



BLACK & WHITE HOME SERVICES 2020

WORK HEALTH AND SAFETY POLICY “Coronavirus COVID-19 – Public Health Emergency”

POLICY STATEMENT

Black & White Home Services is committed to providing, so far as is reasonably practicable, for the health, safety and welfare of all staff, workers and contractors, when working within our customers home and/or on their property. This commitment extends to ensuring that our operations and activities do not place our customers at risk of harm, injury, illness or damage, which includes awareness & due diligence around the global public health emergency of the Coronavirus; COVID-19.

We recognise our moral and legal responsibility to provide a safe and healthy work environment in our workplaces for all persons and that the safety and well-being of all persons are being monitored. The Australian Government, Department of Health & the WHO; World Health Organisation websites are our resource library for the Coronavirus COVID-19 health alerts which will be reviewed daily.

AIMS AND OBJECTIVES

We will adopt procedures

- to eliminate or minimise risks to health, safety and well-being so far as is reasonably practicable

To achieve this, we will, so far as is reasonably practicable:

- provide all our workers preventative measures to apply regarding good hygiene practises within the workplace:
 - wash your hands regularly with hand sanitiser or soap and water if hand sanitiser is not available.
 - avoid shaking hands & physical contact
 - maintain social distancing (*stay at least 1.5 metre distance between yourself & anyone who is coughing or sneezing*)
 - avoid touching eyes, nose and mouth
 - respiratory hygiene
- provide all our workers the list of common symptoms of the coronavirus so they can be diligent with their health & safety and seek medical advice as required:
 - sore throat
 - cough
 - fever
 - runny nose
 - respiratory problems, trouble with breathing



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AIMS AND OBJECTIVES cont ...

- create and maintain a coronavirus “register” which includes a list of all our workers, if they have recently travelled overseas; where they have travelled overseas and/or if they have been around someone who has travelled overseas.
- manage and provide all our workers the current up-to-date list of “high-risk” countries and “moderate-risk” countries, obtained on the Australian government, department of health website
- include on the “register” a list of any workers that are required to “self-isolate” for 14 days and so far as is reasonably practicable reschedule our customers bookings with other “teams”
- request that all our customers advise us when any of their clients need to “self-isolate” for 14 days so we can advise our workers to cease their bookings until it is a safe and healthy environment for them to re-attend.
- stipulate to our workers who have come in contact with any persons that have contracted the virus; to seek medical attention immediately and prepare to self-isolate.
- provide all our workers a list of people most at risk:
 - people with compromised immune systems
 - elderly people
 - people diagnosed with chronic medical conditions
 - young children and babies
 - people living in group residential settings
- ensure that all person’s discharge and comply with their health and safety duties and obligations.
- provide such information, instruction to all our workers, contractors and other persons as is necessary to ensure their continued health and safety.
- provide support and assistance to all our workers and involve them in consultation on safety issues about the coronavirus and how this may impact their daily lives.

RESPONSIBILITIES

The company, as the person conducting a business or undertaking, has the primary duty of care under the Act, and as such must ensure the health, safety and welfare of workers and other persons who may be affected by our operations, products, services and activities.

Officers of the company must exercise due diligence to ensure that the PCBU complies with its WHS duties.

Workers must take reasonable care for their own health and safety and for the health and safety of other persons and comply with any reasonable instruction or policy given by the PCBU to enable it to comply with the Work Health and Safety Act.



BLACK & WHITE HOME SERVICES 2020

HYGIENE KITS – WORKPLACE CONTROL MEASURES

It is our responsibility to exercise due diligence & control the risk of the coronavirus outbreak, administering best hygiene practises, when working in our customer's homes, commercial properties and around the general public.

*It is always the responsibility of the operators of Black & White home services to have the following hygiene kit items with them in their work vehicles and to complete their safe work method statement (swms) checklist when visiting each customer to minimise any hazards or risks:

HYGIENE KITS MUST INCLUDE PER CUSTOMER:

- Hand sanitiser
- P2 Masks
- 1 x set per customer – Disposable latex gloves
- 1 x set per customer - Disposable shoe coverlets
- Disposable cleaning wipes
- 1 x set per customer - 2 different coloured micro fibre cleaning cloths, one to use for the bathroom, one to use for the kitchen. *(wash all cloths at the end of the day in your washing machine for re-use)*
- Disinfectant chemical: alcohol based
- 1 x set per customer – Mop head
 - Bucket – change water for each room that you clean in your customers home or commercial property

*Where there is supply shortage, the PCBU, will endeavour where possible, to bulk order such items and deliver to all operators of the business.

SAFE WORK METHOD STATEMENT (SWMS)

The primary purpose of a safe work method statement (SMWS) is to assist supervisors, workers and other persons at the workplace to understand the requirements that have been established to carry out the high-risk work in a safe & healthy manner.

It is the responsibility of our workers to run through the SWMS checklist when arriving at each customer's home or commercial property before entering. They can enter the property with their hygiene kits to perform their service once the checklist has been completed at the front door with the client and the outcome of the safe work method statement (SMWS) checklist notifies no immediate hazard or risk to the coronavirus COVID-19 outbreak.



BLACK & WHITE HOME SERVICES 2020

COVID-19 QUESTIONNAIRE

Black & White Home Services have implemented the COVID-19 Questionnaire, a simplified 1-page version of the Safe Work Method Statement (SWMS) to be used as a standard infection control checklist when arriving at our customers homes or commercial property before gaining entry.

It is the responsibility of our workers and customers to administer & answer these questions to the best of their ability before entering the property to conduct the service.

COVID-19 Questionnaire

CHECKLIST OF QUESTIONS TO ASK YOURSELF, YOUR WORKERS & YOUR CUSTOMER BEFORE ENTERING THEIR PROPERTY TO COMMENCE THE SERVICE

1. Are you feeling unwell? Do you have any of these symptoms:
- fever, sore throat, cough, shortness of breath?
2. Have you had close contact* with someone who has a confirmed case of COVID-19? Or, do you have COVID-19?
**face-to-face contact for more than 15 minutes, or have a shared an enclosed space for more than 2-hours*
3. Have you travelled overseas in the last 14 days?
4. Is anyone in your home in **directed** self-isolation as required by government regulations?
5. Are you currently undergoing testing for COVID-19?

NO

If your customer answers NO TO ALL OF THESE QUESTIONS, proceed with your service.

YES

If your customer ANSWERS YES TO ANY OF THESE QUESTIONS, DO NOT PROCEED.
Cancel the booking and inform B&W Home Services Head Office immediately - 07 3170 3261.

- **HAND SANITISER / WASH YOUR HANDS** before entering the property & commencing work
- **PRACTISE SOCIAL DISTANCING** when inside your customers property, stand at least 1.5m from your customer always & refrain from any contact.
- **COUGH INTO YOUR ELBOW or TISSUE** and discard straight away.
- **HYGIENE CLEANING KIT** use all the tools & equipment outlined in our [WH&S POLICY](#)



BLACK & WHITE HOME SERVICES 2020

INFLUENZA VACCINATION - AGED CARE DIRECTION

AIMS AND OBJECTIVES

Black & White Home Services continues to strengthen our infection reduction control measures due to COVID-19, by keeping up to date with The Australian Governments COVID-19 health directives.

Direction from the QLD Chief Health Officer, pursuant to s362B of the *Public Health Act 2005* to assist in containing, or to respond to, the spread of COVID-19 within the community. After 1st May 2020, a person must not enter or remain on the premises of a residential aged care facility who does not have an up to date vaccination against influenza if the vaccination is available to the person in the State of Queensland until the end of the declared public emergency.

Example: the vaccination is not available to a person with a medical contradiction to the influenza vaccine

To achieve this, we will, so far as is reasonably practicable:

- ensure all our Franchisees, employees, worker's, and contractors that are currently representing Black & White Home Services in Aged Care in-home services & Facilities make an appointment with their Doctor as soon as possible to have the influenza vaccination.
- ensure any confirmed Aged Care Facilities bookings with Black & White Home services after the 1st May 2020 can only be performed by vaccinated workers.
- In addition to the coronavirus register, record data of all our workers that have the influenza vaccination & evidence of the vaccination.
- stipulate to our workers, effective immediately, it is a strong business recommendation that ALL workers will get the influenza vaccination in order to strengthen our compliance benchmark.
- advise our workers our aged care providers are now requesting evidence of influenza vaccinations for all our workers who provide in-home services.
- anticipation that the QLD health directive roll out a mandatory vaccination for workers who are on the frontline in Aged care and NDIS sector.
- provide all our workers a list of who are eligible to get the flu vaccine for free under the National Immunisation Program (NIP)
 - pregnant woman
 - people aged 65 years and over
 - Aboriginal & Torres Strait Islander people
 - People aged 6 months - 5 years old
 - People aged 6 months and over with medical CONDITIONS
 - Cardiac disease
 - Chronic respiratory conditions
 - Chronic neurological conditions
 - Immunocompromising conditions
 - Diabetes and other metabolic disorders
 - Renal disease
 - Haematological disorders
 - Children aged 6 months to 10 years on long term aspirin therapy



BLACK & WHITE HOME SERVICES 2020 INFLUENZA VACCINATION - AGED CARE DIRECTION

AIMS AND OBJECTIVES cont ...

- Provide our workers a list of acceptable vaccination evidence
 - a receipt for vaccination with your name on it
 - a signed letter from your doctor or pharmacist
 - an immunisation history statement from Medicare – express plus Medicare app
- ensure our aged care customer providers receive a statutory declaration

RESPONSIBILITIES

Officers of Black & White Home Services will roll out this new compliance health initiative as an additional risk preventative measure due to COVID-19. We are following the QLD health directive and anticipating that it could be a mandatory requirement before winter officially starts, so we are asking ALL workers to be prepared and vaccinate. Workers must take reasonable care for their own health and safety and for the health and safety of other persons and comply with any reasonable instruction or policy given by the PCBU to enable it to comply with the Work Health and Safety Act.