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Date- 20/11/2021

## BET GROUP COVID Safe Management Plan v3

Australia confirms that its Borders are now open.

Here at BET we're working across our accommodations to implement safe and practical procedures to reduce the risks associated with this virus.

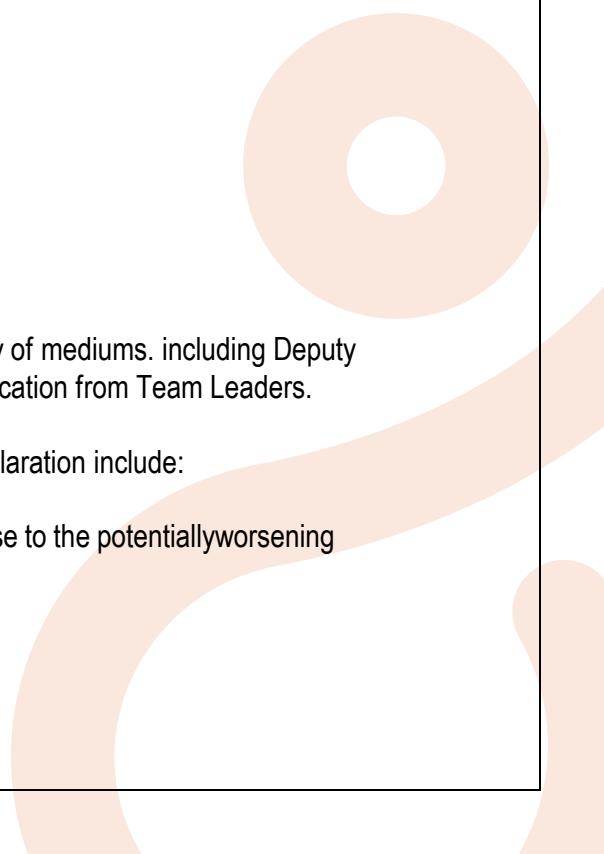
We have moved quickly to adjust our service delivery to do what we can to stop the spread of COVID-19. We're continuing to provide essential services to our participants and while working in-line with advice from the Australian Department of Health and State Health.

The way we deliver our services may look a bit different, but our commitment to delivering the highest quality care and support remains the same.

BET Group developed a continuity plan in response to COVID-19 and established an Emergency Response Management Working Team (ERMWT). The working team meet weekly and all leaders from service delivery, as well as corporate functions.

The Emergency Response Working Team:

1. Donna Hugo-Service Manager
2. Irma Ferro-Quality and Compliance Manager
3. Shanika Rodrigo-People and Culture Manager
4. Jackline Hislop-Nurse Educator/Regional Manager
5. Amy Grace-Service Coordinator
6. Rose Chelimo-Public Health Expert
7. Hellen Thuku-Covid Nurse

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All staff receive weekly updates from the ERMWT through a variety of mediums, including Deputy news feed, email communications, WhatsApp, and direct communication from Team Leaders.

Key actions taken by the ERMWT in response to the pandemic declaration include:

- ✓ Development of a Staff Protocol outlining a staged response to the potentially worsening environment following government advice.
- ✓ Mandating Infection Control training for all staff

- ✓ Additional cleaning and hygiene measures put in place at all sites (especially all accommodation sites)
- ✓ In the event of a Covid outbreak, limitations will be placed on staff moving between accommodation sites (greater focus on careteams to avoid staff travelling to multiple sites and engaging with multiple Participants)
- ✓ Ordering of Outbreak kits (10 kits), including sufficient PPE to protect staff members who are providing 24/7 care for one week. Sufficient kits are held to provide appropriate PPE to continue support to multiple infected Participants at one time
- ✓ Staff protocols specific to the management of pandemic risks designed and will be made available to all employees Care vault posts(Emergency Covid Response), Deputy News Feeds and saved in the company "G"Drive
- ✓ Recommendation that BET Group staff obtain a Covid Vaccine by 30/11/2021
- ✓ Promotion of BET's EAP services to all staff to support overall wellbeing.
- ✓ A designated Covid hotline email account to capture and manage all questions and concerns from internal and external stakeholders. These are logged to provide an ongoing point of reference on matters of concern
- ✓ A specific COVID19 Risk Register will be developed to keep track of any outbreak

A range of work instructions and supporting documents have been compiled for staff to support them in working with Participants during this time in accordance with SA Health and Health Vic. Directives. These include:

- ✓ Coronavirus Update – Participants Visitors - All stakeholders
- ✓ Coronavirus Update – Responding to an Outbreak of COVID-19 in a BET House
- ✓ Coronavirus Update – Protection, Cleaning and Hygiene measures to take when responding to an outbreak in a BET House.
- ✓ Coronavirus Update –National Outbreak Coordinator (Donna Hugo-Service Manager) [Donna@betgroupglobal.com.au](mailto:Donna@betgroupglobal.com.au) or [0413 769 641](tel:0413769641)
- ✓ Guidelines for Team Leaders – Coronavirus/COVID-19
- ✓ Working from Home (Head office staff) – Work Health and Safety Checklist
- ✓ Information on social distancing
- ✓ Poster titled 'Safe Use of PPE'.

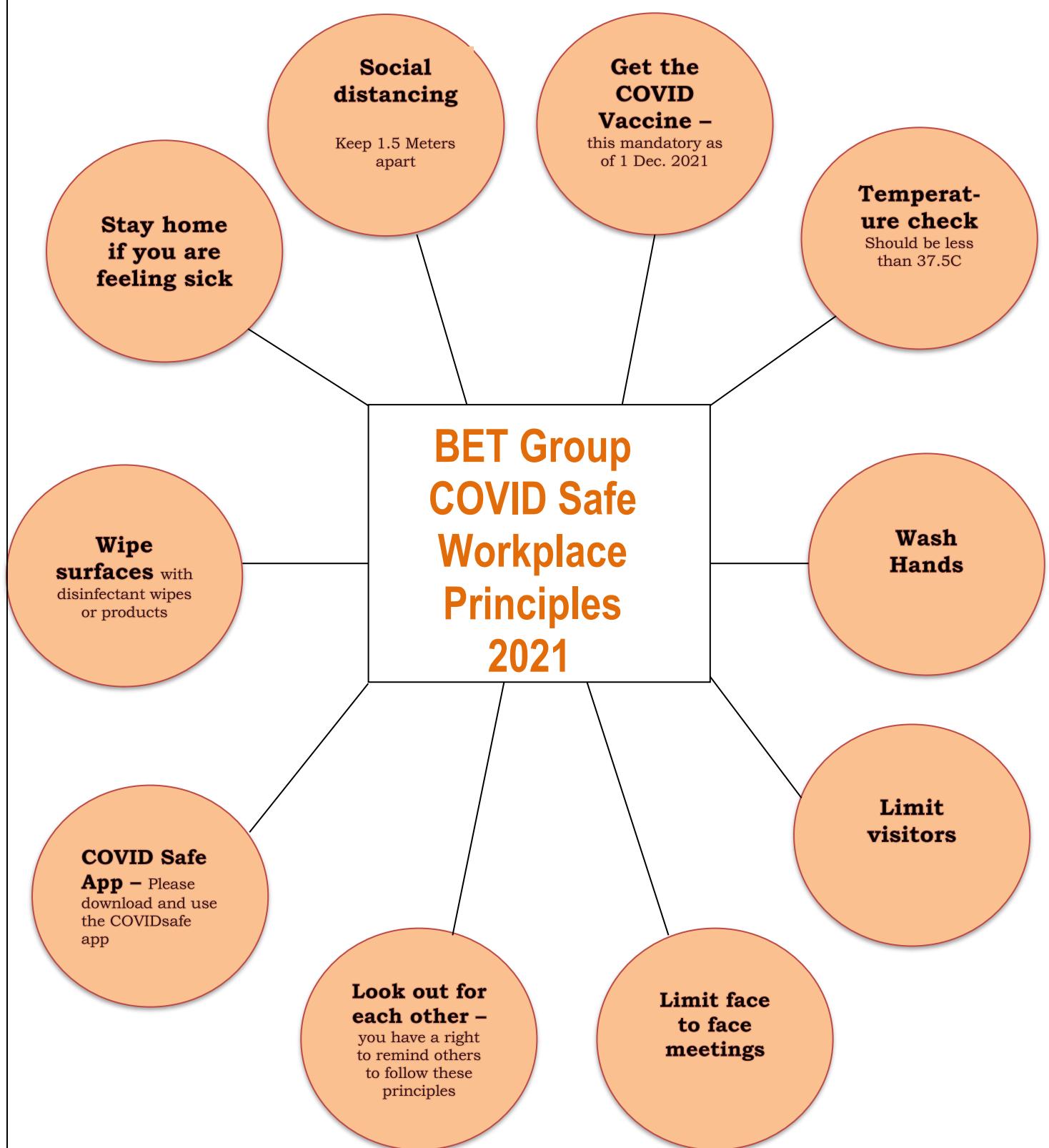
Please visit the website below for detailed instructions

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/resources/assessing+and+managing+the+risk+covid+exposures+in+primary+and+community+health+care+settings>

## Ongoing Review

The ERMWT will continue to meet weekly and retains an agenda item on the Leadership team meetings every Friday.

Following BET'S Principles for a COVID Safe Workplace the ERMWT have committed to ongoing review of BET'S service delivery during COVID and commenced an internal audit program to assure compliance, protocols and principals are met by all staff.



## **BET Group Principles for a COVID Safe Workplace**

### **COVID Safe app**

The COVID Safe app speeds up contacting people exposed to coronavirus (COVID-19). This helps health officials support and protect you, your friends and family. All BET Group Staff are strongly encouraged to support the COVID safe efforts and download this app to their personal phones.

### **Office and ALL Sites Cleaning & Wipe down workspaces**

Normal office cleaning continues. Normal site cleaning continues. The frequency of cleaning has increased with greater cleaning of surfaces and hightouch points.

Staff are asked to use the disinfectant wipes provided to wipe down desks, keyboards and mouse at the beginning and end of each shift.

### **Limit Face to Face Meetings**

Thanks to all our teams, we have all become familiar with using Microsoft Teams/Zoom to facilitate meetings in place of face-to-face meetings.

Where face to face meetings cannot be avoided, consider having small numbers in the open air or chose a meeting room with greater seating capacity than you need to follow social distancing protocols.

### **COVID Vaccine and Flu Vaccines**

As we continue to live in an environment where COVID-19 exists the Australian Department of Health and State Health Authorities' rules must be adhered to. It is important that we maintain our base level immunity. One way to support this is to vaccinate against this year's Flu.

BET encourages all staff to visit their GP or Pharmacy and get vaccinated.

### **ALERT**

**Our Head office is now a NO JAB- NO ENTRY ZONE- AS OF THE 23/11/2021**

**ALL BET SA SITES WILL BECOME A NO JAB- NO ENTRY ZONE- EFFECTIVE 01/12/2021  
ALL BET VIC/NSW SITES WILL BECOME A NO JAB- NO ENTRY ZONE- EFFECTIVE 26/11/2021**

## **Social Distancing**

Social Distancing is a term many of us had not heard of until early 2020 and it is here to stay for some time to come.

## **Look out for each other**

We're all in this together. Social distancing is one of the best ways to ensure that COVID-19 does not spread in the community.

## **Wash Your Hands**

Wash your hands! Wash your hands! Wash your hands!

Washing with soap and water for 20 seconds is proven to be the most effective method of cleaning your hands to prevent infection.

Hand Sanitiser is available at every workstation, all BET Houses and surface sprays and wipes are available across all sites and desks at head office. Copy areas and lunchrooms are covered also, so there is no reason that you wouldn't have access to sanitisers.

## **Temperature Check**

Temperature Testing Stations have been placed in reception areas of all BET Group offices and accommodations. We encourage staff to check their temperature on arrival to work each day/shift. If your temperature is above 37.5°, we recommend that you speak to your Team Leader and seek medical advice as per Australian Department of Health and State Health.

## **Limit Visitors**

Where possible please avoid inviting visitors to BET Group offices and use alternative meeting methods. Where a visit cannot be avoided, please ensure that social distancing measures are used.

Where a visit cannot be avoided, please phone ahead to confirm their appointment and ensure that they do not have any symptoms including runny nose, sore throat, cough or temperature. If they do, please respectfully re-schedule the meeting.

## If you feel unwell – stay at home

We are in a new world! There can be no more 'Soldiering On' when you have a little bit of a cold, or a sore throat.

If you feel unwell at all, please contact your Team Leader and arrange to stay home. There maybe cases where you are well enough to work from home, but please do not come to the office if you feel unwell.

We appreciate there are concerns about how people might be impacted by COVID-19. Please access tailored information to our specific services below.

We make these changes in the best interests of loved ones living with disability. Their wellbeing and safety is our priority as is the health of our staff who provide the dedicated support.

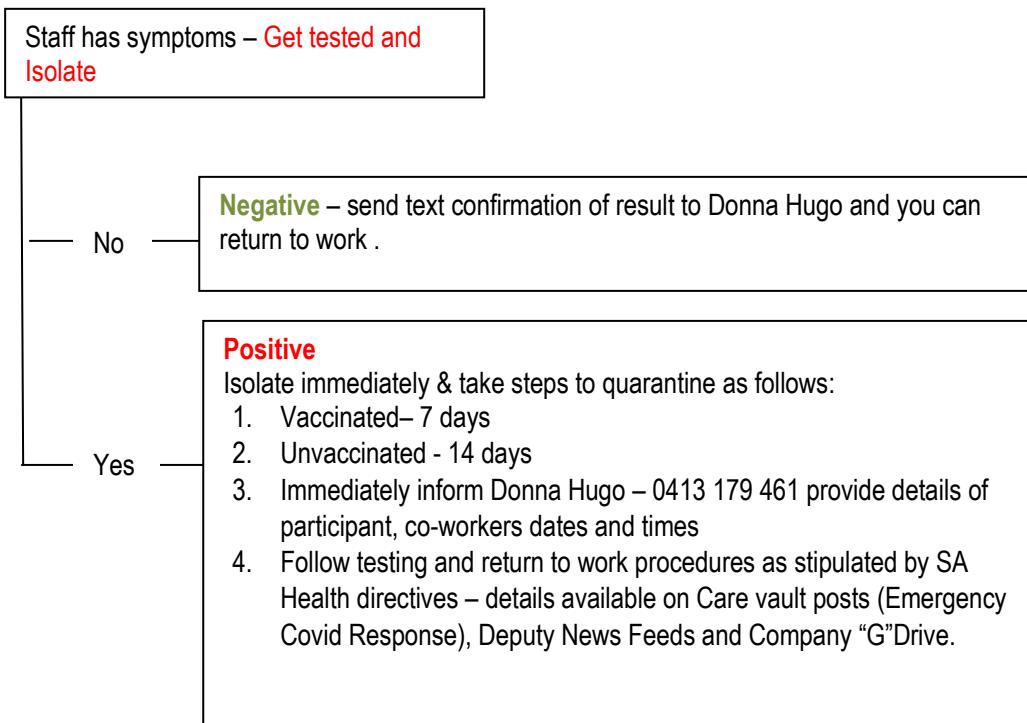
We appreciate that this is a stressful and difficult time for many in our community. We've informed all families to contact us with any questions and concerns on **1800 950 581** or email us on [Covidhotline@betgroupglobal.com.au](mailto:Covidhotline@betgroupglobal.com.au)

Yours Sincerely

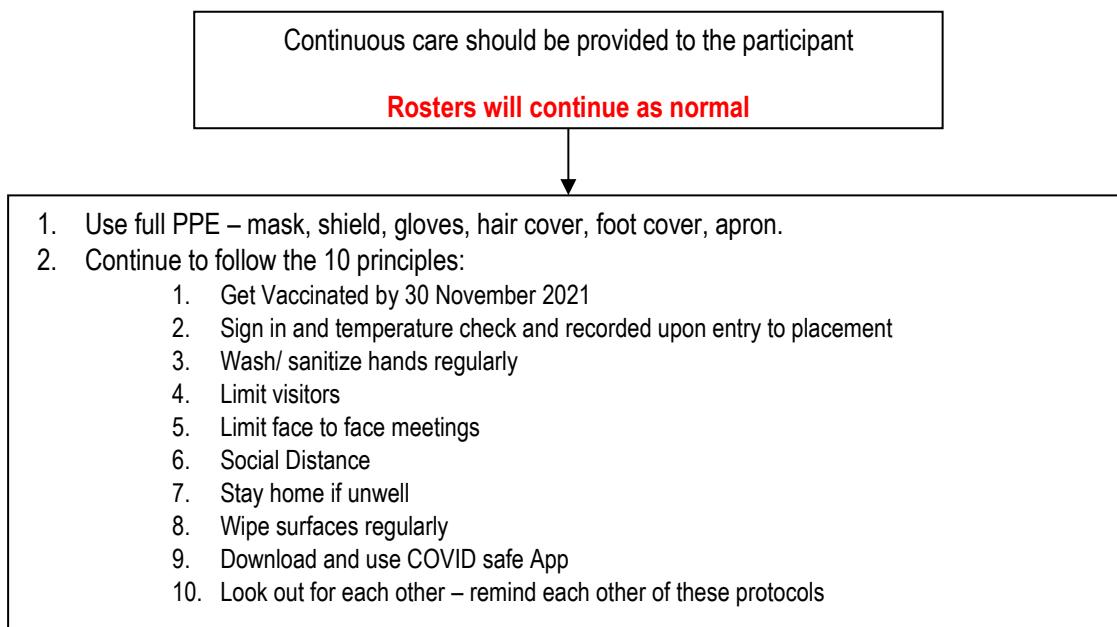


Emily Korir  
Chief Executive Officer  
BET Group Global

# Protocol for staff



# Protocol if participant tests COVID Positive



## Protocol when entering BET premises for staff and visitors

1. Complete Sign – in sheet
2. Check temperature – record temperature in sign in sheet. **If over 37.5C, Leave premises immediately. Get tested and inform Donna Hugo of the test result**
3. Show staff proof of vaccine (COVID)
4. Sanitize/ Wash hands

Email the COVID hotline with any concerns, observations or issues:

[covidhotline@betgroupglobal.com.au](mailto:covidhotline@betgroupglobal.com.au)