



COVID-19 Response Plan



Fever



Cough



Fatigue



Sore throat



Shortness
of breath

Contents

| | | |
|--------|--|----|
| 1. | Introduction | 3 |
| 1.1. | Context | 3 |
| 1.2. | Purpose | 3 |
| 1.3. | Scope | 3 |
| 1.4. | Implementation | 3 |
| 2. | Background | 3 |
| 2.1. | Level of risk | 3 |
| 2.2. | Transmission | 4 |
| 2.3. | Fundamental assumptions | 4 |
| 3. | Prevention | 4 |
| 3.1. | Duty of care | 4 |
| 3.2. | Hygiene | 4 |
| 3.3. | Cleaning | 5 |
| 4. | Preparedness | 6 |
| 5. | Response to suspected case | 6 |
| 5.1. | Symptoms | 6 |
| 5.2. | Actions | 6 |
| 5.3. | Self-isolation | 7 |
| 6. | Communication | 8 |
| 7. | Church Office | 8 |
| 8. | Church life | 8 |
| 8.1. | Sunday Services | 8 |
| 8.2. | Group Gatherings | 8 |
| 8.3. | Life Groups | 9 |
| 8.4. | Care Ministries | 9 |
| 8.4.1. | Prayer | 9 |
| 8.4.2. | Meals Support | 9 |
| 8.4.3. | Visitation | 10 |
| 8.5. | Suspended Ministries | 10 |
| 8.6. | Outreach | 10 |
| 9. | Customers, Suppliers and Contractors | 11 |
| 9.1. | Facilities hire | 11 |
| 9.2. | Suppliers and Contractors | 11 |
| | Appendix 1 – Health contacts | 12 |

1. Introduction

1.1. Context

The coronavirus (COVID-19), which surfaced in a Chinese seafood and poultry market late 2019, has spread to more than 186 countries, killing more than 13,000 and infecting almost 300,000 as at 23 March 2020. In Australia, the number of confirmed cases stands at around 1,500 people. The World Health Organization has declared the situation a global pandemic and the situation has a significant impact on OneHope's staff, volunteers, and congregation.

1.2. Purpose

The procedure outlines OneHope's response to the prevention, management of disease and actions for operational continuity.

1.3. Scope

This procedure applies to all ministries of OneHope Baptist Church. Specifically, it addresses three key areas of the church's operations:

- Staff (employees) and team leaders
- Church Community
- Third Parties (customers/suppliers/contractors)

1.4. Implementation

Implementation rests with the Executive Pastor as the leader of the COVID-19 Response Team, the members of which are:

- Steve Sim (Leader)
- Jeff Benson
- Jono Broadbent
- Annette in't Hout
- Robbie Spicer
- Christine Duncan

2. Background

2.1. Level of risk

Identifying the level of risk includes:

- Monitoring expert advice (for example, from the Chief Health Officer, Department of Health and Human Services)
- Receiving advice from the Baptist Union of Victoria
- Monitoring the latest Department of Foreign Affairs and Trade (DFAT) travel advice and updates from Baptist Insurances Services relating to travel, particularly to overseas destinations (e.g. missions trips)
- Considering whether planned activities put other people at risk.

2.2. Transmission

There is evidence that the virus spreads from person-to-person. The virus most likely spreads through:

- Close contact with an infectious person
- Contact with droplets from an infected person's cough or sneeze
- Touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person, and then touching your mouth or face

2.3. Fundamental assumptions

The outbreak is spreading rapidly throughout the Australian community.

The population groups at greater risk are the elderly and people with chronic diseases, and communities with high numbers of at-risk individuals such as nursing homes.

There are no vaccines that protect against COVID-19 at the moment. There is no specific treatment for COVID-19. Early diagnosis and general supportive care are important. Most of the time, symptoms will resolve on their own. People who have serious disease with complications can be cared for in hospital.

Border screening is ineffective because carriers can be asymptomatic.

3. Prevention

The best-case scenario is the prevention from contracting the virus in the first place. The following information lists the steps that can be taken to reduce the likelihood of contracting this virus.

3.1. Duty of care

- General duty of care – all staff and team leaders have a fundamental obligation not to put any participant within the church community in harm's way. Reconsider your decisions that can increase the likelihood of someone from the church, or their family members, contracting this virus - for example, by close contact.
- From previous experience with other coronaviruses, categories of people at most risk of serious infection are:
 - people with compromised immune systems (e.g. those with cancer, undergoing chemotherapy treatment)
 - elderly and very young children
 - Aboriginal and Torres Strait Islander people
 - people with diagnosed chronic medical conditions
 - people in group residential settings

3.2. Hygiene

- Avoid handshakes, hugs and kisses
- Place at least 1.5 metres between you and another person when interacting (social distancing)
- [Wash hands for at least 30 seconds with soap](#) or if soap and water are unavailable use [antibacterial alcohol-based hand sanitizer](#) if your hands are not visibly soiled.

- Try not to touch your eyes, nose and mouth
- Wash hands or use sanitizer in any situations that may cause exposure, such as: before eating, after using the bathroom, entering the office, after meetings, after using the photocopier
- If you sneeze cover your mouth with a tissue or your elbow
- Stand clear of someone displaying signs of COVID-19 (i.e. cough, sneeze, etc.)
- Continue healthy habits: exercise, drink water, get plenty of sleep

3.3. Cleaning

OneHope has introduced transmission-based precautions to lower the risk of infection exposure.

PPE should be worn and disposed of appropriately for the location being cleaned.

Disinfectants and cleaning materials should be appropriate for the location. Sanispray surface cleaner is the main disinfectant to be used in all general areas.

Disposable gloves **must** be worn whilst cleaning and hands cleaned upon completion. Face masks, whilst not compulsory, will be made available to cleaning staff on request. Please discuss PPE and cleaning materials with your manager if you are unsure what should be used.

Cleaning Procedure

Daily cleaning and disinfection required

- Door handles
 - Office
 - Front doors
 - Auditorium & Barrabool Room doors
- Bathrooms
 - Door handles including cubicle doors
 - Taps
 - Cistern flush buttons
 - Urinals
 - Toilet bowls and seats
 - Empty hand towel bins
 - Stock paper where required
 - Mop floor when required
- General office areas
 - Front office desks
 - Hot drinks station, including kettle handle, canisters and lids
 - Water dispenser taps
 - Phones
 - Computer equipment where required
 - Photocopier screen and buttons
 - Coffee table

- Couch arms
- Staff Kitchen area
 - Tap handles
 - Benches
 - Tables
 - Wipe fridge door handle
- Kitchen areas – to be managed by Kitchen Manager

Funeral/Function cleaning (prior and post)

- Hard surfaces (all sign in tables)
- Bathrooms
- Kitchen areas
 - Café servery
 - All café and coffee tables
 - All other areas in the kitchen to be managed by Kitchen manager as per kitchen cleaning procedures.

Hand sanitizer is available at the office reception

4. Preparedness

Where possible sufficient supplies or alternative products should be secured for hand sanitiser, alcohol-based or other cleaning products.

Working from home arrangements are encouraged where this is possible without undue disruption to church operations. IT resourcing options for working from home arrangements may include the use of Microsoft Teams for file sharing, messaging, and teleconferencing.

5. Response to suspected case

In the case where a staff member or ministry leader shows the symptoms of COVID-19, the following guidelines should be followed.

5.1. Symptoms

Patients may have fever, headache, cough, sore throat, runny nose, shortness of breath and other symptoms.

In more severe cases, infection can cause pneumonia with severe acute respiratory distress.

A public information hotline is provided by Nurse-on-Call – 1800 675 398.

5.2. Actions

If you develop symptoms, follow the actions below:

Affected person:

- Immediately notify the Executive Pastor. Do not come into the office. Cease all public ministry
- Maintain social distance (1.5 meters) from others and wear a surgical mask if available
- Call your GP/medical centre about your condition before going.

- Assist the Executive Pastor to conduct close contact tracing (a close contact is someone who has been face to face for at least 15 minutes or been in the same closed space for at least 2 hours, as someone who has tested positive for the COVID-19 when that person was infectious).
- The affected person must seek medical clearance before returning to any form of ministry, regardless of whether a 14-day isolation period was imposed. You need to obtain a medical certificate from a doctor and provide an electronic copy to the Executive Pastor before resuming any form of ministry that involves other people.

Close contacts:

- People identified as being close contacts with the affected person will be requested to refrain from engaging with the church community until the results of the potentially affected person is available.
- In case of a positive result:
 - the people that have been in close contact with the affected person should exercise self-isolation of 14 days (refer to the isolation guidelines below - section 5.4). **If symptoms develop** that person should report to the closest medical clinic
 - Notify the Department of Health and Human Services. The state health department contact details can be accessed at <https://www.health.gov.au/about-us/contact-us/local-state-and-territory-health-departments>.
- In the case of staff who may become infected, the Executive Pastor will implement isolation and work-from-home protocols as needed. The situation will be reviewed, and staff updated periodically about further actions.

5.3. Self-isolation

All OneHope people are required to self-isolate in the following cases:

- If you are returning from anywhere overseas you must isolate yourself for 14 days upon returning home in accordance with government directives.
- If you have been in close contact with a proven case of COVID-19, you must isolate yourself for 14 days from the date of last contact with the confirmed case.
- In the case of OneHope Staff, the employee must seek medical clearance before returning to work, regardless of whether a 14-day isolation period was imposed. You need to obtain a medical certificate from a medical doctor and provide an electronic copy to the Executive Pastor before presenting at the OneHope office.
- If you are required to self-isolate in accordance with this response plan, or in accordance with a direction from a medical doctor, health or government agency, OneHope asks that you work from home if you are otherwise well and not suffering adverse symptoms or health effects. Working from home will be considered as ordinary working time.
- To the extent that you suffer adverse symptoms or health affects during the self-isolation period, the days you are unwell will be deemed Personal (Sick) Leave

For details on self-isolation refer to the Australian government [Isolation Guidelines](#)

6. Communication

The OneHope COVID-19 Committee meet on a Monday and Thursday of each week and will provide updates to the Elders, staff and broader church community on this Response Plan, including government advice regarding prevention, preparedness and operational continuity plans.

The Committee will update this COVID-19 Response Plan based on assessment of risk, operational conditions, and reported COVID-19 cases should they occur within the OneHope community. Such updates to the Plan will be made available through the OneHope website www.onehope.org.au

OneHope will provide this COVID-19 Response Plan and subsequent updates to contractors, suppliers and customers (refer Section 8).

Communications must be carefully controlled. The Executive Pastor will be the primary spokesperson on this matter. Ministry leaders will address operational matters relating to their particular ministry area.

7. Church Office

From 23 March 2020, the church office will be closed. Staff will work from home wherever possible. A skeleton staff will be on hand to attend to issues as they arise. The church phone will be diverted to a mobile service to take calls that would ordinarily be directed to the office. Contact can still be made via our general email address, info@onehope.org.au, or by calling (03) 5249 0200.

8. Church life

8.1. Sunday Services

Sunday Services have been suspended pending further advice from government health officials. Large gatherings of people (e.g. Sunday Services) will not be conducted until further notice.

Pastoral staff will provide materials suitable for the spiritual life and vitality of the church via electronic media until such times as Sunday Services are restored. These materials will be published each week via the OneHope website and email updates provided weekly to contacts within our database as the situation unfolds.

8.2. Group Gatherings

On 22 March 2020, the Prime Minister, together with the National Cabinet, implemented Stage 1 of a shutdown of **non-essential businesses of activities**. On 23 March 2020, the Victorian Premier announced that all schools will close for early term-break commencing from 24 March 2020. Both these announcements have significant implications for OneHope's continuing operations.

Non-essential businesses or activities are defined, inter alia, as being places of worship other than for the purpose of a wedding or funeral. As such, **all OneHope activities where groups gather** (other than weddings and funerals) **are henceforth discontinued**. This includes Life Groups, Youth, Young Adults, Full Impact, etc.

Essential gatherings (i.e. weddings and funerals) must comply with the Mass Gatherings Direction (No. 2) whereby we will:

Limit indoor gatherings in a single undivided space to fewer than 100 people. In addition, the total number of persons present in the indoor space at the same time must not exceed the number calculated by dividing the total area (measured in square metres) of the indoor space by four (4).

We further encourage all participants in Essential Gatherings to undertake their civic duty and practice social distancing don't be closer than 1.5 metres from another person, and to wash their hands and practice good hand hygiene (refer section 3.2).

8.3. Life Groups

All Life Groups are to discontinue meeting from this point forward until such gatherings are permitted under State and Federal Government direction.

As an alternative to the Sunday service, we will be streaming a live services at 10:30am on Sunday mornings and re-streaming at 6:00pm that same evening. We encourage our OneHope family to stay in touch with what is happening in the life of the church through engaging in these live-streamed services within their own homes during the period ahead.

We are looking to our Life Groups to continue as the primary place for care, but within the restrictions imposed by the government. If someone in your group needs to self-quarantine, or goes into isolation, think how, as a group, you can safely support that person or family. Can you make some meals or do some shopping for them? Can members of the group text and call them? We all can care for those around us. This is even more important at such a time. Life Group members caring for each other will enable church resources to be directed to those within our church family requiring additional care (the elderly, those house-bound etc).

There are many ways to stay connected, with the possibility for greater social isolation, if you haven't already explored using social media (WhatsApp, Facebook group etc) now would be a good time.

If you have any questions, please call Robbie Spicer (Young Adult Life Groups), Jono Broadbent (Moolap Life Groups) or your Life Group Team Leader if you are from the Barrabool Hills Campus. Together we are here to support and help you.

Pastoral staff will remain in close contact with team leaders during the period ahead to provide support, care and resourcing.

8.4. Care Ministries

8.4.1. Prayer

We will continue to support the church community during the COVID-19 response period. Prayer needs will continue to be received via the church office or pastoral staff and be communicated to the prayer team as they arise. We will provide people the opportunity to receive prayer over the phone by the following means:

1. Person seeking prayer contacts the office
2. Staff will email a prayer with name and contact number to a member of Prayer Team
3. Prayer team member will make contact within 48 hours
4. Prayer team member will email the church office with brief details of prayer call

8.4.2. Meals Support

While we would like to continue providing meals, we are mindful that recent grocery stockpiling and work uncertainty for some makes it more challenging to provide the level of care we have been up to this point in time. In response, we are needing to scale back and only continue with meals for extreme situations. We will assess each situation individually. Right now, we need time to assess how we can best source and administer such needs as they arise.

We are also looking in to how we can provide shopping support for those who are in quarantine or isolation and have no other support network. As we have always done; we're encouraging Life Groups and Ministry Teams to support each other.

If we do need to provide a meal for some who is sick or in quarantine, then we will need to take extra precautions. We suggest placing the meal in a disposable container (which you can be collected from the church office) and, when it comes to deliver, leave the meal on the doorstep and call or text the person, informing them that the meal is waiting for them. Following these protocols will ensure there is no physical contact with the person receiving the meal.

The COVID-19 Response Team will continue to monitor the situation and provide updates as more becomes known.

If our church community does hear of a person who is at risk of not having food, or the ability to prepare it, please contact Annette in't Hout (for Barrabool Hills people) or Jono Broadbent (for Moolap people).

8.4.3. Visitation

In this time of social distancing, self-quarantining, and isolation we need to be mindful of those who are potentially feeling the effects of these measures. We also need to ensure the wellbeing of our volunteers. With this in mind, we have made a few decisions and changes to what we are doing.

The Luson Communion service will not be happening until further notice. This has been a directive of the facility which we whole heartedly support. Those in Residential aged care facilities are some of the most vulnerable in this situation, so we need to do all we can to keep them safe and well.

Many of our people regularly visit elderly people from our church family. For those in residential aged care, you need to be guided by the facility as to whether you can continue visiting. Some facilities have restricted visitation to direct family only. As an alternative a phone call may help to retain a connection.

When visiting people both your wellbeing and the wellbeing of the person you are visiting is utmost. If they are in isolation, do not visit them. If you are unwell and exhibiting any of the symptoms as mentioned in this COVID-19 Response Plan, then you are not to visit. If you are not comfortable visiting someone, then please don't go. Instead, give them a call.

8.5. Suspended Ministries

As of 23 March 2020, all OneHope ministries involving the gathering of people together have been suspended until further notice.

8.6. Outreach

The following external outreach ministries have been discontinued until further notice:

- Belmont High School outreach
- Newcomb High School outreach
- Luson Aged Care Facility outreach
- Cup Cakes Ministry

9. Customers, Suppliers and Contractors

9.1. Facilities hire

OneHope's facilities are utilised by a range of external customers, most notably, Tuckers Funeral and Bereavement Services. We are liaising closely with such parties to understand their particular response to the COVID-19 pandemic and to inform them of OneHope's response.

Funerals held within OneHope facilities will be limited to family and close friends only. Attendance numbers will be managed carefully to ensure they are in compliance with government directives regarding group sizes. Any attendees in excess of the government-imposed restriction will be directed to listen from the entrance (outside) to the building and receive audio transmission of the service.

9.2. Suppliers and Contractors

We will continue to receive supplies as per normal arrangements but will remain in close contact with our key suppliers and respond accordingly. This Response Plan will be provided to our key contractors together with any updates as they occur.

Appendix 1 – Health contacts

If you suspect you may have the coronavirus disease (COVID-19), please call the hotline on **1800 675 398**.

Useful resources

Department of Health & Human Services, State Government of Victoria, Australia (health advice and support in state of Victoria)

<https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19>

Department of health, Australian Government provides a number of other resources at this location:

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

Department of health, Australian Government (health advice)

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Department of Foreign Affairs and Trade, Australian Government (travel advice)

<https://www.smartraveller.gov.au/news-and-updates/coronavirus-covid-19>

Coronavirus statistics tracking by Johns Hopkins University

<https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>