

Outbreak Plan for Halls of Residences

This outbreak plan applies to ANU managed Halls and those that are managed externally, that house ANU students. The plan forms part of the Residential Halls Guidelines.

The plan includes both ACT Health information and information important for ANU Halls of Residence Staff.

ACT Health will declare an outbreak if there is one positive case of COVID-19 in a staff member, student or frequent attendee of a student residential facility.

Objective: This plan is provided to assist in outbreak management planning and the co-ordination of steps between ACT Health and Halls of Residence. In the event of an outbreak, please contact the Director Residential Experience on 0448791987 and ACT Health COVID Response Operations on 5124 6209.

ANU Residence specific and actions by ACT Health Outbreak Plan listed below

Planning prior to an outbreak	
1. Develop a business continuity plan and submit to Director, Residential Experience	<input type="checkbox"/>
2. Develop an Outbreak Management Plan using this document as a part of your business continuity plan	<input type="checkbox"/>

Confirmed Positive COVID-19 Resident (one or more people)			
Day 1			
Response	Action ACT Health	Action ANU Halls of Residence	
Initial response to a confirmed COVID-19 positive student	1. Confirm the outbreak with ACT Health. ACT Health would normally notify the facility directly of a confirmed COVID-19 case. <i>If you are concerned that a student or staff member/visitor has been diagnosed with COVID-19 and the facility has not been notified, or that they may have COVID-19 and have not sought testing, contact Communicable Disease Control (CDC) on 5124 6209.</i>	Contact ACT Health	<input type="checkbox"/>
	2. Activate the facility's outbreak management plan. This should include details for business continuity in the event of an outbreak.	3. Notifications immediately to Director, Residential Experience (0448 791 987) and communitywellbeing@anu.edu.au 4. Stand up Outbreak Management Team 5. Advise ACT Health of central point of contact for liaison with them 6. Alert ANU Security (6125 2249) to provide officer to support monitoring of entry to building	<input type="checkbox"/>

	<p>7. Isolate the student/s with COVID-19 and any students who have symptoms of COVID-19 in single rooms (with own bathroom) that have been designated for isolation in your Outbreak Management Plan. If the case is a staff member or visitor, they should return home or return to their room immediately. Call ACT Health if isolation is not possible or appropriate rooms are not available, notify the communitywellbeing@anu.edu.au.</p> <p>8. ACT Health will provide you with the dates and times for which the contact tracers require information.</p>	<p>For ANU Residence students, the immediate option for quarantine is an offsite location for up to four people at the ANU Apartments. Director Residential Experience has access to these 24 hours/day 7 days/week.</p> <ol style="list-style-type: none"> 1. Collate a spreadsheet and provide it to ACT Health. Include at a minimum the names and contact details of: <ol style="list-style-type: none"> a. The students b. Staff, volunteers and visitors <p>Any absence from residence, activities or outings that the students have participated in within the timeframe, including classes and extra-curricular activities.</p> <ol style="list-style-type: none"> 1. Notify your staff, onsite contractors, CC's & SR's of a positive case within the Residence. 2. Update StarRez with record of location of all residents 	<input type="checkbox"/>
	<p>2. Enact all students' pre-existing support plans</p> <ol style="list-style-type: none"> a. Person Centred Emergency Plans or other individual support plans, if available. 	<p>Reasonable Adjustment Plans (held in residences)</p>	<input type="checkbox"/>
	<p>3. Exclude any staff from work who have symptoms and ensure they are isolated at home or in their room. ACT Health will provide advice about staff getting tested and assess whether alternative accommodation is required for staff to quarantine or isolate in.</p>	<p>Exclude staff from work that have symptoms and contact ACT Health who will provide advice.</p>	<input type="checkbox"/>
		<p>Cancel face to face group activities and events for next 48 hours, online activities and events can continue</p> <p>Advise ACT Health of any activities undertaken in residence within past 72 hours</p>	<input type="checkbox"/>
	<p>4. Ask students (including students currently off-site) to return to their rooms, or a designated waiting area for day students or staff who will be returning home (i.e. an area where physical distancing can be observed).</p> <p>Ensure that anyone travelling goes directly home, preferably by private car. If a private car is not available, the</p>	<p>Contact all residents in-room via text message and direct them to return to the Residence</p>	<input type="checkbox"/>

	person should wear a surgical mask, if available, and practice hand hygiene.		
		Bring all CC's & SR's and ResComm members to Outbreak management space to brief them on their responsibilities, required actions and reporting lines	<input type="checkbox"/>
		Distribute PPE controls (masks and gloves) to staff & residents immediately	<input type="checkbox"/>
		<p>MOVING RESIDENTS WHO NEED TO QUARANTINE OFFSITE</p> <ol style="list-style-type: none"> 1. Brief all students who need to leave – where going, what to take, expected timeframe for being offsite 2. Distribute masks and gloves to all students 3. Organise transport - depending on number of students to be transported assistance can be sought from other residences (eg to arrange access to minibuses) 4. Support students to pack up 5. Support students with their communications with family 6. Respond to any concerns from family members 7. Brief students on access to welfare and support needs 	<input type="checkbox"/>
		Communicate with the residential, school or university community, including staff, volunteers, students and their families or caregivers. ACT Health will review with you the information that needs to be communicated.	<input type="checkbox"/>
Establish Local Response Team	5. Assemble a Local Response Team (LRT) for your facility. Include a lead liaison from your team who will coordinate actions between the ACT Health Outbreak Management Team and the LRT. The ACT Health OMT meets at least daily in the initial phase of the outbreak.		<input type="checkbox"/>
Restrict access to the residence	6. Stop all non-essential visits to the residence by restricting access. ACT Health can provide guidance on the definition of non-essential visits.	<p>Close Residence immediately to all non-residents and non-essential personnel – ANU security to manage entry to Residence</p> <p>Close all common rooms and spaces with alert stating closure is until further notice</p>	<input type="checkbox"/>

	ACT Health can assist with managing processes for people entering and leaving the facility		
Notify Stakeholders	1. Notify your service’s head office, management board, regulator etc.	Document notification to Covid Response Office, DVC Student and University Experience, Office of Vice Chancellor, Strategic Communications Director	<input type="checkbox"/>
	2. Notify in-reach services or regular care providers (e.g. GP)	Notify Student Critical incident duty officer, who may provide assistance with accessing additional pastoral care support as needed	<input type="checkbox"/>
Communicate <i>A communication plan should be developed prior to a COVID-19 outbreak</i>	3. Review the communication plan with your Government Directorate and other stakeholders. The following factors should be considered, and, where possible, planned for in advance of an outbreak:	Designate phone number for person who will be the primary point of contact in the Residence for external enquiries Covid Response Office Communications Officer in partnership with Director, Residential Experience	<input type="checkbox"/>
	Principles of communication include the following:	<ul style="list-style-type: none"> Use StarRez in-room contact list and distribution method Doorknocking by SRs on each floor 	
	<ul style="list-style-type: none"> Communication is two-way; answer questions from students, family, staff and other members of the school or university community and provide them with a means to ask further questions Communication is timely, honest, and consistent. 	Residence specific Facebook page	<input type="checkbox"/>
	<p>Recommendations for the communication plan:</p> <ul style="list-style-type: none"> Dedicate specific staff to developing, implementing and managing the communication plan. Identify communication channels (doorknocking, email, calls, webinars, website, and social media) and a database of contact details to communicate with students, staff and families. Conduct a communication devices audit to identify students with no means of communication. Determine whether students have communication needs, e.g. a 		<input type="checkbox"/>

	<ul style="list-style-type: none"> • Assist ACT Health to assign a family liaison officer who will be available to support family members of students and provide them with regular updates. • Ensure that protocols are in place for managing media enquiries • Develop FAQs to be used with phone scripts, email templates, daily newsletters, etc. This will need to be frequently updated. Include: <ul style="list-style-type: none"> ○ How students will be kept informed and frequency of communications; ○ If you have a question(s) who/when to ask; ○ How their families/carers will be kept informed and frequency of communications; ○ Visitor advice; ○ The appropriate use of PPE; ○ How to communicate in lockdown, how to stay involved with their family; ○ Students may also be concerned for the safety of staff and other students. Consider responding to these concerns as well, including how you communicate about student's changes and operational changes for staff. 	<p>through these challenging times together.</p> <p>[signed: Head of Hall] This should be the Residential Wellbeing Co-ordinator, Resident Life Manager, Deputy or other equivalent role</p> <p>Provide all staff with contact details of SCAPA contact person who will respond to media enquiries/questions</p> <p>Some reference material is in the ANU Residential COVID19 Guidelines and Protocols – Communication Strategy</p>	
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Implement additional infection control measures <i>The ACT Health Outbreak Management Team will be providing infection control support throughout the period of the outbreak</i>	4. Ensure PPE is available to staff and is being used correctly ¹ , in consultation with ACT Health. Contact and droplet precautions are required when providing care to students in isolation or quarantine.	This information is in the ANU Residential COVID19 Guidelines and Protocols – Instructions for PPE donning, doffing and disposal	<input type="checkbox"/>
	5. Review stock levels of PPE and hand sanitiser. Liaise with ACT Health to ensure adequate access to PPE and appropriate use of PPE.		<input type="checkbox"/>
	6. Display signage at entrances to the facility and on students’ doors if required (ACT Health will provide signage if you don’t already have it).		<input type="checkbox"/>
	7. Reinforce standard precautions: hand hygiene, cough etiquette, and physical distancing.		<input type="checkbox"/>
	8. Organise cleaning contractor to conduct cleaning; see the Guidance to Shared Accommodation for more information. a.	Alert Facilities and Services to need for additional cleaning regime including surface cleaning, bathroom and common area cleaning and fogging (0408 227 820)	<input type="checkbox"/>
	9. Follow ACT Health advice regarding infection control requirements around delivery of meals, medication and vital supplies.	<p>If catered facility work with catering team to close dining room and re-organise meals service - All meals will be take away and delivered to resident rooms, until further notice</p> <p>For self-catered facility – close kitchen and dining room until further notice – confirm alternate meal options</p> <p>Medication and other vital supplies to be delivered by staff team and ACT Health team, as agreed according to location of quarantine, number of people being supported and capacity of both teams</p>	<input type="checkbox"/>

Day 2 Onwards	ACT Health	Action ANU Halls of Residence	
Minimise negative psychological and physical impacts	10. Facilitate access to psychological services and resources for staff, students and volunteers. Online	Work with Student Wellbeing team and ACT Health advisors to develop whole of community support plans – information, de-escalation, responding to specific concerns	<input type="checkbox"/>

¹ ACT Health will be ensuring facilities meet the recommendations provided by the [Infection Control Expert Group](#) with regards to infection prevention and control of COVID-19

	resources are available.		
	11. Ensure students can talk to their caregivers or family over video or phone.	Support students to talk to their caregivers or family over video or phone	<input type="checkbox"/>
	12. Ask ACT Health whether it is feasible for students to access the outdoors while in quarantine or isolation.	Ask ACT Health whether it is feasible for students to access the outdoors while in quarantine or isolation.	<input type="checkbox"/>
Monitor and Report	13. Implement a system for regular review of symptoms and mental health of all students, volunteers and staff.	Welfare check template (link provided below)	<input type="checkbox"/>
Provide high quality care <i>The Outbreak Management Team and the provider should discuss early in the outbreak the ongoing management options of COVID-19 positive students</i>	14. Work with the ACT Health Outbreak Management Team to clarify the general clinical care arrangements, including arrangements with existing in-reach health care providers and alternative models of care, if required.	Work with Student Wellbeing team and ACT Health advisors to document proactive care plan and agree reactive care if additional needs arise Minimum requirement is a welfare check twice each day – can be done by Community Co-Ordinator, other Residence staff or ANU Student Wellbeing Team as agreed. Template for welfare checks is available here	<input type="checkbox"/>
	15. Ensure appropriate services are put in place to address student needs: <ul style="list-style-type: none"> • Access to educational materials • Mental health needs (both pre-existing and emerging) • Disability requirements • Current care providers • Provision of information about COVID-19 to the person in a way that is accessible, and the person can understand. 	Check StarRez record for any medical or other ongoing conditions Check if there is a Reasonable Adjustment Plan in place and adapt as needed to be suitable during quarantine arrangements	<input type="checkbox"/>
	16. Pre-existing health conditions		<input type="checkbox"/>
	<ul style="list-style-type: none"> • Assess whether the student or student facility has access to additional (non-ACT Health) financial, clinical or other support in the event of an outbreak. For example: • Psychological or medical support from existing service 		<input type="checkbox"/>

	providers such as school pastoral care programs	<p>See above notes</p> <p>Contact Dean of Students to support students with adjustments and/or special consideration in academic program</p> <p>Initiate staff health and wellbeing support and monitoring</p> <p>Engage with ANU or contractor WH&S Office teams to ensure effective staff support</p>	
Outbreak declared over	17. Once ACT Health declares the outbreak over, continue to communicate with the school or university community to answer any further questions and provide with further information, as required.	Continue to communicate with the school or university community to answer any further questions and provide with further information, as required.	<input type="checkbox"/>
	18. Review and evaluate the outbreak management.	Director, Residential Experience to review and evaluate Outbreak Management Plan, Team & Implementation and report any changes needed to the ANU Covid Response Office	<input type="checkbox"/>