



**COVID-19: Emergency Response**

# **Safety & Security Guidelines**

Version 1.3  
April 22 2020

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## **Introduction**

### **Terms of reference**

This document has been developed by the Safety & Security Advisor at the request of the National Emergency Coordinator (NEC) to protect, secure and enable the operation of the National Program of ADRA Australia and local projects running in conjunction with local Adventist churches during the response to COVID-19. The regulation is based on security best practice and consistent with guidelines published by the Australian Governments.

### **Effective date**

This regulation is effective 22<sup>nd</sup> April, 2020 and remains in effect until revised or cancelled by the authority below.

### **Authority**

This security and safety regulation has been approved by the National Emergency Coordinator under delegation of the CEO. This complements the ADRA Australia Code of Conduct, which all personnel are required to adhere.

### **Document Control**

This document shall be maintained by the Safety & Security Advisor. With the exception of Annexes, changes to the regulation shall be approved by the NEC or CEO.

NEC Email: robertpatton@adra.org.au

### **Local Compliance**

This document provides a baseline of the minimum compliance for operations of ADRA Australia programs during the COVID-19 response. This document reflects the high standard that ADRA Australia requires for operations. It is the responsibility of the Conference ADRA Directors to check State Government based regulations and for Local Volunteer Managers, together with the Conference ADRA Directors, to check that these guidelines meet local council regulations.

### **Security Coordination**

The Safety & Security Advisor/National Emergency Coordinator is responsible for administering the Security Regulation at the Wahroonga Office.

Each Conference ADRA Director is responsible to implement the Security Guideline at the conference level and to liaise with state and local government officials on safety matters.

The Conference ADRA Director receive the Reports from State level agencies and are responsible for their review, highlighting key points of reference and dissemination to personnel at their respective offices.

## COVID-19 Risk Assessment

Area/activity being assessed: Activities during COVID-19
Assessment conducted by: Simon Lewis, Safety Advisor
People consulted: Conference ADRA Directors

Date of plan: 3 April 2020
Date of next review: Review frequently based on new updates

Hazards (Something with the potential to cause harm e.g. use of ladder. Tick the hazard that applies to your activity)	Risk identified What could happen? Provide a name for the risk along with a short description	Level of risk With no controls in place			controls to manage risk	Revised risk With current controls in place			Risk owner & responsible officer Manager who owns the risk & person responsible for completing the risk treatment
		Likelihood	Consequence	Risk Rating		Likelihood	Consequence	Risk Rating	
Venue	<ul style="list-style-type: none"> <li>No maintenance records</li> <li>Not enough space to preserve social distancing requirements</li> <li>Lack of cleanliness</li> </ul> <p>All the above can contribute to the risk of spreading Coronavirus</p>	LIK	MOD	M	<ul style="list-style-type: none"> <li>Use large spaces and office spaces</li> <li>Make sure venue is well ventilated</li> <li>Essential safety measures to be maintained (e.g. air conditioner to be serviced)</li> <li>Regular and ongoing cleaning of surfaces on furniture, desks, reception desks. Adhere to <a href="#">requirements</a></li> </ul>	POS	MOD	M	Project Manager and/ or WHS Officer
Cleaning	<ul style="list-style-type: none"> <li>Virus remain on hard services for some time</li> <li>Cleaners not adhering to protective measures</li> <li>Cleaners can get the virus touching hard surfaces</li> </ul>	LIK	MAJ	EXT	<ul style="list-style-type: none"> <li>Use approved cleaning solution and follow manufacturer's instructions for use.</li> <li>Wipe the area with solution using disposable paper towels/cloth or a cloth that is washed separately.</li> <li>Gloves should be worn cleaning.</li> <li>Protective eye wear is preferable.</li> <li>Trolleys or handles are cleaned and wiped after each use.</li> </ul>	UNL	MOD	M	

Hazards (Something with the potential to cause harm e.g. use of ladder. Tick the hazard that applies to your activity)	Risk identified What could happen? Provide a name for the risk along with a short description	Level of risk With no controls in place			controls to manage risk	Revised risk With current controls in place			Risk owner & responsible officer Manager who owns the risk & person responsible for completing the risk treatment
		Likelihood	Consequence	Risk Rating		Likelihood	Consequence	Risk Rating	
Community Transmission	<ul style="list-style-type: none"> <li>Many people could be served at the same time neglecting social distancing requirements</li> <li>Clients can get easily sick and catch the virus due many people present at the same time</li> <li>Volunteers can catch the virus if they have direct contact with clients</li> </ul>	LIK	MAJ	EXT	<ul style="list-style-type: none"> <li>No clients are to be served in the building/venue</li> <li>Any person with possible symptoms must be isolated immediately and asked to leave then encouraged to see medical attention.</li> <li>Number of clients be proportional to 4m<sup>2</sup> rule.</li> <li>Clients are not allowed in the building and would collect food parcels via “drive through” mechanism.</li> <li>Volunteers are briefed on how to deal with clients and expected human/behaviour scenarios</li> <li>Movements of clients are limited. Collection of food should not take more than five minutes</li> </ul>	UNL	MAJ	M	Project Manager and/ or WHS Officer

Hazards (Something with the potential to cause harm e.g. use of ladder. Tick the hazard that applies to your activity)	Risk identified What could happen? Provide a name for the risk along with a short description	Level of risk With no controls in place			controls to manage risk	Revised risk With current controls in place			Risk owner & responsible officer Manager who owns the risk & person responsible for completing the risk treatment
		Likelihood	Consequence	Risk Rating		Likelihood	Consequence	Risk Rating	
Hygiene	<ul style="list-style-type: none"> <li>• Lack of hygiene can lead to spread the virus</li> <li>• vectors coming into contact with people or their food, people breathing in airborne droplets of moisture which contain germs or eating contaminated food.</li> <li>• Regular hazards from poor food preparation procedures.</li> </ul>	LIK	MAJ	EXT	<ul style="list-style-type: none"> <li>• Keep a full arm-span (about 1.5 metres) between yourself and other people where possible</li> <li>• Wash hands often with soap and running water, for at least 20 seconds. Dry with paper towel or air dry</li> <li>• Do not touch your eyes, nose or mouth</li> <li>• Cover your nose and mouth with a tissue when you cough or sneeze. Dispose of the tissue</li> <li>• If you don't have a tissue cough or sneeze into your upper sleeve or elbow</li> <li>• Continue healthy habits: don't smoke, exercise, drink water, get plenty of sleep</li> <li>• Wash hands often with soap for at least 20 sec. or use alcohol-based hand sanitiser with over 60 per cent alcohol</li> <li>• Stay at home if you feel sick, and undertake physical distancing as outlined in the section below.</li> </ul>	UNL	MOD	M	Project Manager and/ or WHS Officer

Hazards (Something with the potential to cause harm e.g. use of ladder. Tick the hazard that applies to your activity)	Risk identified What could happen? Provide a name for the risk along with a short description	Level of risk With no controls in place			controls to manage risk	Revised risk With current controls in place			Risk owner & responsible officer Manager who owns the risk & person responsible for completing the risk treatment
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Communication between leaders and volunteers and clients	<ul style="list-style-type: none"> <li>Extended Face to face communication can lead to high risk of catching the virus if someone is C19 positive</li> <li>Not observing the social distancing rules can increase the risk of getting sick</li> <li>Dealing with money (if applicable) can contribute to having the virus.</li> </ul>	LIK	MAJ	EXT	<ul style="list-style-type: none"> <li>All communication will occur via email, phone and video conferencing if possible</li> <li>Limited face to face communication</li> <li>Wash your hands and sanitise after each touch of hard surfaces especially handling cash.</li> </ul>	UNL	MOD	L	Project Manager and/ or WHS Officer
Volunteers	<ul style="list-style-type: none"> <li>Can get sick when interacting with large numbers of people</li> <li>Elderly volunteers are likely to have more serious symptoms than others</li> <li>Volunteers may need immediate medical attention (regular risk)</li> </ul>	LIK	MAJ	EXT	<ul style="list-style-type: none"> <li>Volunteers are covered under SPD Public Liability Insurance.</li> <li>People aged over 70, people with pre-existing conditions, or indigenous people aged over 50 are advised not to volunteer at this time.</li> </ul>	UNL	MOD	M	Project Manager and/ or WHS Officer

Hazards (Something with the potential to cause harm e.g. use of ladder. Tick the hazard that applies to your activity)	Risk identified What could happen? Provide a name for the risk along with a short description	Level of risk With no controls in place			controls to manage risk	Revised risk With current controls in place			Risk owner & responsible officer Manager who owns the risk & person responsible for completing the risk treatment
		Likelihood	Consequence	Risk Rating		Likelihood	Consequence	Risk Rating	
Drivers	<ul style="list-style-type: none"> <li>• Not wearing their protective PPE can pose a risk in being affected</li> <li>• Not aware of government requirements of social distancing</li> <li>• No hand sanitizers available</li> <li>• Unreliable and unsafe driving practices.</li> <li>• Unreliable and uninsured vehicles.</li> <li>• Stopped by Police for unauthorised travel.</li> </ul>	LIK	MAJ	EXT	<ul style="list-style-type: none"> <li>• Only drivers registered with ADRA would be accepted while driving registered and comprehensively insured vehicles.</li> <li>• Drivers should be healthy to attend work assigned to them</li> <li>• No drivers over the age of 70 or Red 'P' Plates can be accepted at this time</li> <li>• Continue to sanitize the steering wheel, controls and car door handle before and after deliveries</li> <li>• Only deliver to the door, knock and speak (if required) 2 metres away from the door</li> <li>• Carry appropriate approval letters and ID for driving.</li> </ul>	UNL	MOD	M	Project Manager and/ or WHS Officer



## RISK RATING – RISK MATRIX AND DEFINITIONS

Likelihood	Consequences				
	Extreme/Serious	Major	Moderate	Minor	Minimal
Frequent or (almost certain)	Extreme (100)	Extreme (80)	High (70)	Moderate (50)	Moderate (40)
Probable or (likely)	Extreme (95)	Extreme (80)	High (60)	Moderate (40)	Moderate (30)
Occasional or (possible)	Extreme (90)	High (70)	High (55)	Moderate (30)	Low (20)
Uncommon or (unlikely)	Extreme (80)	High (60)	Moderate (50)	Low (20)	Low (10)
Remote or (rare)	High (70)	Moderate (50)	Moderate (40)	Low (10)	Low (5)

  

Legend	
Extreme	Extreme Risk; Executive Action; Refer to CEO; Review required minimum 6 monthly
High	High Risk; Executive / Director Action/Review Required; (minimum yearly)
Moderate	Moderate Risk; Unit / Department Head Action/Review required; (minimum every 2 years)
Low	Low Risk; Routine Procedures Managed by All Employees; Review required (minimum every 2 years)

For the application of evaluating risk against risk appetite using the quantitative scales in section 4. The Low (Green) and the Moderate (Yellow) zones are considered to be the equivalent of the green zone in section 4.

### Likelihood Scales

PROBABILITY CATEGORIES	DEFINITION
Frequent (almost certain)	Is expected to occur again either immediately or within a short period of time (likely to occur most weeks or months)
Probably (likely)	Will probably occur in most circumstances (several times a year)
Occasional (possible)	Probably will recur, might occur at some time (may happen every 1 to 2 years)
Uncommon (unlikely)	Possibly will recur - could occur at some time in 2 to 5 years
Remote (rare)	Unlikely to occur – may occur only in exceptional circumstances (may happen every 5 to 30 years)

## Staff training

All staff and volunteers should receive a security and safety briefing when beginning of each shift.

All drivers should receive a driver safety briefing at the beginning of each shift.

## General conduct and behaviour

All ADRA personnel (staff, contractors, volunteers) must adhere to the Codes of Conduct.

<https://www.adra.org.au/code-of-conduct/>

Maintaining high standards of conduct and behaviour are critical to protecting staff, clients and the reputation of the agency so that relief can be provided in this and future emergencies.

A breach of these regulations by staff or volunteers may result in disciplinary action or removal.

## Driver Support Services

1. One of the most important services ADRA can offer is the delivery of support services and food to isolated people, some of whom are the most vulnerable and disadvantaged in our communities.
2. It is encouraged that ADRA programs engage and network with other agencies or Government departments (State and Local) to maximise the effectiveness of these programs. ADRA may be supplied or be referred the names and addresses to deliver to or may be contacted directly through ADRA or SDA church contacts. These need to be confidentially recorded for safety and security purposes.
3. Volunteer drivers collect food parcels, pre-packaged materials or meal materials from approved and authorised locations. If there are synthetic or natural cloth 'bags for good' being used, these should be washed in a washing machine or in soapy water between uses to clean them before reuse. Non-perishable food items could also be unloaded from boxes to the front of the house and the box taken away as well. There could be combinations of this sort of distancing procedures of delivery. Please check with the Conference ADRA Director.
4. Drivers may also deliver prearranged items that the client may not be able to access. These will be organised through the approved systems within the driver's active project. This could be a referral line, Activity Facebook page or personal contact with the Activity Manager.
5. Volunteer Drivers to have the letter of authorisation or similar, ADRA T-shirt, ADRA lanyard with first name, photo, ADRA Volunteer.
6. Volunteers will deliver to isolated disadvantaged singles/families with minimal contact. Call the client via phone/mobile that food is going to be delivered at their door within a certain time. Ensure that this will be suitable. Deliver to door, knock and walk away once assured the occupant knows you are there.

## Car Cleaning

1. Before leaving on a shift, a driver will wash their hands with soap and water as per recommendations, then en route and between every delivery they rub their hands with sanitiser/wipes and on return from the deliveries again wash their hands with soap and water. The car surfaces that are commonly touched such as the steering wheel, gear lever, blinker lever, door handles inside and out should be wiped over with a disinfectant before and after each shift. It is preferable that only one driver uses one car if possible.
2. Clean and disinfect your phone or electronic device used to help deliver food or parcels. Disinfect these often by using a lint-free cloth and 70% isopropyl alcohol if you can, or disinfectant wipes
3. ADRA will only reimburse fuel for volunteers through pre-approved fuel vouchers provided by the Conference ADRA Director unless otherwise approved by the NEC.

## **Driver Criteria**

- Register via [adra.org.au/volunteer](https://adra.org.au/volunteer)
- Must hold a valid license - please email a photocopy to the ADRA regional coordinator
- ADRA cannot accept red plate drivers
- Be healthy as if you were able to attend work – free of all COVID-19 symptoms
- No drivers over the age of 70 can be accepted at this time.

## **Car Criteria**

- Must have a licensed, roadworthy car - please send a photo of your plates.
- Hold comprehensive car insurance - please email copy to the ADRA regional coordinator

## **Driver hygiene**

1. Avoid touching your mouth, eyes, and nose with unwashed (or gloved) hands.
2. Clean your hands thoroughly for at least 20 seconds using soap and water, or alcohol-based hand sanitiser.
3. Washing body, hair (including facial hair) and clothes thoroughly every day.
4. Wash your hands with soapy water or change gloves after coming into contact with money.
5. Cover your nose and mouth when coughing and sneezing with a tissue or a flexed elbow. Put tissues in the bin and wash your hands as per protocols.

## **How do I physically distance myself when delivering food or parcels to people?**

1. Maintain at least 1.5 metres from other people.
2. Wash hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitiser before and after handling food deliveries or parcels. If using gloves, make sure you use an alcohol-based hand sanitiser before touching the gloves and once more after taking them off.
3. Leave the food or parcel at the door then text or use the relevant app to let the recipient know it is there.

## **Do I need to wear a mask?**

It is not necessary to wear a mask if you are not experiencing flu like symptoms. The Australian Government Department of Health currently advises that a surgical mask will not prevent a person from being exposed to the COVID-19 virus.

Implementing the above steps of good hygiene, physical distancing and regular cleaning is an effective way to minimise exposure to the COVID-19 virus.

## **Psychosocial Guideline**

Responding to emergencies can place even well experienced workers under a great deal of stress and having a psychological response to such an environment is a normal human reaction.

If you are feeling stressed and anxious about COVID-19

It is normal to feel stressed during this time. Talk to your supervisor about your concerns as ADRA have an employee assistance program that can help you during this time.

There are a number of care arrangements for staff, which they can opt for depending on their personal choice, backgrounds and contractual arrangements.

For all staff, it is important that they look out for one another and monitor any significant behaviour, emotional or physical changes from stress.

For staff, please contact Alison Young at the Wahroonga Office to arrange for counselling services.

Further information on managing stress for emergency responders can be found in the annexes.

You can also contact the following services:

- Lifeline Australia - 13 11 14 - [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue - 1300 224 636 - [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Headspace - 1800 650 893 – [www.headspace.org.au](http://www.headspace.org.au)

## Tips for Dealing with Coronavirus Anxiety



Tips for Dealing with  
Coronavirus Anxiety\_1

## Medical Guideline

1. Maintain a 1.5 metre distance to others (two arms length).
2. Avoid close contact with anyone with cold or flu-like symptoms.
3. Stay home if you are sick.
4. Seek medical advice if you have a fever, cough, sore throat or shortness of breath (call your doctor or healthdirect on 1800 022 222).
5. Guidance for volunteers who have been in contact with someone who has been diagnosed with COVID-19. If a volunteer colleague is a suspected case, you may need to be isolated. This will be determined by your state public health unit on a case-by-case basis. Your public health unit will contact you if you need to isolate. For more information, read the fact sheet on [home isolation](#).
6. In the event where a Volunteer is tested for or diagnosed with COVID-19
  - a. Ensure the volunteer is isolated until results come out.
  - b. Close the facility until the results come out
  - c. Follow your Public Health Unit contact tracing procedures and inform relevant persons.
  - d. If Diagnosed with COVID-19 close the facility to carry out appropriate disinfection processes and those in contact will need to self-isolate for 14 days.
  - e. Maintain contact with the volunteer to provide support and encouragement

<https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-about-home-isolation-when-unwell-suspected-or-confirmed-cases.pdf>

## Personal Safety Guidelines

### Volunteer Guidelines

#### Current situation

Government and other health experts have said that underlying health conditions hypertension, cardiovascular disease, chronic respiratory disease, diabetes and cancer, plus increasing age, especially over the age of 60 years, are high risk factors that may worsen the severity of infection for patients with COVID-19 and increase the likelihood of death.<sup>1</sup>

In addition to this, the experts inform us that anyone who has a weakened immune system, such as someone who is taking an immunosuppressant medication (a drug that suppresses the immune response), like prednisone or similar, is likely to be at greater risk of developing a more severe form of COVID-19.

We are also told that most currently known cases of COVID-19 in Australia originated from travellers returning from overseas. It is also well documented that a person who has contracted the coronavirus can infect others before they even begin to show symptoms.

<sup>1</sup> **References:** British Medical Journal, Covid-19: risk factors for severe disease and death. Published: 26 March 2020 (<https://www.bmj.com/content/bmj/368/bmj.m1198.full.pdf>)

There have been many announcements from Premiers, other Government leaders and the Prime Minister regarding measures to address the coronavirus outbreak. These included that all over-70s are strongly advised to self-isolate, as well as over-60s with chronic illnesses and Indigenous people over 50 years of age. These requirements, from members of the National Cabinet as well as the delegated Health and Medical advisors, are constantly changing. This means this advice will be revised as required.

### **What we advise**

Based on this research, information and the government's advice, ADRA is recommending the following guidelines for all volunteers who are engaged in volunteer activities where they may have face-to-face interaction with staff, volunteers and members of the public, in the interest of volunteer health and safety and that of the broader community.

If a volunteer meets any of the following criteria, they are advised to withdraw from volunteer service with ADRA for their own safety and the safety of others:

- have any of the medical conditions mentioned above, or any other medical condition which may worsen the severity of COVID-19 infection
- living in the same household as someone who may be at increased risk of complications from COVID-19 i.e. living with someone who falls into one of the above categories
- an Aboriginal or Torres Strait Islander over 50 years of age
- are pregnant
- are immunosuppressed
- are over 70 years of age.

### **What we require**

If a volunteer meets any of the following criteria, they are **required to withdraw** from volunteer service with ADRA for their own safety and the safety of others:

- has been confirmed as having COVID-19
- are showing any symptoms of COVID-19 (for more information on symptoms, see [here](#)), even if symptoms are mild
- have been in contact with anyone who has tested positive for COVID-19

It is vitally important that we all work together and that we comply and co-operate with these reasonable restrictions. We all have a part to play in controlling the spread of coronavirus, and evidence suggests that less contact with others is the best way to do so.

ADRA respects, values and appreciates all volunteers. As soon as the current coronavirus crisis is over these requirements will be withdrawn. We care for Volunteer's wellbeing and encourage temporarily stepping down for their safety and others around them. If there is a role for Volunteers which does not involve face to face contact with others, we encourage they serve through this means.

The COVID-19 pandemic is a rapidly changing situation. It is expected that ADRA volunteers keep informed of and adhere to all present and future government health advice in the course of their ADRA volunteering duties.

## Volunteer Care Coordinator

When volunteers do fall ill, ADRA want to be able to support them when, where and how we can, and this is where the role of a Volunteer Care Coordinator would be needed and come to the fore.

### The Role of the Volunteer Care Coordinator:

Conference ADRA Directors are asked to appoint a person to fill the role of Volunteer Care Coordinator to regularly check with the activities in their conference to assess any needs that have arisen amongst our volunteers.

The duties of the Volunteer Care Coordinator are:

- Identify all current volunteers – ensure they are registered in the ADRA database and particulars are up to date.
- Identify at-risk staff and volunteers and note. (Unfortunately anyone who is in an at-risk category (see previous section) cannot be rostered for some roles, but will be able to “volunteer from home”.)
- Ensure at-risk volunteers are not rostered inappropriately.
- Check on the health of volunteers.
- If someone is found to be ill or incapacitated, find out what assistance they need.
- If assistance is needed, either undertake the following as able or endeavour to find someone who is able to:
  - Keep in touch to check on the welfare of the volunteer
  - Meet any needs the volunteer might have such as shopping for essentials, i.e., groceries, pharmacy items, etc.
  - Any other needs
- Checking to make sure people aren't overworked, “burning out” or are too stressed.
- Follow up regularly until checking is no longer required.
- Generally provide support and encouragement.

## Junior Volunteers

ADRA believes that volunteering should be for all ages and building a spirit of service begins with modeling this to children and offering opportunities to young people to be active in their community. As ADRA requires during ‘normal’ operations, **all children under the age of 18 must be supervised by a parent or guardian. The parent or guardian is responsible for the care and wellbeing of their child at all times.** This person must be in contact with their child(ren) during the time spent volunteering. This requirement is a **non-negotiable item**. If there are unsupervised children at the project location there would be a requirement to have ALL volunteers present to have Working With Children Check (WWCC) or the state equivalent. ADRA always require the Project Manager to have a WWCC (or equivalent) and this fact along with supervision from the parent, guardian or authorized adult will be sufficient for the compliance in this area. As the parent is supervising their child there is no need to classify the volunteering location as a child focused project.

There is no need to have the child register as a volunteer as there is no Code of Conduct that applies to children (in a legal sense). The parent must be a registered volunteer. However, it is optional for 16 and 17 year old children to register if they wish.

For further information please read the ADRA Child Protection Policy [here](https://www.adra.org.au/wp-content/uploads/Child-Protection-Policy.pdf).

## Facilities Safety Guidelines

### All facilities

This guideline refers to Op Shops, Community Centres, Food pantries, Cafés and Meal Programs, as well as Gardens that are currently operating to provide services under COVID-19 programming.

1. Find ways to support any volunteers and customers with high needs. Show compassion as we engage.
2. Use the program or shop as an opportunity to educate customers on good hygiene. E.g. WASHING hands properly is THE most important strategy.
3. Place clear signs with instructions and diagrams in highly visible places throughout the facility. Please see the links to the Government common messaging posters in the Annex.

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-print-ads-simple-steps-to-stop-the-spread>

4. Provide hand cleaning (soap/water and/or sanitisers) station at the entrance to each facility.
5. Have clear instructions/requirements on what every person who enters the facility is to abide by. [Find ways to turn this into a fun and educational process] It is within the right of the facility to refuse entry to anyone who does not sanitise.

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-print-ads-good-hygiene-is-in-your-hands>

6. Increased cleaning practices throughout the facility: All high frequency touch points including door handles, handrails, benches, tables, equipment, etc. should be cleaned once per hour during opening hours.
7. Special cleaning precautions for staff operating a register, such as taking extreme care not to touch your face and washing hands immediately after time/shift dealing with money. Also recommend that requesting customers to use contactless paywave card transactions if available to reduce the handling of cash.
8. Increased social distancing – including no handshaking, hugging, touching and keeping a distance of at least 1.5 metres from another person. Explore using the Asian Wai, elbow knocks and foot touches (Cossack Dancing optional)
9. Screen visitors politely. If anybody shows cold/flu symptoms, inquire of their situation, and request them to move outside the facility. Find ways to do this in a compassionate manner – and offer help to pass onto service providers where possible.
10. Limit the number of actual contacts with people during the day
11. If any volunteer expresses concern with continuing to work at the facility, please respect their concerns and make alternative arrangements with other volunteers.
12. If any volunteer shows any sickness symptoms, politely ask them to return home and stay away until the symptoms have gone.

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-identifying-the-symptoms>

13. Give consideration to what additional appropriate activities can be undertaken on Sabbath with the support of the local church.
14. Affirm and encourage people that they will get through this.

### Food specific facilities

1. Continue to use normal hygiene practices in preparing food. In addition to this, please ensure cleaning of surfaces every 30 mins by a dedicated person.



2. Volunteer briefing before preparation: such as “hygiene toolbox” before preparation; This toolbox or safety briefing, will outline cleaning, hygiene, social distancing, correct use of gloves guidelines at the beginning of each event.
3. Change to food parcels/take away meal packages. Please see driver support services section for further information on delivery.
  - a. Pre-package any food that has been cooked off site. (As per usual practices).
  - b. Only deliver non-perishable or non-meat options if available. Delivery of dairy foods must be inside a cooler with freezer packs to keep cool. Please note this option should only be around very localised areas.
  - c. Frozen food should be distributed to pick ups or very localised deliveries in order to protect cold chains.
  - d. Packing into washed “bags for good” or cardboard boxes would be preferred to reduce risk of transmission.
4. Serve pre-packaged food through a window if available if there is pick up from the site.
5. For people in queues – require a minimum of 1.5m between people preferably by marking the ground with safe position markers like a tape or even chalk lines/crosses. Also have some hand hygiene station at the beginning of the queue.
6. There should be no consumption of food on the premises.

### **Op Shops**

1. Hold a mandatory daily safety meeting or “hygiene toolbox”, to discuss good safety and hygiene practices amongst staff and volunteers. Use as an Education opportunity
2. Ensure gloves are provided to sorters when sorting any donated items and they are using them. If you cannot provide gloves, do not permit sorting to take place. Increase good hygiene practices with newly donated items. The used gloves will need to be put into disinfectant and washed, dried and reused.
3. If shop is well stocked, or for any other reason deemed helpful, place a hold on acceptance of newly donated goods. Include clear signage of this requirement. Local Management Committee (LMC) is responsible for this decision.
4. Op shops that operate house clearances, continue to check thoroughly any health precautions which need to be taken prior to house clearance.
5. Strategies to consider to keep the shop open:
  - a. Reduce number of days open, and/or opening hours each day (depending on volunteer availability and customer traffic).
  - b. Recruit younger volunteers. Ensure that volunteers are registering online through the ADRA Australia website. <https://www.adra.org.au/volunteer/>
  - c. Reduce the number of services an Op Shop offers where applicable in consultation with the Conference ADRA Director and the National Retail Manager. These services will need to be supported by local authorities, volunteer availability and needs of the community that are matched with the local resources and infrastructure available.
  - d. If additional services are shown to meet a local need, coordinate with the Conference ADRA Director to determine appropriateness.

### **Facilities providing Laundry and Shower services**

1. Showers and laundry involve large amounts of soap that is very fast at destroying the virus. The issues are around the surrounding areas. All facilities will continue to ensure normal mitigation of slip and fall hazards, and safety and protection of vulnerable people are still a high priority.
2. Laundry: While no study has determined how long the coronavirus can survive on clothing; there are some common guidelines to follow while washing that will destroy other viruses.
  - a. All dirty laundry needs to be bagged before bringing for washing.



- b. Use very slow and steady actions while loading of the dirty laundry into the machine, not shaking or flicking which could turn any liquids or organic matter into aerosol form.
  - c. Using gloves to handle the clothes if it is not the owner of the clothes loading the machine.
  - d. Preferably use hot water to wash clothes.
  - e. Using additional product such as “*Vanish*” or Bleach (white clothes only) could provide more protection.
  - f. Cleaning the outside of the machines between users using COVID-19 cleaning protocols.
  - g. Keeping the clean clothes “clean” by using a new plastic bag when taking away wet and using a new plastic bag if the clothes are dried as well.
3. Showers:
- a. There are large amounts of aerosol liquids during and after a shower. There are also many wet surfaces in the room as well. These surfaces will need to be cleaned to a high level.
  - b. The shower should only use soap and shampoo in a dispenser if the user does not have their own products. These dispensers will also be sanitised between users.
  - c. Before use, the shower will need to be sprayed with disinfectants and rinsed down and squeegeed to dry as much as possible between uses.
  - d. Clean all outside surfaces as well with disinfectant (shower door handles, taps, hangers and rails between users.
  - e. Cleaners are recommended to use gloves, masks and safety goggles for eyes.
  - f. There should be no repeated use of cloth bath mats between users. The non-slip mats should be of a plastic or hard nature and be cleaned between users.
  - g. Obviously, washed and laundered towels must be provided for users if they do not have their own.

## Incident Reporting

An incident reporting system is in place using **Safety Navigator** link that all current projects have access (<https://www.safetynavigator.com.au/>). Any new projects will need to submit a written incident form to the Conference ADRA Director

Any incident or near miss that threatens the safety, security or reputation of ADRA and it's personnel or property shall be reported using the incident reporting form.

For life threatening or major incidents, the standard system should be used to first notify the Conference ADRA Director with a written incident report filed as soon as possible.

## Annexes

### Key Contacts

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## Acronyms

ADRA	Adventist Development & Relief Agency
NEC	National Emergency Coordinator
ERT	Emergency Response Team
ARC	ADRA Regional Coordinator
CAD	Conference ADRA Director

## References and Resources

### Australian Department of Health and Human Services

[Australian Health Protection Principal Committee \(AHPPC\) statement on coronavirus \(COVID-19\)](#)  
[Coronavirus \(COVID-19\): Know the signs](#)  
[Coronavirus \(COVID-19\): Stop the spread](#)  
[Coronavirus \(COVID-19\) What you need to know](#)  
[Coronavirus \(COVID-19\) Isolation guidance](#)  
[Coronavirus \(COVID-19\) Information about home isolation when unwell \(suspected or confirmed cases\)](#)  
[Social distancing guide](#)

### Posters

[Cover your cough and sneeze poster](#)  
[Reduce risk of coronavirus infection](#)  
[Wash your hands regularly poster](#)  
[Do Not Enter Sign](#)  
[Get Your Hand Gel Before Entry](#)