

Coronavirus Disease 2019 (COVID-19) Staff Policy

Background

Coronaviruses are a large family of viruses that are common in humans and many different species of animals. Rarely, some animal coronaviruses can infect people and then spread between people, such as with MERS-CoV and SARS-CoV.

The virus that causes COVID-19 is spreading from person-to-person in China and some limited person-to-person transmission has been reported in countries outside China, including Australia.

What are the Signs and Symptoms of COVID-19 infection?

Patients with confirmed COVID-19 infection have reportedly had mild to severe respiratory illness with symptoms such as fever, cough, and shortness of breath.

What Should I Do if I Think I Have Been Exposed to COVID-19?

Alert your healthcare provider immediately if you think you may be infected with COVID-19, including if you have been exposed to someone with the virus and have signs/symptoms of infection. If you are experiencing symptoms, you should tell your healthcare provider about any recent travel to areas where COVID-19 is spreading.

Let work know your situation so that we can make the appropriate arrangements.

COVID 19 Staff Precautions?

Social Isolation

Being a pick-up and delivery service our contact with people is low. If we make face to face contact with a client, it is usually a brief five-minute encounter only. **Be mindful of contact time and keep contact to below fifteen minutes. Keep at least one (1) metre away from other people to minimise the potential for spreading the virus.**

Avoid touching eyes, nose and mouth

Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

Hand Washing and Hand Sanitising

During work wash your hands after every basket or more frequently if necessary. Use alcohol-based hand sanitiser during other times and after physical contact. When handling cash, wash your hands immediately following the transaction.

Surfaces

Clean the work surface after every basket

Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.

Sanitising Baskets/Hampers

Sanitise client baskets/hampers after each job

Clean and sanitise baskets and clothes hamper according to guidance above for surfaces.

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What if one of the Team tests positive for the virus?

1. Isolate yourself and seek medical advice and testing
2. As a precaution all remaining staff will begin wearing P2/N95 face masks.
3. Depending on medical advice all staff will be tested.
4. Review productivity records to determine which clients the staff member serviced.
5. Re-laundry and re-iron affected jobs to reduce the likelihood of transmission. The current available advice indicates that laundering kills the virus present on garments. This will be done by a healthy worker.
6. Healthy person to return garments to clients in a plastic garment cover.

Some final points

Client and staff health is our first responsibility. We will always do our best to keep you healthy while maintaining our quality standards.

We will comply with all Government and health department instructions during this pandemic.

This is a short-term health crisis, so don't panic. We're all in this together!

Felicity Edwards

Owner

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