single pieces of equipment or small areas but should not be used routinely as a replacement for the mechanical cleaning process.

Frequently touched surfaces should be cleaned at least daily.


1 (Slide Layer)


Infection Prevention and Control

Routine environmental cleaning
General surfaces and the cleaning requirements for each can be divided into two groups:

Routine environment cleaning	
<div style="background-color: #1a3d4d; color: white; text-align: center; padding: 2px;">Minimally touched surfaces</div> <div style="background-color: #00a0c0; color: white; text-align: center; padding: 2px;">Floors, ceilings, walls blinds</div> <p>A detergent solution (diluted as per manufacturer's instructions) is adequate for cleaning general surfaces and non-patient care areas.</p> <p>Damp mopping is preferable to dry mopping.</p> <p>Walls and blinds should be cleaned when visibly dusty or soiled.</p> <p>Window curtains should be regularly changed in addition to being cleaned when soiled or exposed to MROs.</p> <p>Sinks and basins should be cleaned on a regular basis as set by facility policy.</p>	<div style="background-color: #1a3d4d; color: white; text-align: center; padding: 2px;">Frequently touched surfaces</div> <div style="background-color: #00a0c0; color: white; text-align: center; padding: 2px;">Doorknobs, bedrails, tabletops, light switches</div> <p>Should be cleaned more frequently than minimally touched surfaces.</p> <p>Detergent solution (diluted as per manufacturer's instructions) can be used, with the exact choice of detergent determined by nature of surface and likely degree of contamination.</p> <p>Detergent-impregnated wipes may be used for single pieces of equipment or small areas but should not be used routinely as a replacement for the mechanical cleaning process.</p>

3.10 Key Messages

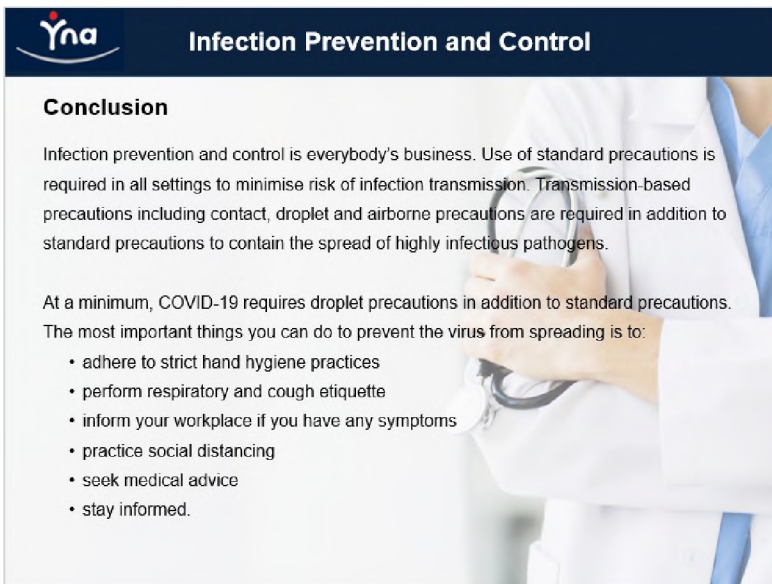

Infection Prevention and Control

Key Messages

We all acknowledge that these are uncertain times, but remember that you are able to protect yourself, your loved ones, your workplace and your community if you:

- practice regular hand hygiene.
- practice standard and transmission-based precautions as required.
- practice standard precautions.
- practice social distancing.
- practice respiratory hygiene and cough etiquette.
- stay informed at <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
- alert your workplace if you have symptoms.
- seek medical advice if you have symptoms, remembering to call ahead first.
- contact www.healthdirect.gov.au/coronavirus <http://www.healthdirect.gov.au/coronavirus> or call the National Coronavirus Information and Triage Line on 1800 020 080 if you are concerned about yourself or someone you are supporting.

3.21 Conclusion



Yna Infection Prevention and Control

Conclusion

Infection prevention and control is everybody's business. Use of standard precautions is required in all settings to minimise risk of infection transmission. Transmission-based precautions including contact, droplet and airborne precautions are required in addition to standard precautions to contain the spread of highly infectious pathogens.

At a minimum, COVID-19 requires droplet precautions in addition to standard precautions. The most important things you can do to prevent the virus from spreading is to:

- adhere to strict hand hygiene practices
- perform respiratory and cough etiquette
- inform your workplace if you have any symptoms
- practice social distancing
- seek medical advice
- stay informed.

3.22 Conclusion



Yna Infection Prevention and Control

References

1. National Health and Medical Research Council 2019, Australian Guidelines for the Prevention and Control of Infection in Healthcare, Commonwealth of Australia.
2. NDIS Quality and Safeguards Commission 2019, The NDIS Code of Conduct: Guidance for Workers.
3. Nursing and Midwifery Board of Australia 2020, Decision-making framework for nursing and midwifery, NMBA, Victoria.
4. Nursing and Midwifery Board of Australia 2018, Continuing Professional Development, NMBA, Victoria.
5. Australian Commission on Safety and Quality in Healthcare 2019, Infection Prevention and Control Workbook, ACSQHC, Sydney.
6. Australian Commission on Safety and Quality in Health Care 2019, National Hand Hygiene Initiative Manual, ACSQHC, Sydney.
7. Australian Government Department of Health 2020, Coronavirus (COVID-19) health alert, Commonwealth of Australia. <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
8. Clinical Excellence Commission 2020, Infection Prevention and Control Novel Coronavirus 2019 (2019-nCoV) - Hospital setting, NSW Government

Notes:

Date of complaint/concern	Complaint/concern made by	Complaint/concern made to	Complaint/concern relayed to	Nature/details of complaint/concern	Result/outcome
1-Apr-20	YNA RN	YNA and (DHHS)	(DHHS)	A YNA RN expressed concern about whether children should be quarantined and whether enough was being done for returned passengers. He also expressed concerns about the large number of people that needed to be cared for against their will. The YNA RN also notes security guards are bored and should be walking people, guests should be able to order food in and guests should be able to isolate at home instead of in a hotel.	Both and discussed issues raised with YNA RN.
6-Apr-20	YNA RN	YNA and YNA	(DHHS)	A YNA RN expressed a need for Clinical Nurse Managers and mental health nurses at the hotels. Concerns were raised in relation to access to medical records, computer systems and scope of practice. A need was also expressed to establish processes and procedures for all staff with clear guidance and liaison to be established between the DHHS, the hotel, the security and the YNA RNs.	The DHHS provided confirmation that dedicated Mental Health Nurses for operations 24*7 across the 3 sites was underway, to begin that night from 21:00 07.04.2020. It was also confirmed that a resourcing model with DHHS Team Leaders be appointed for each shift.
15-Apr-20	YNA RN	and (DHHS)	(DHHS)	A YNA RN raised concern about the doubling up of work and processes for undertaking welfare checks.	For consideration by DHHS.
17-Apr-20	YNA Staff		(DHHS)	YNA received feedback from its staff members, which included the need for consistent paperwork across all sites; the processes for nurses and PCAs needs to be defined and consistent across all sites; a reporting line needs to be defined with a DHHS Team leader in charge at each shift; a defibrillator needs to be readily available at all sites given on site defibrillator was locked in a convention centre next door; the need for all to be aware of a defined exit strategy; and that a Metropool Covid 19 positive patient was apparently called by community nursing and diagnosed as symptomatic free and told that he/she could go home at 10 days – and querying that no swab required.	sent a summary email to the DHHS for the DHHS to follow up.
20-Apr-20	DHHS	YNA	(DHHS)	A concern was raised in regards to YNA EN whilst on the ND shift at Crown Promenade on 19 April 2020. The YNA EN had dealt with issues concerning the mental health of male whilst in a room under quarantine. A query was made as to whether enough had been done at the time even though all had been escalated to the appropriate RN via a handover at the end of that shift.	On 20 April 2020 (DHHS) requested that, going forward, all rostered mental health nurses be the more qualified RN's with qualifications in psychiatry / mental health rather than the less qualified ENs.
1-May-20 & 3-May-20	YNA RN	YNA	(DHHS) (DHHS)	Certain issues were raised, specifically being that there was no defibrillator on site and that medical swabs were being kept in the fridge.	(DHHS) advised YNA on 3 May that DHHS have confirmed access to defibrillators at all sites. email also addressed the issue of refrigeration and noted that the DHHS team leaders were to clarify and advise that: <ul style="list-style-type: none"> •COVID-19 swabs are stable outside of a fridge for 24hrs, so those sites with regular collection may not need to refrigerate samples •If samples are refrigerated, they must be stored in their own fridge and labelled up as such •Food and samples are not to be in the same fridge.
4-May-20	YNA RN	DHHS and YNA	(DHHS)	YNA RN complained about a lack of what he perceived to be the ideal PPE and access to equipment.	For consideration by DHHS.

4-May-20	Mental Health EEN, YNA	YNA	YNA)	A YNA EN raised a concern on her shift at Four Points that a pregnant woman had received a meal she was unable to eat due to her pregnancy and advised DHHS and the kitchen staff of the same. There was no resolution made at the time and there were further complaints from 3 pregnant women - it was noted that there were 16 pregnant women staying in the hotels. The YNA EN noted that they thought this should have been taken as seriously as any other allergy or dietary requirement.	DHHS has since allowed Uber Eats to be ordered by clients.
5-May-20	YNA RA	YNA	YNA (DHHS)	A YNA RN expressed concern about the need for a system for the storage of medication such as signing a register.	DHHS addressed issue. The storage of and recording procedures for medications was reviewed.
5-May-20	AM Nurses, YNA	YNA	(DHHS)	Diazepam medication was missing.	Nursing staff reported issue to DHHS representatives including the authorised officer and hotel manager. DHHS investigated incident. The storage of and recording procedures for medications was reviewed.
24-May-20	Doctors (generally)	(Alphington Sports Medicine Clinic)	DHHS and all Hotel Staffing Groups	Doctors raised a concern in relation to the need for confidentiality/limited access to new online Electronic Medical Records (Patient Records) system for nursing staff.	Issue was referred to DHHS for response.
24-May-20	Nursing staff (generally)	(Alphington Sports Medicine Clinic)	DHHS, Alfred Health, Swingshift and YNA	Nursing staff raised concerns with the new online Electronic Medical Records (Patient Records) system, in particular about the possibility of "missing" guests welfare checks if it is all on-line given it is difficult to keep track of who they have/have not contacted.	Issue was referred to DHHS for response.
26-May-20	YNA RN	YNA	DHHS Health Coordinators	An incident occurred at the Marriot hotel whereby a YNA RN and a third party doctor went up to a room to assess a hotel guest who was experiencing chest tightness. The doctor completed a full assessment and determined that an urgent ambulance was required. The RN went to the paramedics to provide a hand over however the doctor had left the room - there was concern in the RN that the doctor had left the guest unsupervised with chest pain. The doctor did not arrive back to site until 5 minutes after the paramedics had left. The RN claimed the doctor had nothing to say of the situation and had thought nothing of it.	Issue was referred to DHHS to follow up with Doctor.
2-Jun-20	YNA RN	YNA	and (DHHS)	A YNA RN complained a Swingshift Agency Mental Health Nurse was not proactive and displayed very poor teamwork and attitude.	Complaint was forwarded to and (DHHS) on 2 June 2020. addressed all issues with relevant staff.
10-Jun-20	AM Team Marriott Leader	YNA	YNA Allocations Supervisor, YNA	A Team Leader raised an issue regarding a YNA RN directing a PCA / Concierge to attend the room of a minor whose parent was in hospital.	had a discussion with DHHS to clarify the PCA role.
13-Jun-20	(DHHS)	YNA		A YNA staff member was subjected to racist remarks regarding the 'Black Lives Matter' movement, from one of the Mental Health Nurses (who had not been provided by YNA) on the evening shift. Witnesses, other nurses and the Authorised Officer stated the YNA staff member appeared to be upset.	DHHS offered an apology to the YNA staff member and invited the YNA staff member to partake in the Converge Employee Assistance Program. (DHHS) spoke to the other agency/provider that had provided the Mental Health Nurse in question and that agency/provider confirmed that they would not send the nurse back to that hotel.

14-Jun-20	YNA PCA	YNA	(DHHS) (DHHS)	A YNA staff complained of bullying by a DHHS	(DHHS) completed an investigation, determined the allegations were unsubstantiated, determined that it was a personality clash and determined that the YNA staff member and the DHHS team leader would not be rostered to work together.
15-Jun-20	YNA RN	(DHHS) Team Leader) DHHS Soteria Team YNA	(DHHS) (DHHS) YNA	An issue was reported regarding a stalker outside a quarantine hotel. YNA nurses were followed to the hotel and then an individual waited until they finished their shift. The night nurses (which included the same nurse as initially followed) then received an external call with heavy breathing. The nurse involved appeared very distressed by the incidents.	DHHS advised that DJPR has implemented a number of actions following the situation. These included contact with Police, parking for staff underneath the hotel and escorts to cars at end of night shift to ensure safety. An incident report was completed. Welfare calls were made by JC YNA.
17-Jun-20	YNA RN	YNA	YNA) YNA (DHHS)	Security guards informed YNA RN they were concerned about using hand sanitiser because it is against their religion. This followed previous feedback from nurses to DHHS Team Leaders the Security Guard Supervisor was not following correct infection control practice.	of DHHS was notified of the PPE and performance issues with Security.
17-Jun-20	(DHHS)	YNA	(DHHS)	DHHS complained a YNA RN had made an error in the administration of medication.	The issue was investigated and it was ascertained there was an error in medication delivery, not administration.
19-Jun-20	YNA RN	YNA	(DHHS)	YNA RN raised a complaint of a lack of infection control awareness and sense that security were disinterested in use of PPE. YNA RN reported security staff had masks under their noses, were not removing gloves and even going to the bathroom with gloves on. The YNA RN raised the concern as it impacts on her and other staff and the nurses are suffering as a result. YNA RN asked that something needs to be done with security to keep everyone safe.	(DHHS) replied saying that they are really working hard to address the PPE use by security and so this work is now being undertaken to improve procedures. She attached flyer dated 08 June 2020 re PPE Advice For Hotel Security Guards and AO's in contact with Quarantined Individuals.
21-Jun-20	YNA RN	YNA	DHHS	A RN YNA at Stamford Hotel was concerned as there was a security guard that was sneezing (showing symptoms) and a complaint was put in by quarantine guests as they could hear him sneezing multiple times.	Confirmed he was sent to be tested.
23-Jun-20	YNA	YNA	DHHS	A staff member provided by YNA was offered alcohol by a hotel employee. They declined but the hotel employee was very pushy. Empty beer bottles were found in the staffroom bin.	investigated.
26-Jun-20	(DHHS)	YNA	(DHHS) (DHHS)	DHHS concerned a YNA RN did not know police were entitled to wake guests in order to conduct investigations.	and nursing staff were informed police can enter hotel and knock on rooms to wake sleeping guests.
28-Jun-20	YNA RNs	YNA	DHHS	YNA RNs were being asked to test DHHS representatives and security staff, who were then reluctant to YNA RNs' advice to self-isolate pending results.	DHHS apologised for misunderstanding.
30-Jun-20	(DHHS)	DHHS Soteria Team	YNA	The PM YNA PCA disclosed that the AM PCA was ill with cold/flu symptoms. She had been putting paw paw oil on redness around her nose, was wearing two masks, was sneezing and stated she felt sick.	Staff member swabbed, isolated and with negative result.
3-Jul-20	YNA RN	YNA		A YNA RN took a photograph of a guest (with permission from the guest) for the purposes of a tele-health consultation when the guest's condition was not acute and could have awaited a face to face consultation the following day.	YNA Manager Victoria discussed the incident with the YNA RN.

19-Jul-2020	YNA RN	[REDACTED] YNA	[REDACTED] (DHHS)	YNA RN raised a concern about whether she needed to isolate and how isolation shifts would be remunerated.	YNA [REDACTED] discussed and addressed concerns with the YNA RN and remuneration was paid.
1-Aug-20	[REDACTED] (DHHS)	DHHS	YNA	DHHS queried the staff allocated to undertake temperature checking.	DHHS provided new criteria that staff had to satisfy before undertaking temperature checking.