



# Australian Refugee Volunteers Inc. (ARV)

## COVID-19 Policy & Procedure

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### POLICY

#### 1. Introduction

- 1.1 ARV wishes as far as possible to protect its clients, volunteers, and the general public from COVID-19 infection.
- 1.2 ARV will facilitate, through its policies and procedures, strategies designed to reduce risks to its clients, volunteers, and the general public.
- 1.3 ARV will comply with all available health advice from the NSW Government in relation to COVID-19.

#### 2. Purpose

- 2.1 The purpose of this policy is to outline the strategies and actions that ARV intends to take to prevent the transmission of COVID-19, and control the transmission of COVID-19 when a case/s is identified.

#### 3. Scope

- 3.1 This policy applies to:

All members of ARV

- The ARV Executive
- ARV Program Team Members & Operations Volunteers
- ARV General Volunteers
- New Recruits

- 3.2 Clients of ARV and their family members

- 3.3 External facilitators that ARV may engage with to provide services

- 3.4 At the following ARV events:

- Monthly programs
- School holiday camps
- Admin Days / New Volunteer Training
- Volunteer social events

#### 4. Policy:

- 4.1 ARV will as far as possible plan for and make preparations to minimise the risk of COVID-19 transmission at an ARV event

- 4.2 In the face of the COVID-19 pandemic, ARV will, as far as possible:

- 4.2.1 Assist its clients, staff, volunteers and others, as relevant, to minimise their exposure to COVID-19 at an ARV event
- 4.2.2 Encourage those who have reason to believe that they are ill with COVID-19 to obtain a diagnosis at a testing centre



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- 4.2.3 Support volunteers, clients and external contractors to take reasonable precautions to prevent infection
  - 4.2.4 Provide personal protective equipment (masks, soap, hand sanitiser and gloves)
  - 4.2.5 Maintain its services throughout the period of concern, adapting its services if required to comply with the latest health advice
- 4.3 ARV requires people covered by this Policy to take the following precautions:
- 4.3.1 Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water
  - 4.3.2 Maintain at least 1.5 metres distance between yourself and another participant, except participants from your household
    - The physical distancing requirement does not apply to ARV clients, in line with NSW Government advice
  - 4.3.3 Avoid touching your eyes, nose and mouth, or shaking hands with others.
  - 4.3.4 Make sure you follow good hygiene, and encourage others to do the same. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze, and disposing of used tissues immediately.
  - 4.3.5 Stay home if you feel unwell.
  - 4.3.6 Keep up to date on the latest hotspots (cities or local areas where COVID-19 is spreading widely). If possible, avoid traveling to hotspot areas - especially if you are at higher risk.
  - 4.3.7 If you are at high risk of infection (as deemed by the NSW government and medical experts), consider whether you should continue attend ARV events
  - 4.3.8 At any sign of illness that may be COVID-19, follow the guidance as set by the NSW government and seek medical advice promptly

#### 5. Notes

In carrying out the procedures listed below, ARV will be guided by the information and directions provided by the NSW Government, and its occupational health and safety obligations.



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### 6. Related Documents

#### Relevant NSW Health Guidelines:

- **NSW Public Health Orders:** <https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules>
- **NSW Government, Face Masks:** <https://www.nsw.gov.au/covid-19/face-masks#situations-to-wear-a-mask>
- **NSW Government, Outdoor Public Gatherings:** <https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules#visitors-allowed-at-a-residence-and-outdoor-gatherings>

### PROCEDURE

#### 1.1 **The President** is responsible for:

- Nominating the COVID-19 Officer
- Ensuring that the organisation's Workplace Health and Safety policies are consistent with the intention of the COVID-19 policy
- Assessing the risks, in light of COVID-19, to:
  - ARV's volunteers and clients
  - ARV's suppliers of goods and services
- Prior to any face to face events commencing:
  - Giving notice to volunteers, clients, and any persons likely to be affected that COVID-19 procedures are in effect
  - Bringing into operation the COVID-19 management procedures specified below
  - Instituting any administrative measures necessary to reduce the impact of the vulnerabilities detailed above

#### 1.2 **Program Co-ordinators and Operations Co-ordinators** are responsible for:

- Ensuring that volunteers are aware of the COVID-19 procedures in effect at any time
- Abiding by the COVID-19 procedures specified below, when informed by ARV or Program and/or Operations Co-ordinators that the procedures are in effect

#### 1.3 **Volunteers** are responsible for:

- Abiding by the COVID-19 procedures specified below, when informed by ARV or Program and/or Operations Co-ordinators that the procedures are in effect

#### 1.4 **The COVID-19 Officer** is responsible for:



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- Working with the President on the preparation of a comprehensive COVID-19 plan
- Advising the President on when COVID-19 procedures should remain active
- Familiarising ARV volunteers with the recommended procedures to prevent transmission of COVID-19

### **2. Procedures**

The following procedures apply in the event of the President giving notice that COVID-19 procedures are in effect.

#### **2.1 Procedures to minimise the risk of COVID-19 transmission**

- The President and/or COVID-19 Officer and the ARV Executive Team:
  - Will consider on a continuing basis whether any scheduled events involving the attendance of volunteers, clients or new recruits should be changed, rescheduled or cancelled to minimise the risk of infection
  - Will undertake a risk assessment in order to determine whether we can return to face-to-face programs
  - Will consult the National Coronavirus Health Information Line if required to seek the latest guidance and to ensure compliance with all relevant rules and regulations
  - Will consult with volunteers regarding the intended plans for the transition to face-to-face programs
  - Will implement a staggered timeline with its return to programs:
    - Admin Days & new volunteer training to recommence December 2020
    - Charity & Teens Programs to recommence February 2021
    - Kids & Youth to recommence approximately April 2021
  - Will implement a shortened duration (half day programs of 3-4 hours) effective January 2021 until further notice, note that this does not apply to camp events
  - Will provide Protective Personal Equipment to all participants of ARV events (including masks, soap, hand sanitiser and gloves)
  - Will provide thermometer to enable temperature checks to be conducted
  - Will enforce the following safety measures:
    - All participants of all ARV events to maintain a physical distance of 1.5 metres from other participants
    - Mask usage is strongly recommended for all participants over the age of 12, except in the following situations where mask usage becomes mandatory for all participants over the age of 12:
      - When travelling in a car
      - When serving food to a group
    - Regular hand washing or use of hand sanitiser, particularly upon arrival at the event
    - Temperature checks for all participants at the start of an event



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- Any participants displaying symptoms of COVID-19 (such as fever, breathing difficulties and breathlessness, cough, sore throat, fatigue or tiredness or general cold like symptoms including sneezing, coughing, runny nose) are required to inform ARV and to not attend the event
  - Will pay attention to hotspot areas and provide regular updates to Program and Operations Co-ordinators to avoid scheduling events in suburbs with active cases
  - Will require all participants to 'check in' at an event and provide consent for their information to be provided to the NSW Government for contact tracing efforts if required
  - For children who are being picked up from home, will require the driver and passenger volunteers to facilitate the 'check in' process with the parents
- Program and Operations Co-ordinators:
    - Will complete the COVID-19 Infection Control Training Course provided by NSW Health before hosting any ARV event
    - Will complete a COVID-19 Safety Plan or Risk Matrix before each event, with specific details of COVID-19 risks relevant to the event, and obtain approval from the President and/or the COVID Safety Officer before the plan is considered finalised
    - Will send the COVID-19 Safety Plan to all attending volunteers ahead of the event
    - Ensure that event venues are compliant with NSW Government health guidelines
    - Will take note of information from the President and/or COVID-19 Officer and Executive Team and avoid scheduling events in hotspot areas
    - Will, where possible, plan for events to be outdoors where the risk of transmission is lower
    - Will plan for activities that permit all participants of the group to maintain a physical distance of 1.5 metres between each other
    - Will, at each event, appoint a designated COVID-19 Marshall to monitor all participants during the program and ensure compliance with this procedure and relevant government health advice
    - Will, upon arrival, complete the following safety tasks:
      - Conduct a temperature check of all volunteers upon arrival
      - Ensure all volunteers and clients wash hands or use hand sanitiser upon arrival
      - Ensure that all participants check in upon arrival at the program, or had checked in upon pick up
      - Distribute PPE to all participants at the start of the program
    - Will, where possible, organise for client families to drop the client off at the program venue. If this is not possible, organise for an ARV driver and passenger to collect the client
    - Will make an effort to separate groups at play; for example, by staggering break times and avoiding overcrowding



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- Will ensure that participants avoid sharing of materials which requires constant physical contact and where consistent sanitisation is not practical (e.g. board games, card games, toys etc.)
- Will ensure participants avoid sharing of pencils, papers, craft items by providing clients with individually bagged pencil cases
- Will, when serving food and drink, minimise the need to share items, either by:
  - Supplying all food and drinks as individual serves
  - Having one or two designated volunteers to serve food (gloves and face mask required)
  - Utilising disposable cutlery

### **2.2 Procedures for managing suspected illness**

- In the unlikely event that a volunteer attends an event with symptoms of COVID-19, Program Co-ordinators will:
  - Ask the volunteer to leave
  - Call the National Coronavirus Health Information Line and seek advice to determine if the event can continue
  - Request that the volunteer provide a certificate of health from their GP or a negative COVID-19 test in order to participate in following events
- In the unlikely event that a volunteer attends an event and develops COVID-19 symptoms during the event, Program Co-ordinators will:
  - Request that the volunteer leave
  - Call the National Coronavirus Health Information Line and seek advice to determine if the event can continue
- If a client is displaying COVID-19 symptoms prior to pick up, volunteers will not collect them from home
- In the event that a client attends an event develops COVID-19 symptoms during the event, Program Co-ordinators will:
  - Contact the parents to collect the client. If parents are unavailable, ARV will, as a last resort, organise for volunteers to take them home
  - Call the National Coronavirus Health Information Line and seek advice to determine if the event can continue
  - Notify the President of a suspected case the same day
- The President will provide communication to all members notifying them of a suspected case

### **2.3 Procedures for controlling a confirmed case**

- In the event of a confirmed case of COVID-19 in a participant, the participant must:
  - Follow government and medical health advice, including the mandatory quarantine
  - Notify the President as soon as practicable
  - Demonstrate a negative COVID-19 test before returning to programs
- In the event of a confirmed case in a participant, the President will:



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- Communicate to all affected participants (i.e. those at the same event) by email and text
- Assist the government with contact tracing efforts by providing participants details from the event check in
- Provide communication to all ARV members notifying them of a confirmed case within the organisation

#### VERSION HISTORY

Versions	Date	Drafted/reviewed by
Version 1	November 2020	Jamie Lee, President