

SECTION 1: DETAILS	
Purpose	This COVID Management Plan (CMP) describes the safe work methods and COVID-19 controls to be followed when operating a shift with a Laundry van. This CMP has been designed with the Omicron variant of COVID-19 in mind.
Scope	These instructions apply to all workers (including staff and volunteers) of Orange Sky (OS). It is to be read in association with Orange Sky's other documents listed below.
Related Documents	<ul style="list-style-type: none"> Community Response (COVID-19) Volunteer Role
Location of Task	All jurisdictions OS operates throughout Australia.
Equipment Required	Bollards or safety cones x 4, a roll of flagging tape, laminated signs x 2, first aid kit, fire extinguisher, hand sanitiser, disposable gloves, surgical and N95 face masks, safety glasses, Glen 20 disinfectant spray (or similar), a roll of cloths, rubbish bags, roll of masking tape x 1, QR code poster.
Hazards	Friends or general public displaying symptoms of COVID 19, other flus and viruses, friends and/or general public not obeying social distancing rules or wearing face masks, frustration brought about by our operating guidelines. Increased case numbers in the community. Highly infectious nature of Omicron.
Help?	For help, questions or enquiries call Service Support on: 0488 851 113
Reviews & Updates	This CMP will be reviewed every six months from the date of issue. Revisions will be made in light of new safety guidelines or if operating parameters change.

SECTION 2: PERSONAL PROTECTIVE EQUIPMENT THAT MUST BE WORN WHEN PERFORMING THIS TASK



GLOVES



SURGICAL & N95 FACE MASK
(optional unless mandated)

SECTION 3: GENERAL COVID 19 INFORMATION

What is COVID-19?

COVID-19 is a virus that can cause respiratory infections. It affects people of all ages. People who have the COVID-19 virus will not always show symptoms.

What is the Omicron variant?

While we are still learning about Omicron it is thought to be the most contagious of all the known COVID variants to date, with research suggesting it's more than twice as transmissible as the delta strain.

How COVID-19 Spreads

COVID-19 is mostly (but not always) spread through person to person contact such as:

- Close contact with a person with a confirmed infection who sneezes or coughs.
- Touching your mouth or face after touching surfaces or objects such as door handles and hard surfaces which have been contaminated.
- Close contact with a person who is not showing symptoms but who is still infected with the virus.

Symptoms

If you have any of the following symptoms, do not come to shift – fever, coughing, sore throat, fatigue, shortness of breath. If you suspect you may have COVID-19, check your symptoms with *healthdirect*'s Symptom Checker: www.healthdirect.gov.au/symptom-checker/tool/basic-details and visit your GP or get tested at your earliest convenience.

Advice for Older People

People aged 70 years and over, people aged 65 years and over with chronic medical conditions, people with compromised immune systems, and Aboriginal and Torres Strait Islander people over the age of 50 are at greater risk of more serious illness if they are infected with COVID.

Advice for Unvaccinated Volunteers and Friends

We never want anyone to volunteer if they don't feel safe or comfortable therefore we have tried to build a multi-layered control system for managing COVID-19. This means if one control fails hopefully the others work and continue to help keep you safe. We view the COVID vaccine as an additional control measure (not a silver bullet) that works alongside our other current control measures – social distancing, hand hygiene, PPE (face masks), increased cleaning etc. If all volunteers both, vaccinated and unvaccinated, follow our controls while on shift hopefully, this will help mitigate the chances of contracting COVID, even if one or two controls break, especially since as volunteers you may be interacting with unvaccinated friends. Please see section 4 for a complete list of our control measures.

Protect Yourself and Others

- Follow the advice of health professionals
- Practise good hygiene
- Practise social distancing – keep 1.5 metres away from others
- Wear and use PPE, including faces masks

SECTION 4: OUR COVID CONTROL MEASURES

Training

OS has developed training materials that explain the safe work procedures that must be followed when operating a shift during the current COVID-19 pandemic in order to set up, operate and pack down the shift safely. All volunteers are required to complete the training prior to going out on their first shift.

Note: The training can be found on the **OS Portal**, under **Training Centre – Orange Sky & COVID-19 Induction**

Check in App

Each Orange Sky van and pod has been assigned a QR Code for volunteers and friends to check in when

volunteering or using our services. Using the check in app will help health authorities contact trace people who have or may have been exposed to COVID.

Note: *If friends do not have a phone or simply refuse to check in, volunteers **are not** required to ensure they do. If the friend is having a shower, we will capture their details (their name, the shift name, date and time) in the shift report, which will help with contacting tracing if required.*

Face Masks on Shift

Face masks can be effective in reducing the transmission of the COVID virus between people. During times of mandatory face mask directions issued by State or Federal Governments, surgical or N95 face masks will be required to be worn on shift by volunteers and friends in line with State guidelines. Both Masks are available in the vans and can be given to friends who do not have a mask of their own.

Social Distancing

COVID is most likely spread through close contact with a person who has it and/or contact with droplets when a person with a confirmed case coughs or sneezes. Therefore the Department of Health has advised Australian's to keep a minimum distance of 1.5 meters apart to help minimise the transfer of droplets between people; this is referred to as social distancing.

Hygiene

Another way COVID spreads is from touching objects or surfaces that are contaminated by droplets coughed or sneezed from a person with a confirmed case. Therefore, good hygiene is necessary to stop the spread. Wash your hands thoroughly with soap and water for no less than 20 seconds or use hand sanitiser with at least 60% alcohol or using the World Health Organization (WHO) formula, 80% ethanol or 75% isopropyl alcohol.

Cleaning

Regular cleaning and disinfecting of frequently touched areas and surfaces during a shift and at the end of the shift helps prevent the spread of COVID-19.

Cordon

The cordon is designed to help create a safe operating environment around the van by making it easier to manage the environment and the people accessing our service and to ensure all our COVID controls are followed.

Posters and Signage

Posters and signage are displayed to help inform and remind everyone what the requirements and expectations are while attending an OS shift.

PPE

Personal protective equipment has been supplied in each van to help protect you and friends against coming into contact with COVID. PPE includes:

- Disposable gloves (gloves should be changed regularly during a shift to avoid the build up of germs)

- Surgical and N95 Face masks
- Safety goggles
- Hand sanitiser

Wellness Declaration

The wellness declaration helps to provide a real-time check of people for symptoms related to COVID-19. This can be performed two ways, both at the start of shift by 1) the Team Leader verbally checking in with each team member and asking the following questions:

1. Have you been diagnosed with COVID-19 in the past 7 days?
2. Have you had any flu like symptoms (cough, sore throat, fever) in the last 7 days?

Or 2) by using the Jotform digital version (available upon request).

Limit Physical Contact

Like social distancing, limited physical contact such as replacing a handshake for an elbow bump can help with reducing the possible spread and transfer of COVID between people.

Note: Certain controls will be turned on and off based on the current risk levels and State imposed lockdowns and restrictions at the time. OS will communicate to volunteers any updates to control measures, and your Team Leader will inform you of any changes during prestart huddles.

SECTION 5: SAFE WORK PROCEDURE

STEP NO.	TASK / ACTIVITY	CONTROL MEASURES / PRECAUTIONS
1.	Prestart clean of van cabin	<p>A prestart clean shall be conducted on the van's cabin prior to driving to shift. Using the Glen 20 (or similar) or multi-purpose cleaner, a disposable single-use cloth and disposable gloves, spray and wipe clean the following touchpoints as a minimum:</p> <ul style="list-style-type: none"> • Steering Wheel • Gearstick • Indicator and windscreen wiper levers • Instrument cluster and radio • Internal and external door handles • Seat belt catch and button • Any other surfaces you feel need to be cleaned <p>Once you have wiped the van down, use hand sanitiser or wash your hands with soap and running water (for a minimum of 20 seconds).</p>
2.	Prestart team huddle	<p>Prior to starting the shift, but after you have set up the cordon (as explained in step 3) the team is to perform a prestart huddle, this is an opportunity for the Team Leader to update the team with any news and remind the team about the current active control measures, and ensure all volunteers have signed in via the check in app.</p>

<p>3.</p>	<p>Cordon set up</p>	<p>During COVID-19 shifts have been set up differently compared to pre-COVID shifts in order to accommodate our control measures.</p> <p>One of the controls is the cordon:</p> <ul style="list-style-type: none"> You are required to set up a cordon that you will operate within. Only volunteers and the friends getting their washing done at the time can enter the cordon; everyone else will have to wait outside until it's their turn. <p>Note - while friends wait outside the cordon, we will encourage them to abide by social distancing rules (1.5m); however, volunteers will not enforce it outside of the cordon.</p> <ul style="list-style-type: none"> Friends will enter and exit the cordon by the front of the van. Upon entering the cordon, ask them to sign in using the check in app and make sure they are wearing face masks. Washing can be lined up inside the cordon while the friends wait outside the cordon for their turn. Orange chairs will be placed 1.5 meters apart within the cordon and cannot be moved closer together.
<p>4.</p>	<p>Shift set up</p>	<p>Upon Arrival:</p> <ul style="list-style-type: none"> Park the van in the best position to ensure you can set up as outlined in the map above. Before setting up any equipment, establish your cordon.

		<ul style="list-style-type: none"> • 1 meter is approximately equivalent to one large stride or step. Mark out the cordon using 3 large steps (3 meters is the requested distance) from the front passenger’s door and place your first cone or bollard. • Tie the cordon tape around the passenger doors side view mirror and the first cone or bollard. • At the rear of the van pace out 3 more steps and place the second cone or bollard. • Tie the cordon tape to the rear door and second cone or bollard. • Then set up your third cone in line with cone 1 and tie tape between cone 2 and 3. • Place your fourth cone 2 meters from cone 1 and in line with cone 1 and 3. • Tie tape between cone 3 and 4. Your cordon is now set up. • Display the laminated posters so friends can read them. <p>Clean and Waste Water:</p> <ul style="list-style-type: none"> • Once you have set up the cordon, run the clean water hoses to the tap and lay down the trip guards as you would per a normal shift. • Wastewater is to be dumped in keeping with prior arrangements. <p>Orange Chairs</p> <ul style="list-style-type: none"> • Once you have unloaded the van, set up the orange chairs approximately 2 meters from the van and 1.5 meters apart. <p>Note: <i>if the shift is quiet, you may want to start by setting up 4 orange chairs as 6 chairs at 1.5 meters apart takes up a lot of space. Keep this in mind as you set up.</i></p>
5.	<p>Cleaning & disinfection definitions</p>	<p>Cleaning and disinfecting are two different processes:</p> <ul style="list-style-type: none"> • Cleaning means physically removing germs, dirt and organic matter from surfaces. • Disinfecting means using chemicals to kill germs on surfaces. It’s important to clean before disinfecting because organic matter and dirt can reduce the ability of disinfectants to kill germs. <p>A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus. Cleaning reduces the soil load on the surface, allowing the disinfectant to work and kill the COVID-19 virus. Disinfectant may not kill the virus if the surface has not been cleaned first.</p> <p>Note: <i>When using disinfectant, let the spray air dry on the surface for 10 minutes (or the time specified by the manufacturer) before wiping off.</i></p>
6.	<p>Cleaning process for washing machines & dryers</p>	<p>Using the Glen 20 (or similar) a disposable single-use cloth and disposable gloves, spray and wipe clean the outside of each machine after every wash & dry including:</p> <ul style="list-style-type: none"> • washing machine and dryer door handles • washing machine and dryer control panel and buttons • all washing baskets used

		<ul style="list-style-type: none"> any other surfaces that were touched <p>Dispose of gloves and cloths in a rubbish bag after use.</p>
7.	Cleaning process for other touchpoints	<p>Laundry Baskets As mentioned above spray and wipe clean after use before it is used again</p> <p>General Surfaces Any surfaces or areas that are touchpoints or you observe being touched regularly during shift clean as required.</p> <p>Orange Chairs After an orange chair has been used by a friend or volunteer, spray and wipe it clean before the next person uses it.</p>
8.	Sorting, loading, unloading machines	<p>Sorting, Loading and Unloading Washing Machines and Dryers</p> <ul style="list-style-type: none"> Friends are required to sort their washing prior to putting it into a machine, removing everything in the pockets, including sharps and checking the garments are not soiled. Friends are also required to load and unload their washing from the washers and dryers under the supervision of a volunteer to minimise the amount of contact between volunteers and friends. Think of it like self-service. <p>Note – We will not be washing soiled clothing under any circumstances.</p>
9.	Pack down	<p>End of Shift Clean & Disinfect (refer to step 5 & 7):</p> <ul style="list-style-type: none"> As you pack down, clean & disinfect all items used during the shift one last time, including the orange chairs and all touchpoints. Dismantle the cordon last before you depart the site. The flagging tape is single-use and to be put in the rubbish at the end of shift. <p>Note – Due to letting the disinfectant sit for 10 minutes, you may want to start the process 10 minutes earlier to allow enough time at the end of shift.</p> <p>Back at Van Base Gloves are still to be worn back at base:</p> <ul style="list-style-type: none"> Dump wastewater (if not done so already) Refill clean water tank <p>Final Clean (refer to step 5): Back at base clean the following touchpoints:</p> <ul style="list-style-type: none"> Steering Wheel and gear stick Indicator and windscreen wiper levers Instrument and infotainment cluster Internal and external door handles The handrails Van lockbox

		<ul style="list-style-type: none"> • Any other surface you feel needs to be cleaned • Dispose of rubbish bags in skip bins when possible or at service provider's if they offer.
10.	PPE	<p>First, Sanitise your Hands Before you put on any PPE wash or sanitise your hands first to avoid the transfer of germs and dirt.</p> <p>Face Masks Face masks are optional (to wear) unless mandated by the State or Federal government, and are only required to be worn if mandated, you are instructed to do so, or at your own discretion. They can also be given to a friend. We use a combination of surgical masks and N95's (also known as KN95 and P2).</p> <p>To correctly put on your face mask simply:</p> <ol style="list-style-type: none"> 1. Pick up the mask by the ear straps. 2. Inspect the mask for tears or holes (do not use a mask that has been previously worn or is damaged). 3. Identify which side is the top - usually where the metal strip is. 4. Identify the inside of the mask - usually the white side. 5. Place the mask on your face covering your nose, mouth and chin. 6. Pinch the metal strip so that it moulds to the shape of your nose. 7. Do not touch the front of the mask while using it to avoid contamination. <p>To correctly remove your face mask:</p> <ol style="list-style-type: none"> 1. Prior to taking the mask off, wash or sanitise your hands again. 2. Remove the straps from behind your ears without touching the front of the mask and pull the mask away from your face. 3. Discard the mask immediately in a rubbish bag. 4. Wash your hands again after disposing of the mask in the rubbish. <p>Disposable Gloves Gloves are to be worn at all times throughout the shift and changed regularly to avoid the build-up of dirt and germs.</p> <p>To correctly remove disposable gloves simply:</p> <ul style="list-style-type: none"> • Grasp outside of glove with opposite gloved hand and peel off and place in the rubbish bag • Slide finger/s under remaining glove and peel off from the rear turning the glove inside out, being careful not to touch the outside of the glove. • Place the second glove in the rubbish • Wash or sanitise your hands after disposing of the gloves in the rubbish.

		<p>Safety Glasses</p> <p>Safety glasses are to be worn each time the showers are cleaned or if you would like to use them for an added layer of protection. Each time you have finished cleaning a shower or wearing the glasses, clean the glasses. There should be enough pairs of glasses for each volunteer to use during the shift. At the end of the shift clean and disinfect your glasses and put them back, leaving them clean and ready to be used by the next team. We recommend using one pair of glasses during the shift to avoid having to share and disinfect the glasses multiple times.</p> <p>Cleaning when the glasses become dirty:</p> <ul style="list-style-type: none"> • Clean with neutral detergent and water (if available) or an alcohol/disinfectant wipe. • Rinse with water. • Dry protective glasses with soft material or cloth. <p>Cleaning and disinfecting glasses at the end of the shift:</p> <ul style="list-style-type: none"> • Thoroughly clean with neutral detergent and water (if available) or an alcohol/disinfectant wipe. • Rinse well with water. • Dry glasses with soft material or cloth. • Spray glasses with Glen 20 disinfectant spray (or similar) and level disinfectant to air dry for 10 minutes. • After 10 minutes rinse with water or remove disinfectant with an alcohol/disinfectant wipe. • Dry glasses with soft material or cloth. • If the glasses are unable to be cleaned and disinfected successfully (e.g. residual dirt is unable to be removed or there is plastic clouding), then discarded glasses in the rubbish and inform your TL a replacement pair is required. <p>Soap, Water and Hand Sanitiser</p> <p>If your shift does not have access to handwashing facilities, ensure you have plenty of hand sanitiser available in the van. If you have access to handwashing facilities remember to wash your hands for no less than 20 seconds regularly throughout the shift.</p>
11.	<p>Key hazards to be mindful of during shift</p>	<p>Social Distance</p> <p>You will be working in a confined area, remain mindful of social distancing rules and</p> <ul style="list-style-type: none"> • Keep the 1.5 meter distance from volunteers and friends at all times • Remind friends to keep the distance also • Avoid physical greetings such as handshakes and high fives <p>Slips, Trips and Falls</p> <p>These hazards can be hard to spot and accidents can happen in seemingly safe</p>

environments. Injuries may result in sprains, strains, cuts, bruising, back injuries and broken bones.

Slips: surfaces can become slippery when the area has become wet, be sure to clean up spills straight away.

Trips: can occur because of uneven ground, hoses, washing baskets and clutter. Always put things away and remove clutter from walkways.

Falls: injuries from falls can occur from any height. When entering the front, side or rear doors of the vans always have 3 points of contact as you climb up and down.

Using Disinfectants Safely

- Follow all manufacturer’s instructions.
- Do not use different types of disinfectants together.
- Store your disinfectants safely and securely, out of direct sunlight and away from heat sources.
- If you need to mix your disinfectants, do so in a well-ventilated area.
- For spraying or misting products, spray directly into the cleaning cloth to dampen the cloth for use. Take care not to generate a mist.
- PPE to use when diluting and using disinfectants includes:
 - gloves, elbow-length if available, and
 - eye protection (safety goggles, not prescription glasses).

Hygiene

Practise good hygiene while on shift this includes:

- Cover your coughs and sneezes with your elbow or a tissue
- Put used tissues straight into the bin
- Wash your hands often with soap and water for no less than 20 seconds, including before and after eating and after going to the toilet
- Use hand sanitiser if soap and water is not available
- Avoid touching your eyes, nose and mouth
- Clean and disinfect frequently used objects such as mobile phones, keys.

Safety

These are stressful times for everyone, we don’t know what mental state our friends, the general public and service providers are in. With this in mind remember:

- The safe word - *Daphne*
- Be sure to know the location of your two safe places
- Refresh yourself on the TARP
- Talk to your fellow volunteers if you need help
- Don’t become isolated with a friend during shift.