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## KNC COVID 19 Service Re-opening Plan 25 May 2020 (to be reviewed after two weeks)

### 1. Purpose

This Plan aims to highlight the strategies and actions that the Kuranda Neighbourhood Centre is implementing in order to re-open the face to face service at the Centre and at the same time prevent and contain the transmission of infectious disease. This Plan forms part of the KNC Business Continuity Plan.

For the purpose of this service re-opening plan, infectious disease is defined as diseases caused by pathogenic microorganisms, such as bacteria, viruses, parasites or fungi; the diseases can be spread, directly or indirectly, from one person to another. This policy is focused on infectious diseases that are declared to be an epidemic or pandemic.

#### **Covid-19 is a new virus that can spread from person to person through:**

- close contact with an infectious person (including in the 24 hours before they started showing symptoms)
- contact with droplets from an infected person's cough or sneeze
- touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person, and then touching your mouth or face

Social distancing includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people. Social distancing is important because COVID-19 is most likely to spread from person-to-person, the more space between you and others, the harder it is for the virus to spread.

### 2. Introduction

An epidemic which is "a widespread occurrence of an infectious disease in a community at a particular time" and a pandemic which is "an outbreak (of a disease) prevalent over a whole country or the world" can create increased risks for communities. In these rare incidences, specific policies are required that aim to prepare services to best manage this increased risk.

- The **Kuranda Neighbourhood Centre** desires to protect families, clients, employees and the general public from contagion or infection by epidemics and/or pandemics to the best of their ability
- The **Kuranda Neighbourhood Centre** will facilitate, through its policies and procedures, strategies designed to reduce risks to protect families, clients, employees and the general public
- The **Kuranda Neighbourhood Centre** will comply with all directions from authorised public health officers and recognised medical authorities in relation to the epidemic or pandemic.

### 3. Protocols

- The **Kuranda Neighbourhood Centre** will plan and prepare to limit the impact on its operations due to Covid-19 as far in advance as possible.

- The **Kuranda Neighbourhood Centre** preparation and planning is being conducted to manage **infection control and risk minimisation**.
- The **Kuranda Neighbourhood Centre** will **re-open to the public on Monday 25<sup>th</sup> May 2020**. The hours of centre opening will be Monday and Tuesday 9am – 1pm, Wednesday and Thursday 9am-5pm and closed on Friday. The phone service for the Individual Support and Family Support services remains Monday – Friday 9am – 5pm. The centre opening hours will be reviewed after two weeks.

### **Family and Client Services**

- The **Kuranda Neighbourhood Centre** will continue to review the status of all current families, clients and new referrals to meet organisational protocols for COVID 19.
- The **Kuranda Neighbourhood Centre** will continue to provide services via the phone as appropriate and face to face where this best meets the needs of individuals and families. Any face to face service delivery will be done with relevant physical distancing, hygiene PPE as a precaution including gloves and face masks where necessary.
- Where clients have identified coronavirus contact and have symptoms outlined by the Queensland Government face to face contact will cease immediately and communication via phone and emails will be implemented.
- If any staff or volunteers have symptoms outlined by the QLD Government or if they come into contact with someone who test positive, they will cease face to face service delivery, seek testing for COVID19 and undertake any necessary isolation. Any positive tests will be reported to the **Management Committee, QLD Health** and any relevant **funding bodies**.

### **Social Distancing and Hygiene Practices**

- Social distancing has been implemented as an effective means to limit the risk. All staff and volunteers are expected to maintain distance of 1.5 metres where possible from families and clients in any face to face service delivery.
- The **Kuranda Neighbourhood Centre** has been assessed for layout and available space and to maintain a minimum of 4 square metres per person, the Centre will have a maximum of 3 persons at any one time inside the public spaces of the Centre. Additional clients may enter and be present in the private offices of key staff for delivery of Individual Support and Family Support. Staff involved will be responsible for appropriate distancing and hygiene practices. Staff will engage suitable marshalling strategies for such client's entry and exit of the Centre.
- There will be one entry point, a separate exit point, hygiene stations with hand sanitiser, marked distancing on the flooring for those waiting and clear signage about distancing protocols.
- Those with prams or people using mobility aids such as wheelchairs and walkers will have clear access to the centre with each case being assessed as it arises for equity and inclusive practice.
- Strict hygiene procedures are in place at the **Kuranda Neighbourhood Centre** and in the work vehicle.
- The Centre surfaces will be cleaned regularly with disinfectant.

