

Emergency Response Plan – COVID-19

Introduction

As the impact of COVID-1 increases, your village Emergency Response Plan ensures that those services which are most important for the safety and wellbeing of our residents and our village community can be maintained to an acceptable level.

The Emergency Responses Plan considers:

- The environment in which the organisation operates
- what services the organisation **must** deliver – legislatively or contractually
- what barriers or interruptions may be faced in trying to deliver these services
- how the organisation can continue to deliver these services in the event of an outbreak and/or during restriction
- how we will ensure staff understand their role and responsibilities
- the additional support we will provide our staff and communities



The Emergency Responses Plan encompasses village operations, including:

- Services to be delivered
- Roles and responsibilities of managers and staff
- Key contacts and alternatives
- Strategies and actions to ensure service continuity

Objectives

The objectives of the Emergency Responses Plan are:

- Preventing or minimising the impact of events capable of disrupting village operations
- Maintain service delivery for our residents
- Ensuring the safety and wellbeing of residents and staff

Process for Activation

The actions and information provided should be considered as we progress through the various stages of the emergency plan - **as they are deemed necessary**.

Note: Some actions should be applied immediately, in preparation of an outbreak occurring, there are other actions listed below which will be triggered once an outbreak occurs.

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Roles and responsibilities

Crisis Management Team (Operator / Executive)

- Identify the critical services to be delivered by the Village
- Read and understand the emergency plan and participate in appropriate activation
- Assess priorities based on the nature of the incident
- Provide leadership and direction for the organisation for all issues surrounding the incident, allowing other parts of the business to focus on maintaining normal operations where possible
- Control the business continuity response of the organisation and each village (noting the response may vary at each village)
- Confirm message strategy and maintain communication flow
- Maintain liaison with stakeholders regarding continuity and recovery process
- Lead the discussion and actions around extra resources and support

Village Managers and village operational staff

- Implement and maintain village specific continuity action plans
- Following a disruptive incident, advise the relevant director of the situation, including:
 - Severity
 - Likely or actual impact
- Enact response and recovery strategies
- Activate business continuity action plans in the event of a disruptive incident
- Establish priorities for response and recovery
- Keep the Crisis Management Team informed of any problems with critical services and business continuity

Emergency Response Team

This team will support the implementation of the plan.

The team is comprised of representatives from key business areas, including:

(Suggested areas Finance, village operations, sales, maintenance, hospitality services)

- Insert the role and the person's name
- Insert the role and the person's name

Members of the Emergency Response team will:

- Coordinate the provision of agreed services
- Implement actions as directed by the Crisis Management Team (Operator / Executive)
- Provide clear guidance, advice and assistance to Village Managers

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Activity	Assigned to	Status	Completed
Identify the centralised Emergency Response Team for planning, preparedness and response / support for outbreak.			
Nominate the person responsible for communications with staff, residents, families regarding the status and impact of COVID-19			
Establish a process to communicate information to residents and staff regarding COVID-19. (Letters, emails, notices, phone, sms)			
Establish a communication process with the Resident Committee in the event of an outbreak			
Check contact information for residents, service providers, emergency contacts and village staff are up to date.			
Establish and communicate emergency phone lists and contact emergency response processes			
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			
Appropriate template for posters to be ready and displayed at village level should outbreak occur			
Communicate general outbreak process to residents advising of what services will be stopped and what plans are in place			
Communication strategy around media to be in place- escalation points and staff to be advised / reminded of protocol			
Considerations be given around a tech platform to enable SMS or digital message blasts of information to staff, residents, families			
Remote support for 'Outbreak Communications teams' to make phone calls to resident emergency contacts, suppliers and contractors, and to be able to provide updates etc			
Supplier / contractors scope and agreements to be reviewed			
Plan communications accordingly ensuring to address fear, anxiety, rumours. Provide regular links to government information websites			
Cease Non-essential works by contractors			
Contractor Communication on how their services will be impacted Explain how services may affect residents (ie. limited & slower response rate for non-essential maintenance and upkeep of village, external service providers not being able to access village)			
Information to be given to ALL staff, contractors, families and residents regarding what services are available and expectations of themselves			
Staff visits to be limited and if essential these visits to be controlled			
Village operations reviewed - what day to day work transactions are essential, can be delayed, can be done remotely to allow the team on the ground to focus on essential services			
Plan for key person relief and handover in the event staff in key roles are impacted and unable to attend to their duties			
Non-essential services cancelled- window cleaning, resident meetings			
All non-essential fee for service to cease (eg handyman services)			
Meal delivery to all residents directly to their home (single delivery for daily consumption to limit the number of touch points)			

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Activity	Assigned to	Status	Completed
Events, meetings and activities cancelled			
Sales tours to cease			
Pending settlements may be impacted and pushed out, communication with incoming residents will need to be maintained and strategies put in place to find alternative accommodation			
Identify employees and key customers with special needs – strategies will need to be in place to deal with their requirements (ie. medication or mobility).			
Assistance may be needed to help residents and staff access healthcare services			
Engagement of local businesses in time of need. Understand what everyone's willingness to help is.			
Liaise with other providers for information sharing. Be conscious of co-located high risk sites (eg aged care next door)			
Workforce survey on who's willing to fulfil duties/Job share requirements should a site be affected. This will need to include VMs and senior support staff			
Engagement of agency workers, what are their plans should an outbreak occur and willingness for their workforce to be deployed to effected village. Give consideration to cross contamination			
Request staff to track all face to face interactions for each shift, in the event this information is required to trace the spread of the virus			
Track employee vaccination rates, communications around encouraging the take up of these services			
Onsite screening of staff and contractors – declarations			
Refresh employees / residents on infection control			
Communication guidelines to modify frequency and type of face to face contacts amongst employees, employees and residents, employees with external customers ie (handshaking, hugging, work place stations)			
Establish policies for employee leave and sick-leave absences unique to an outbreak			
Establish policies for flexible worksite (admin work from home, varied shift times/length, strategies around non-essential roles)			
Ensure sufficient IT infrastructure in place to allow approved employees to work from home			
Prioritise recruitment particularly around key service delivery roles			
Engage and encourage support to stay well (mental health) and access Employee Assistance Programs			
Cleaning measures increased (e.g. door handles, lifts, benches)			
Close gym, pool and libraries			
Add others here			

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Outbreak occurs resulting in Village Lock down

Activity	Assigned to	Status	Completed
Ask residents showing symptoms or with positive diagnosis to isolate in their home			
Restrict movement of residents between areas of the village			
Exclude staff showing symptoms until symptom free or if confirmed cases of COVID-19, until they meet the release from isolation criteria			
Display outbreak signage at entrances to the village			
Increase frequency of environmental cleaning (minimum twice daily)			
Inform families and all staff of outbreak			
Notify state Department of Health and Human Services, insurer and other relevant agencies			
Working with local health authority to utilise their support either for labour or procurement			
Infection control kits to be in place			
All Visitors restricted immediately			
Reinforce standard precautions (hand hygiene, cough etiquette)			
Exposure prevention enacted - Self screening for staff and residents – report any concern immediately			
Implement contact and droplet precautions			
All staff to wear PPE			
Consider options for staff to stay overnight if appropriate			

EQUIPMENT

In the event of an outbreak, the equipment and supplies required. (revise based on the requirements of your village)

Equipment	Purpose	Source
Tissue Supplies	Encourage usage of tissues	Hospitality Supplies
Bin liners	Disposal of waste	Chemical suppliers
Garbage bags	Disposal of waste	Chemical suppliers
Bottled Water	To ensure residents are provided with adequate fluid during shutdowns	Hospitality supplies
Frozen meals or arrangements made with local café/restaurant	Meals for residents who are unable to cook or shop and for staff working extended hours.	Food suppliers who are still providing delivery
Onsite portable freezers	To store a large supply of frozen meals for residents and staff during shutdown	Hire, purchased, donated, borrowed
Laundry sanitizer *sanitized powder*	For rinsing washing machines following each load	Chemical suppliers
Disposable cutlery	infection control	Hospitality supplies
Microwaves	Capacity for heating a large amount of frozen meals	Retail outlet, purchased, donated, borrowed
Outbreak kits – sufficient PPE	Infection Control	Chemical Suppliers
Temperature Thermometers	For dishwashers, screening of residents	Hospitality Suppliers / Clinical Supplies.

List of useful links

The National Coronavirus Health Information Line 1800 020 080 operates 24 hours a day

For the latest advice, information and resources, go to

[health.gov.au](https://www.health.gov.au)

Australian Capital Territory Government's Department of Health

[health.act.gov.au](https://www.health.act.gov.au)

Northern Territory Department of Health

[health.nt.gov.au](https://www.health.nt.gov.au)

New South Wales Department of Health

[health.nsw.gov.au](https://www.health.nsw.gov.au)

Queensland Department of Health

[health.qld.gov.au](https://www.health.qld.gov.au)

South Australian Department of Health

[sahealth.sa.gov.au](https://www.sahealth.sa.gov.au)

Tasmanian Department of Health

[dhhs.tas.gov.au](https://www.dhhs.tas.gov.au)

Victorian Department of Health

[dhhs.vic.gov.au](https://www.dhhs.vic.gov.au)

Western Australian Department of Health

[healthywa.wa.gov.au](https://www.healthywa.wa.gov.au)