



COVID-19 Service Closure Preparedness

[insert service name here]

November 2021

Table of Contents

Service Closure Readiness Checklist	3
BUSINESS AS USUAL	3
NOTIFICATION OF A CONFIRMED CASE – PUBLIC HEALTH DEPARTMENT ORDER TO CLOSE.....	4
Outcome: To close the service as quickly and calmly as possible keeping children, staff and parents and families safe.....	4
WHILE CLOSED.....	5
Outcome: To provide accurate, regular, clear information and stay connected with children, staff and families	5
Outcome: To clean the facility to ensure readiness for a safe return at the end of the closure.....	5
RETURN TO SERVICE – FOLLOWING DIRECTION OF PUBLIC HEALTH UNIT	6
Outcome: For all children to enjoy a safe and seamless return to the service.....	6
1 Notification of a confirmed case.....	7
2 Delegations and leadership.....	9
3 Communication	9
4 Template 1: Negative suspected case	10
5 Template 2: COVID rumours.....	11
6 Template 3: Confirmed case- service closure	12

SERVICE CLOSURE READINESS CHECKLIST

This Checklist is to ensure that in the event of a suspected and/or confirmed case of Covid-19 in your community you are ready to act immediately and efficiently.

Steps:

1. BUSINESS AS USUAL
 - a. Implementation of day-to-to-day measures to keep children, staff and families safe
2. NOTIFICATION OF A CONFIRMED CASE
 - a. Closing the service – children and staff sent home
 - b. Communication
 - i. Immediate
 - ii. Ongoing during closure
 - c. Caring for Children and families
 - d. Cleaning
3. REOPENING THE SERVICE
 - a. Communication
 - b. Day 1 procedures
 - i. Transitioning children back in
 - ii. Caring for staff
 - c. Getting back to normal

BUSINESS AS USUAL

Outcome: To implement daily practices to keep children, staff, families and visitors safe in our environment

Required	Action taken
1. Emergency Response Guide is: <ol style="list-style-type: none"> a. Up-to-date b. Includes: <ol style="list-style-type: none"> i. a communication tree (who communicates with whom) ii. Communication Plan for staff and families during shut down iii. Deep COVID Cleaners contact details c. Regularly communicated with staff d. Consistent with school Critical Incident Response Plan 	
2. The School, contractors and all other outside organisations who utilise your service are aware of the process that will be followed if a COVID case is found within the service	

3. COVID 19 Operating Guidelines for CELC are implemented as is appropriate to your local context	
4. COVID 19 Service Closure preparedness Checklist is current and accessible including: <ul style="list-style-type: none"> a. All items actioned b. Template letters saved in an easily accessible drive ready for quick access c. Closure signs are developed and easily accessible for printing and attaching to door 	

NOTIFICATION OF A CONFIRMED CASE – PUBLIC HEALTH DEPARTMENT ORDER TO CLOSE

Outcome: To close the service as quickly and calmly as possible keeping children, staff and parents and families safe

5. Personal Protection Equipment (including face masks and gloves) are available for immediate issue to staff and parents/families entering the service to pick up children	
6. Contact details (work and after hours) for the CELC Executive Director and your relevant Operations Manager are up to date	
7. Contact details for all parents and caregivers are current including: <ul style="list-style-type: none"> a. Mobile and home numbers b. Numbers for both parents or caregivers c. Emergency contact numbers 	
8. Staff contact lists and communication processes (e.g. telephone trees) are up to date including <ul style="list-style-type: none"> a. Contact details for all staff (telephone and email) b. Contact details for casual staff who regularly attend the service c. Contact details for cleaners 	
9. Contact details for School Principal are current	
10. Current and accessible record of contractors / suppliers including: <ul style="list-style-type: none"> a. Contact details b. Scheduled visits/deliveries 	

<p>11. Plans for staff briefings and parent communications during the closure period are in place including:</p> <ol style="list-style-type: none"> Mode of communication (telephone, google meets etc) Regularity of contact Purpose of contact (information, wellbeing check) Staff and parents are aware of these plans Staff and parents have the available technology at home to access briefings and communications 	
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WHILE CLOSED

Outcome: To provide accurate, regular, clear information and stay connected with children, staff and families

Required	Actions taken
<p>18. Allocated person to attend service on Day 1 of closure (to communicate with parents who may turn up):</p> <ol style="list-style-type: none"> Is clear on the official message Had PPE available to wear and distribute as necessary <p>NOTE This step may not be necessary</p>	
<p>19. Regular (daily) communication with School Principal ensuring consistent message are being provided to parents and caregivers</p>	
<p>20. Communication Plan is implemented as necessary, including</p> <ol style="list-style-type: none"> Accurate regular clear information provided to staff and parents/caregivers Multiple modes to ensure everyone has access to the information 	
<p>21. Plans for Wellbeing contact are implemented including</p> <ol style="list-style-type: none"> Modes of communication Priority for children and families at risk Plan for responding to increasing wellbeing concerns for individual children (should they arise) All families as deemed necessary 	

Outcome: To clean the facility to ensure readiness for a safe return at the end of the closure

<p>22. COVID Deep Cleaning plans are implemented including</p> <ul style="list-style-type: none"> a. Compliance with QLD Health Guidelines on COVID Cleaning 	
RETURN TO SERVICE – FOLLOWING DIRECTION OF PUBLIC HEALTH UNIT	
Outcome: For all children to enjoy a safe and seamless return to the service	
<p>23. Communication Plan for staff implemented including</p> <ul style="list-style-type: none"> a. Advising staff that if they have cold or flu like symptoms they must not attend work and should seek testing as soon as possible; b. Liaising individually with staff who are vulnerable as to support they may need in returning to work c. Clear expectations of processes and procedures for return to work d. Clear expectations of Day 1 procedures 	
<p>24. Communication Plan for parents and care givers implemented including</p> <ul style="list-style-type: none"> a. Return to full service b. Advising parents/caregivers that if they or their children have cold or flu like symptoms they must not attend the service and should seek testing as soon as possible in accordance with QLD Health Guidelines; c. Clear expectations of processes and procedures for return to service d. Clear expectations of Day 1 procedures e. Clear advice as to the measures being taken to keep children, families and staff safe 	
<p>25. Day 1 procedures implemented</p>	
<p>26. Continue to regularly communicate with parents and caregivers regarding service readiness to respond to any COVID related concerns</p>	

*Items marked with an asterisk should be implemented when there is confirmed community transmission in the Cairns and Hinterland, or Torres and Cape Hospital and Health Services regions. CES will communicate this to services.

1 NOTIFICATION OF A CONFIRMED CASE

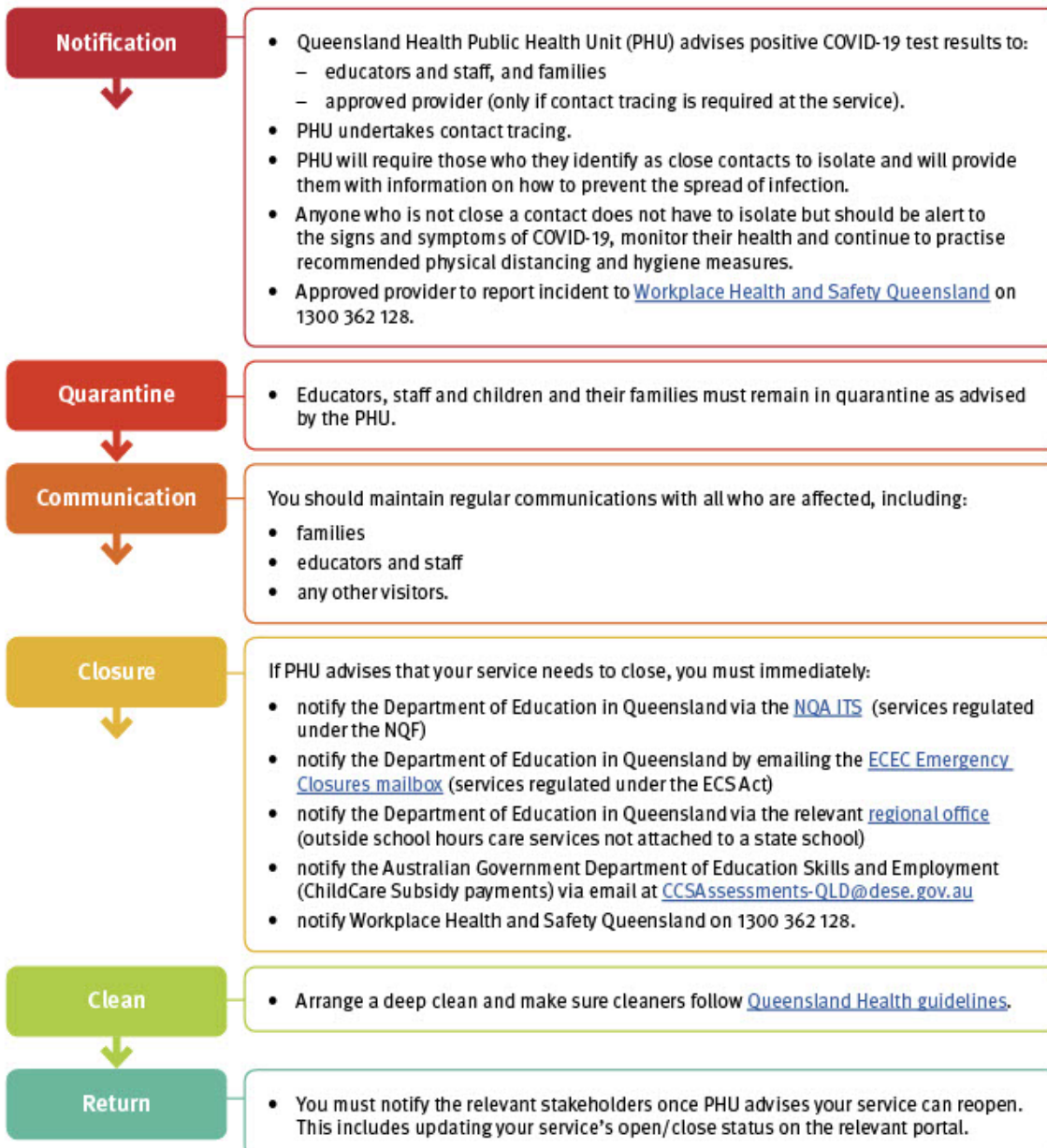
As Per Queensland Government Flow Chart

Department of Education

COVID-19

Confirmed case management process – early childhood education and care services

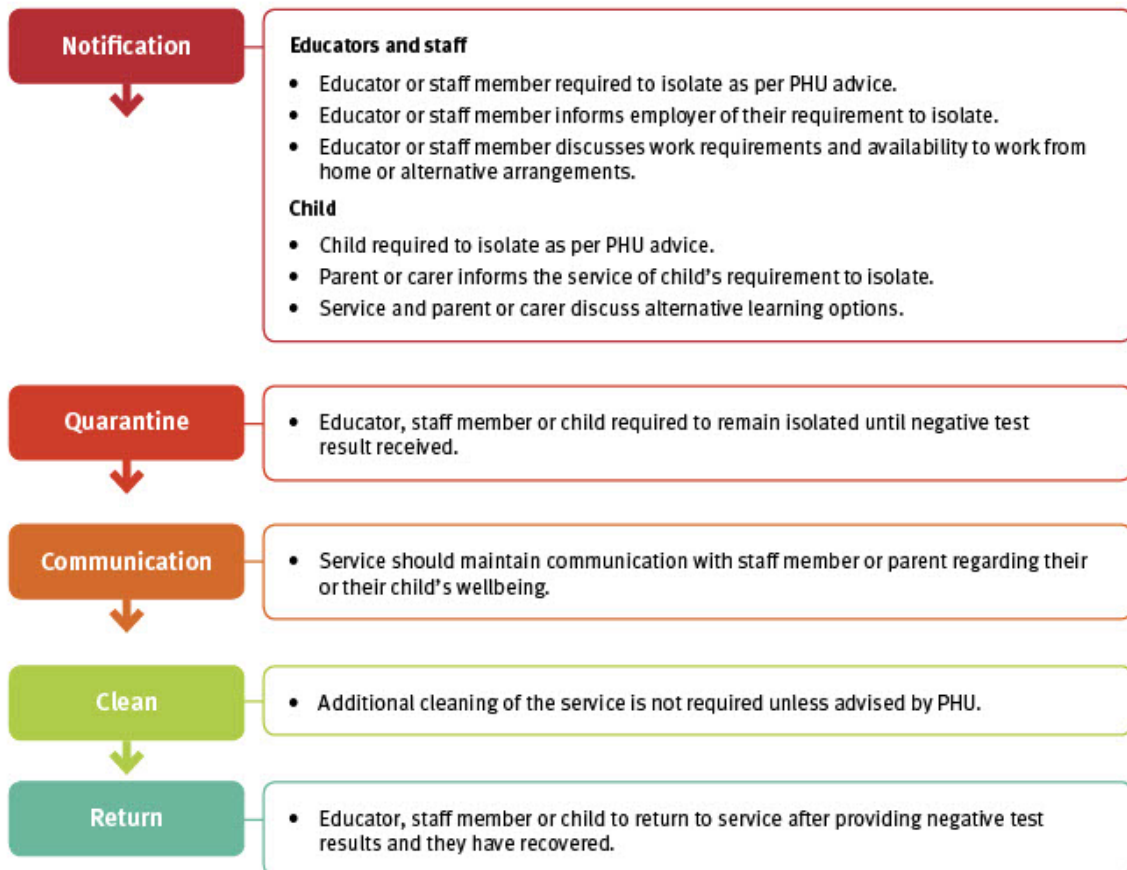
As part of a service's COVID-19 risk mitigation strategy, approved providers must have a process, such as the below, for managing a child, family member, educator or staff member testing positive for the virus.



COVID-19



Suspected case management process – early childhood education and care services



2 DELEGATIONS AND LEADERSHIP

The Nominated Supervisor is responsible for:

- the ongoing leadership of the service
- process for closure
- communications with the service community
- health and wellbeing of all members of the service community
- return of the service to normal operations.

The Nominated Supervisor will be assisted as required by CELC Executive Director (or nominated delegate) who will liaise with the PHU and coordinate WHS responses including deep cleaning.

The relevant Operations Manager will coordinate CELC support including ICT, HR, Comms.

3 COMMUNICATION

Communication of confirmed cases and potential service closures need to be communicated rapidly to the service community.

The initial communication may be via SMS, with a follow up email to be sent to parents, caregivers and staff. A template letter has been provided [here](#). A sample SMS message is provided below.

A member of our community has tested positive to COVID-19. To assist with prevention and contact tracing, name of service will be closed for x days, effective from xxxx. We will be issuing a formal communication to our community later today. As always, our priority is the health and safety of everyone, and we wish to thank you for your understanding.

Information on a service closure should also be communicated to casual staff, contractors (including regular cleaners, School and any other outside organisations who may use the service facilities. It is recommended that the service develop a list of these contacts, to ensure they are all informed of the closure.

Communications should include:

- Expected duration of closure
- Advice on continuing good hand hygiene whilst at home and to seek medical attention or phone 13 HEALTH if a child or adult is showing signs of illness
- Methods that parents / carers can communicate to the service during service closure

4 TEMPLATE 1: NEGATIVE SUSPECTED CASE

<use service header>

Date xxx

Dear Parents and Caregivers

I am writing following advice that a member of our service community had been undergoing testing as a suspected case of coronavirus.

I have been advised that testing has occurred, and the results have come back negative.

I can assure you that there is no confirmed case of coronavirus in our service community and if that situation should change, I will advise you immediately.

Our service has been taking all appropriate precautions regarding health and hygiene and we will continue to take the advice of Queensland Health in response to this public health issue. Your continued support in ensuring that your children remain alert to good hygiene is appreciated.

It is important that as a community we not speculate about this matter and work on factual information only.

Given the range of symptoms that are associated with the virus, we should all continue to be alert to our own health and to the health of our families. Please contact your GP or 13 HEALTH (13 43 25 84) if you have any concerns.

Yours sincerely

Nominated Supervisor

5 TEMPLATE 2: COVID RUMOURS

<use service header>

Date xxx

Dear Parents and Caregivers

I am writing following advice that there may be information circulating in our community suggesting that our service has a suspected case of coronavirus.

I can assure you that after checking with relevant authorities, there is no confirmed case of coronavirus in our service community and if that situation should change, I will advise you immediately.

Our service has been taking all appropriate precautions regarding health and hygiene and we will continue to take the advice of Queensland Health in response to this public health issue. Your continued support in ensuring that your children remain alert to good hygiene is appreciated.

It is important that as a community we not speculate about these matters and work on factual information only.

Given the range of symptoms that are associated with the virus, we should all continue to be alert to our own health and to the health of our families. Please contact your GP or 13 HEALTH (13 43 25 84) if you have any concerns.

Yours sincerely

Nominated Supervisor

6 TEMPLATE 3: CONFIRMED CASE- SERVICE CLOSURE

<use service header>

Date xxx

Dear Parents and Carers

Unfortunately, I am writing to advise you that a [child/staff member/parent] has a confirmed case of coronavirus (COVID-19).

I am advised that our [child/staff member/parent] is in the care of relevant health authorities and will remain absent until cleared by Queensland Health [ensure accuracy of this statement in each case]. Our thoughts and prayers are with them and their family at this difficult time and we wish them a speedy recovery.

In light of this information, our service will temporarily close immediately to allow Queensland Health to support us with contact tracing and to allow for special cleaning of our facilities.

This decision is in the interests of the health and safety of our broader community and at this stage I expect the service to be closed for at least XX days while this initial work is being undertaken.

The contact tracing work will be undertaken at the direction of Queensland Health and students and members of our service community may be contacted to assist with the process.

Given this identified case in our service, it is even more important for us all to be alert to our own health and to continue to take protective action.

Please continue to ask your children to:

- wash their hands regularly with soap and water, particularly before and after eating, and after going to the toilet;
- use alcohol-based hand sanitiser regularly;
- cover coughs and sneezes with a tissue or the inside of their elbow;
- dispose of tissues in the bin immediately.

If your child develops flu like symptoms, please:

- keep your child at home;
- avoid contact with others such as touching, kissing or hugging;
- see a doctor or contact 13 HEALTH (13 43 25 84) immediately;
- seek medical advice if your child has other underlying medical conditions;
- call ahead to the medical centre or doctor's surgery, advising of your child's symptoms and the closure of the service.

If you do need to contact the service, [insert communication protocols for contacting the service during the closure period].

Further advice and information about the coronavirus is available on the Queensland Health website:
<http://conditions.health.qld.gov.au/HealthCondition/condition/14/217/838/novel-coronavirus>

I thank you for your patience and understanding during this time where we as a community are dealing with the impacts of this virus.

I will update you further as soon as I have further information.

Yours sincerely

Nominated Supervisor