

Business Continuity Plan Part 2 – The Women’s Cottage

Preparing for Increased Client Services: From June 1st to 30th 2020 The Women’s Cottage will put the following processes in place to prepare for increase client content capacity within the context of safety precautions for COVID-19. All systems will be in place and fully operational by the end of June.

Staff Guidelines and Requirements:

- All staff are strongly encouraged to get flu vaccination.
- ALL staff will get a baseline COVID test to assess for A-symptomatic infection
- ALL staff will check their own temperatures before any work situation and maintain social distancing at all work related activities.
- ALL staff are requested to download and use the COVID App on their work phones and have it active during all work hours and duties. (Staff have been advised of their legal right to decline this request).
- If a worker has symptoms outside normal even mild (temperature above 37.5 degrees, cough, sore throat, loss of taste or smell, body aches or the like) MUST report to manager and go for a COVID-19 test. Results shared with manager asap.
- Set office roster to minimise traffic, all staff will co-ordinate their time in the office with manager if need to attend outside the office roster.

Physical Space Requirements:

- Social distancing practice and signage to be maintained throughout building by staff and clients at all times.
- Front veranda will be set up for client intake. All health screening, temperature checks, hand sanitizer and signing in will happen at this point before going into building.
- Client waiting area set up to comply with max capacity / social distancing.
- Clients will be asked to wait in car / front court yard until called if waiting area is full.
- Set procedures in place for dealing with high traffic areas at front door and hallway to counselling / intake rooms.
- One worker per room (plus client as needed).
- One person in kitchen at a time. Individual packed tea / coffee etc, paper cups, wooden stirrers will be made available and worker will make beverages for clients.
- Loose leaf papers / brochures removed and posters up of what is available if wanted.
- Cleaning of hard surfaces / bench tops, door handles, light switches etc will take place 3 times a day (opening, midday and closing)
- Toilet to be cleaned after each use.
- Each worker responsible for wiping down own work station, phone and desk with sanitizing agent.
- Cleaning / sanitizing products and masks etc to be readily available at all times

Client Work Practice:

- Continue to work with clients over phone where possible.
- Continue to provide food hampers and vouchers at the door.
- There will be no group sessions at the Cottage until at least September (inside or outside) at which time this will be reviewed – This will be used as waiting area.
- Increase the practice of face to face video sessions with clients / groups of clients to provide more contact as per individual client wishes / IT access.
- If group work is intended at other venues discuss with Maria beforehand.
- Gradual increase of face to face contact with client's can now begin. For this to happen the follow guidelines must be followed:
 - Clients must be informed of the safety rules for face to face contact
 - If at the Cottage, office guidelines are to be followed
 - Contact can only happen in an environment where social distancing can be maintained
 - Client to be asked safety questions around their current health. Hand washing / sanitizer / temperature testing for client & worker will be carried out before session
 - BOTH client and worker must feel confident about contact and venue
 - Worker will have their COVID App running while at work
 - Let clients know we do not have childcare space or room for other adults to attend with her and assist her to work out alternatives if she needs private conversation space.
 - Remind clients / other services on phone of new check in procedures before women come in.
 - Both Redress and WAVE will develop their own trauma informed process for engaging women in safety precautions and share with other on the team.
 - Both WAVE and Redress will develop and share any specific requirements / processes for cross referrals and / or client contact in the centre.
- Set protocol will be developed and used for any client presenting with health issues or a temperature. After supplying women with a mask, these steps will take into account respectful and supportive responses to client while maintaining worker safety. May include providing information on nearest testing option / process. Support to arrange transport if needed. Following up / maintaining contact by phone. Planning a response / new contact once testing has been carried out.

Monitoring and Review: Designated worker (s) to have responsibility to monitor systems and support practice. Staff and clients will be invited to submit feedback what is working well and what is not. Monthly formal review and decision making will take place moving forward to assess what ongoing systems and precautions are required in line with health and government advice.