



INFECTION CONTROL POLICY – COVID-19

General Principles

FIRE EMT PTY LTD is committed to its duty of care to provide a work environment that is safe for workers and the general public by establishing a proactive approach to the identification and management of infectious diseases.

This policy will be made available to all workers including contractors. New workers will be given a copy of this policy at their induction. Managers and supervisors will remind workers of the policy on a regular basis.

The Policy will be part of our Business continuity plan covering special operations in the event of a pandemic outbreak.

Risk

The Australian Government Chief Medical Officer Brendan Murphy has confirmed that there is no need for alarm in Australia. He said Australia has well-established procedures to ensure people with illnesses travelling into the country are detected at the border. Additional measures for passengers travelling directly from Wuhan are in place.

According to the World Health Organisation, "common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death". Currently, there is no specific treatment for this virus and no vaccine to prevent it.

Roles and Responsibilities

Management

The role of Management is to:

- Provide and maintain a safe workplace. We will review the workplace to ensure that it is, to the extent that is possible, free from risk and that arrangements are considered and put in place to assist workers, and respond to any incident, should the need arise. We will consider health and safety procedures to prevent employees from contracting the virus and ensure that all staff are aware of the requirement in this regard.
- Consider temporary and flexible work arrangements with employees who may be impacted. Flexibility in the form of hours, location and pattern of work could mitigate the effects of an emergency and maintain productivity. Consider whether it is feasible for employees to work from home and perform their usual or modified duties until it is safe for them to return to work.



Workers

Workers have a duty to take reasonable care of their own health and safety, and to avoid adversely affecting that of others.

To fulfil their obligations workers shall:

- Wash hand regularly and thoroughly. The WHO provides clear advice on hand washing that you may find useful. [“Clean hands protect against infection”](#) A quick splash of water will not do the job.
- Use installed hand sanitiser dispensers located in the office and reception areas.
- Should not present at work if they are unwell, and they should sneeze or cough into their elbows and not their hands. Employees who share equipment such as phones or laptops should wipe down this equipment with a sanitising wipe after use.
- Use the supplied hand sanitiser and wipes for use in the office and on portable equipment, extra care should be taken with tablets handed out to students.
- Personal desk space should be wiped down at least twice daily
- Common areas will be wiped down at regular intervals during the day, this includes all common switches, door handles including fridges and stair railings.
- No portable IT equipment or personal desk space will be co shared without sterilisation in between use.
- Notify management immediately if you are suffering, or have suffered, flu-like symptoms since the virus was first detected.
- Instructors and draftspersons will carry a portable sterilisation kit for use when on site at client’s premises.

Workplace Hygiene

Compulsory sanitation of all work areas, doorknobs, railings, switches, fridges, kitchen, toilet and common areas will be conducted first thing in the morning, lunchtime and at the end of the day. This includes personal workspace.

If staff members are required to collect items from the office, this will be done out of hours, the staff member will complete a sanitation regiment once the visit has been completed. The staff member will advise the Head of the alternate team so sanitation will be completed again the next day.

For our clients, this segregation is beneficial for business continuity planning as Fire EMT can provide services to clients large and small even if one team becomes unavailable.



Cancellation of Onsite Instruction Services

From Tuesday 24th March 2020, Fire EMT will be cancelling all future non-essential services and will service existing bookings on a case by case basis.

If you have services arranged that are cancelled the details will be placed on our recovery list so we can action them once the situation has stabilised.

Fire EMT Support

The office is now unmanned all staff are working from home.

We are available to all our clients 24/7 and we understand it is important that we work together as a community to get through this. **We are offering a free or cost only service** for any Fire Safety Advisory services required.

Our online instruction services are also now available to all clients which cover Warden Instruction and General Evacuation / First Response Fire subjects.

We are also looking at other opportunities to deliver classroom instruction through online means such as ZOOM and Teams. This is an ideal opportunity for your staff to recertify or qualify in compliance requirements for emergency procedures in the workplace such as first response fire and warden instruction and can be done whilst Working from Home.

If you have future services booked with us, we will contact you to discuss these options.



COVID-19 Guidelines

The following checklist is our guidelines in the case that you as an employee suspect you may have COVID-19. Or, that a family member has become infected with COVID-19, a household member or anyone you have been in contact with.

What if I suspect I have symptoms of COVID-19?

- It is important that you stay away from work if you have only mild symptoms or have had to take simple medications (e.g. paracetamol, ibuprofen) which may mask the symptoms
- We need to take every precaution to not spread a possible case of COVID-19
- If you have symptoms and suspect you may have COVID-19 - see your nearest emergency hospital for testing, or call your local GP as many pathologists are now able to test for COVID-19
- Staff need to Call

Coronavirus Health Information Line

Call this line if you are seeking information on novel coronavirus. The line operates 24 hours a day, seven days a week.

[1800 020 080](tel:1800020080)

- Notify Garry Dawson or Kay Tregoning through a text message, phone call or email

What if I am diagnosed with COVID-19?

- Notify Garry Dawson or Kay Tregoning
- Follow all medical advice to recover from your infection as soon as possible
- Once cleared from the infection (being given the all-clear from a medical professional) - you are to self-isolate and work-from-home for a period of 14 days

What if a Family Member or Household Member is diagnosed with COVID-19?

- Notify Garry Dawson or Kay Tregoning
- You are to self-isolate and work-from-home for 14 days
- If you are a carer of an infected family member / dependant, please enter your Carer's Leave into the Fire EMT leave system.
- You should monitor yourself for symptoms for 14 days and take your temperature twice a day

If you develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) you should stay at home and self-isolate. You should also telephone your healthcare provider or the local public health department, giving them details of your symptoms. You may be asked to go to your nearest hospital to be tested

**What if I have recently travelled to an area with known cases of COVID-19?**

You must work-from-home for 14 days and self-isolate or longer as prescribed
Notify your manager and follow our work-from-home policy along with guidelines set out below

If you have returned from an area where COVID-19 is spreading you should monitor yourself for symptoms for 14 days and take your temperature twice a day

If you develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) you should stay at home and self-isolate. This means avoiding close contact (one meter or nearer) with other people, including family members. You should also telephone your healthcare provider or the local public health department, giving them details of their recent travel and symptoms

What if an employee is diagnosed with COVID-19?

You and the entire company will be notified immediately by Garry Dawson or Kay Tregoning (by phone and email)

The effected team will be self-isolated for a minimum of 14 days or as prescribed

The Fire EMT office will undergo a comprehensive health certified cleaning of the entire premises
Every employee will work-from-home, until notified that our office is open

You should monitor yourself for symptoms for 14 days and take your temperature twice a day

We will ask you to submit a list of anyone you have had contact with in the past 14 days to Garry Dawson or Kay Tregoning

- The unaffected team may have the ability to return to the office once cleaned and provide a limited service to those clients who are still operating and require our services.
- Please notify anyone in your personal life that your work has had a case of COVID-19 - anyone you have had contact with should also self-isolate themselves and monitor themselves for symptoms
- If you have symptoms follow the above advice on calling your closest healthcare professionals who will advise you on next steps
- If you are diagnosed with COVID-19 yourself, notify Garry Dawson or Kay Tregoning, enter your leave and follow all medical advice to recover as soon as possible
- To make working from home as productive as possible we have outlined guidelines below, in the case that we shut down **Fire EMT** for a period of time

Fire EMT Closure: Working-From-Home Guidelines:

- You will operate as business-as-usual
- We are fortunate to have all the technology and cloud systems to support working-from-home
- You will report to Garry Dawson each workday morning
- It is your responsibility to keep your timesheet up to date
- You will continue to have team meetings; 1-1 meetings as needed through messenger video link

Fire EMT Closure: Employee FAQs:

- Can I take office files or equipment home?



- If you are at the office when an alert closing the office occurs, you may take files with you
 - It is your responsibility to maintain the files and return them once the office opens again
 - If the office is closed when an alert comes through and you want files or equipment, you can collect it through prior arrangement with Garry Dawson or Kay Tregoning
- Can I come into the office if I left something there?
- No
 - **Fire EMT** will be closed in the circumstance of an office shutdown. You will not be able to get into the office (this is for your own personal welfare and protection of your health)

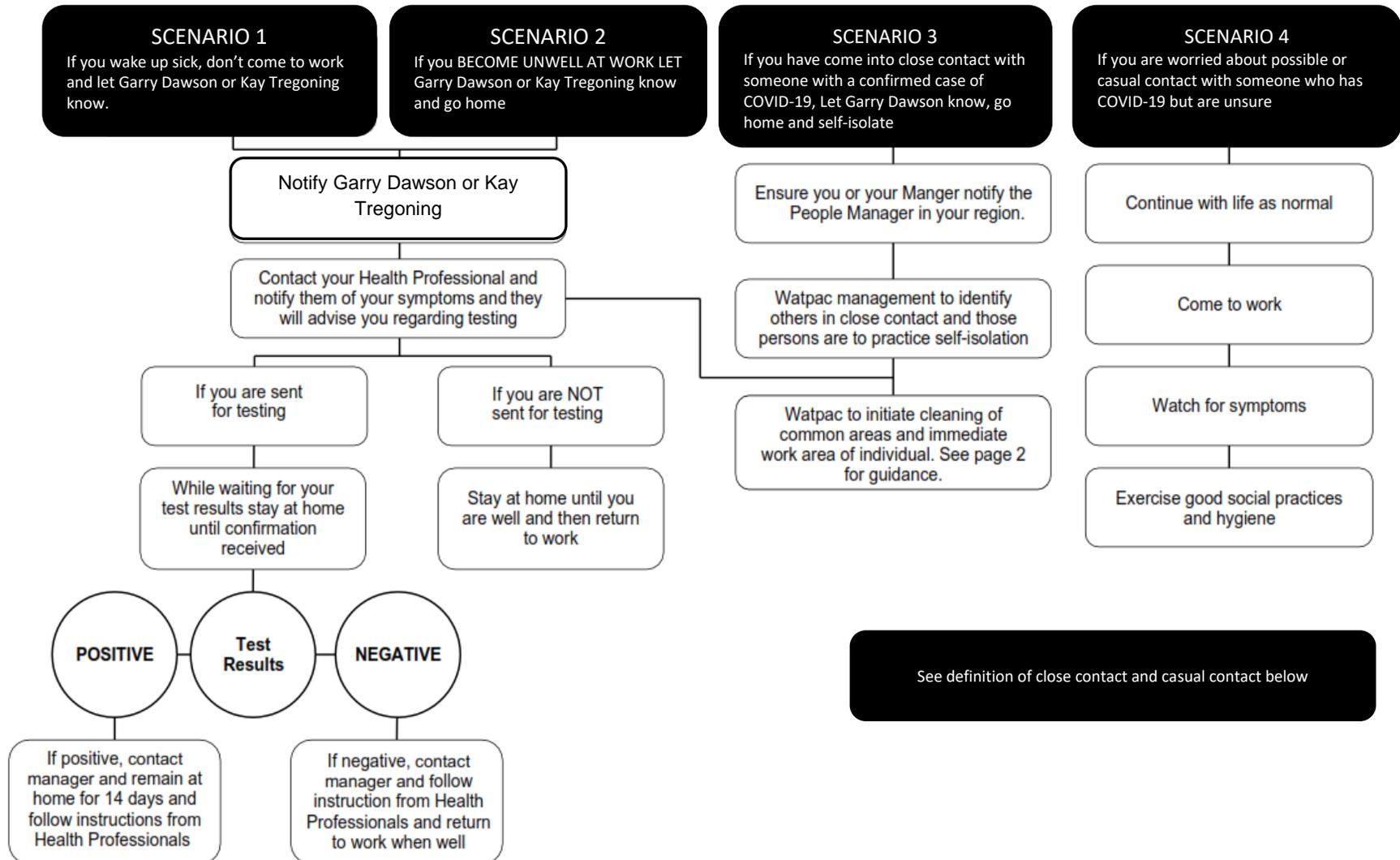
Contact Definitions:

A close contact is someone who has been face to face for at least 15 minutes, or been in the same closed space for at least 2 hours, as someone who has tested positive for the COVID-19 when that person was infectious.

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/novel-coronavirus-close-contact.aspx>

A casual contact is someone who has been face to face for less than 15 minutes, or been in the same closed space for less than 2 hours, as a person who has tested positive for COVID-19 when that person was infectious.

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/novel-coronavirus-casual-contact.aspx>





Tips for Working from Home Effectively

Ensure your workspace is conducive to working

- To be productive, you need an office environment that allows you to comfortably work and stay focused.

Schedule your day

- A structured routine helps effectively manage tasks and stay on target for deadlines.
- A short planning session in the morning to map out your day can be very effective.

Track your time

- Be aware how much time is spent not working. What are you spending that time doing and how much does it detract from your work goals?

Avoid checking personal email or social networking sites during work hours

- A serious distraction that can go by unnoticed - and cost you your day.

Stay connected

- It's easy to lose contact. Check in with your immediate colleagues and team regularly throughout the day.
- Don't forget family and friends. Set aside time or use your breaks to call or email close contacts and stay in the loop.

Take regular breaks and remember to exercise

- Respite from your desk is important, especially when you're confined to your home. Schedule regular breaks.
- Staying active can be a challenge when you're in a confined space, especially cardio. Exercise is a known aid in helping with the symptoms of isolation so if you are well, be sure to stay active. Incorporate stretching, yoga, dips, lunges and natural resistance exercises to stay active.

We will continue to monitor the situation and this policy will be constantly reviewed.

The undersigned pledge our leadership, commitment and accountability for making this policy a reality at FIRE EMT PTY LTD.

Garry Dawson
Managing Director
FIRE EMT PTY LTD



Coronavirus disease (COVID-19)

Environmental cleaning and disinfection principles for COVID-19

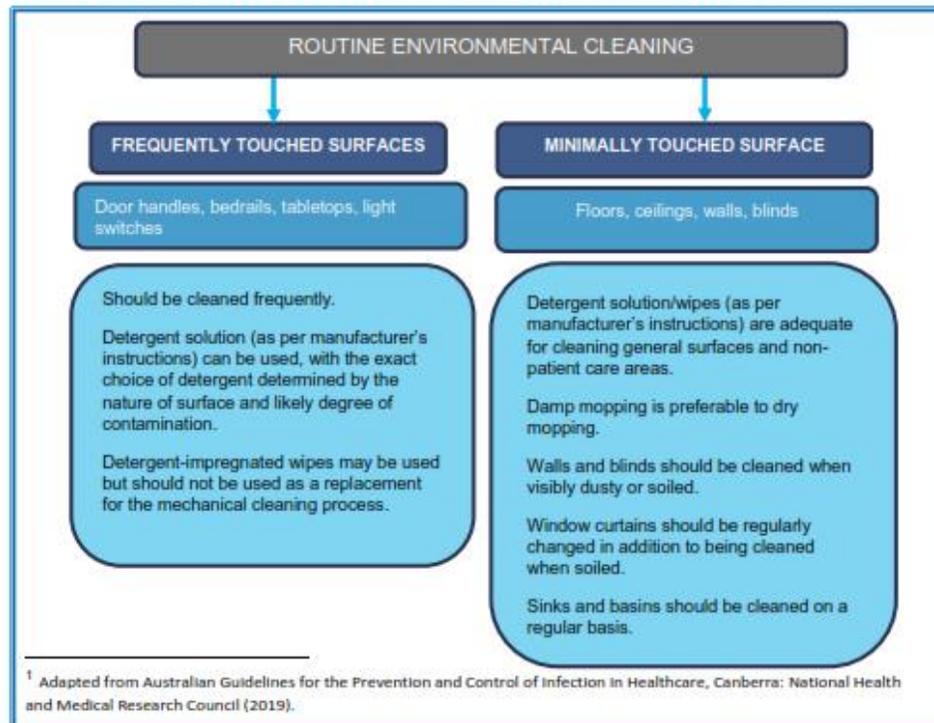
Routine environmental cleaning

- Cleaning is an essential part of disinfection. Organic matter can inactivate many disinfectants. Cleaning reduces the soil load, allowing the disinfectant to work.
- Removal of germs such as the virus that causes COVID-19 requires thorough cleaning followed by disinfection.
- The length of time that SARS-COV-2 (the cause of COVID-19) survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid – such as respiratory droplets – present and environmental temperature and humidity. In general, coronaviruses are unlikely to survive for long once droplets produced by coughing or sneezing dry out.

It is good practice to routinely clean surfaces as follows:

- Clean frequently touched surfaces with detergent solution (see diagram below).
- Clean general surfaces and fittings when visibly soiled and immediately after any spillage.

Routine environmental cleaning requirements can be divided into two groups¹:



¹ Adapted from Australian Guidelines for the Prevention and Control of Infection in Healthcare, Canberra: National Health and Medical Research Council (2019).



Hand hygiene

Soap and water should be used for hand hygiene when hands are visibly soiled and alcohol-based hand rub at other times (e.g. when hands have been contaminated from contact with environmental surfaces). Cleaning hands also helps to reduce environmental contamination.

Information for cleaning staff

Information for cleaning staff on cleaning and disinfecting can be found below.

CLEANING STAFF

The risk when cleaning is not the same as the risk when face to face with a sick person who may be coughing or sneezing.

- Cleaning staff should be informed to avoid touching their face, especially their mouth, nose, and eyes when cleaning.
- Cleaning staff should wear impermeable disposable gloves and a surgical mask plus eye protection or a face shield while cleaning.
- Cleaners should use alcohol-based hand rub before putting on and after removing gloves.
- Alcohol-based hand rub should also be used before and after removing the surgical mask and eye protection.

The surgical mask and eye protection act as barriers to people inadvertently touching their face with contaminated hands and fingers, whether gloved or not.

- The disinfectant used should be one for which the manufacturer claims antiviral activity, meaning it can kill the virus (such as chlorine-based disinfectants, which are commonly used - see below)
- If there is visible contamination with respiratory secretions or other body fluid, the cleaners should wear a full length disposable gown in addition to the surgical mask, eye protection and gloves
- Advice should be sought from your work health and safety consultants on correct procedures for wearing PPE.

Use of disinfection

- Use freshly made bleach solution and follow manufacturer's instructions for appropriate dilution and use (see below for dilution instructions).
- Wipe the area with bleach solution using disposable paper towels or a disposable cloth.
- Dispose of gloves and mask in a leak proof plastic bag.
- Wash hands well using soap and water and dry with disposable paper or single-use cloth towel. If water is unavailable, clean hands with alcohol-based hand rub.

Preparation of disinfectant solution

- Gloves should be worn when handling and preparing bleach solutions.
- Protective eye wear should be worn in case of splashing.
- Bleach solution should be:
 - made up daily
 - used mainly on hard, non-porous surfaces (it can damage textiles and metals).
- Sufficient time is required to kill the virus, i.e., at least 10 minutes contact time.



Household bleach comes in a variety of strengths. The concentration of active ingredient — hypochlorous acid² — can be found on the product label.

Table 1. Recipes to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

²Hypochlorous acid (HOCl) is a weak acid formed when chlorine (Cl) dissolves in water and dissociated to hypochlorite (ClO⁻) which is the oxidising disinfectant in bleach.

Social contact environments

Social contact environments include (but are not limited to), transport vehicles, shopping centres and private businesses.

The risk of transmission of COVID-19 in the social and non-health care work settings can be minimised through a good standard of general hygiene. This includes:

- Promoting cough etiquette and respiratory hygiene.
- Routine cleaning of frequently touched hard surfaces with detergent/disinfectant solution/wipe.
- Providing adequate alcohol-based hand rub for staff and consumers to use. Alcohol-based hand rub stations should be available, especially in areas where food is on display and frequent touching of produce occurs.
- Training staff on use of alcohol-based hand rub.
- Consider signs to ask shoppers to only touch what they intend to purchase.

Vehicle air-conditioning should be set to fresh air



Health care settings

Primary and community care

Patient areas

- Clean and disinfect frequently touched surfaces with detergent and disinfectant wipe/solution between each episode of patient care (according to normal infection prevention and control practice).
- Take care to clean/disinfect surfaces in areas that patients have directly in contact with or have been exposed to respiratory droplets.
- Gross contamination of an area following a patient may require a terminal clean (see below).
- Comply with '5 Moments' of hand hygiene.

**Non-patient areas**

- Perform routine cleaning of frequently touched surfaces with detergent/disinfectant solution/wipe at least daily or when visibly dirty.
- Floors should be cleaned using a detergent solution.

Inpatient care

- Clean and disinfect frequently touched surfaces with detergent and disinfectant wipe/solution at least daily or more frequently in high intensity (e.g. ICU) or high traffic (e.g. radiology, outpatients) areas.
- Clean and disinfect equipment after each use (as per normal infection prevention and control practice).
- Clean and disinfect surfaces that have been in direct contact with or exposed to respiratory droplets between each patient episode.

Terminal cleaning

Terminal cleaning is a complete and enhanced cleaning procedure that decontaminates an area following discharge or transfer of a patient with an infectious/communicable disease, sometimes also referred to as an 'infectious clean'. Terminal cleaning requires both thorough cleaning and disinfection for environmental decontamination.

Cleaning should be followed by or combined with a disinfectant process (see 2-step clean and 2-in-1 step clean below).

Ensure room is prepared prior to cleaning, remove medical equipment and patient used items.

- Wear PPE – surgical mask, protective eyewear and gloves
- Change bed screens and curtains (including disposable curtains/screens) that are soiled or contaminated
- Damp dust all surfaces, furniture and fittings
- Clean windows, sills and frames
- Clean all surfaces of bed and mattress
- Mop floor
- Remove PPE and perform hand hygiene
- Clean all cleaning equipment and return it to the cleaners' room or storage area, discard any waste
- Perform hand hygiene

2-step clean

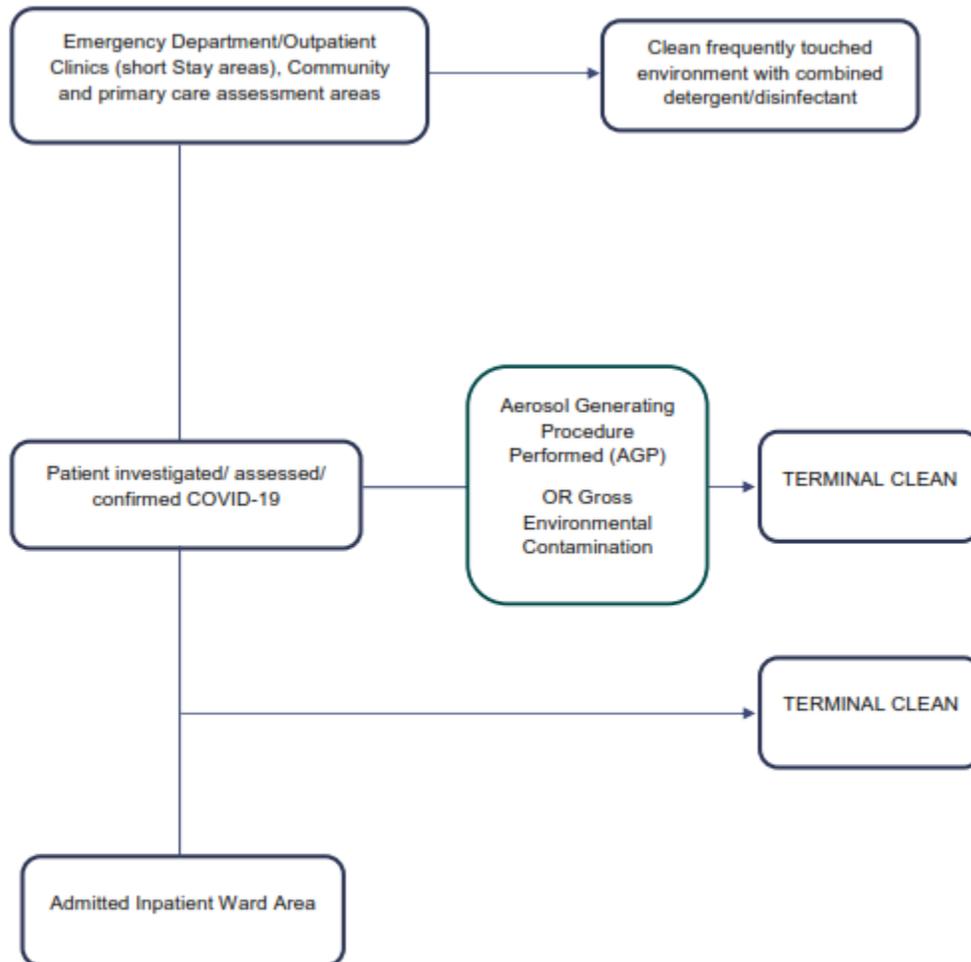
Physical cleaning with detergent followed by disinfection with a TGA-listed hospital-grade disinfectant with activity against viruses (according to label/product information) or a chlorine-based product such as sodium hypochlorite.

2-in-1 clean

A physical clean using a combined detergent and TGA-listed hospital-grade disinfectant with activity against viruses (according to label/product information) or a chlorine-based product such as sodium hypochlorite, where indicated for use i.e. a combined detergent/disinfectant wipe or solution.



Cleaning and Terminal Cleaning When managing patients suspected/confirmed with COVID-19 Flow Chart



NB: Health care settings must comply with use of TGA compliant cleaning and disinfecting products and technologies



How can we help prevent the spread of COVID-19?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser, and
- if unwell, avoid contact with others (touching, kissing, hugging, and other intimate contact).

More information

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness—not coronavirus.

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of each state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to a doctor.