


COVID-19

STANDARD OPERATING PROCEDURES

**PREPAREDNESS, PREVENTION,
DETECTION AND CONTROL
FRAMEWORK**

STANDARD OPERATING PROCEDURES - PREPAREDNESS, PREVENTION, DETECTION AND CONTROL FRAMEWORK

Policy Code	Compiled by	Approved by	Effective from	Signature
COVID-19_01	Leader: Business & Growth	Rayne Stroebel	18 March 2020	

New in this version:

These procedures have been updated with important Covid-19 guidelines for Long Term Care Facilities published on 19 May 2020:

- ❖ *“Practical guidelines for the prevention and management of Coronavirus infection in Long Term Care Facilities (ltcf).”*
 - **Department of Health, in cooperation with the Department of Social Development, Western Cape,**
- ❖ *Protocol For Funded Residential Facilities Where There Are Suspected Positive Or Confirmed Positive Covid 19 Cases, 19 May 2020*
 - **Department of Social Development, Western Cape**

Additional occupational health and safety measures in the event of identification of a COVID-19 positive employee in the workplace have also been included.

- ❖ *Guidance Note V5 , 14 May 2020.*
 - **Institute for Occupational Health, Department of Health.**

This document has been updated and aligned with other GERATEC Covid-19 Standard Operating Procedures.

1. BACKGROUND

- 1.1. Coronavirus disease (Covid-19) is an infectious disease caused by a newly discovered coronavirus.
- 1.2. Most people infected with the Covid-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment.
- 1.3. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.
- 1.4. The best way to prevent and slow down transmission is to be well informed about the Covid-19 virus, the disease it causes and how it spreads.
- 1.5. It is an enveloped virus which makes it fragile and vulnerable to heat, chemicals and ultraviolet sunlight.
- 1.6. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently, not touching your face.
- 1.7. The Covid-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes and droplets land on environmental surfaces surrounding the infected person.
- 1.8. Therefore, it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow, immediately dispose of tissues in a separate plastic bag, or a bin, preferably one with a foot pedal lid).
- 1.9. The Covid-19 virus can stay alive outside the body for a limited amount of time, particularly on hard, metallic, plastic or polished surfaces, such as doorknobs, rails, table surfaces, crockery and cutlery and cell phones. It is transmitted through surface to hand to face contact, for example when a person touches their face after opening a door.
- 1.10. At this time, there are no specific vaccines or treatments for Covid-19. However, there are many ongoing clinical trials evaluating potential treatments. WHO will continue to provide updated information as soon as clinical findings become available.
- 1.11. In GERATEC workplaces you can help to protect our employees and residents by knowing and meticulously implementing Covid-19 prevention and control measures as set out in this, and other GERATEC Covid-19 standard operating procedures and policies.

2. PROCEDURES

- 2.1. In developing all GERATEC Covid-19 standard operating procedures in this document GERATEC has drawn from:
 - 2.1.1. The **GERATEC Covid-19 Response Plan**,

- 2.1.2. Regulations published by the the **Department of Co-operative Governance and Traditional Affairs** in terms of *The Disaster Management Act*,
- 2.1.3. “COVID-19 Direction on Health and Safety in the Workplace” issued by **The Minister of Employment and Labour** in terms of *Regulation 10(8) of the National Disaster Management Act*, dated 29 April 2020,
- 2.1.4. *Direction* by **The Minister of Employment and Labour** in terms of regulation 4(10) of the Regulations R480 of 29 April 2020 issued by **The Minister of Cooperative Governance and Traditional Affairs** in terms of section 27 (2) of *The Disaster Management Act, 2002 (Act no. 57 of 2002)*, dated 4 June 2020,
- 2.1.5. Protocols and guidelines published by:
- 2.1.5.1. **The Directorate: Communicable Diseases, South African National Department of Health:** “*Standard Operating Procedures for preparedness, detection and response to Coronavirus (2019-NCOV) outbreak in South Africa*”, 30 January 2020, and updated, 10 March 2020,
- 2.1.5.2. **The Head of Health: Western Cape Government:**
- “*Guidelines for Care Facilities and Old Age Homes*”, Circular H70 of 2020,
 - “*Preventing and Managing Coronavirus Infection in the Workplace*”, and
 - “*Prevention and Management of Coronavirus Infection in Healthcare Facilities*”, Circular H77 OF 2020
- 2.1.5.3. **The Western Cape Government, Directorate Special Programme for Older Persons:** “*Containment measures for Covid-19 at residential facilities (old age homes) for older persons*”, 7 May 2020,
- 2.1.5.4. **The Department of Health, in cooperation with The Department of Social Development, Western Cape:** “*Practical guidelines for the prevention and management of Coronavirus infection in Long Term Care Facilities (ltcf)*”, published on 19 May 2020,
- 2.1.5.5. **The Department of Social Development, Western Cape:** “*Protocol For Funded Residential Facilities where there are Suspected Positive or Confirmed Positive Covid 19 cases*”, 19 May 2020,
- 2.1.5.6. **The Institute for Occupational Health, Department of Health:** “*Guidance Note V5*”, 14 May 2020,
- 2.1.6. **The World Health Organisation (“WHO”):** “*Infection Prevention and Control guidance for Long-Term Care Facilities in the context of Covid-19, (Interim guidance, 21 March 2020)*”,

- 2.1.7. Covid-19 response plans of national and international long term residential facilities for older persons similar to the facilities where GERATEC operates, and
- 2.1.8. Covid-19 response plans developed by the Covid-19 IPC officer and management of a facility where GERATEC operates.

2.2. Covid-19 Progress Levels (“CPL”)

- 2.2.1. The specific measures to be implemented at any time in a facility where GERATEC operates depend on the Covid-19 Progress Level” (“CPL”) for the area where the facility is located.
- 2.2.2. Covid-19 Progress Levels are defined as follows in the GERATEC Covid-19 Response Plan and Process Flow:

CPL 1	<ul style="list-style-type: none"> • No cases of Covid-19 detected in SA
CPL 2	<ul style="list-style-type: none"> • Confirmed Covid-19 in South Africa • No evidence of community transmission in area where GERATEC operates
CPL 3	<ul style="list-style-type: none"> • Confirmed community infection in an area where GERATEC Operates
CPL 4	<ul style="list-style-type: none"> • Suspected or confirmed Covid-19 infection in a facility where GERATEC Operates

- 2.3. These operating procedures must be read with the **GERATEC, Covid-19 Standard Operating Procedures** for:
 - 2.3.1. **Human Resources Management,**
 - 2.3.2. **Infection Prevention and Control, Housekeeping, Laundry & Hygiene,**
 - 2.3.3. **Resident Support and Care Services,**
 - 2.3.4. **Food Service Operations, and**
 - 2.3.5. **Procurement Services.**

2.4. Ongoing review

- 2.4.1. This is a working document, and it will remain so until further notice due to the rapid spread of Covid-19.
- 2.4.2. The measures herein will be reviewed on an ongoing basis and updated in line with new or additional regulations and guidelines published by the South African

and international health authorities and according to the progress of Covid-19 in the area.

3. PURPOSE

- 3.1. The standard operating procedures in this document provide:
 - 3.1.1. practical guidance for GERATEC service managers who provide services at long term residential facilities (“**facilities**” or a “**facility**”) where GERATEC operates on the prevention, detection and control of Covid-19 in services work areas,
 - 3.1.2. particulars of specific Covid-19 infection prevention and control (“**IPC**”) measures to be implemented by all GERATEC employees in GERATEC managed work areas,
 - 3.1.3. a framework of standard GERATEC IPC measures to be discussed with, and agreed on with a facility Covid-19 IPC officer or facility management for implementation by GERATEC employees in a facility , taking into account Covid-19 response plans and measures in place at the facility, Covid-19 health and safety risks that have been identified, and the particular needs and circumstances of the facility and its residents, and
 - 3.1.4. particulars of GERATEC programmes to:
 - 3.1.4.1. raise awareness, educate and inform GERATEC employees about Covid-19, **GERATEC’s Covid-19 Response Plan**, and the progress of Covid-19,
 - 3.1.4.2. train GERATEC employees in the implementation of Covid-19 IPC measures prescribed herein, over and above other applicable GERATEC standard operating procedures already in place at a facility.
- 3.2. All GERATEC Covid-19 measures implemented must strengthen health and safety, hygiene and sanitation practices at a facility where GERATEC operates.
- 3.3. GERATEC employees must receive training and have a demonstrable understanding of the fundamental principles of the Occupational Health & Safety Act (OSH Act 68 of 1998).
- 3.4. All GERATEC Covid-19 IPC measures and standard operating procedures are risk based, taking into account:
 - 3.4.1. the particular workplace risks identified at a facility where GERATEC operates,
 - 3.4.2. the individual circumstances of any person at a facility where GERATEC operates, including GERATEC employees, facility employees and representatives and the residents of the facility, and
 - 3.4.3. the progress of Covid-19 at any time in the area where the workplace or facility is located.

4. APPLICATION

- 4.1. These procedures and measures apply:
 - 4.1.1. in all GERATEC managed work areas at a facility where GERATEC operates,
 - 4.1.2. to all GERATEC employees, and
 - 4.1.3. to any person who enters in a GERATEC managed work area.

5. ALIGNMENT WITH FACILITY RESPONSE PLANS

- 5.1. These procedures and measures must be aligned with the Covid-19 response plans and measures in place at a facility where GERATEC operate, taking into account the quality of life and requirements of the older persons who reside in the facility, according to the principles of person directed support and care and international best practices for Covid-19 in care, nursing, or retirement homes.
- 5.2. GERATEC respects the terms and conditions of all contract service agreements entered into with the facility where we support older persons.
- 5.3. GERATEC also respects the authority and ultimate responsibility of facility management bodies to implement measures for the wellbeing and health of facility residents and pledge our full support and cooperation for the implementation of facility response plans.
- 5.4. Resident movement inside a facility remains the prerogative of facility management at all levels.
- 5.5. In addition, GERATEC acknowledges its obligations, as employer in terms of the Occupational Health and Safety Act, read with its regulations and incorporated standards, include to provide and maintain as far as is reasonably practicable a working environment that is safe and without risks, including the risk of Covid-19 infection, to the health of workers and to take such steps as may be reasonably practicable to eliminate or mitigate the hazard or potential hazard.
- 5.6. At **CPL 4**, when infection is suspected or confirmed inside a facility, all services must be provided in line with guidelines, regulations and statutory requirements issued by the relevant government departments, including the Department of Health, the Department of Social Development, Department of Employment and Labour.
- 5.7. Moverover, GERATEC also acknowledges that it has a duty to protect older persons, who are particularly vulnerable to Covid-19 and as such, to make every effort to align with Covid-19 measures recommended or prescribed by South African legislation and guidelines for the prevention and control of Covid-19 in long term residential facilities for older persons.
- 5.8. Furthermore, GERATEC acknowledges that its duty, in terms of the Occupational Health and Safety Act to ensure, as far as is reasonably practicable, that all persons who may be directly affected by their activities (such as customers, clients or contractors and their workers who enter their workplace or come into contact with their employees) are not

exposed to hazards to their health or safety extends to include the older persons who are residents in a facility in a where we operate.

- 5.9. Therefore, if consensus cannot be reached on a response measure to be implemented at a facility, GERATEC will implement the measures contained herein and in the relevant GERATEC Standard Operating Procedures in work areas for food services contracted to GERATEC, and in relation to food service employees managed by GERATEC.
- 5.10. In such cases we will continue to build consensus through engagement and endeavour to the best of our abilities to align our response with the plans of the facility until consensus has been reached.
- 5.11. The health, wellbeing, safety and protection of residents will be our guiding principle in such cases.

6. IMPLEMENTATION

- 6.1. The GERATEC Leader: Business and Growth is designated as the **GERATEC Covid-19 IPC officer**.
 - 6.1.1. The GERATEC Covid-19 IPC officer is responsible for:
 - 6.1.1.1. the coordination of all GERATEC Covid-19 IPC activities and programmes,
 - 6.1.1.2. oversight over the implementation of the **GERATEC Covid-19 Response Plan, all Standard Operating Procedures** and other measures and procedures adopted to prevent and manage Covid-19 in all GERATEC work areas, and in relation to all employees managed by GERATEC.
- 6.2. The GERATEC Area Manager must:
 - 6.2.1. monitor and report to the GERATEC Covid-19 IPC Officer on:
 - 6.2.1.1. the progress of Covid-19 in the area where a facility is located,
 - 6.2.1.2. the implementation of the **GERATEC Covid-19 Response Plan, all Standard Operating Procedures** and other measures at area facilities,
 - 6.2.1.3. Covid-19 risks identified at area facilities,
 - 6.2.2. coordinate the conduct of risk assessments at area facilities on an ongoing basis and report to the GERATEC Covid-19 IPC Officer
 - 6.2.3. develop standard operating procedures for all GERATEC facilities in the area where GERATEC operates to give effect to the general principles and guidelines provided in this document and risks identified at all area facilities,

- 6.2.4. communicate particulars of the **GERATEC Covid-19 Response Plan** and relevant **Standard Operating Procedures** to the facility Covid-19 IPC officer, focal point or other persons designated by the facility,
- 6.2.5. liaise with GERATEC clients, facility Covid-19 officers, focal points, task teams or other designated persons on all Covid-19 matters including, but not limited to:
 - 6.2.5.1. facility health and safety risks,
 - 6.2.5.2. Individuals at risk at a facility,
 - 6.2.5.3. the particulars of facility Covid-19 response plans and measures,
 - 6.2.5.4. alignment between GERATEC and the facility for risk based Covid-19 response plans and measures for the facility in its entirety,
 - 6.2.5.5. resident and employee safety measures,
 - 6.2.5.6. liaise with facility management on GERATEC service delivery issues, including:
 - shortages or threatened shortages of food products, household, laundry and other supplies, PPE,
 - staff shortages or threatened shortages,
 - supply chain disruptions, or threatened disruptions,
 - plans to mitigate against shortages and disruptions including, community donations, resident volunteers and other measures,
 - agreement on variations to service levels or GERATEC services, if necessary,
 - 6.2.5.7. Investigate and take action to eliminate any incidents or circumstances at the facility, including non compliance with the procedures and measures contained herein that may pose a risk or threaten the health and safety of the employees, residents or other persons at the facility.

6.3. The GERATEC services manager at a facility where GERATEC operates must:

- 6.3.1. implement the **GERATEC Covid-19 Response Plan**, all **Standard Operating Procedures** and other GERATEC measures at a facility in relation to GERATEC service operations, work areas and employees,
- 6.3.2. cooperate with and support facility Covid-19 IPC officers or other designated persons in the implementation of facility Covid-19 response plans and measures, and

- 6.3.3. report to the GERATEC Area Manager on incidents, or circumstances at a facility that pose a risk to the health and safety of the employees, residents or other persons at a facility.

7. COMMUNICATION AND RAISING AWARENESS

CPL 1 - 4

7.1. At all **Covid-19 Progress Levels**, the GERATEC Covid-19 IPC Officer must:

7.1.1. Implement a general communication and awareness raising programme for employees, residents (at a facility where GERATEC provides resident support and care services) and other persons in a GERATEC managed work area to:

- 7.1.1.1. give an overview of Covid-19,
- 7.1.1.2. inform them about the virus, the disease it causes and how to protect themselves from infection,
- 7.1.1.3. provide Covid-19 Infection Prevention and Control (“IPC”) training to all GERATEC employees on the following:
- physical distancing practices;
 - hand hygiene and respiratory etiquette,
 - to avoid sharing of personal devices (mobility devices, books, electronic gadgets),
 - wearing a cloth mask when in public and at work,
 - the appropriate use and disposal of PPE,
 - standard precautions to be implemented by all GERATEC employees, and
 - Covid-19 transmission precautions,
- 7.1.1.4. address employee or workplace representative concerns and keep them informed on Covid-19,
- 7.1.1.5. display approved posters and notices with the consent of facility management in work areas not managed by GERATEC, with information on Covid-19, the disease it causes and how individuals can protect themselves against infection,
- 7.1.1.6. conduct regular, approved information sessions, using online communication channels and social media as required, to support emotional health and wellbeing and provide practical assistance to residents, employees and client representatives at a facility,

- 7.1.1.7. regularly audit IPC practices (hand hygiene compliance) and provide feedback to employees,
- 7.1.1.8. monitor and support employees and residents to maintain the highest standard of hygiene and sanitation practice.

8. PREPARATION AND READINESS MEASURES

CPL 1 - 3

- 8.1. GERATEC will endeavour to the best of its ability to provide contracted resident and support services without interruption at **CPL 1**, **CPL 2**, and **CPL 3**.
- 8.2. We note however, that there is a high probability of moderate to severe interruption of services at **CPL 4**.
- 8.3. The GERATEC Area Manager must at all times:
 - 8.3.1. keep facility management and/or Covid-19 IPC officers informed on the implementation and maintenance of Covid-19 IPC measures in GERATEC managed work areas at the facility.
 - 8.3.2. report to facility management and/or Covid-19 IPC officer on any matters, developments or factors that may pose a threat to the health, safety and quality of life and wellbeing of the residents, staff and all other persons at the facility, including:
 - 8.3.2.1. any persons in the workplace may who are suspected or has been diagnosed with Covid-19,
 - 8.3.2.2. screening and monitoring measures,
 - 8.3.2.3. managing suspected and confirmed cases of Covid-19,
 - 8.3.2.4. contact tracing in the event of a PUI worker or resident,
 - 8.3.2.5. employees and residents returning to the facility after isolation being diagnosed,
 - 8.3.2.6. staff transport disruptions,
 - 8.3.2.7. staff absenteeism due to illness, isolation or quarantine measures,
 - 8.3.2.8. Covid-19 lockdown regulations or levels in place,
 - 8.3.2.9. food product scarcities,
 - 8.3.2.10. stock shortages,
 - 8.3.2.11. supply chain disruptions.

- 8.3.3. meet regularly with facility management and Covid-19 officers to discuss issues reported,
 - 8.3.4. develop facility plans in order to address Covid-19 and service delivery challenges through cooperation and collaboration, and
 - 8.3.5. report to the GERATEC COVID-19 IPC officer on all matters relating and obtain consent on any proposed agreements or actions plans at a facility.
- 8.4. All plans and facility measures must be implemented in a GERATEC work area only in terms of a written agreement between GERATEC and the facility Covid-19 IPC officer or facility management, entered into as described in paragraph above.
- 8.5. If agreement is cannot be reached with the facility Covid-19 IPC officer or facility management, the GERATEC area manager must report the matter to the GERATEC Covid-19 IPC manager for further engagement in terms of the contracted service agreement between the parties.
- 8.6. Full particulars of matters to be addressed GERATEC departments and facility preparation and readiness plans are contained in the **GERATEC Covid-19 Standard Operating Procedures:**
- 8.6.1. **Human Resources Management,**
 - 8.6.2. **Infection Prevention and Control, Housekeeping, Laundry & Hygiene,**
 - 8.6.3. **Resident Support and Care Services,**
 - 8.6.4. **Food Service Operations, and**
 - 8.6.5. **Procurement Services.**
- 8.7. **Risk assessments**
- 8.7.1. **Workplace risks:**
 - 8.7.1.1. GERATEC Area Managers must coordinate a programme of ongoing risk assessment at all facilities and workplaces where GERATEC Operates and report to the GERATEC Covid-19 officer.
 - 8.7.1.2. The GERATEC services manager or another designated GERATEC employee and must undertake risk assessments of all GERATEC work and resident areas, as instructed by the GERATEC Area Manager to give effect to the minimum Covid-19 measures required by South African health and safety regulations, taking into account the specific circumstances of each facility.
 - 8.7.1.3. **Guidelines for facility risk assessments:**

- Areas to be covered when undertaking a GERATEC facility Covid-19 risk assessment include:
 - entrances and exits,
 - transport routes within the facility,
 - screening and testing areas, and
 - resident living areas.

8.7.1.4. Determine likely points where people would interact with each other and points/places where contact between people and objects would occur.

8.7.1.5. For each of these points practical measures should be devised to limit contact and to disinfect after contact.

8.7.1.6. Consider the following key areas:

- Employee entrances,
- Change rooms, locker rooms,
- Visitors entrances and exits,
- Screening and testing areas,
- Work stations,
- Aisles,
- Shelving,
- Service areas,
- Employee canteen/break room,
- Employee toilets,
- Goods receiving areas,
- Waste storage areas.

8.7.1.7. **Guidance on specific risk control measures**

- If appropriate, according to findings of a facility risk assessment, consider control measures recommended by South African health and other authorities responsible for long term care facilities, such as:

- Re-arranging work stations (surfaces, desks, chairs, equipment),
- Placing floor markings with tape or paint to delineate 1.5 metre intervals,
- Placing hand sanitiser and wash stations,
- Placing signage,
- Stagger lunch / tea breaks of employees to enable social distancing.

8.7.1.8. The GERATEC facility health and safety plan must be updated with appropriate control measures according to a risk assessment as prescribed by South African health and other authorities responsible for long term care facilities.

8.7.1.9. The GERATEC services managers must cooperate with, and if requested, assist facility Covid-19 IPC officers to review health and safety plans and risk assessments for the facility in its entirety.

8.7.1.10. As far as possible, GERATEC and facility control measures should be aligned.

8.7.2. **Employee risk assessment:**

8.7.2.1. The GERATEC HR Department must perform an employee risk assessment to identify staff at increased risk for severe disease (e.g. older staff members, diabetic, immunocompromised) and make appropriate arrangements for employees at risk as per GERATEC policy.

8.7.2.2. GERATEC Operational Management must take step to structure work processes and workspace layout to:

- where operationally possible, consider working from home arrangements,
- minimise contact between employees and contact between residents and employees,
- place employees in teams/shifts and minimise contact with other teams/shifts, and
- not move employees between teams and shifts.

8.7.2.3. Full particulars of GERATEC employee risk assessment procedures are contained in the **GERATEC Covid-19 Standard Operating Procedures: Human Resources Management**.

- 8.8. GERATEC facility preparedness plans must be updated continuously in line with facility risks and control measures identified.
- 8.9. Refer also to the sections **PREPARATION AND READINESS MEASURES** in the **GERATEC Covid-19 - Standard Operating Procedures**:
 - 8.9.1. (see disinfection procedures prescribed in the **GERATEC Covid-19 - Standard Operating Procedures: Infection Prevention and Control, Housekeeping, Laundry and Hygiene**,
 - 8.9.2. Food Services Production,
 - 8.9.3. Infection Prevention and Control, Housekeeping, Laundry and Hygiene.

9. ALL DEPARTMENTS:

STANDARD PRECAUTION MEASURES

CPL 2, 3 & 4

- 9.1. GERATEC employees and authorised visitors to GERATEC managed workplace must at all times implement the standard Covid-19 control and containment measures in the **GERATEC Covid-19 - Standard Operating Procedures: Human Resources Management, STANDARD PRECAUTION MEASURES, CPL 2, 3 & 4**.

10. ADDITIONAL PRECAUTION MEASURES

CPL 2, 3 & 4

- 10.1. Additional prevention measures to be implemented by GERATEC employees vary according to the service department and facility where they work.
- 10.2. For details of additional precaution measures refer to the **GERATEC Covid-19 Standard Operating Procedures** for a particular department, specifically operating procedures for:
 - 10.2.1. **Food Services,**
 - 10.2.2. **Infection Control, Housekeeping, Laundry and Hygiene,** and
 - 10.2.3. **Resident Support and Care Services.**

11. INFECTION CONTROL MEASURES & SERVICE DELIVERY

CPL 4

- 11.1. Control measures to be implemented at **CLP 4** by GERATEC employees vary according to the service department and facility where they work.

- 11.2. Service delivery may be affected according to the service department at **CPL 4**.
- 11.3. For details of department control measures and service delivery at **CPL 4** refer to the **GERATEC Covid-19 Standard Operating Procedures** for a particular department, specifically operating procedures for:
 - 11.3.1. **Human Resources Management,**
 - 11.3.2. **Food Service Production,**
 - 11.3.3. **Infection Control, Housekeeping, laundry and Hygiene,** and
 - 11.3.4. **Resident Support and Care Services.**

12. MINIMIZING THE IMPACT OF COVID-19 MEASURES ON MENTAL HEALTH OF RESIDENTS, EMPLOYEES, AND VISITORS (CPL 2 AND ABOVE)

- 12.1. **Considerations for resident support**
 - 12.1.1. Older people, especially in isolation and those with cognitive decline, dementia, and those who are highly care-dependent, may become more anxious, angry, stressed, agitated, and withdrawn during the outbreak or while in isolation.
 - 12.1.2. Provide practical and emotional support through informal networks (families) and health care providers.
 - 12.1.3. Regularly provide updated information about Covid-19 to residents, employees, and staff.
 - 12.1.4. Refer to **GERATEC Covid-19 - Standard Operating Procedures: Resident Support and Care Services** for full particulars of resident support measures.
- 12.2. **Support for employees**
 - 12.2.1. As much as possible, protect staff from stress both physically and psychologically so they can fulfill their roles, in the context of a high workload and in case of any unfortunate experience as a result of stigma or fear in their family or community.
 - 12.2.2. Regularly and supportively monitor all staff for their wellbeing and foster an environment for timely communication and provision of care with accurate updates.
 - 12.2.3. Consider rest and recuperation and alternate arrangements as needed.
 - 12.2.4. Mental health and psychosocial support and psychological first aid training can benefit all staff in having the skills to provide the necessary support.
 - 12.2.5. Staff need to ensure that safety measures are in place to prevent excessive worries or anxiety.

- 12.2.6. Full particulars of employee support measures are contained in the **GERATEC, Covid-19 Standard Operating Procedures: Human Resources Management.**

13. CONFIDENTIALITY NOTICE

- 13.1. All GERATEC employees must keep internal business, employee and resident information confidential, specifically should there be a positive Covid-19 case at any facility.
- 13.2. Designated internal Covid-19 IPC officers must manage matters in a sensitive manner, in order to keep the confidentiality of those infected and prevent discrimination, ensure that false news/ rumors are not spread, as well as ensure that accurate information is given to the public at the appropriate time.
- 13.3. Information about any person with Covid-19 is confidential and may not be disclosed to the public.
- 13.4. Unauthorized disclosure of internal business information relating to Covid-19 will be viewed as a serious breach of this confidentiality notice.
- 13.5. No personal information regarding an employee or residents health status may be disclosed by anyone not authorized to do so.

14. COMPLIANCE

- 14.1. GERATEC reiterates the importance of following all GERATEC Covid-19 policies, procedures and guidelines to prevent the spread of the virus within our communities.
- 14.2. As a company and together with facility management, we aim to do everything possible to protect the physical and psychological well being of our employees, colleagues and residents during this time.
- 14.3. Refer to the **GERATEC Covid-19 Standard Operating Procedures: Human Resources Management** for specific measures and procedures relating to employee management and compliance.

Review date
22 June 2020