Novel Coronavirus (COVID-19) Health Management Policy

Overview

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

All Staff

A new field has been added to our Asana tasks in order to manage and alert staff to clients who may pose a health risk to our staff, or where we may potentially play a health risk to this to our client.
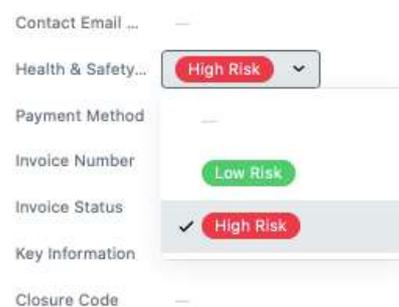
Telephone Staff

Our telephone staff will implement immediately a screening script on order to ascertain if a client poses a potential risk to our frontline staff.
The scripting is listed below:

> *As part of our risk mitigation, I need to ask the following questions. We will continue to assist you, however our staff need to be prepared prior to attending. Please listen carefully and advise if you are affected by any of the following:*
> *-Are you currently feeling unwell?*
> *-Have you had close contact with someone diagnosed with coronavirus?*
> *-Are you currently self-isolating or quarantined?*
> *-Are you immunocompromised where our staff may negatively affect your health?*

If the customer advises yes to any of the above conditions, please update the Asana field Health & Safety Risk to High Risk. All other client shall be deemed a low risk.

Locksmith Technicians

It is important that our frontline staff pay particular attention to their health and safety at all times.
If you are feeling unwell, it is requested of you to stay home, advise your manager, and seek medical assistance from your GP.

When attending all tasks, it is important that you re-ask the attending client the above scripting in case there has been a miscommunication in our booking process. Please immediately update the risk level as required.

When in attendance of all low risk tasks, it is requested that you wear supplied silicone-based gloves to lower the risk of bodily fluid exposure to both yourself and our client. These silicone-based gloves will be cleaned daily to assist in the prevention and transmission of bacteria. It is requested that you sanitize frequently used surfaces to prevent harmful bacteria spreading in these areas. It is important that infection control is taken into control by completing the above five tasks to reduce transmission. It is important for both your health and safety and our clients that both social distancing and good hand hygiene is maintained at all times where possible.

Where our attendance is required of a high risk task is required the below tasks must be maintained.

- Social distancing of a minimum of 2.5m **MUST** be maintained at all times
- Use a non-touch handover procedure where items are transferred between yourself and the client
- Provide a face mask to the client to prevent their transmission of bodily fluids
- Do not touch your facial area and avoid touching any part of your body where possible
- Wear medical latex or nitrile gloves at **ALL** times. Change gloves at all times that a new surface is touched
- Sanitise all surfaces that you touch and change medical gloves **IMMEDIATELY** after
- Change clothes and shower before attending a new task to prevent community transmission

These above measures will assistance in reducing the risk of exposure and transmission between yourself, our clients and the wider community.

If at any time you have concerns, please reach out to our staff at admin@aaalocks.net.au for assistance.