



Embrace COVID Safe Protocols

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IF UNWELL, SEEK MEDICAL ADVICE AND SELF-ISOLATE - COVID 19 HOTLINE 1800 675 398

This document summarises the protocols that Embrace has undertaken to ensure the risk of transmission of COVID-19 is minimised throughout its delivery of in person tutoring.

It also guides staff about how to proceed when dealing with a suspected/confirmed case in different scenarios.

Please be aware that the protocols below will be updated periodically in accordance with government authorities' guidelines and outbreak behaviour.

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1. Preventative Protocols

1.1 General COVID Safe Rules

1.1.1 Physical Distancing

- Stay 1.5 meters away from others.
- Space allocation of minimum 4m² per person.
- Maximum capacity rules for each room must be followed in accordance with the signs displayed in each area.
- To avoid congregation participants must follow their given start time, and school's entrance/exit points.

1.1.2 Hygiene and Cleaning Protocols

- Practice Regular hand hygiene using either alcohol-based hand sanitizer or washing hands with soap and water for a minimum of 20 seconds.
- All tutors, staff, and students should practice hand hygiene immediately on arrival to the venue.
- Cough etiquette: Cover nose and mouth when sneezing or coughing by using a tissue, elbow, or shoulder.
- Hand sanitiser stations are located at the venue.
- Clean and disinfect high touch surfaces regularly, such as desks, doors, and keyboards.

1.1.3 Personal Protective Equipment (PPE)

- As per Victorian Government advice, masks are mandatory indoors.
- To minimise the risk of spread, tutors, students and staff must wear a face mask.
 - If there are valid medical exemptions, these will be evaluated on a case by case basis.
- The mask must be fitted and cover your nose and mouth.

1.1.4 Record Keeping

- A record is to be maintained of every person who attends a session, including staff, students and volunteers.
- This collects the participants name, time of arrival and time of departure.

1.1.5 Communication

- COVID-19 updates and news that impact Embrace Education's operations will continue to be shared with school contacts and volunteers regularly, via email.
- Our COVID-safety plan will be reiterated to volunteers and school staff, and there will be opportunities to answer any questions and concerns.
- The Coordinator is responsible for sharing the school facility guidelines with volunteers, and ensure they understand and agree to adhere to these guidelines.

1.2 Operations

- Food will not be shared, individuals will be given specific bowls or individually wrapped food.

- Where possible we will reduce the amount of shared resources being used. Where it is not possible to remove these, we will disinfect the items in between each use.
- “HWC bubbles” - Where possible volunteers will be rostered to one location and on the same day each week to minimise overlap, and reduce the spread of a potential positive case.

1.3 Risk Assessment

- Embrace Education will review and determine the need to cease/re-engage in person HWCs according to government advice and school guidelines
- The risk assessment includes:
 - o Review of the COVID safe plan at the school's/location: before sending out volunteers, embrace must obtain a copy of the school's covid safe plan
 - o review/audit of the COVID safe plan/protocols at the site
 - o Weekly activities in transmission rates will be monitored. In person tutoring may cease temporarily and at short notice if transmission rates increase and based on government guidelines.

2. CONTINGENCY PROTOCOLS

Every case is to be assessed and treated on an individual basis. However, the following protocols are to be followed in case of:

- 2.1 A suspected case
- 2.2 A confirmed case

2.1 Suspected case - Potential exposure to COVID-19 case

People who show symptoms or have been in close contact should NOT attend the venue/facility or activity until they receive their test results or have completed their quarantine period and are cleared by DHHS.

2.1.1 School Staff or Student

If unwell while onsite

- If a school staff or student starts to present with COVID-19 like symptoms (cough, sneezing, shortness of breath and/or temperature above 37.4C):
- **Step 1:** Immediately provide with PPE (mask), Provide access to the COVID-19 hotline: 1800 675 398, and kindly request to leave and seek medical advice.
- **Step 2:** Request contact details (Name and phone) and record date
- **Step 3:** Advise Embrace coordinator

Coordinator Process

- Communicate with school contact for record keeping and follow up
- Action according to medical advice

2.1.2 Volunteer

If unwell before coming to session

- **Step 1:** Do not come to volunteer
- **Step 2:** Contact homework club coordinator (email or call)
- **Step 3:** Seek medical advice and/or call the COVID 19 hotline 1800 675 398

Coordinator Process

- **Step 1:** Maintain communication with volunteer. Reschedule session
- **Step 2:** Action according to medical advice.
- **Step 3:** Maintain record keeping

If unwell while on site

- If volunteer starts presenting COVID-19 like symptoms while tutoring:
- **Step 1:** Potential case is to retrieve and wear PPE, and leave the session.
- **Step 2:** Advise HWC coordinator (email or call) and school staff
- **Step 3:** Contact the COVID-19 hotline 1800 675 398, and if advised, visit a screening location to be tested

Coordinator process

- **Step 1:** Maintain communication with volunteer and school contact. Reschedule volunteer's session
- **Step 2:** Action according to medical advice
- **Step 3:** Maintain record keeping

We will take all necessary actions to ensure any potential infection will not spread throughout our volunteers and the school community at this uncertain time.

2.2 Positive Case

2.2.1 If School student or staff

Every case is to be assessed on a case-by-case basis. However, the following steps are predetermined when the school contact informs Embrace that there has been a positive case:

Coordinator process:

- **Step 1:** record information (Name, contact details and date of visit) and immediately inform contacts (section 3.1).
- **Step 2:** Check with the school that DHHS-Vic (1300 651 160) had been notified of the confirmed case and follow their specific advice.
- **Step 3:** Review database to quickly determine volunteers who were in close contact with the Positive case.
- **Step 4:** Contact volunteers that were in close contact with the Positive case 48 hours prior to presenting symptoms, to be tested and to isolate. Provide volunteer contact details to the Health Department, where it is requested and there is a proposed risk.
- **Step 5:** Check with school if premises will close, and that deep cleaning has been organized.
- **Step 6:** Follow up with volunteers who were in close contact with a positive case.

2.2.2 If Volunteer

Every case is to be assessed on a case-by-case basis. However, the following steps are predetermined when a volunteer informs Embrace that he/she has been a positive case:

Coordinator process:

- **Step 1:** Record information (Name of person involved, date of test/test results and date presenting symptoms) and immediately inform the Embrace contacts (see section 3.1) as well as school contact.

- **Step 2:** contact DHHS-Vic (1300 651 160), to notify of a confirmed case and seek specific advice.
- **Step 3:** Review database to quickly determine volunteers who were in close contact with the Positive case.
- **Step 4:** Contact volunteers that were in close contact with the Positive case 48 hours prior to presenting symptoms, to be tested and to isolate. Provide volunteer contact details to the Health Department where it is requested and there is a proposed risk.
- **Step 5:** Maintain communication with school, confirm students and staff have been notified. Check with school if premises will close, and that deep cleaning has been organized.
- **Step 6:** Follow up with volunteers and school staff who were in close contact with a positive case.

2.3 Online Program

- Should Embrace have to cease its delivery of in-person programs for an extended period of time due to unforeseen circumstances.
- Embrace will offer the in person participants the option to move to the online tutoring program that is running concurrently with HWCs in 2021.

3. Key Contacts

3.1 Embrace Organization Contacts:

All cases are to be reported/communicated to:

North West Schools	South East Schools
hwc.unimelb@embrace-education.org	hwc.monash@embrace-education.org
president.unimelb@embrace-education.org	onlineprogram.1@embrace-education.org
	president.monash@embrace-education.org

3.2 Victoria Contacts:

Entity	Contact
DHHS	1300 651 160
COVID-19 Hotline	1800 675 398

Appendix 1: Volunteer conduct guidelines

- **Note:** Volunteers are reminded that if they are feeling unwell (even with minor symptoms), do not attend your session and let the Embrace coordinator know ASAP.
- **Before a session**
 - get tested and stay home even if you only have mild symptoms (e.g., cough, sore throat, fever, or runny nose)
 - Please ensure you follow the latest advice related to getting tested for COVID-19
 - If you have been tested, follow DHHS advice and please let Embrace know so we can support you.
 - Ask yourself, am I experiencing flu-like symptoms (e.g. fever, headache, body aches, cough, difficulty breathing)?
 - If YES, do not come to volunteer. Let the HWC coordinator know via email that you are not feeling well. Contact your health care provider immediately.
- **During a session**
 - If you feel ill during the day, contact your health care provider immediately and notify the HWC coordinator.
 - Every time you enter a school please follow temperature checking and hand sanitising procedures
 - Embrace suggests sanitising hands every time you switch to helping a new student
 - Wear a mask in accordance with DHHS guidelines (fitted, covering nose and mouth, clean mask)
 - Practice 1.5m distancing as much as possible