

In motion

WORK HEALTH SAFETY, HUMAN RESOURCES AND INDUSTRIAL RELATIONS NEWS

COVID-19 Employee Toolkit

OFFICIAL BULLETIN OF MOTOR TRADES CARE
AND MOTOR TRADERS' ASSOCIATION OF NSW



MOTOR TRADERS'
ASSOCIATION OF NSW

In motion

WORK HEALTH SAFETY, HUMAN RESOURCES AND INDUSTRIAL RELATIONS NEWS

COVID-19: Employee Information Sheet

This toolkit has been developed to increase your awareness and assist you to manage the risks associated with COVID-19 in your workplace. This toolkit should be used as a guide in conjunction with relevant and current health advice and information.

1. What is COVID-19

COVID-19 is a coronavirus which causes respiratory infection. The symptoms include, but are not limited to: fever, cough and shortness of breath.

The virus is spread from person to person by:

1. Being in close proximity to an infected person (less than 1.5 m)
2. Coming into direct contact with a contaminated surface, object or the hand of an infected person and then touching your mouth, nose or eyes

A surface is contaminated when respiratory droplets are expelled from an infected person by coughing, sneezing or exhaling.

There is currently no vaccine available for COVID-19 but the NSW Department of Health has recommended a number of standard precautions to avoid the spread of the virus, covered off in further points in this toolkit.

2. What can I do to protect myself?

- Frequently wash your hands with soap and water for at least 20 seconds, including before and after eating and going to the toilet
- Use hand sanitiser as required
- Avoid touching your face, mouth and eyes
- Avoid physical contact with others and maintain a distance of at least 1.5 metres

3. What can I do to protect my workmates and our customers?

- Show kindness and support others
- Limit food handling and sharing food and drink
- Wash all dishes, cups and utensils after use with hot soapy water
- Cover your mouth to cough or sneeze with a tissue or into your elbow
- Wipe down tools and equipment regularly
- Clean areas frequented by employees, customers and visitors, regularly throughout the day
- Surfaces and items that are touched often should be cleaned at regular intervals throughout the day, for example counter tops, door handles and handrails
- Use a disinfectant spray/wipes to clean vehicle surfaces before touching (this includes the door handles, steering wheels, keys and other controls)

Note - To ensure its effectiveness, leave the area to dry before getting into the vehicle. Follow this regime again before handing the vehicle back to the customer.

4. Important considerations when using Public Transport

Regardless of what type of public transport you are using i.e. bus, train, tram, taxis,

ferries or ubers it is important to follow the recommendations below:

- Only use public transport where absolutely necessary
- Avoid using cash (use your opal card or credit card)
- Use tap and go facilities where available
- Try to prepay for services prior to travel
- Travel outside of peak hours (where possible)
- Sit in the back seat when travelling by taxi or uber
- Avoid physical contact with others and maintain a distance of at least 1.5 metres
- Avoid hand contact with surfaces
- Practise good hand and cough/sneeze hygiene:
 - Cover your mouth when you cough and sneeze, dispose of tissues, and wash your hands
- Avoid touching your face, mouth and eyes
- Use hand sanitiser if your hands come in contact with any surface on the public transport and as soon as the commute is over
- Wash your hands with soap and water for at least 20 seconds, immediately upon arrival at work

- Disinfect bags and other items on arrival at work
- Disposable gloves may be worn - please follow NSW Health advice
- An appropriate face mask may be worn - please follow NSW Health advice

If you have any symptoms or believe you have COVID-19 and you are using public transport to seek medical assistance, or are going into isolation:

- Avoid direct contact with other passengers, drivers and transport staff
- Practise good hand and cough/sneeze hygiene:
 - Cover your mouth when you cough and sneeze, dispose of tissues, and wash your hands
- Avoid contact with others (maintain a distance of at least 1.5 metres)
- Ensure you wear a face mask

5. What should I do if I feel unwell

Do not come to work, and advise your manager if you experience symptoms such as:

- Fever
- Fatigue
- Coughing
- Shortness of breath
- Sore throat

If you experience symptoms while at work, advise your manager immediately.

If you are concerned about your symptoms, you should call your local health authority and follow their directions. Do not go directly to your GP or other healthcare environment.

If you are confirmed to have COVID-19

If you are confirmed to have COVID-19, you will need to give consent to your employer to inform other employees who may have been potentially exposed to the virus in the workplace. Your employer will still need to adhere to privacy legislation. In addition, you may be required to provide a list of those who could be deemed close contacts of yours so that the health authorities can contact these people to notify them.

A close contact is typically someone who has been in contact with an infectious person for either 15 minutes face to face or in the same closed space for at least 2 hours. The public health unit will keep in touch with people who

are close contacts of patients with COVID-19 infection. If any symptoms develop contacts must call the public health unit to report those symptoms.

6. Your wellbeing during this crisis

To maintain good personal wellbeing during this trying time, keep in mind these 6 simple tips:

1. Try to maintain perspective

It is reasonable to be concerned, however, try to remember that the world's medical and scientific experts are working together to contain the virus and develop a vaccine

2. Find a healthy balance for media coverage

While it's important to stay informed, limit your media intake if it is upsetting

3. Access and listen to reliable information

It is important to get accurate information from a credible source, by doing this it will assist you to maintain perspective. There are a number of sources listed below within the further information section

4. Maintain a practical and calm approach

Do your best to stay calm and follow official advice

5. Do not make assumptions

Be kind to others and don't assume the worst of the situation or other people

6. Ask for help

There are a number of different organisations that you can seek assistance from if feeling stressed, depressed, anxious or just overwhelmed with what is going on. It is extremely important to seek help if you feel you need to.

Here are just some of the organisations that you can contact:

- **Lifeline - 13 11 14 is available 24 hours a day, 7 days a week**
- **Kids Helpline - 1800 555 1800 www.kidshelpline.com.au**
- **Beyond Blue - 1300 22 4636 www.beyondblue.org.au**
- **MensLine Australia - 1300 78 99 78**



For additional organisations go to COVID-19 Support: www.headtohealth.gov.au/covid-19-support/covid-19

7. Working from home

If your employer asks you to work from home, they should provide guidance on establishing a safe home office environment; they should also provide you a self-assessment checklist. Please ensure that you comply with good ergonomic practices while working at home including staying physically active and maintaining regular contact with your manager. If you have one, access your employee assistance program for further direction.

8. Workers' Compensation

Under some circumstances you may be entitled to make a claim for workers' compensation, however, work activities must be proven to be the main contributing factor to contracting COVID-19.

If you want to lodge a claim for contracting COVID-19 at work, please advise your manager. You will need to obtain a Certificate of Capacity from your nominated treating doctor to confirm your diagnosis along with other required information by icare or the relevant scheme agent/insurer.

9. Existing workplace injury and workers' compensation claim

If you have any queries relating to an existing workers' compensation claim and how COVID-19 may impact you, please contact your designated claims contact at icare or the relevant scheme agent/insurer.

10. Questions and Answers

Q: a) Why is social distancing important?

A: COVID-19 is spread from person to person and therefore, the further the distance between you and others, the harder it is for the virus to spread.

Q: b) What should be cleaned and why?

A: All surfaces that are frequently touched by people should be cleaned with disinfectant to kill the virus.

Q: c) What should I do if I am concerned about my workmates wellbeing?

A: Speak with your manager. Show support and compassion towards your mate and advise them of the assistance available.

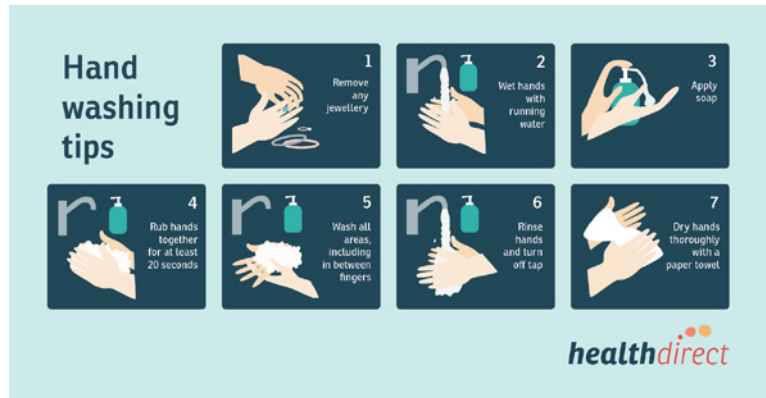
Q: d) What should I do if I come into contact with a person with COVID-19?

A: If you have been identified as a contact of a person with a confirmed COVID-19 infection, the local public health unit will contact you with advice.

You will need to isolate yourself at home for 14 days after contact with the infected person, and to monitor your health and report any symptoms.

Person to person spread of coronaviruses generally occurs between people who are close contacts with one another. A close contact is typically someone who has been in contact with an infectious person for either 15 minutes face to face or in the same closed space for at least 2 hours. The public health unit will keep in touch with people who are close contacts of patients with COVID-19 infection. If any symptoms develop contacts must call the public health unit to report those symptoms.

If your contact with the person was less than this, there is a much smaller risk of you being infected. However, as a precaution you must still monitor your health until 14 days after you were last exposed to the infectious person. If you develop symptoms including a fever and/or respiratory signs, please call ahead to talk to a doctor or call healthdirect on 1800 022 222. Tell your doctor that you have been in contact with someone with COVID-19. The doctor may tell you to attend your nearest emergency department – if so when you arrive, immediately tell staff you have had contact with someone with COVID-19.



Suspected or confirmed case of COVID-19 at work

If the suspected or confirmed case of COVID-19 is at work

 1. ISOLATE Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.	 2. INFORM Ring the national COVID-19 hotline (1800 020 080). Follow the advice of health officials.	 3. TRANSPORT Ensure the person has transport to their home or to a medical facility.	 4. CLEAN Clean the area where the person was working and all places they have been. This may mean evacuating those areas. Use PPE when cleaning.
 5. IDENTIFY Identify who at the workplace had close contact with the infected person in the 24 hours before that infected person started showing symptoms. Send those people home to isolate. Allow employees to raise concerns.	 6. CLEAN Clean the area where the close contact people were working and all common areas they have been. This may mean evacuating those areas. Use PPE when cleaning.	 7. REVIEW Review risk management controls relating to COVID-19 and review whether work may need to change. Keep employees up to date on what is happening.	

If the suspected or confirmed case of COVID-19 is not at work when diagnosed

 1. INFORM Ring the national COVID-19 hotline (1800 020 080). Follow advice of health officials.	 2. IDENTIFY Identify who at the workplace had close contact with the infected person in the 24 hours before that infected person started showing symptoms. Send those people home to isolate. Allow employees to raise concerns.	 3. CLEAN Clean the area where the infected person and their close contacts were working and all common areas they have been. This may mean evacuating those areas. Use PPE when cleaning.	 4. REVIEW Review risk management controls relating to COVID-19 and review whether work may need to change. Keep employees up to date on what is happening.
--	---	--	---

Remember:

- > From a WHS perspective, there is not an automatic requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.
- > Workers assisting the person who has suspected or confirmed with COVID-19 should be provided with appropriate PPE, if available, such as gloves and a mask. They should also follow hand hygiene procedures.
- > Be aware of privacy obligations.
- > Follow the advice of health officials at all times.



Q: e) What do I need to do if I believe I have contracted COVID-19 at work?

- A:** 1. Seek medical advice (contact healthdirect on 1800 020 080)
2. Do not go to work
3. Inform your manager immediately and keep them updated on your situation and any changes.

If you are unsure whether you need a doctor, the healthdirect 'Symptom Checker' can guide you to take the appropriate healthcare action. The Symptom Checker can help you find out what to do, where to go and learn more about your symptoms. The link is available at the bottom of this document.

If you think you have a medical emergency, call your doctor immediately or dial 000.

In addition, you may be required to provide a list of those who could be deemed close contacts of yours so that the health authorities can contact these people.

A close contact is typically someone who has been in contact with an infectious person for either 15 minutes face to face or in the same closed space for at least 2 hours.

Q: f) Can I make a workers' compensation claim for COVID-19 if I think I have contracted it at work?

A: Yes you can, however, this will be assessed on its own merits and work activities must be proven to be the main contributing factor to contracting the virus. icare notes that "consideration may be given (but not limited) to:

- Travel to an area with a known COVID-19 outbreak
- Activities that include engagement or interaction with people who have contracted COVID-19."

Notify your manager if you wish to make a claim. You must obtain a Certificate of Capacity with a confirmed diagnosis from your treating doctor.

10. Further Information

For information and advice regarding COVID-19, contact the National Coronavirus Hotline available 24 hours per day, 7 days per week on **1800 020 080**

Useful APPS



Coronavirus Australia
Official Government Info



healthdirect
Australian health advice

Useful Links

- <https://preview.nsw.gov.au/covid-19>
- <https://www.healthdirect.gov.au/coronavirus>
- <https://www.healthdirect.gov.au/symptom-checker>
- <https://www.health.nsw.gov.au/Infectious/alerts/Pages/coronavirus-faqs.aspx#1-13>
- https://www.safeworkaustralia.gov.au/system/files/documents/2003/covid-19_whs_factsheet_workers.pdf
- <https://www.icare.nsw.gov.au/icare-coronavirus-information/icare-coronavirus-information-for-injured-workers/>

Contact us

Contact MTC for WHS and RTW advice on 1300 006 826 or enquiries@motortradescare.com.au