



## The Trading Coach International COVID safe plan

This COVID safe plan has been completed by (name): Ron Bentley

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Reviewed on 1/1/2021:

Requirements	Actions to consider	Agreed office and event actions
<b>Ensuring wellness of clients and staff</b>		
Identify and implement protocols and procedures, enabling the office and event to identify clients who pose a risk of COVID-19 transmission	<ul style="list-style-type: none"> <li>• <i>Contact clients by phone prior to physical office and event attendance to determine level of COVID-19 transmission risk</i></li> <li>• <i>Consider implementing temperature checks for all people entering the office or event</i></li> </ul>	
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	<ul style="list-style-type: none"> <li>• <i>Review Work Safe Victoria infection control guidelines and advice</i></li> <li>• <i>Review Work Safe Victoria advice regarding facemasks and PPE</i></li> <li>• <i>Review Australian Government Department of Health's environmental cleaning and disinfection protocols for health and residential care facilities</i></li> </ul>	
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	<ul style="list-style-type: none"> <li>• <i>Review Work Safe Victoria Staffing, HR and financial support webpage</i></li> </ul>	
Display conditions of entry for any clients (website, social media, entry points).	<ul style="list-style-type: none"> <li>• <i>Note Work Safe Victoria approved office and event posters and social media tiles</i></li> </ul>	
Requirements	Actions to consider	Agreed office and event actions



Hygiene, cleaning and infection control		
<p>Provide and promote hand sanitiser stations for use on entering office and event and during consultations.</p> <p>Ensure adequate supplies of hand soap and paper towels are available for staff.</p>	<ul style="list-style-type: none"> <li>• <i>Location of hand sanitiser stations throughout the office and event</i></li> <li>• <i>Ensuring rubbish bins are available to dispose of paper towels</i></li> <li>• <i>Ensuring adequate supplies of soap and sanitiser</i></li> <li>• <i>Ensuring staff have information on how to wash and sanitise their hands correctly</i></li> </ul>	
<p>Where possible: enhance airflow by opening doors/windows and adjusting air conditioning.</p>	<ul style="list-style-type: none"> <li>• <i>Making sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift</i></li> </ul>	
<p>Ensure all staff wear appropriate face covering and/or required PPE.</p> <p>Ensure availability of adequate face masks and PPE available for clients and staff in case required.</p>	<ul style="list-style-type: none"> <li>• <i>Identifying and ensuring availability of face coverings and PPE required for the workplace and describe when and how they need to be worn</i></li> <li>• <i>Monitoring use of face coverings in all staff and clients, unless a lawful exception applies</i></li> <li>• <i>Review Work Safe Victoria advice regarding facemasks and PPE</i></li> </ul>	
<p>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene office and events and slowing the spread of coronavirus (COVID-19).</p>	<ul style="list-style-type: none"> <li>• <i>Educating staff on hand and cough hygiene, including how to wash and sanitise their hands correctly</i></li> <li>• <i>Reinforcing the importance of not attending work if unwell</i></li> <li>• <i>Ensuring staff have access to appropriate information on the use of face coverings and PPE</i></li> <li>• <i>Review Work Safe Victoria advice regarding facemasks and PPE</i></li> </ul>	
<p>Replace high-touch communal items with alternatives.</p>	<ul style="list-style-type: none"> <li>• <i>Installing no touch amenities such as contactless taps, rubbish bins and soap dispensers</i></li> <li>• <i>Avoid sharing of equipment such as phones, desks, headsets, offices, tools or other equipment</i></li> <li>• <i>Provide staff with their own personal equipment, labelled with their name</i></li> </ul>	



<p>Increase environmental cleaning (including between clients), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<ul style="list-style-type: none"> <li>• <i>Identify high touch surfaces (lift buttons, door and cupboard handles, kitchen counters, touch screens, shared work equipment)</i></li> <li>• <i>Provide staff with information about workplace cleaning schedule and how to use cleaning products</i></li> <li>• <b>Note:</b> <i>according to WorkSafe, shared staff spaces such a kitchenettes and bathrooms must be cleaned at regular intervals</i></li> <li>• <i>Review Australian Government Department of Health's <a href="#">environmental cleaning and disinfection protocols for health and residential care facilities</a></i></li> <li>• <i>Review Work Safe Victoria advice regarding Cleaning requirements</i></li> <li>• <i>Review Work Safe Victoria advice regarding COVID-19 infection control, as it pertains to disinfection of optometry equipment used in testing</i></li> </ul>	
<p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<ul style="list-style-type: none"> <li>• <i>Identify which products are required for thorough cleaning</i></li> <li>• <i>Monitor supplies of cleaning products and regularly restock</i></li> </ul>	
<p>Ensure that waste is categorized and disposed of correctly.</p>	<ul style="list-style-type: none"> <li>• <i>Ensure there are lids on bins where possible</i></li> <li>• <i>Ensure any disposable items are disposed of correctly after use</i></li> </ul>	



Requirements	Actions to consider	Agreed office and event actions
<b>Physical distancing and limiting workplace attendance</b>		
Ensure that all staff that can work from home, do work from home.	<ul style="list-style-type: none"> <li>• <i>Identify the roles that can be adapted to be performed from home</i></li> <li>• <i>Adapt working arrangements to enable working from home</i></li> <li>• <b>Note:</b> <i>Current guidelines require that employers must not require employees to work onsite if their work can be performed from home.</i></li> </ul>	
Ensure that all client contact is conducted via phone, email, Zoom or Skype where possible.	<ul style="list-style-type: none"> <li>• <i>Identify the types of client contact that can be adapted to be performed via phone or internet contact</i></li> <li>• <i>Adapt working arrangements to enable 100% contactless delivery of coaching and support</i></li> <li>• <b>Note:</b> <i>Current guidelines require that employers must not require employees to work onsite if their work can be performed from home.</i></li> </ul>	
<b>Organise all group coaching events to comply with Victorian and Australian government requirements on event size, social distancing and lockdown restrictions.</b>	<ul style="list-style-type: none"> <li>• <i>Coordinate all events to minimise potential for transmission of covid-19.</i></li> <li>• <i>Understand and apply all government restrictions.</i></li> <li>• <i>Commitment to ensuring that our clients and staff have best opportunity to be protected from community transmission</i></li> <li>• <i>Provide, where possible, online events instead of live events during times of heightened cases of community transmission and to respond to government directions.</i></li> <li>• <i>Ensure continuity of business and support within government guidelines.</i></li> </ul>	



<p>Establish a system to screen staff and visitors before accessing the workplace or an event.</p>	<ul style="list-style-type: none"> <li>• Consider implementing temperature checking.</li> <li>• Asking workers to complete a health questionnaire before starting their shift</li> <li>• <b>Note:</b> Current guidelines require that employers must not require employees to work when unwell. Employees must not attend their workplace if they are being tested for coronavirus and must notify employers if they are a positive case. Employees who test positive must not work.</li> </ul>	
<p>Establish a system that ensures staff are not working across multiple office and events.</p>	<ul style="list-style-type: none"> <li>• Communicate the requirement for employees not to work across multiple office and events</li> <li>• Adjust rosters and developing procedures to ensure employees do not work across multiple office and events</li> <li>• Develop a form for employees to declare that they have not worked across multiple office and events</li> <li>• <b>Note:</b> Current guidelines require that employers must ensure staff are not working across multiple office and event settings. Employees must declare if they are working across multiple office and events.</li> </ul>	
<p>Configure all communal office and event spaces so that there is no more than one person per four square meters of enclosed workspace, and all individuals are spaced at least 1.5m apart.</p>	<ul style="list-style-type: none"> <li>• Consider installing screens or barriers as required</li> <li>• Rearrange, remove or cordon off furniture or stagger seating in common areas to ensure physical distancing</li> <li>• Consider implementing a density quotient or cap in each area (i.e. one person per 4sqm) and put up signage or posters to reflect the new limit</li> <li>• Note Work Safe Victoria office and event posters and social media tiles</li> </ul>	
<p>Use floor markings to provide minimum physical distancing guides in communal areas.</p>	<ul style="list-style-type: none"> <li>• Identify areas that require floor marking</li> </ul>	
<p>Minimise the build-up of clients waiting to enter and exit the workplace.</p>	<ul style="list-style-type: none"> <li>• Allocate different doors for entry and exit if possible.</li> <li>• Use an entry and exit system to the site that is as contactless as possible and quick to enter and exit</li> <li>• Use floor markings to provide minimum physical distancing guides at entrances and exits</li> <li>• Stagger appointment times to limit the number of clients on-site at any given time</li> </ul>	



<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<ul style="list-style-type: none"> <li>• <i>Develop and educate staff on strategies and work office and event changes to maintain physical distancing</i></li> <li>• <i>Reinforce messaging to staff that physical distancing needs to be maintained during work and during social interactions</i></li> </ul>	
<p>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</p>	<ul style="list-style-type: none"> <li>• <i>Stagger start and finish times, shifts and break times, to reduce usage of common areas at the same time</i></li> <li>• <i>Encourage staff to minimise time on breaks in shared facilities with others.</i></li> <li>• <i>Consider cohorting of staff (during shift work). Ensure there is no contamination (mixing) of staff across different shifts</i></li> </ul>	
<p>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the <u>'four square metre' rule</u>.</p>	<ul style="list-style-type: none"> <li>• <i>Outlining the maximum occupancy of areas that are open to the general public, and information about signage</i></li> <li>• <i>Note Work Safe Victoria office and event posters and social media tiles</i></li> </ul>	

Requirements	Actions to consider	Agreed office and event actions
<b>Record keeping</b>		
<p>Establish a process to record the attendance of staff, clients, workplace inspectors, and delivery drivers to assist in identifying close contacts.</p>	<ul style="list-style-type: none"> <li>• <i>Provide information on protocols for collecting and storing information for all people who enter the office and event, including staff, clients, carers workplace inspectors, and delivery drivers. Where possible, consider implementing a contactless system</i></li> <li>• <i>Review processes to maintain up-to-date contact details for all staff.</i></li> <li>• <b>Note:</b> <i>Workplaces are required to establish and maintain a register of attendance for all staff, locums, subcontractors, clients, carers and any other visitors (including workplace inspectors) to the</i></li> </ul>	



	<p><i>worksite, who are present for 15 minutes or longer. Records are only to be used for tracing COVID-19 infections, and must be stored confidentially and securely.</i></p>	
<p>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</p>	<ul style="list-style-type: none"><li>• <i>Educating staff on how to meet OHS requirements, including recording information about any incidents</i></li></ul>	



Requirements	Actions to consider	Agreed office and event actions
<b>Preparing your response to a suspected or confirmed COVID-19 case</b>		
<p>Prepare or update business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</p>	<ul style="list-style-type: none"> <li>• <i>Identify the roles and responsibilities of employer and employees.</i></li> <li>• <i>Prepare for absenteeism of staff members required to quarantine or isolate</i></li> <li>• <i>Describe key dependencies (e.g. third-party providers)</i></li> <li>• <i>Describe how you will continue to deliver essential services</i></li> <li>• <i>Describe your plans to communicate with staff, clients, suppliers, stakeholders in the event of a positive case</i></li> <li>• <i>Establish processes for managing perishable stock</i></li> </ul>	
<p>Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.</p>	<ul style="list-style-type: none"> <li>• <i>Establish a process and ensure readiness to provide records to DHHS and contact relevant staff members, including rosters and employee details</i></li> <li>• <i>Outline key responsibilities and process for engaging with DHHS and undertaking employer-led contact tracing</i></li> <li>• <b>Note:</b> <i>The office and event owner/manager is required to prepare records from the period of 48 hours prior to the onset of symptoms in the suspected case that include all rosters and employee details, along with customers, clients, visitors and workplace inspectors. This will assist in contact tracing should be employee test positive.</i></li> </ul>	
<p>Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or part of the workplace must be closed.</p>	<ul style="list-style-type: none"> <li>• <i>Implement a process for the cleaning and disinfection of workspaces and high touch surfaces, including use of service providers</i></li> <li>• <i>Establish a process for determining whether closure or part closure of the business and/or implementation of other control measures are required to manage risk</i></li> <li>• <b>Note:</b> <i>Where a case is confirmed to have been in the workplace, cleaning must be undertaken in accordance with DHHS guidance.</i></li> </ul>	



	<p><i>Employers must undertake a risk assessment to determine whether the worksite (or part of the worksite) should be closed. Where a suspected case is present at the workplace in the 48 hours prior to the onset of symptoms or while symptomatic, employers must take all practicable steps to manage the risks posed by the suspected case, including cleaning the affected employee's workspace, areas where they attended and high-touch surfaces.</i></p>	
<p>Prepare for how we will manage a suspected or confirmed case in an employee during work hours.</p>	<ul style="list-style-type: none"> <li>• <i>Identify an appropriate area to isolate staff members</i></li> <li>• <i>Communicate with the employee about the requirement to self-isolate and be tested</i></li> <li>• <i>Describing arrangements to isolate and transfer an unwell staff member from the premises to go home or get tested</i></li> <li>• <i>Outlining responsibility and process for entering details into relevant OHS system</i></li> <li>• <b>Note:</b> <i>An employee suspected to have COVID-19 is to be supported to travel home immediately OR to isolate at work if unable to travel home immediately. If isolating at work, the employee must wear a mask and be physically distancing from all other staff persons. An employer must request that an employee undergo a COVID-19 test and self-isolate.</i></li> </ul>	
<p>Prepare to notify workforce and site visitors of a confirmed or suspected case.</p>	<ul style="list-style-type: none"> <li>• <i>Regularly update and manage a list with the contact details and date of attendance of visitors to the workplace, including staff and clients</i></li> <li>• <i>Establish an effective way of quickly communicating with visitors to a workplace where there is or has been a suspected or confirmed case</i></li> <li>• <b>Note:</b> <i>For a confirmed case, employers must inform staff, customers, clients, visitors and workplace inspectors who are close contacts and direct them to stay in self-isolation. For a suspected case, employers must inform all staff at the workplace to be vigilant about the onset of COVID-19 symptoms, and to self-isolate at symptom onset and be tested as soon as reasonably practicable.</i></li> </ul>	



<p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<ul style="list-style-type: none"> <li>• <i>Establish a process and responsibility for notifying WorkSafe</i></li> <li>• <b>Note:</b> <i>Employers must immediately notify WorkSafe of a confirmed case: Immediately calling the mandatory incident notification hotline, and providing formal written notification within 48 hours.</i></li> </ul>	
<p>Confirm that your workplace can safely reopen and workers can return to work.</p>	<ul style="list-style-type: none"> <li>• <i>Establish a process for confirming that a workplace is safe to reopen, in line with advice from DHHS</i></li> <li>• <i>Establish a process for confirming a worker (with a suspected or confirmed case) does not have COVID-19 before returning to physical office and event</i></li> <li>• <i>Establish a process for notifying DHHS and Worksafe that the site is reopening</i></li> <li>• <b>Note:</b> <i>Employers may reopen the worksite once they have assessed that all required measures within the directions have been completed (unless in a high-risk workplace setting). DHHS and WorkSafe must be notified that the workplace is reopening.</i></li> </ul>	