



COVID-19 PLAN FOR MEMBERS

Karratha Community House (Inc) (KCH) recognises that the COVID-19 (“coronavirus”) disease has the potential to drive significant business, personal and community impacts. It is critical that we have a clear plan and lines of communication with our members, employees and other stakeholders.

The *COVID-19 Plan for Members* has been developed based on the current guidance from the Department of Health, and WA State Government, and Safe Work Australia. As any significant updates are given by these authorities, this Plan will be updated and redistributed to KCH members.

OUR GUIDING PRINCIPLES

- Keep KCH employees, volunteers and members safe.
- Continue to serve our members with the highest standards.
- Do our part to slow community spread of the virus where there appear to be outbreaks, so that the most vulnerable people can get the care they need.

COVID-19 SYMPTOMS

The most common symptoms of COVID-19 are **fever, tiredness, and dry cough**. Some patients may have **aches and pains, nasal congestion, runny nose, sore throat or diarrhea**. These **symptoms are usually mild and begin gradually**. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. **People with fever, cough and difficulty breathing should seek medical attention.**

IMPORTANT REQUIREMENTS OF MEMBERS

To ensure the health and safety of our children, staff and community, we ask that you please adhere to current advice from the [Department of Health](#), specifically:

- For those travelling, adhere to the Department of Health's [Coronavirus \(COVID-19\) advice of travellers](#) and the State Government's [COVID-19 Coronavirus: Latest updates](#);
- People who think they may have been in close contact with a confirmed case of COVID-19 should also monitor their health and seek urgent medical attention; and
- Maintain good sneeze/cough hygiene and hand-washing practices.

If you or your child develop symptoms of COVID-19 including a fever and cough, please urgently seek medical attention and do not attend KCH until a clearance can be provided by your Medical Practitioner.

If your child is noted by a staff member during their attendance at a KCH program to display any listed symptom(s) of COVID-19, you will be contacted and asked to pick up your child immediately from the centre. We ask that you seek medical review for your child, and only return to KCH once symptoms have ceased and a Medical Practitioner has advised that it is safe to do so.

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OPERATIONAL CONTROLS DURING FACE-TO-FACE PROGRAMS

Physical distancing

- Room 1 has a floor space of 76m² allowing 17 children with two facilitators (totalling a max. of 19 people in the room at any one time).
- Room 2 has a floor space of 82.4m² allowing 18 children with two facilitators (totalling a max. of 20 people on the room at any one time).
- Signs shall be placed at entry points to programs to ensure that the maximum safe capacity is not exceeded.
- When the foyer is closed by City of Karratha due to regional restrictions, parents shall drop off and pick up their children via the side gate access to the outdoor space attached to room 1 and not enter the building itself (see Appendix A). Signs shall be placed, which illustrate the access and egress changes.

Hygiene

- The premises shall undergo a thorough clean daily, and prior to any re-opening.
- Payments are encouraged to be made via telephone and EFTPOS.
- Hand sanitiser stations shall be maintained around the centre.
- Bathrooms shall be well stocked with hand wash and paper towel.
- Posters with instructions on how to hand wash/hand rub shall be displayed.
- Staff shall encourage children attending programs to use additional ways to limit the spread of germs, including by not touching their face, sneezing into their elbow, and staying home if feeling sick.
- Areas frequented by staff and children shall be cleaned at least daily with disinfectant.
- Frequently touched areas and surfaces shall be cleaned several times a day with a detergent or disinfectant solution or wipe.
- Children's temperatures shall be taken when indicated. Any child with a high temperature will be asked to be taken home.

Awareness

- Staff shall be instructed to wear gloves when cleaning and wash their hands thoroughly with soap or use an alcohol-based hand sanitiser before and after wearing gloves.
- Posters shall be displayed throughout the centre, with information on COVID-19 safety measures.

CIRCUMSTANCES UNDER WHICH KCH PROGRAMS WILL BE CANCELLED

The KCH Board will direct closure of KCH and cancellation of programs until further notice if any of the following occur:

- KCH is made aware that a KCH employee who has worked at KCH within the last 14 days is diagnosed with COVID-19;
- KCH is made aware that a KCH member who has attended a KCH program within the last 14 days is diagnosed with COVID-19;
- The Government recommends closure of schools and early childhood centres within our area;
- The City of Karratha directs the closure of the Pam Buchanan Family Centre; or
- Any other circumstances arise that lead the KCH Board to form the opinion that it is in the best interests of KCH staff, KCH members, and/or the general public to cancel its programs.

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If KCH programs are cancelled, members will be advised by Facebook and email.

APPLICATION OF CREDIT TO MEMBERS WHO HAVE PRE-PAID PROGRAMS THAT ARE CANCELLED

If KCH programs are cancelled, any members who have pre-paid for those programs will have a credit applied to their account. This credit may be used when programs resume.

FREQUENTLY ASKED QUESTIONS

How can we help prevent the spread of COVID-19?

Practising good sneeze/cough hygiene is the best defence against most viruses. As instructed by the Department of Health, you should:

- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet;
- Cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser; and
- If unwell, avoid contact with others (stay more than 1.5 metres from people).

If KCH is required to suspend face to face programs again, how long can we expect programs will be cancelled?

If we are required to close our facilities again, we do not know how long this will be for. The KCH Board will take into consideration any counsel available from the Government and Government officials, Health Care Professionals and the City of Karratha in forming its decision to re-open.

If it's confirmed that someone who's worked at or attended a program at KCH whilst infectious with COVID-19, how will KCH respond?

Programs will cease and KCH will close immediately if we are notified by Public Health Officials that someone has worked at or attended a program at KCH whilst infectious with COVID-19. If any programs are in progress at the time of notification, the programs will cease, and parents of any drop-and-go programs will be contacted by phone and asked to pick up their child(ren) immediately.

Closure will allow Public Health Officials to identify and notify any close contacts and advise on treatment and self-isolation. KCH facilities will also be subjected to a thorough clean. KCH will only reopen on the advice of Public Health Officials and the City of Karratha, when it is safe to do so.

If I keep my child home from a program that I've already paid for (either because they are sick or I'm just practicing social distancing), am I able to get any refund or credit?

Please refer to the KCH *Cancellation and No-show Procedure*.

Please note: in order to be eligible for the applicable level of refund (where a refund is available) under the *Cancellation and No-show Procedure*, KCH require advance notice of at least 48 hours' prior to the scheduled start time of the program booking, within office hours (e.g. for a booking for a program commencing at 9am on a Monday, KCH must be advised by 9am on the Thursday before that booking in order for this to be considered a cancellation and not a no-show).

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FURTHER INFORMATION

For further information on KCH's response to COVID-19, please contact the Operations Manager via phone (08 9185 6605) or email (manager@karrathacommunityhouse.org.au).

For further information on COVID-19, please refer to the following resources:

- [Australian Government Department of Health](#)
- WA State Government [COVID-19 Coronavirus: Latest updates](#)
- [World Health Organisation](#)
- [Smart Traveller](#)

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1.0	Elise Gore	Plan created.	17/03/2020	KCH Board	N/A
2.0	Elise Gore	Updated to align with current guidance.	18/05/2020	KCH Board	01/06/2020
3.0	Elise Gore	Minor updates to content to current controls. Updated role titles and formatting to Brand Guide.	30/04/2021	Chairperson	30/10/2021

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