

Coronavirus (COVID- 19)

Checklist

Retirement Village operators can take a number of simple steps to improve their preparedness for responding to Coronavirus (COVID-19).

This checklist highlights important areas to review to prepare for the possibility of residents becoming infected with COVID-19, it also offers strategies to reduce the risk of an outbreak in the village.

Each village will need to adapt this checklist to meet its needs and circumstances based on the village size, scope of services and daily operations. The actions listed are indicative and can be modified or expanded to suit your village.

The checklist should be prepared and regularly reviewed in keeping with the most current notifications and advice from the Australian Government Department of Health health.gov.au/

Actions	
COVID-19 has been incorporated into the emergency management plan for the village	
A multidisciplinary committee has been created to specifically address the COVID-19. (This may be an existing emergency response team)	
A person has been assigned responsibility for monitoring public health updates. They will also update the committee on any restrictions or Government recommended actions	
Nominate the person who is the key contact for enquiries from residents, staff and others in the community	
Nominate the person who is authorised to direct activity and make decisions on behalf of the operator	
Nominate the person assigned to communicate with the Health Department should an outbreak occur in the village	
Where an operator has multiple properties, consider if the authority and nominations are required on a site by site basis	
Nominate the person responsible for coordinating education and training on COVID-19 (e.g., identifies and facilitates access to available programs, maintains a record of attendance).	
Check your insurance - review policies to ascertain coverage (eg. business interruption insurance, extent of public liability insurance). It's also important that you check your obligations to notify your insurer if an outbreak occurs	
Communication	
Nominate the person responsible for communications with staff, residents and their families regarding the status and impact of COVID-19 on the village.	
Check contact information for residents, emergency contacts and village staff are up to date.	
Establish and communicate emergency phone lists and contact processes - to be used in the event of a virus outbreak	
Establish a process to communicate information to residents and staff regarding COVID-19. (Letters, emails, notices, phone,sms)	
Follow up more vulnerable residents to ensure they are receiving communications. This may require checking in with family members - consider language, culture and capacity of understanding	

Events, activities and visitors	
Consider setting up a consultation protocol/process with residents committee in relation to making cancellation decisions ie. Larger vs smaller events, locations, timings, notice periods	
Consider the most current government advice available and likely impact in your local community	
Consider the possibility of limiting visitors to the village – look at the role of the visitor to residents; a view to reducing risk rather than restricting access (support and care staff, social visitors, family and carers, contractors, community stakeholders);	
Consider implementing a check- in (via app, phone or form) for visitors (ideally confirming they do not tick any of the current risk indicators such as recent travel, illness symptoms or contact with others that might one of these)	
Supplies, equipment and cleaning	
Estimate the quantities of consumables and equipment needed and contact suppliers to appraise them of future needs	
A plan has been developed to address likely supply shortages including strategies for using normal and alternative channels for procuring needed resources.	
A strategy has been developed for how priorities would be made in the event there is a need to allocate limited equipment and other resources.	
A process is in place to identify when to use PPE and to track and report available quantities of consumable supplies including PPE.	
Supplies to have on hand may include – tissues, soap, hand sanitizer, disposable, wipes, toilet paper	
Review current cleaning frequency to ensure all frequently touched surfaces are routinely cleaned, including: Workstations, Countertops. Doorknobs/handles, Elevator buttons Security card readers, Tapware, phone handsets	
Provide disposable wipes so that commonly used surfaces (for example, keyboards, remote controls, desks, benchtops, door handles) can be wiped down before and after each use.	
Ensure sinks are well-stocked with soap, hand sanitiser and paper towels for hand washing	
Rubbish bins are regularly cleaned and the outside disinfected	
Alcohol-based hand sanitizer for hand hygiene is available common areas	
Education and Information (staff and residents)	
Place posters about handwashing, hygiene and other advice in prominent places	
Ask staff to model and openly talk about social distancing (staying 1.5m from another person, avoid shaking hands)	
Provide information to residents to help them understand the implications of, and basic prevention and control measures for, COVID-19	
Provide education and training to staff to help them understand the implications of, and basic prevention and control measures for, COVID-19	
Actively encourage sick employees to stay home.	
Consider the requirement for sick certificates	
Identify essential village operating functions and document alternate measures in the event they are impacted	
Cross-train staff to perform essential functions to support village operations if key staff members are absent.	
Consider flexible worksites or flexible work hours to increase physical distance between employees and residents	
Review IT infrastructure to support multiple employees who can work from home.	
Consider cloud based options particularly in the event the village goes into lockdown	

Other Business areas	
Revise sales & marketing activities and develop communication for prospective residents (let them know what to expect)	
Implement a phone check with prospective residents prior to them visiting the village, to inform them of the visiting parameters, and process during the pandemic (ie. Check on recent travel, signs of symptoms, request to report to you if they receive a positive diagnosis in next 14 days, potentially not being able to visit some parts of the village)	
Replace general open inspections with personal tours	
Increase cleaning of open homes, leave doors open, avoid shaking hands and have hand sanitiser available	
Consider post inspection cleaning protocols for open homes where the resident remains in-situ	
Contractors – develop declaration of ability to visit village and expectation communication and acknowledgement, limit to essential works	
Head Office and other staff – meetings via skype	
Couriers and deliveries – practice safe handling by spraying boxes or wearing gloves	