

# 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 now widespread and has many variants.

## **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?**

Get tested immediately. Follow the advice given to you by testing and medical staff.

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

## **COVID 19 Staff Precautions?**

### **Government Guidelines**

As a business we expect you to follow all government guidelines and mandates regarding Covid-19.

### **Social Distancing**

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. **Keep at least 1.5 metre away from other people to minimise the potential for spreading the virus. We also encourage you to wear a mask when on close contact situations.**

### **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.

# Coronavirus Disease 2019 (COVID-19) Staff Policy



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

1. You will be instructed to get tested and isolate. You will not come to work until you get a negative result and are given the all-clear.
2. Remaining staff will be assessed as per government advice and will be deemed close or causal contacts. The business will follow government advice from this point.
3. Review productivity records to determine which clients the staff member serviced.
4. 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.
5. 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.

Don't panic. We're all in this together!

Felicity Edwards

Owner

03/01/2022

Version (01) 14/14/03/2020

Version (02) 03/01/2022 (not a controlled document when printed) Additional versions may be issued as advice changes.