

Family Life COVID-19 Safety Protocols

We have a duty of care to our volunteers and our community and our re-engagement process has taken this into consideration. As such, we have incorporated additional safety measures into our OHS onsite induction with a COVID-19 focus.

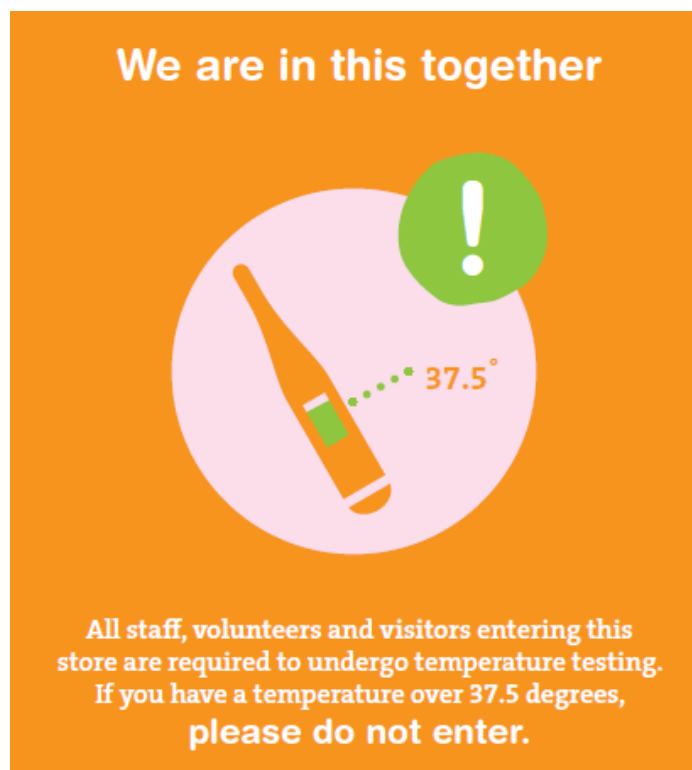
In addition to reviewing these new protocols, all staff & volunteers must undertake an onsite induction on the first day of their return to site.

COVID-19 Specific Measures

Temperature checking

As a preventative measure, temperature testing will be a regular protocol for all employees and volunteers to Family Life premises.

- Upon entering a Family Life site, temperature testing will be conducted with an infrared thermometer by the relevant manager/supervisor.
- The temperature testing information will not be recorded.
- A staff member or volunteer that registers a temperature over 37.5 degrees will not be permitted entry to the Family Life premises and will be asked to immediately leave.
- If a staff member or volunteer refuses a temperature test, they will not be admitted to the Family Life premises.



Family Life COVID-19 Safety Protocols

Good hygiene

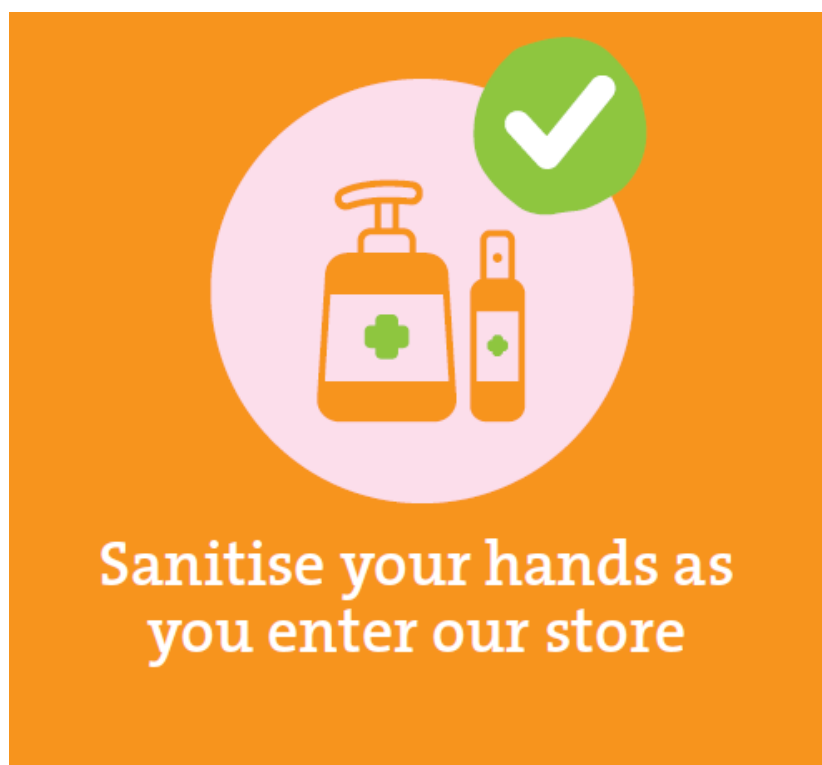
Good hygiene is critical for slowing the spread of coronavirus (COVID-19). Everyone should be taking the following hygiene actions:

Wash your hands

- Wash your hands regularly for at least 20 seconds, using soap and water or a hand sanitiser that contains at least 60 percent alcohol.
- Wash your hands when you get home, arrive at other people's homes, or arrive at work.
- Wash your hands after blowing your nose, coughing, sneezing, or using the toilet.

Other actions

- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Do not share drink bottles, crockery or cutlery other than with people you live with - please bring a bottle of water with you for each volunteering shift so you stay hydrated
- Get vaccinated for flu (influenza). This will help reduce the demand on the healthcare system as it deals with coronavirus (COVID-19). Vaccines are now available from your GP and pharmacy.
- If you are unwell do not come in - remember to notify your manager/supervisor.

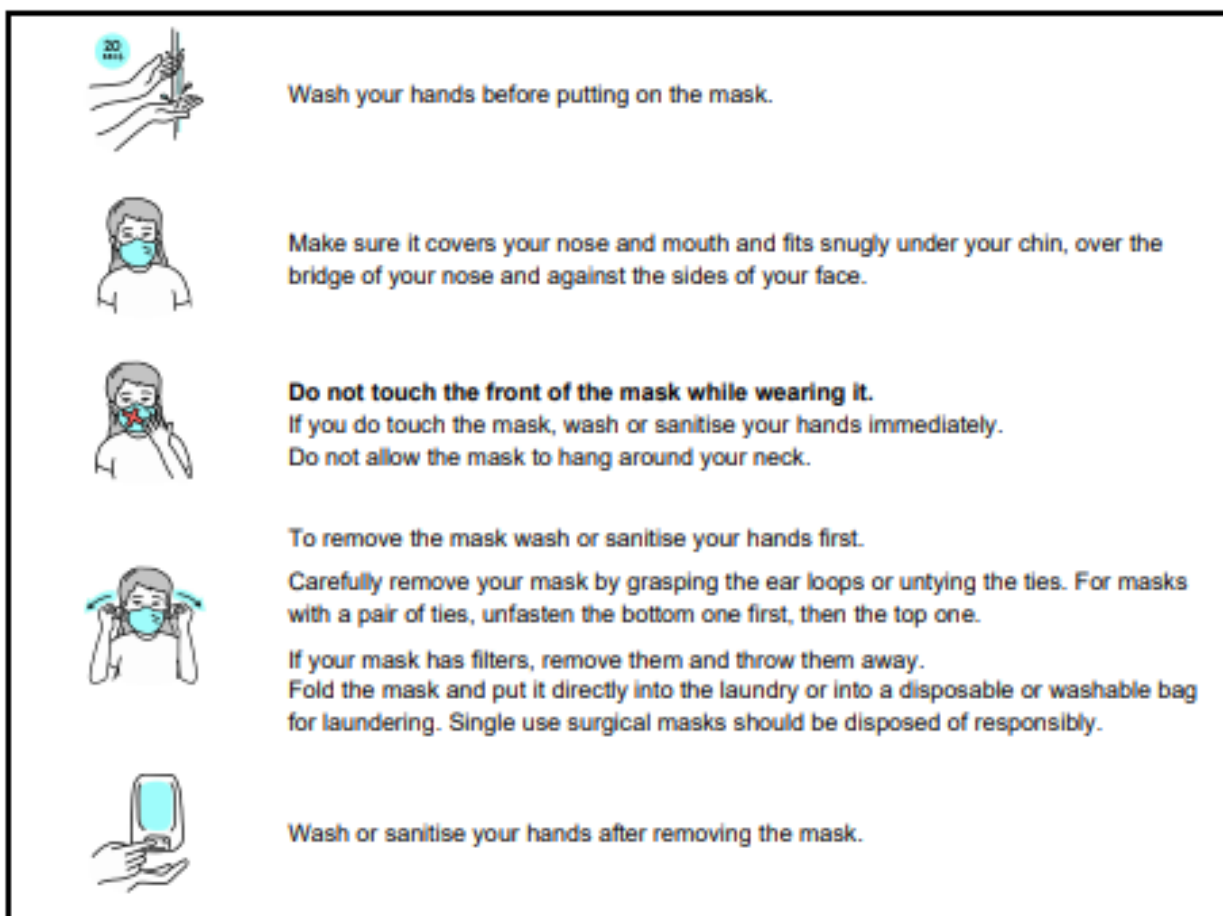


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Wear a mask

Current regulations require everyone in Greater Melbourne/Mitchell shire to wear face masks.


Wearing a face mask protects you and your community by providing an additional physical barrier to coronavirus (COVID-19). Follow these simple steps while wearing a mask:




Social distancing

It is important to adhere to social distancing during your volunteer shift.

- Don't shake hands, hug or kiss as a greeting.
- Keep 1.5 metres away from people you don't live with
- Know the maximum number of people in the store/on site/per office that will allow you to properly maintain required social distancing



Maintain 1.5m social distance from others



Please stay at home if you feel unwell

Family Life COVID-19 Safety Protocols

Requirements for shops, retail and restaurants in Victoria

There are three special requirements for every business in Victoria that has customers on its premises, this includes Family Life's Retail Opportunity Shops:

- You must measure your publicly available floorspace and identify the maximum number of customers allowed on your premises at one time. For example, if your shop is 2 metres wide and 8 metres deep, its floorspace would allow a maximum of 4 customers inside at one time ($2 \times 8 = 16\text{m}^2$, divided by 4 m^2 per person = 4 customers).
- You must place a sign at the entrance/s to your premises indicating the maximum capacity of your shop and ensure no more than this number of customers are in your premises at any one time.



- You must initiate a cleaning regime that ensures:
 - frequently touched surfaces such as door handles, touch screens, handrails and benchtops are cleaned and disinfected at least twice per day
 - all surfaces are cleaned and disinfected when visibly soiled
 - all surfaces are cleaned and disinfected immediately if there is spillage.
 - The cleaning regime must include use of a disinfectant with anti-viral properties that complies with the published requirements of the Department of Health and Human Services. We use Viraclean.
 - All cleaning must be undertaken with disposable towels.

In addition to having the shops professionally disinfected cleaned after each trading day, we have created a cleaning checklist that is required to be completed throughout the day.

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Commitment to Create Safety

It is important that each of us commit to create safety at all Family Life sites by doing the following.

Commitment to Create Safety



- Attending onsite briefing
- Adhering to social distancing (1.5m)
- Using hand sanitisation stations
- Sitting at my allocated workstation
- Undergoing temperature testing
- Adhering to hygiene protocols
- Getting tested for COVID-19 if I experience any symptoms
- Conducting all relevant safety checks with clients

Telling my manager if:

- I fall into the high risk category
- I have had close contact with a confirmed case of COVID-19
- I have returned from overseas within the last 14 days
- I experience any symptoms relating to COVID-19 or are unwell
- I use public transport to travel to work

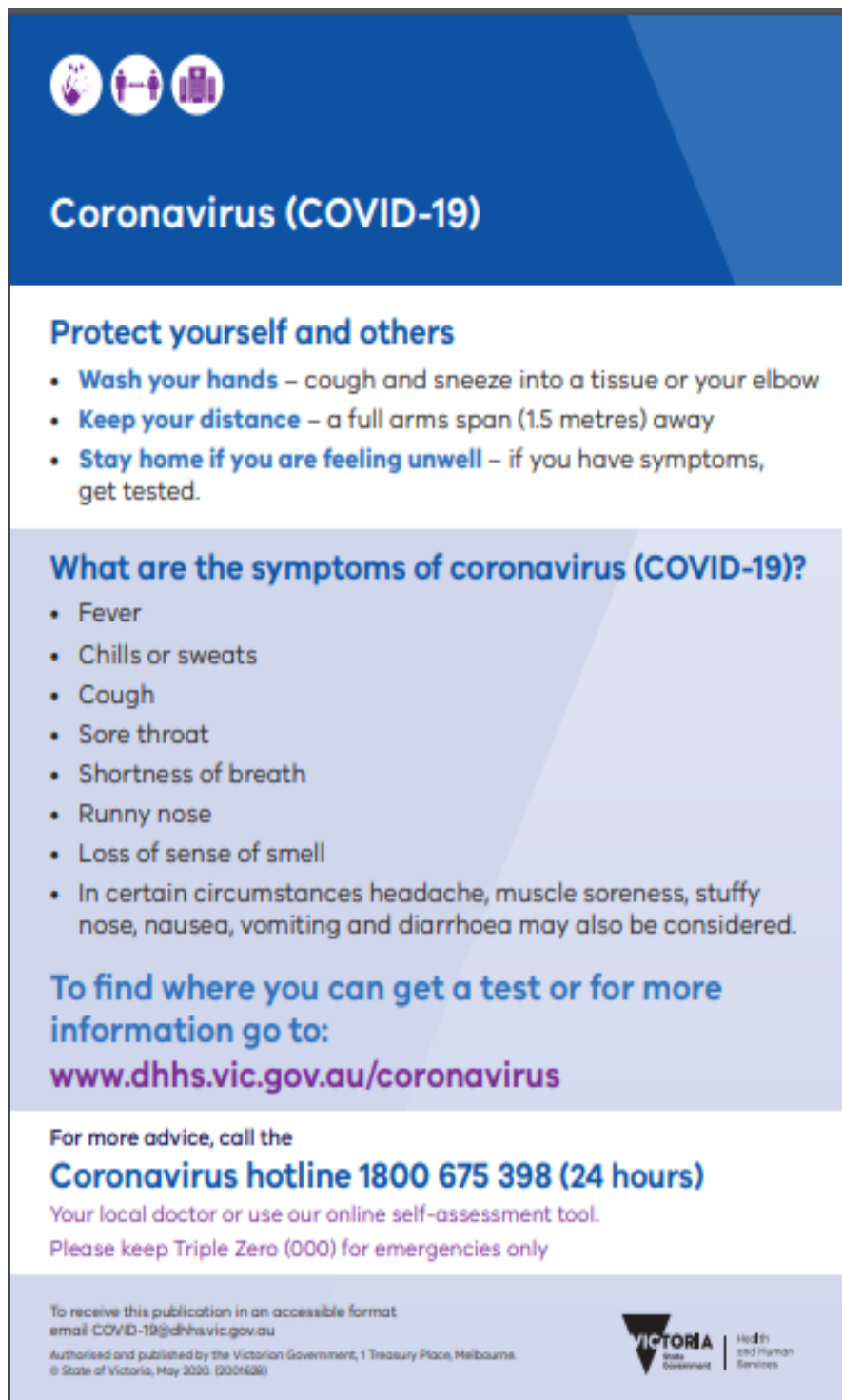



Keep yourself safe
Keep us safe
Keep our community safe

Family Life COVID-19 Safety Protocols

Monitoring COVID 19

It is important that if you are experiencing any of the below symptoms or are unwell with any other illness that you please stay home. We all need to play our part to ensure that we are working together as a community to minimise any transmission of COVID-19.





Coronavirus (COVID-19)

Protect yourself and others

- **Wash your hands** – cough and sneeze into a tissue or your elbow
- **Keep your distance** – a full arms span (1.5 metres) away
- **Stay home if you are feeling unwell** – if you have symptoms, get tested.

What are the symptoms of coronavirus (COVID-19)?


- Fever
- Chills or sweats
- Cough
- Sore throat
- Shortness of breath
- Runny nose
- Loss of sense of smell
- In certain circumstances headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea may also be considered.

To find where you can get a test or for more information go to:

www.dhhs.vic.gov.au/coronavirus

For more advice, call the
Coronavirus hotline 1800 675 398 (24 hours)
Your local doctor or use our online self-assessment tool.
Please keep Triple Zero (000) for emergencies only

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Health
and Human
Services

Family Life COVID-19 Safety Protocols

What measures are we putting in place for customers at our Social Enterprise sites?

We have placed signs up around the shops asking customers to not enter if they have experienced any of the following:

- Fever, cough, sore throat or shortness of breath
- Have travelled overseas in the past month



We have enacted the following protocols in the shop:

- All staff and customers must wear a mask
- Providing hand sanitiser for customers to use as they enter the shop
- Limit the number of people in the shop at any given time
- Reminding customer to maintain social distancing of 1.5m at all times
- Accepting cashless payments only
- Reminding people if they don't feel well to stay home
- Closed the fitting rooms
- Accepting donations by appointment only and having a 72 hour quarantine period for all donations

Family Life COVID-19 Safety Protocols

We are in this together



Sanitise your hands as you enter our store



Maintain 1.5m social distance from others



Cashless payment only





Please stay at home if you feel unwell



Keep yourself safe
Keep us safe
Keep our community safe

Fitting Room Closed



Keep yourself safe
Keep us safe
Keep our community safe

Donations only accepted by arrangement

Your donations are important to us, but we can only accept limited items as they need to be quarantined.



Please call ahead before bringing in your donations



Don't leave them at the door



Don't leave donations after hours



Please donate only quality items

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Incident and Hazard reporting

A reminder that ALL incidents, near misses and hazards involving employees, volunteers, contractors, students, visitors, customers or partnership employees need to be reported.

Please familiarise yourself with the full plan for your site.

WHAT TO DO IN AN EMERGENCY

1. **REMOVE OR ASSIST** anyone in immediate danger - if safe to do so.
2. **CONTAIN** the emergency if safe to do so. Close doors on a fire, turn off power, shut the door on a dangerous intruder, lead people away from a suspicious package.
3. **RAISE THE ALARM**. Tell the Shop Manager, let other people in the shop know, ring Emergency Services on 000.
4. **CONTROL THE EMERGENCY**, if safe to do so. If trained, use a fire extinguisher on a fire, delegate someone to prevent people coming into the shop.
5. **EVACUATE OR LOCK DOWN**. Evacuate people, including customers, from the danger area to the designated assembly point, take your belongings and mobile phone and the first aid kit, if close by. OR if the danger is external stay inside and lock down.
6. **ACCOUNT FOR EVERYONE**. Wait for emergency services and let them know if everyone evacuated or locked down safely.