How to Convene and Manage a Case Conference

INTRODUCTION

This guide sets out how to convene and run a case conference for a Covid-19 exposure. A case conference is an important part of the case management of a Covid exposure among staff or customers. The purpose of case management is to manage any confirmed Covid positive customers or staff and identify all the primary and secondary close contacts of a confirmed Covid case and isolate them as required to reduce the risk of onward transmission of the virus. While the requirements of isolation may seem onerous, isolation of contacts greatly reduces the risk of transmission of Covid-19 to vulnerable customers, staff and their families.

Review the notification from NSW Health

First you need to see a copy of the sms sent from NSW Health to confirm the exposure type as categorised by them. Sometime in the heat of the moment people can advise us they are a Primary Close contact but in actual fact they are only a Casual Contact. The reason it is important to double check is we can create further panic in the service that might not be required if it is only a casual exposure.

Checking the message from NSW Health is essential before you progress. If the contact is confirmed as a Primary Contact please progress with these steps.

STEP 1

If you are reading this document, you have been notified of a Covid-19 exposure in a Northcott service/location. Before you convene a Case Conference or take action you should view the original notification of an exposure. You can do this by requesting a copy of the message sent by NSW Health. People can get confused with the wording so it is important to check for yourself to confirm the information is correct before you start to contact people.
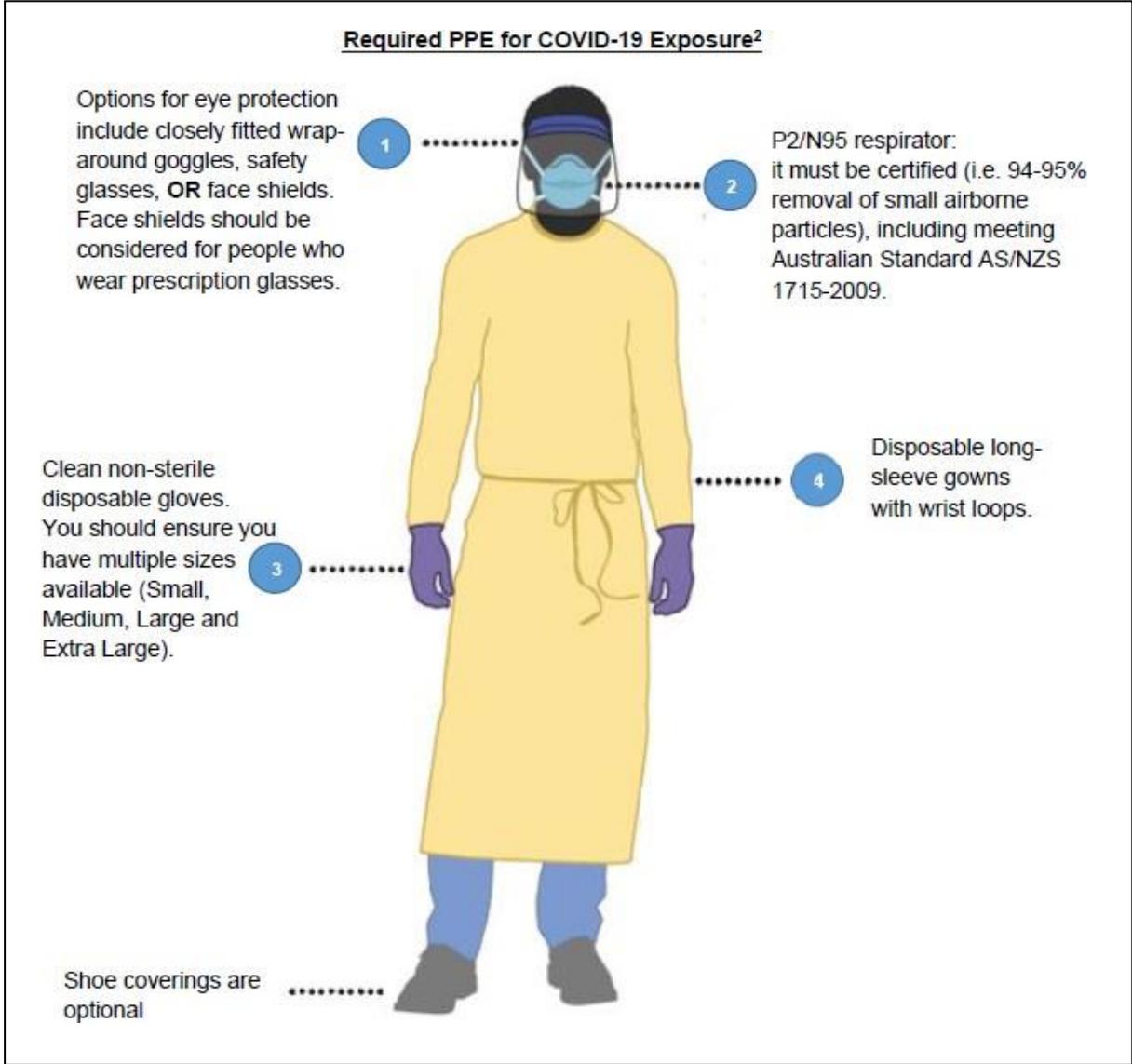
Below are the first steps you should take before you start to prepare the Case Conference.

Instruct staff to wear Full PPE

You will need to instruct the staff on shift at the service at that time to start to wear **FULL PPE** immediately. There are no exceptions. Staff will need to work through to the shift end time as planned and any testing will need to be completed when they have finished work. Staff cannot leave work early to get tested unless

approved by you and appropriate coverage of remaining shift has been arranged. The safety of customers is still the primary focus.

Example of FULL PPE

Required PPE for COVID-19 Exposure[2]

Options for eye protection include closely fitted wrap-around goggles, safety glasses, **OR** face shields. Face shields should be considered for people who wear prescription glasses.

P2/N95 respirator: it must be certified (i.e. 94-95% removal of small airborne particles), including meeting Australian Standard AS/NZS 1715-2009.

Clean non-sterile disposable gloves. You should ensure you have multiple sizes available (Small, Medium, Large and Extra Large).

Disposable long-sleeve gowns with wrist loops.

Shoe coverings are optional

Set up Donning and Doffing Station.

Someone onsite will need to set up a PPE Donning and Doffing station at the main entry point to the service. If this is not possible, a Service Manager or Area Manager will need to go and set it up. The station needs to be fully visible and in a position which will prompt anyone trying to enter the facility to stop and read the signage, which informs staff how to correctly don and doff PPE as well as how to dispose of it correctly. Additionally, a sign must be placed on the main entry door of the location which informs all who enter can only do so after they are donned in full PPE.

Example of Donning and Doffing Station

Tips:
- Set up the Donn/Doff station near the entry point.
- Provide hand sanitation
- Ensure all items for COVID exposure are available
  - Gloves (multiple sizes)
  - Goggles
  - Face Shields
  - Gowns (full sleeve)
- Ensure adequate waste disposal is nearby (closed system lid).
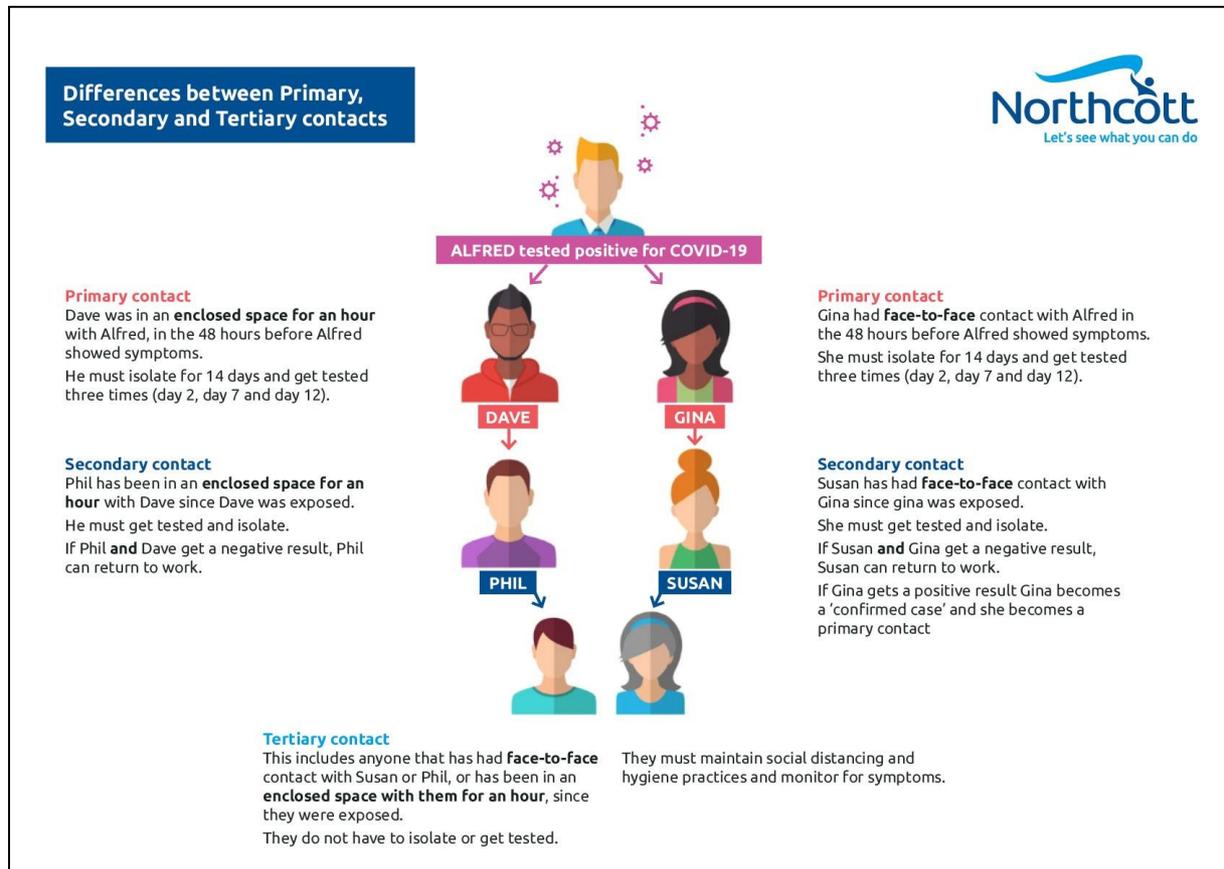- Place guides / resources / posters relating to safe Donn and Doff practices.

Identify the Exposure type

It is key to identify what type of exposure you are managing before you begin the Case Conference. You should request a copy of the original notification prior to taking any action. Review the original message from NSW Heath before taking any action.

Is the exposure a:

- **Positive or Confirmed Covid-19 case** - is someone who have received a positive result to a Covid-19 test.

- **Primary Close Contact** - is someone who has spent anytime face to face or shared a closed space with a confirmed case during their infectious period, where there is reasonable risk of transmission during their infectious period. Generally, there is a high risk of transmission in group homes.

- **Secondary Close Contact** - A secondary close contact (also known as a close contact of a close contact) is a person who has had face-to-face contact or shared a closed space in any setting with a primary close contact of a positive case, from 24 hours after the primary contact's exposure to the case. Identification of secondary close contacts is an intensive exercise aimed at a second ring of containment. A person who lives, or has worked a shift, with a primary close contact will generally be a secondary close contact.

- **Casual Contact** - is a person who has been in the same setting with a confirmed case in their infectious period, but does not meet the definition of a primary close contact.

- **Tertiary Contact** – is someone who has had contact with a secondary or casual contact. Tertiary contacts are not managed by this protocol and should be dealt with as for any member of the community, that is, they should be vigilant for symptoms of Covid-19 and get tested if they have any symptoms.

Differences between Primary, Secondary and Tertiary contacts

Northcott — Let's see what you can do

ALFRED tested positive for COVID-19

DAVE | GINA | PHIL | SUSAN

Primary contact
Dave was in an **enclosed space for an hour** with Alfred, in the 48 hours before Alfred showed symptoms.
He must isolate for 14 days and get tested three times (day 2, day 7 and day 12).

Secondary contact
Phil has been in an **enclosed space for an hour** with Dave since Dave was exposed.
He must get tested and isolate.
If Phil **and** Dave get a negative result, Phil can return to work.

Primary contact
Gina had **face-to-face** contact with Alfred in the 48 hours before Alfred showed symptoms.
She must isolate for 14 days and get tested three times (day 2, day 7 and day 12).

Secondary contact
Susan has had **face-to-face** contact with Gina since gina was exposed.
She must get tested and isolate.
If Susan **and** Gina get a negative result, Susan can return to work.
If Gina gets a positive result Gina becomes a 'confirmed case' and she becomes a primary contact

Tertiary contact
This includes anyone that has had **face-to-face** contact with Susan or Phil, or has been in an **enclosed space with them for an hour**, since they were exposed.
They do not have to isolate or get tested.

They must maintain social distancing and hygiene practices and monitor for symptoms.

Identify the Exposure period

Before you begin the Case Conference you will need to identify the exposure period and the infectious period. A number of tasks that need to be completed within the first two hours will be dependent on this information, so you need to have it ready to go.

It is important to ask any Covid Positive person when they felt symptomatic and to request a copy of the Positive notification (text message) as the PHU might ask for this information.

TIP: The infectious period is the period when a positive case is most infectious and is, generally, the 48 hours before a person has symptoms and the 24 hours after symptoms develop. Those periods can be extended at the discretion of a Public Health Unit (PHU). The exposure period is the period that a person was in any form of contact with the positive case.

In the case of a secondary contact, the period of concern is from 24 hours after the primary contact's exposure to the case.

The above definitions are taken from the COVID-19 CDNA National Guidelines for Public Health Units.

STEP 2

Schedule the case conference

Schedule the Case Conference meeting as soon as possible after notification of the exposure, but try to give yourself an hour to gather the necessary information and prepare for the meeting as this will help you remain calm in what can be a worrying time for everyone involved. It is crucial to get some key actions completed to assess the situation and to ensure customer and staff safety. Book in a 45 minute meeting and be sure to invite the:

- Service Coordinator
- Service Manager/ Area Manager
- Senior Operations Manager/ Regional Manager

TIP: People will often have a lot of questions, most of which will be answered by going through the questions and tasks in the Case Conference agenda. It will be helpful for you to go through the agenda first and ask that all questions wait until the end.

STEP 3

You will now need to start preparing for the first Case Conference meeting, it is essential to be prepared before the meeting begins so you can focus on allocating the tasks.

Open up Nula
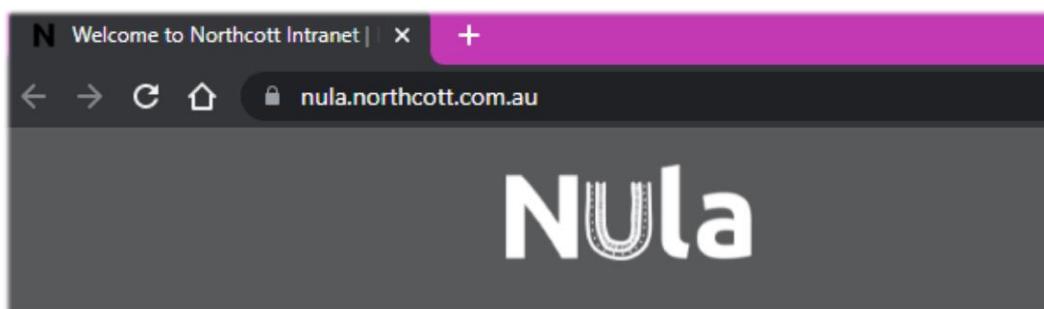
STEP 4

On the right side of the page you will see the Covid-19 menu

Select **WHAT YOU NEED TO KNOW**

STEP 5

On the right side of the page you will see the heading **Covid-19 Case Management**

On this page you will find everything you need to manage a Covid-19 exposure and every document or resource mentioned in the Case Conference agenda is stored here.
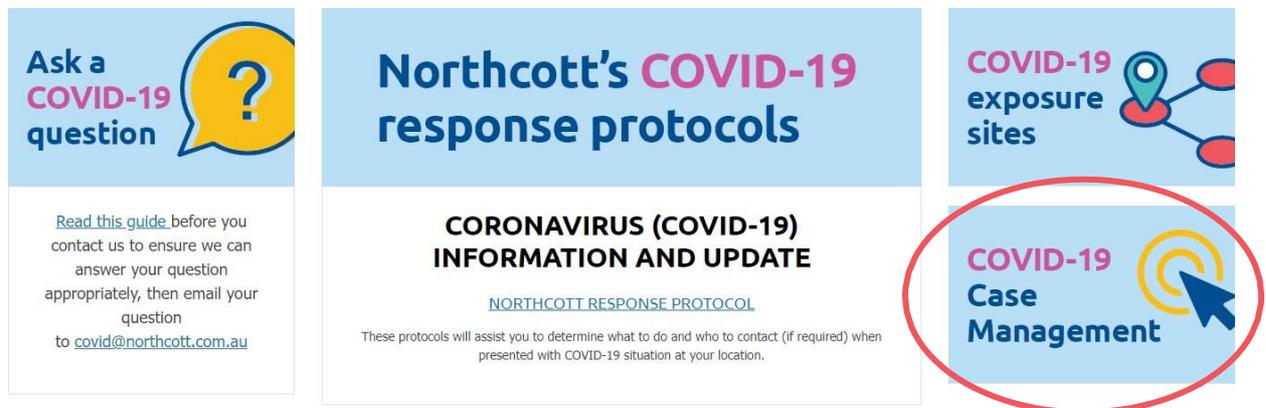
On the right side there is quick download button for the **CASE CONFERENCE AGENDA** click it to download the pack.

STEP 6

Complete the **CASE SUMMARY** information section. It is important to complete this before the first case conference meeting begins.

Case Conference Meeting Agenda / Roles an	
Case Summary:	
Short Description / Background:	
Example, Staff Member has been informed they are a close contact on Sunday 4/10/21 and they have worked 2 shifts at a Group Home on Mond staff members identified who also worked in the group home.	
Infectious Period or Positive Test Date: EXAMPLE Monday 5/10/21 and Tuesday 6/10/21, 7am to 3pm both days.	
Primary Close Contacts: EXAMPLE Customers Bob Smith, Janet Smith and Tony Smith. Staff Members Joe Smith, Jodi Smith and Betty Smith	
Secondary Contacts:	
Services Impacted: EXAMPLE Centre Based Life Skills Parramatta	
Public Health Unit:	
Facility: EXAMPLE CBLS Parramatta. 1 Fennell Street North Parramatta	
Meeting Date: **Thursday 7th October 2021**	
Meeting time: **09:30am**	
Attendees:	

From the initial phone call you received to advise of the exposure you should be able to complete:

■ **SHORT DESCRIPTION** – Detail the events as you know them. You can and should update this in the meeting as more information becomes available.

   Example, *Staff Member has been informed they are a close contact on Sunday 4/10/21 and they have worked 2 shifts at [Location] Group Home on Monday 5/10/21 and Tuesday 6/10/21, 7am to 3pm both days. There are 4 customers in the group home and 4 staff members identified who also worked in the group home.*

■ **INFECTIOUS PERIOD OR POSITIVE DATE** – Detail the dates and times the person was infectious or symptomatic.

■ **PRIMARY CLOSE CONTACTS** – In this section you will list every person who is identified as have being in close contact with the suspected or confirmed case. You might have some of this information prior to the first meeting however you will should still cover this in your first meeting to confirm and work through all possibilities.

■ **SECONDARY CONTACTS** – In this section you need to identify any persons who could be a secondary contact. This could be anyone who has worked with someone who has been categorised as a primary close contact, e.g. any staff member who didn't work with the staff member who was the primary close contact but did work with the customers that the primary contact supported while potentially infectious. You might have some of this information, but you

will need to cover this in your first meeting to confirm and work through all possibilities.

- **SERVICES IMPACTED** - In this section you need to list all the services impacted, e.g. the name of the group home, any day services the customers or staff have attended during the infectious period.

- **PUBLIC HEALTH UNIT** - In this section please detail the local Public Health Unit (PHU) details for this service. The local PHU is the NSW Health team that will assist with the monitoring of health and safety of the case. (link located on Covid-19 page on Nula)

- **KEY CONTACTS** - In this section please detail all key people involved in the Case Conference Process for this case, those being, the Service Coordinator, the Service Manager and anyone else who joins the meeting.

- **CONFIRM EXPOSURE TYPE** - Before we begin a Case Conference it is important to review the notification form NSW Health. This msg will confirm if the exposure has been a Primary, Secondary or Casual exposure. People can get confused in the heat of the moment and it is easy to close services and panic everyone based on incorrect wording as the message gets passed from one person to another. You should ALWAYS request and review the message yourself prior to taking any action.

- **FACILITY** - Name the facility, e.g. Parramatta Life Skills, Fennell Street North Parramatta.

- **MEETING DATE**

- **MEETING TIME**

- **ATTENDEES**

STEP 7

Start your first meeting

When everyone joins the meeting provide a quick introduction to everyone so roles are clear. It is useful to state the purpose of the case conference right from the outset – see Introduction above.

Your primary role is to coordinate the Case Conference process, however some of you might pick up additional tasks depending on your role within the impacted service. This means you schedule and lead the meetings and detail who is completing the tasks. This is an important role.

Case Conference Meeting Agenda / Roles and Responsibilities Matrix

Case Summary:
Short Description / Background:
Example, Staff Member has been informed they are a close contact on Sunday 4/10/21 and they have worked 2 shifts at a Group Home on Monday 5/10/21 and Tuesday 6/10/21, 7am to 3pm both days. There are 4 customers in the group home and 4 staff members identified who also worked in the group home.

Infectious Period or Positive Test Date: EXAMPLE Monday 5/10/21 and Tuesday 6/10/21, 7am to 3pm both days.
Primary Close Contacts: EXAMPLE Customers Bob Smith, Janet Smith and Tony Smith. Staff Members Joe Smith, Jodi Smith and Betty Smith
Secondary Contacts:
Services Impacted: EXAMPLE Centre Based Life Skills Parramatta
Public Health Unit:
Key Contacts:

		Ops Lead	Site Manager	Service Man	Service Co	Ops COVID Lead	Other	Other	
Facility: EXAMPLE CBLS Parramatta. 1 Fennell Street North Parramatta **Meeting Date:** Thursday 7th October 2021 **Meeting time:** 09:30am **Attendees:**									All resources can be found on the Covid-19 page on Nula

STEP 8

Work through each item in the Case Conferencing pack.

- Assign a person to the task
- Track completion of the task in the STATUS field

This case conference pack will help you to remember everything that needs to be completed, please go through it line by line in the first meeting and assign each task to someone on the case conference.

TIP: You can assign tasks to

- **Ops Covid Lead.** This is you, the reader of this document.
- **Senior Manager.** This is either the Senior Operational manager or the Regional Manager
- **Service Manager.** This is the Service Manager or Area Manager who oversee the service.
- **Service Coordinator.** The person who runs the day to day of the service.
- **Other.** This is anyone else attending the Case Conference and picking up tasks.

Facility: EXAMPLE CBLS Parramatta. 1 Fennell Street North Parramatta Meeting Date: Thursday 7th October 2021 Meeting time: 09:30am Attendees:			Ops Lead	Site Manager	Service Man	Service Co	Ops COVID Lead	Other	Other	All resources can be found on the Covid-19 page on Nula
Agenda / Task / Action		**Status**	**Comments/Tips**							**Attachments / Resources**
TASK 1: Contact Stakeholders										
1.1	Convene case conference.	Completed						Maddie		
1.2	Introductions: Roles and Responsibilities	In Progress						Maddie		
1.3	Send contact tracing register ☐ Discuss why contact tracing is important ☐ Agree on timeframe (e.g. within 2 hour rs after case conference) ☐ Send the resource "Differences between Primary and Secondary Contacts" Is contact tracing footprint required? (if multiple sites affected): ☐ Yes - please allocate task ☐ No		Service Manager to complete the online Contact Tracing form in Smartsheet with their staff. Ask them to inform you once completed and submitted. This is the most important task to be completed first and accurately to understand who has been exposed. They need to cross reference sign in & out forms, visitors log books, paper diarys and carelink rosters. If this exposure has crossed multiple services							**Resource:** Differences between Primary Secondary and Tertiary Contacts **Link:** Contact Tracing Registry on Smartsheet https://app.smartsheet.com/b/form/2f1960a09df3455f83fa912099dbbb9c

STEP 9

TASK 1 CONTACT STAKEHOLDERS

Assign tasks

The first two tasks you, as the Operational Covid Lead will complete.

Update the Status section when completed for Task 1.1 and 1.2.

The Service Coordinator or Service Manager will usually be the best people to complete the tasks in section 1 as they have the existing relationships with the customers, staff and families, however, sometimes they may be close contacts themselves and in isolation so consideration must be given to their individual circumstances.

STEP 10

Assign Task 1.3 Send Contact Tracing Registry (shown below) Step through all the important steps that need to be completed as soon as possible following the first meeting. You will need to send the person allocated the task the **Contact Tracing Register** to complete and give them a deadline to complete it, e.g. within 2 hours from the case conference.

TIP: Links to this registry are located on Nula, Covid-19 page

USEFUL LINKS

- Contact Tracing Registry
- Guidelines for Self Isolation
- Isolation Tracker and Clearance Report
- Notifying the Department of Communities and Justice (DCJ)
- NDIS Quality and Safeguarding Commission 13A Notification Form
- Official Health Guidelines for Public Health Units

TIP: If the exposure crosses over multiple services (i.e. the person has worked at multiple sites) contact tracing is required for each site to ensure all contacts are captured.

If this is the case you will need to assign someone the task to complete the Contact Tracing for **EACH SITE**. This is called a Footprint.

1.3	Send contact tracing register ☐ Discuss why contact tracing is important ☐ Agree on timeframe (e.g. within 2 hour rs after case conference ☐ Send the resource "Differences between Primary and Secondary Contacts" Is contact tracing footprint required? (if multiple sites affected): ☐ Yes - please allocate task ☐ No	In Progress

TIP: Example of a **Footprint** below
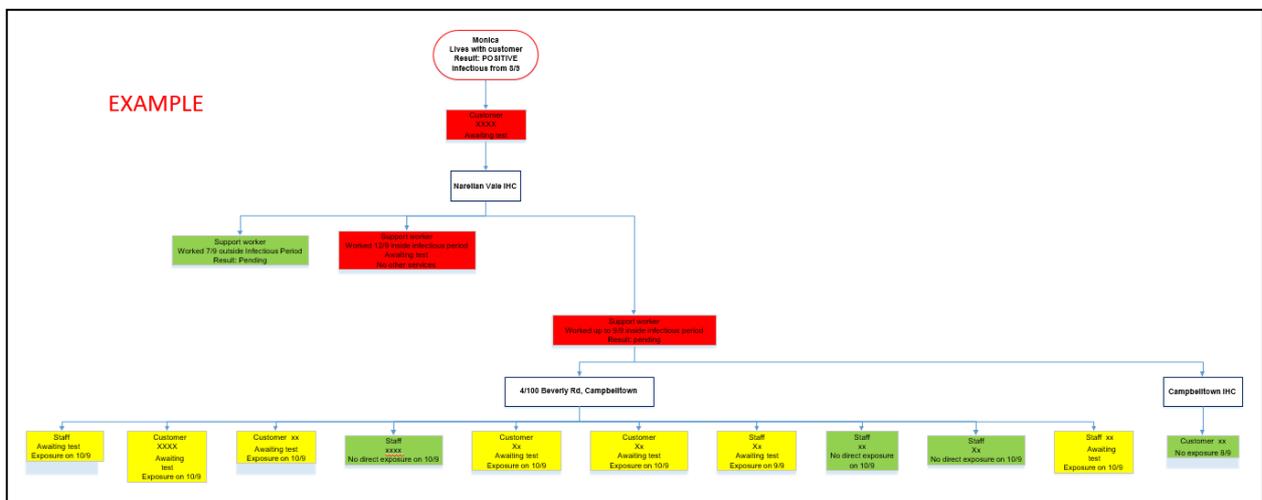
STEP 11

Assign Tasks for completion

NOTE: These tasks should be completed **within 2 hours** of the Case Conference

- **1.4 Confirm Contact tracing Register** has been completed
- **1.5 Confirm Incident Report** has been submitted in Noggin
- **1.6 Check the Secondary Employment Register**

NOTE: to check the Secondary employment of a staff member email HR@northcott.com.au.

TIP: Not sure how to log a Covid case in Noggin? Locate the Noggin User Guide-Covid 19 resource on the Covid-19 page on Nula

RESOURCES

noggin

Remove

• Noggin User Guide for COVID-19 11Nov2021

In your second Case Conference (the next day) you can update the Status to Complete.

STEP 12

Assign task 1.7 Inform all Families/Guardians

TIP: There are a number of **Scrips and Email Templates** available on the Covid-19 page on Nula to help you with this task.

Inform All Families / Guardians

Use the following resources:

• Use the script when calling families
• Email Families / Guardians with the email template provided

Customer is COVID positive:
☐ Use resources 1 and 2

Customer is Primary Contact:
☐ Use resources 3 and 4

Customer is Secondary Contact:
☐ Use resource 5 and 6

1.7

RESOURCES

- 13A Notification Form EXAMPLE.docx 11Nov2021 **New**
- Site Risk Profile 4Nov2021 **New**
- Signs of deteriorating health related to Covid 4Nov2021 **New**
- PPE Checklist COVID Exposure 4Nov2021 **New**
- Notification to DCJ Guide 4Nov2021 **New**
- How to set up a Donning and Doffing Station 4Nov2021 **New**
- Email - Staff_secondary close contact 4Nov2021 **New**
- Email - Staff_primary close contact 4Nov2021 **New**
- Email - Customer_secondary close contact 4Nov2021 **New**
- Email - Customer_primary close contact 4Nov2021 **New**
- Email - Family Confirmed Case 4Nov2021 **New**
- Donning PPE 4Nov2021 **New**
- Doffing PPE 4Nov2021 **New**
- Differences between Primary Secondary and Tertiary Contacts 4Nov2021 **New**
- Customer Relocation Checklist 4Nov2021 **New**

1 2 Next >

STEP 13

Assign Task 1.8 Inform the Customers about the exposure

TIP: There are resources available on the Covid-19 page on Nula to support staff to complete this task.

1.8	Inform the customers about the exposure. Ensure that you: • Use Social Stories if appropriate • Confirm the customers have been informed. • Staff should use adjusted communication if needed.

- COVID19 Social Story 4Nov2021 **New**

STEP 14

Assign tasks 1.9 and 1.10

TIP: There are resources (scripts and information packages) available on the Covid-19 page on Nula.

Task 1.9 Inform all relevant Staff

Please use the resources and scripts available when contacting staff.

Task 1.10 Provide staff with Self Isolation Guidelines

Please ensure staff receive copies of all the information from NSW Health.

You must identify the infectious period, the infectious period is **48 hours prior** to when the COVID positive person had symptoms **OR** from when they tested positive if they have had no symptoms before returning a positive test result.

Any person who was in contact with the COVID positive person during those 48 hours will need to self-isolate as they are now a primary close contact. A primary close contact must isolate for 14 days since they last had contact with the person who is now COVID positive and will test three times during that timeframe. One on the day they are alerted as a primary close contact, one on day 7 and one on day 12. Regardless of their results, primary close contacts must isolate for 14 days. The day they had contact with the COVID positive person is considered day 0. Secondary close contacts must get tested and isolate. Their isolation can end only if they and their primary close contact return a negative result.

TIP: As the Operational Covid leader you are the only one who can release a customer or staff member from isolation. You must gather all test results and ensure they are **ALL** upload to the Noggin incident. People cannot be released from isolation if the test results are not in Noggin.

1.9	Inform all relevant staff Use the following resources: • Use the script when calling staff • Email staff using the email template provided Staff is Primary Contact: ☐ Use resources 1 and 2 Staff is Secondary Contact: ☐ Use resource 3 and 4
1.10.	Provide relevant staff with Self Isolation Guidelines. Information from NSW Health about self-isolation. Package also includes CALD resources.

USEFUL LINKS

- Contact Tracing Registry
- Guidelines for Self Isolation
- Isolation Tracker and Clearance Report
- Notifying the Department of Communities and Justice (DCJ)
- NDIS Quality and Safeguarding Commission 13A Notification Form
- Official Health Guidelines for Public Health Units

STEP 15

Assign Task 1.11 Notify Visitors

The Service coordinator or Service Manager are best placed to complete this task. More details can be found in the case conference agenda.

1.11	Notify all visitors during the exposure period: Consider the following: • Day Programs: • Family • Contractors • Therapy / GP:	Ask the team to email copies of the visitors book and/or house diary to you, the Case Conference lead. All visitors must be notified about the exposure.

STEP 16

Assign Task 1.12 Update the Isolation Tracker

As the Operational Covid Leader, you will be the one to complete this task. Once you have confirmed the services impacted you can add a new event to the Isolation Tracker. You must list each staff member/customer separately, all listed under the one service name.

1.12	Update the Isolation Tracker	Isolation tracker will need to be initially set up and then updated as test results start to be sent through.

TIP: User Guide – Isolation Tracker can be found on the Covid-19 page on Nula

USEFUL LINKS

- Contact Tracing Registry
- Guidelines for Self Isolation
- Isolation Tracker and Clearance Report
- Notifying the Department of Communities and Justice (DCJ)
- NDIS Quality and Safeguarding Commission 13A Notification Form
- Official Health Guidelines for Public Health Units

| OPEN	MK Maddie Kearney	NORTH PARRAMATTA, 1 Fennell Stree	EXAMPLE - Jack Smith	Staff Member	000000000	POSITIVE or Confirmed	COMMUNITY
OPEN	MK Maddie Kearney	NORTH PARRAMATTA, 1 Fennell Stree	EXAMPLE- John Smith	Staff Member	000000000	Primary Close Contact	Jack Smith
OPEN	MK Maddie Kearney	NORTH PARRAMATTA, 1 Fennell Stree	EXAMPLE- Maggie Smith	Customer	000000000	Primary Close Contact	Jack Smith
OPEN	MK Maddie Kearney	NORTH PARRAMATTA, 1 Fennell Stree	EXAMPLE- Tony Smith	Customer	000000000	Secondary Contact	Jack Smith
OPEN	MK Maddie Kearney	NORTH PARRAMATTA, 1 Fennell Stree	EXAMPLE- Susie smith	Customer	000000000	Casual Contact	Jack Smith

NOTE: Link to the Smartsheet Isolation Tracker can be found on the Case Management page on Nula.

STEP 17

Assign Task 1.13 Inform the Local Public Health Unit of the exposure

You can assign this task to anyone who has the capacity to complete however note they will become the point of contact for the PHU and might receive a few calls to check in throughout the isolation time.

TIP: You can locate the contact details for the different public health units by clicking the link on the Covid-19 page on Nula.

CONTACTS

Find your Local Public Health Unit

NSW Health website

Phone: 1300 066 055
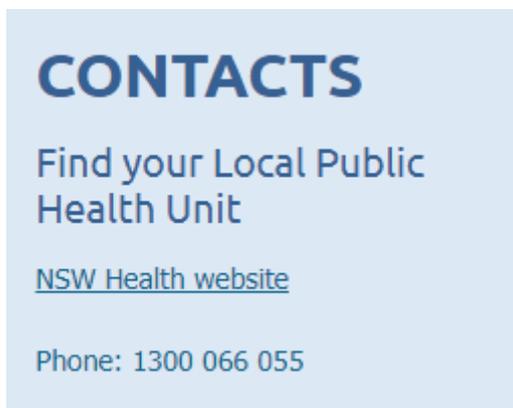
STEP 18

TASK 2 PREPARE FOR QUARANTINE

These tasks should be assigned to the Service Coordinator as they manage the house or service.

Task 2.1 Identify Quarantine Facility

It will be key to determine in the first Case Conference meeting

- What the best facility for your customers will be
- Identify if you will need to move customers to a quarantine facility,

TIP: This could change at any time so it is important to keep following up on this in case things change.

TASK 2: Prepare for Quarantine	
2.1	Identify Quarantine Facility It is important to identify a quarantine facility in all circumstances that warrant case conference, because customers could turn positive at a later stage. Also consider whether respite needs to be cancelled depending on the level of risk.

NOTE: For Metro Sydney services Quarantine facilities are listed on the Covid-19 page on Nula

This is a list of all Northcott facilities but does not show if they are in use or not. Someone will need to reach out to the Contact person (Senior Operations Manager SIL) to discuss.

For our regional services someone will need to seek out other arrangements.

TIP: For regional areas try engaging local motels or hotels.

QUARANTINE SITE PROFILES

FACILITY	SUBURB	ADDRESS	#BRS	CONTACT
Popondetta Respite	Bidwell	295 Popondetta Road, Bidwill	4	Jaie Thomson
Georges Hall Respite	Georges Hall	41 Haig Ave, Georges Hall	5	Jaie Thomson
Condell Park Respite	Condell Park	78a Market Street, Condell Park	5	Jaie Thomson
Tatton Respite	Tatton	24 Budawang Place, Tatton	5	Wendy McPherson
Oxley Vale Respite	Oxley Vale (Tamworth)	27 Ford Street, Oxley Vale (Tamworth)	5	Jackie Phillpott
The Big Windmill Hotel	Coffs Harbour	168 Pacific Hwy, North Boambee Valley		Ashton Gett

STEP 19

Assign tasks

2.2 Complete Customer Relocation Checklist

The Service Coordinator and Service Manager would be best person for this tasks.

- Customer Relocation Checklist 4Nov2021 **New**

TIP: Search in the **RESOURCES SECTION** on Nula to find the Customer Relocation Checklist

Customer Relocation Checklist	
Step	**Task: Everything to be packed within 3-hour**

Step 1
 	
Essential Items
	The person will be in quarantine for at least two weeks, so you need to pack enough clothes. The quarantine facility will have a washing machine.
	
	Staff must pack essential items for the person:
	☐ Medications
	☐ Documentation, e.g. A2D folder, support plans
	☐ Communication aids
	☐ Clothes, pyjamas
	☐ Personal hygiene, toothbrush, soap, shampoo
	☐ Mobility equipment: walkers, wheelchair, sling.
	☐ Personal belongings that the person would like to take that would make them comfortable, and can reasonably be transported. E.g. sensory items, photo albums, DVDs, CDs.
	☐ Pack food for 24-hours:
	    ☐ Breakfast
	    ☐ Morning Tea
	    ☐ Lunch
	    ☐ Afternoon tea
	    ☐ Dinner
	    ☐ Supper

Step 2	Are there any '**essential items**' that cant be easily transported: e.g. manual hoist, communication aids fixed to walls. ☐ Yes: Notify Maxine ☐ No
Step 3	Are there any '**non essential items**' that the person would like to bring to make them feel more comfortable, but is not able to be reasonably transported at the present time. E.g. Desk top computer. ☐ Yes: Notify Service Manager to make arrangements to transport at later date if reasonable. ☐ No
Step 4	☐ Notify Maxine once all steps have been completed.

2.3 Confirm that customers Admission 2 Discharge folders are current

In the event a customer will need to be taken to hospital it is crucial that their A2D folders are up to date.

NOTE: This task is only applicable for customers who live within a Northcott Supported Living service

TIP: A2D Folders are usually kept at the Group Home

2.4 Site Risk Profiles

This task only needs to be assigned if you need to move the customers to a quarantine facility.

	Site Risk Profile/s
2.4	• Send any unknown staff a copy of the Site Risk Profile • Site Risk Profiles contains specific information and the site / facility and general information about customer support needs (e.g. Epilepsy, Enteral Nutrition, Manual Handling, Behaviour Support etc.)

2.5 Notify neighboring Group Homes

It is important that local group homes are notified that customers have been moved to a quarantine facility. This is mostly to let them know that they might be called on for additional support e.g. they might be asked to collect mail, feed pets or help to deliver essential items for the customers.

STEP 20

TASK 3 DEEP CLEANING

Assign tasks

These tasks can be allocated to anyone on the team who has capacity to complete it.

3.1 Arrange the Cleaning of the service

If the site is a **Primary or Secondary Exposure Send Cleaning Checklist.**

TIP: You can find the Cleaning Checklist and other relevant resources on Nula.

If the site has a **confirmed Covid-19 case** you will need to arrange for a professional Deep Clean.

You can arrange this by calling Pickwick Cleaning Group directly.

TIP: You can find there contact details on Nula on the Covid-19 page. The Public Health Unit will advise when the site can be Deep Cleaned. When you have that date contact Pickwick to book in.

NOTE: When processing the invoices, use the Covid-19 **Cost Centre: RZ and Activity Code: COV**

TIP: Some services have a vehicle they use, if this has also been exposed you need to also get the car deep cleaned which can also be done when they clean the facility.

Deep Clean Service

Pickwick Cleaning Group
Sam Hassan: 0403 734 398

In Home and Community (IHC) Customers

TIP: The PHU recommends that the customer's household completes a clean of high touch point surfaces before we can resume services. This means we need to provide the family with a copy of the **Cleaning Checklist PLUS** encourage extra ventilation by opening the windows and minimising the use of recycled air conditioning.

3.2 Check all required areas have been Deep Cleaned

It is important that the person assigned the task of arranging the cleaning of services or houses that they report back to the group to inform of when this was completed. Customers and staff will be keen to know this has happened so it needs to be communicated with them when required.

3.3 Issue Deep Clean Fact Sheet to staff

This fact sheet provides staff with an understanding of what is included in a Deep Clean. It will help to put peoples mind at ease about returning to work.

RESOURCES

Deep clean

Remove

- Deep Clean Fact Sheet 4Nov2021

Northcott COVID-19 Response
Deep Clean (SI:04)

About
This fact sheet contains information relating to cleaning services that can be provided if there is a confirmed COVID-19 case at a Northcott site.

Where does this apply?
- All Northcott sites

Who does this apply to?
- All staff

What Will It Involve?

1. All touch points surfaces are wiped twice using detergent
2. Floors will be mopped with disinfectant. Carpets and rugs will be steamed and disinfected.
3. Disinfectants are applied and left to cure for 10 minutes.
4. The room will undergo 'fogging' where a mist of antiviral disinfectant is sprayed across all surfaces and left to dry for 15-20 minutes.

This will last from 4-6 hours with 2 cleaners.

What Chemicals Are Used?

Hospital grade disinfectants which are approved by the NSW Environmental Protection Authority will be used.

How quickly can this be organised?

Companies will typically be able to deploy cleaning staff on the same day, within 3-6 hours.

Can people remain on site?

Residents/staff can remain on site, in a separate area during a deep clean.

Everyone must maintain social distancing (1.5m spacing) from each other and the cleaning staff.

When fogging occurs, people must wait outside for up to 20 minutes until the mist dries.

STEP 21

TASK 4 OPERATION MATTERS

These tasks should be assigned to the Service Coordinator

Assign Task 4.1 Backfill Rosters

This can be a big task and it is important to identify if additional staff will be required as soon as possible. In most cases you will be able to utilise existing staff not impacted however in some cases a large part of the team will be isolating and you might need to find new people for the service and you will need as much time as possible to complete this.

TASK 4: Operational Matters	
4.1	Backfill Rosters Consider: • What is the immediate need? • Can this be managed by Service Manager and Coordinator or is a roster huddle needed with COVID rostering team? • If you need to hold a roster huddle text Christine and Rakshya and ask them to attend?

Assign tasks

4.2 Is a Roster Huddle Required?

Following the conversation about task 4.1 it should be clear if you need to book in a Rostering huddle.

TIP: User Guide- Rostering for Covid-19 can be found on the Covid-19 page on Nula.

NOTE: you will need to complete a Roster Brief when requesting assistance form CST. Steps are provided in the Case Conferencing agenda.

4.3 Essential Items and supplies

For tasks **4.3** and **4.4** the Service Coordinator will need to check the stock levels and advise the group if they have enough supply. If not, they will need to work with the Service Manager to place an order for more or to arrange additional supply to be delivered from another local service.

TIP: Details of this item can be found in the case conference agenda.

4.4 PPE and Stock levels

This task is vital, you need to confirm

- How much stock is currently on hand?
- How many days it will last?
- Who will support them to get more if required?

TIP: You must ensure you have at least 3-4 changes of full PPE for **EACH PERSON** for **EACH SHIFT**

NOTE: This amount is required for staff supporting COVID Positive customers, or if a customer has been confirmed as a **Primary Close Contact.** Please calculate the supply levels required based on number of staff per shift.

TIP: PPE is to be changed **EVERY 2-HOURS** for each staff

e.g. 5 staff work 8 hour shifts per day = 20 pieces per day as a minimum), so if for 7 days, 140 pieces minimum.

4.3	Essential Items and Supplies: ☐ Food / Groceries ☐ Sanitary items ☐ Medications Does the facility have on-line ordering account? ☐ Yes ☐ No: What is the solution?
4.4	PPE and Stock Levels ☐ Send Poster "PPE for COVID Exposure" ☐ Staff to send photos of PPE to be confirmed by COVID team. ☐ Service Manager call regularly to have PPE safety conversation ☐ Discuss required PPE (N95 Mask, Gloves, Full Gowns, Goggles / Shields) Calculate supply levels - PPE is to be changed every 2-hours for each staff (e.g. 5 staff work 8 hour shifts per day = 20 pieces per day as a minimum). Please advise how many days supply? Is additional PPE needed? ☐ No ☐ Yes

4.5 Confirm a Donning and Doffing Station

You need to confirm that a Don/Doff station has been set up at the entry point of the Service. This task is one of the first things you need to do prior to this Case Conference so you need to confirm it has been completed correctly. Ask to see a photo as proof of the set up.

It is essential that staff are donning and doffing PPE correctly. Ask the Service Manager or Service Coordinator to take a photo of a staff member in the **FULL PPE** and send it through for you to assess to ensure the service has the correct full PPE on hand.

4.5	Confirm that a Donning and Doffing Station has been established at the entry point. Include: • Signage - PPE poster and pics of donning station • Hand sanitiser • Waste disposal (closed system)

TIP: You can find both the **Donning and Doffing guides** located on the Covid-19 page when searching under Staff Resources.

Example of Donning and Doffing Station

Tips:
- Set up the Donn/Doff station near the entry point.
- Provide hand sanitation
- Ensure all items for COVID exposure are available
  - Gloves (multiple sizes)
  - Goggles
  - Face Shields
  - Gowns (full sleeve)
- Ensure adequate waste disposal is nearby (closed system lid).
- Place guides / resources / posters relating to safe Donn and Doff practices.

Task 4.6 Arrange coaching and support for PPE usage

If this is required please contact the Service Infection Control Lead (ICL) to arrange.

TIP: Details in Case Conference agenda.

4.6	Arrange for coaching, feedback and support for PPE usage. All Northcott ICLs, Area Managers and Regional Managers can provide this coaching. Aim to arrange this support during handover to capture many staff. .		The Service should have an Infection Control Lead (Service Coordinator) who can complete this coaching to staff. If they are isolating due to exposure an area Manager or Regional manager can also step in to help with this task.

Assign Tasks

4.7 Provide dates to Operational staff on when staff can return to work

NOTE: Only the Operational Covid lead can complete this task.

Depending on the status of the people affected you can provide return to work ETAs e.g. if they are a Secondary Contact they can return to work after they **PLUS** the Primary Contact have received a negative result.

NOTE: Don't forget to notify CST Rostering as well.

4.8 Keep families/guardians updated

This is an ongoing task and the Service Coordinator is the best person to be assigned as they have the relationships with families already. It is expected that they continue to provide updates throughout the entire process.

4.9 Confirm vaccination status of Customers and Staff impacted

You will need to be informed of the vaccination status of every customer and staff member impacted. If they cannot tell you this in the meeting they will need to send it through to you as soon as possible. The vaccination status could impact how long people stay in isolation.

NOTE: Please prompt the Service Coordinator to upload any customer vaccination record into Carelink and send any staff records to HR@northcott.com.au

4.7	Provide details to Ops when the exposed staff can return to work
4.8	Keep families / guardians updated
4.9	Operations to email the vaccination status: Customers ☐ Staff ☐

STEP 22

Task 5 External Reporting

NOTE: Reporting to occur within the first 72 hours of notification.

Assign tasks

5.1 Notify SDA Provider

The Service Manager should be allocated these tasks

- **Confirm who the SDA provider is.** In most cases senior management will notify them, however you will need to assign someone the task of informing them if they are not included in the Case Conference.
- **If the SDA provider is Northcott**, you will need to notify the National Regulatory System for Community Housing (NRSCH). Their contact details are on the Covid-19 page on Nula.

Registrar of Community Housing

Locked Bag 4001
ASHFIELD BC 1800

- Phone: 1800 330 940
- Fax: (02) 8741 2522
- Email: registrar@facs.nsw.gov.au
- Website: www.rch.nsw.gov.au

5.2 Notify the NDIS Quality and Safeguarding Commission

Do this by completing a **Section 13A Notification Form**

TIP: Link to the online form PLUS an example of the completed form can be found on the Covid-19 page on Nula. **The NDIS Commission Registration ID is 4-3LLK-1957**

USEFUL LINKS
- Contact Tracing Registry
- Guidelines for Self Isolation
- Isolation Tracker and Clearance Report
- Notifying the Department of Communities and Justice (DCJ)
- NDIS Quality and Safeguarding Commission 13A Notification Form
- Official Health Guidelines for Public Health Units

RESOURCES

13a notification

Remove

- 13A Notification Form EXAMPLE.docx 11Nov2021
  New

5.3 Confirm WHS has notified Safe Work Australia

If we have a **Positive Covid-19 Case**, the Northcott WHS team will need to be notified so they can report the case to Safe Work Australia.

TIP: You can contact Northcott's WHS team by emailing WHS@northcott.com.au

5.4 Notify Department of Communities and Justice (DCJ)

DCJ notifications are **ONLY** required when there is a Confirmed COVID-19 Positive case.

TIP: Please use the **Notification to DCJ guide** located on the Covid-19 page on Nula.

TIP: Links to all the notification types are on the Covid-19 page on Nula.

Notification to Department of Communities and Justice (DCJ) for COVID Positive Incidents

DCJ notifications are required when there is a COVID-19 positive incident: A COVID positive incidents is when:

- Northcott customers test positive for COVID-19
- Support Workers or service provider employees, including contractors and sub-contractors, test positive and there is a likely impact on service delivery or customers
- Ancillary staff who may not have been directly involved in service delivery, but have come in contact with service provider staff or customers in the context of their work, e.g. a delivery driver, who delivers meals to customers or a service provider, tests positive to COVID-19

These incidents must be reported to the DCJ contract manager. The relevant DCJ contact manager is based on geography and should be notified via email. Refer to the link below to find the relevant contact manager based on the incident location.

STEP 23

Task 6 Covid Testing

Assign tasks

6.1 Arrange customers to get a Covid-19 test

This task needs to be completed as soon as predictably possible. Delaying this task could ultimately delay people returning to work.

6.2 If required contact NSW Health to arrange In-reach testing

Only use this option if it is required if customers cannot attend testing clinics as they can often take much longer to come out to the facility and this will keep everyone in isolation much longer than necessary. It is preferable to take customers through a drive through testing clinic if possible.

6.3 Testing schedule

Based on the type of exposure a testing schedule will need to be completed e.g. if a staff member is a Primary Close Contact they will need to be tested on **Days 2, 7 and 12**

TIP: Breakdown of all scenarios included in the Case Conference agenda.

NOTE: All test results must be loaded into Noggin; if they are not entered into Noggin then staff cannot be return to work.

TIP: Visit the Covid-19 page on Nula for **How to Guide for Testing Schedules**

TASK 6: COVID Test	
6.1	Arrange customers to get COVID Test: Customer/s able to go through drive clinic ☐ Customer/s will object or cant leave ☐ Go to item 6.2
6.2	Reach out to NSW Health regarding in-reach test (if necessary) • Please ask ops to send customer's full name and DOB
6.3	Testing Schedule is based on the last date of exposure. 1st test: Day-7 test: Day-12 test:

STEP 24

Task 7 Recovery of Positive Customers

Assign Tasks to Service Coordinator and Service Manager.

7.1 Confirm regular communications with customers, families and guardians

The Service Coordinator should remain in regular contact with the customer's families.

7.2 Monitor customer for symptoms of COVID

TIP: Use the **Customer Wellness Checklist** when monitoring the customer's condition. You can download a copy of this in the resources section on the Covid-19 page on Nula.

DAILY CUSTOMER WELLBEING CHECKLIST

Date and Time	[Customer Name]	[Customer Name]	[Customer Name]	[Customer Name]

Date:
Time:
Staff name:
_____
 	
Signature:
_____
 	
Agency:
_____
	☐ Temperature _____
	☐ Breathing
	  o Normal
	  o Shortness of breath
	
	☐ Colour
	  o Normal
	  o Pale
	  o Bluish around the lips
	
	☐ Sleep Pattern
	  o Normal
	  o Restless
	  o Tired, sleeping frequently through the day
	
	☐ Cough
	  o No coughing
	  o Dry cough, occasional
	  o Dry cough, frequent
	  o Chesty cough
		☐ Temperature _____
		☐ Breathing
		  o Normal
		  o Shortness of breath
		
		☐ Colour
		  o Normal
		  o Pale
		  o Bluish around the lips
		
		☐ Sleep Pattern
		  o Normal
		  o Restless
		  o Tired, sleeping frequently through the day
		
		☐ Cough
		  o No coughing
		  o Dry cough, occasional
		  o Dry cough, frequent
		  o Chesty cough
			☐ Temperature _____
			☐ Breathing
			  o Normal
			  o Shortness of breath
			
			☐ Colour
			  o Normal
			  o Pale
			  o Bluish around the lips
			
			☐ Sleep Pattern
			  o Normal
			  o Restless
			  o Tired, sleeping frequently through the day
			
			☐ Cough
			  o No coughing
			  o Dry cough, occasional
			  o Dry cough, frequent
			  o Chesty cough
				☐ Temperature _____
				☐ Breathing
				  o Normal
				  o Shortness of breath
				
				☐ Colour
				  o Normal
				  o Pale
				  o Bluish around the lips
				
				☐ Sleep Pattern
				  o Normal
				  o Restless
				  o Tired, sleeping frequently through the day
				
				☐ Cough
				  o No coughing
				  o Dry cough, occasional
				  o Dry cough, frequent
				  o Chesty cough
				  o

7.3 Arrange for nursing to perform daily observations

This task only needs to be completed if we have a Customer who is a Confirmed Positive Covid-19 case.

TIP: Instructions on how to arrange for this are located in the Case Conference Agenda.

7.3	Arrange for Nurse to perform daily observations **Contacts:** Angela Kardamis - 0401 713 429 Jaie Thomson - 0439 476 808

7.4 Consult Public Health regarding possible isolation end date

Assign this task to the same person who was allocated task 1.13 and include the expected isolation end date into the Case Conference agenda when you receive it from the PHU.

7.5 Inform customer, family and guardians of that possible isolation end date

Service Coordinator can be assigned this task and it can be completed when they are providing them their regular update.

7.6 Provide staff clearance to return to work

NOTE: Task 7.6 can **ONLY** be completed by a member of the Operational Covid Leader

As you are the Operational Covid Team leader you are the **ONLY ONE** who can release people from isolation. Once you have updated the isolation tracker with all the test results you will need to track and release people from isolation once they have completed the mandatory isolation time.

NOTE: People can only be released from isolation once the incident has been updated noggin including copies of **ALL** test results.

7.6	Only COVID Team can provide staff clearance. Ops should ensure: • Test results are loaded into Noggin • Inform Ben / Kate when test results are available.

7.7 Transport customers home

You only need to assign this task if a customer has been in a quarantine facility or has gone to Hospital.

7.7	Transport customer home once cleared. Check that customer has all their belongings: ☐ Admission 2 Discharge Folder ☐ Medications ☐ Other personal items

7.8 Arrange for Deep Clean

TIP: See task 3 for detailed steps.

7.9 Notify stakeholders that the site has been deep cleaned

It is important to put people's minds at ease, informing them that the facility has been deep cleaned will do this. The Service Coordinator is the best person to complete this task.

7.9	Ops to advise all relevant stakeholders that the site was supporting someone with COVID and actions taken to deep clean. • Advise respite customers / families that the facility has been deep cleaned as it supported customer with COVID (or potential COVID)

7.10 Send all final documentation to the Covid Team

It is essential that you send through the **FINAL** documentation at the end of the case. Please send it to covid19@northcott.com.au.

TIP: User Guide – Storing Covid-19 Documentation can be found on the Covid-19 page on Nula.

7.10.	COVID Team to save all documentation into the COVID Workspace: • Final Case Conference Pack • Correspondence from PHU / Health • Notifications (SDA, NDIA QSC, DCJ)

STEP 25

Task 8 Other Considerations

Ask the group if there are any other things to consider, e.g. are there any pets that need to be cared for if a customer has to quarantine?

Now that you have completed the agenda the group can raise any other items of concern.

Step 26

Circulate the actions

Once you have completed the first Case Conference send all attendees a copy of the updated agenda with all the tasks assigned as this will serve as minutes from the meeting and that way everyone will have a copy of the actions they need to complete before the next meeting.

Step 27

Schedule in the next Case Conference.

In most cases you will need to meet every day for 30 to 60 minutes to check in on each task to ensure everything is being completed. Once all the tasks have been completed, it is good to check in with the service team every 2 to 3 days to ensure everything is going ok.