

On 11 March 2020, the World Health Organisation declared COVID-19 a pandemic. We are taking this very seriously and in the best interests of both staff and clients we are outlining a formal policy and now require all staff to follow the guidelines listed below. These guidelines have been compiled following a review of recommendations from the Australian Government, Communicable Diseases Network Australia (CDNA), Queensland Health, and the World Health Organisation (WHO).

Please note this policy is current as of the 27th of July, and further updates will be made as the situation evolves.

Handwashing

- Wash hands regularly, especially;
 - Before and after any contact with shared objects or surfaces in any shared space including buttons, switches, and doorknobs etc.
 - Before, during and after food preparation
 - Before and after eating
 - After toilet use
 - After coughing or sneezing
 - When hands are visibly dirty
- This can be done by washing hands with soap and water or by using alcoholic hand sanitiser.
- A World Health Organisation Guideline on correct handwashing and handrub technique can be found by following this link https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf
- When washing hands with soap and water, please use the soap and the single use handtowels provided to you by your team leader.

Additional Hygiene Measures

- We ask that employees use the following measures
 - Make a conscious effort to avoid touching your eyes, nose and mouth.
 - If you cough or sneeze, cover your mouth and nose with your bent elbow or a tissue. If using a tissue, immediately dispose of the tissue in the personal rubbish bag provided to you by your team leader and then wash your hands using the techniques outlined above.
 - Do not make contact with any animals.

Social Distancing

- Avoid making direct personal contact with other staff or clients, this includes hand-shaking.
- Ensure a distance of 1.5m between yourself and clients or other staff wherever possible.

Wearing of Masks

- Due to the absence of community transmission in Queensland currently, we do not require staff to wear masks for the purpose of reduction of disease transmission.
- Work related usage of protective masks will continue as per usual recommendations.
- Client comfort, confidence and safety is of upmost importance. If a client requests staff wear masks whilst on-site this should be discussed with the management team and implemented where possible.

Worksite Considerations

- Prior to the commencement of work, it is the Team Leader's responsibility to contact the occupants of the property to ensure there are no active, probable, or suspect cases of COVID-19. This will involve asking the client whether any occupant of the property;
 - Is unwell with a fever OR an acute respiratory illness (sore throat, cough, shortness of breath)
 - has tested positive for coronavirus
 - has travelled to any country or has been on a cruise ship in the past 14 days, or
 - In the past 14 days has been in a COVID-19 hotspot, as declared by the QLD government (<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/hotspots-covid-19>), or
 - identifies as a close contact of a confirmed case within that past 14 days
- If an active, probable, or suspect case of COVID-19 resides in the property, then the team leader should contact the management team who will be able to liaise with the client. We will assess the risk and reschedule the work to a safer time if needed.
- Before and after completion of work for the day, ensure that all surfaces, light switches, buttons and doorknobs handled by the team are wiped down using disinfectant wipes provided by your team leader.
- Team Leaders should communicate with the occupants of the property to arrange a work schedule that will result in minimal shared use of space by workers and occupants on any given day.

Hygiene Packs

- Each worker will be provided with the a hygiene pack by their team leader at the commencement of a job. These will include;
 - Tissues
 - Disposable Hand Towels
 - Small Rubbish Bags
 - Alcoholic Hand Sanitiser
 - Hand Soap
 - Disinfectant wipes
- Please note: We would recommend the daily use of a protective hand cream or lotion to help prevent skin irritation from frequent hand washing.
- Team Leaders will be provided with Disinfectant wipes for use for the team.

Showroom and Quoting Considerations

- Office staff or staff transiting through our New Farm showroom are required to adhere to the handwashing, social distancing, and additional hygiene measures listed above.
- Appliances, surfaces, light switches, and door handles should be wiped down regularly throughout the day, especially following client visits or before scheduled client consultations.
- Phones should be cleaned following use.
- We ask that all office staff use their own pens throughout the course of the day. Pens provided to clients should be cleaned following use.
- Alcoholic hand sanitiser will be made available in the showroom for use by staff and clients. • As opposed to on-site inspections, where possible arrange virtual property inspections to facilitate the quoting process. This can be performed using Facetime, Whatsapp or Skype.

When to stay away from work

- If you are feeling unwell - stay home and contact the management team as soon as possible regardless of whether you qualify for coronavirus testing. For your information, restrictions around testing have been eased, and you now qualify for testing if you meet the following criteria;
 - A fever $>37.5^{\circ}\text{C}$ or history of fever (e.g. night sweats, chills) OR
 - An acute respiratory infection (e.g. cough, shortness of breath, sore throat) AND
 - No other clinical focus of infection or alternate explanation of illness
- If you have been overseas, on a cruise ship, or in a COVID Hotspot (as declared by the QLD government) in the last 14 days - stay home and contact the management team as soon as possible. In most instances you are required by the government to self-isolate for a period of 14 days. If you do become unwell during this period, then you will satisfy the criteria for testing. In this instance, contact your GP via phone.
- If you have been in close contact with a confirmed or probable case of COVID-19 - stay home and contact the management team as soon as possible. You are required by the government to self isolate for a period of 14 days. Definitions of what qualifies as "close contact" and a "probable case" can be found on the CDNA guidelines [https://www1.health.gov.au/internet/main/publishing.nsf/Content/7A8654A8CB144F5FCA2584F8001F91E2/\\$File/COVID-19%20SoNG%20v2.11.pdf](https://www1.health.gov.au/internet/main/publishing.nsf/Content/7A8654A8CB144F5FCA2584F8001F91E2/$File/COVID-19%20SoNG%20v2.11.pdf). If you do become unwell during this quarantine period, then you will satisfy the criteria for testing. In this instance, contact your GP via phone.
- If you are unwell and have serious symptoms such as difficulty breathing, call 000 for urgent medical help. Advise them of your symptoms and any relevant travel and/or contact history.

For further information on the QLD border restrictions and specifics of self-isolation requirements, please contact the management team or read the government guidelines available at; <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/border-restrictions>.

By working together and following these guidelines we can help to reduce the health risk to each other and to our clients. Please feel free to contact me if you have any questions regarding this policy.

Darryl Hathway

Director - Darryl Hathway Painting & Decorating

Resources

CDNA - <https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdna-song-novel-coronavirus.htm>

WHO - <https://www.who.int/health-topics/coronavirus>

QLD Health - <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>