



COVID-19

Manager Bulletin

COVID-19 Manager Bulletin – 19 August 2020

This email is for Monash Health managers.

The COVID-19 pandemic is an evolving situation. This advice is correct as of 19 August 2020.

Message from the Chief Executive

Everything we do right now is about prioritising safety for our patients and the teams we lead.

Yesterday's employee forum focused on two very new and important safety steps; one for the short-term management of a COVID-19 outbreak at Peninsula Health, and one for the longer-term management and protection of our employees in our shared spaces. And, as always, please keep on top of correct PPE usage, not forgetting our Standard Precautions. It is important we continue to get this right.

I sent out a special edition of the CE Update yesterday detailing the steps we are taking in relation to the Peninsula Health outbreak - additional steps above and beyond those we would usually take in a contact tracing process, to ensure the ongoing safety of our patients and employees, and to support our Peninsula Health colleagues and community.

Following this outbreak, employees who worked at one of Peninsula Health's five major sites (Frankston Hospital, Rosebud Hospital, The Mornington Centre, Golf Links Road Rehabilitation Centre, and Carinya Residential Aged Care Unit) between 3-17 August may be at risk of COVID-19 infection and need to stay away from work until they can be tested and get their results back. Please read the update and if you or your employees are impacted, follow the steps outlined.

David Ballantyne, Executive Director, Capital and Infrastructure, has been leading work on how we manage our shared spaces safely. This includes break rooms, shared desk spaces and meeting rooms. We are asking managers to take a real leadership role here and to use the new tools and checklists which are being provided to ensure we minimise close contacts in the workplace.

Your role in ensuring we are managing shared spaces safely is crucial at this time and means you will need to do things like scheduling breaks for your team members and taking a role in room assignment, as we work to keep each other safe. Learn more about shared spaces [here](#).

We are all learning and adapting to these new measures – it is hard to make change and to make it sustainable, but it is just so important right now. I thank you for the role you are playing.

In the next day or so, we will also be putting out the call for all Monash Health employees to tell us all the places they work – whether that is other health services or in voluntary roles. The Department of Health and Human Services has requested this information as part of its approach to managing the COVID-19 pandemic.

We know workplaces are one of the main ways the virus has been spread, particularly in this second wave, and we need to have a full understanding of where you are working as part of our obligation to keep everyone safe.

I thank you in advance for your co-operation with this short survey – please also have your team fill out the survey as quickly as possible.

Last week, Board Chair Dipak Sanghvi delivered a message to all our employees on behalf of the Board. I thought this bit was very well worth sharing with managers:

“We know we can entrust you to work to deliver safe, high quality and timely care, whether it be on-site or remotely. We could not do any of this without you, and we want to make sure you also take care of yourselves – so please make sure not to forget your needs and always stay safe.”

Can I echo Dipak’s wonderful sentiments; keep looking after yourselves and each other because without you, we cannot deliver excellent care to the community.

Andrew Stripp
Chief Executive

Key messages

Priorities this week:

- Familiarise yourself with the new material on Managing Shared Spaces Safely - Managers are responsible for creating break schedules, advising on suitable rooms/spaces and ensuring those spaces are safe.
- If you or any of your team worked at one of Peninsula Health’s five major sites between 3-17 August, do not attend work, get tested and follow these steps.
- Ensure you and your team are across the latest PPE tiers.
- Complete the survey about where you work and ensure your team understands the importance of providing this information before the deadline. You will receive an email about this in coming days.
- At the same time, ask your team to update their contact details in ESS – it’s essential we have the latest contact information for all employees.
- Encourage your Health and Safety Representatives (HSRs) to tune into the next Safety Café (Webex) on 26 August at 2pm.
- If you have employees who need to access leave in relation to COVID-19, read the latest information about the best type of leave and the related Kronos codes you can now enter.
- Nominate your next STAR award winner – nominations are now open.
- Check in on each of your team members with an eye to their health, safety and wellbeing – point them in the direction of the recent presentation on getting a good night’s sleep.

- Regular communication with your team is crucial during a crisis or period of significant change – we are experiencing both. Review the Manager Briefing content on communicating during uncertain times.

Response to Peninsula Health outbreak

Following a COVID-19 outbreak, employees who worked at a Peninsula Health site between 3-17 August may be at risk of COVID-19 infection and need to stay away from work until they can be tested and get their results back. Please read the update and if you or your employees are impacted, follow the five steps outlined. There is a new page on the coronavirus website for employees which will help answer any questions about this direction.

Revised PPE tiers and a reminder on conventional use of PPE

There has been a further update on the conventional use of PPE and the PPE tiers. Healthcare workers are to wear Tier 3 if they are directly involved in the intubation of a patient with no COVID-19 risk factors. There is detailed DHHS guidance, and you can find the updated PPE poster [here](#).

Given some of the questions about the use of gloves at employee forums in recent days, if you work in a clinical setting, it may well be worth a deliberate conversation within your team about going back to the first principles of infection prevention. To ensure everyone remains confident with the level of PPE required, please read and familiarise yourself with the [PPE information](#) on our COVID-19 employee website and our Standard Precautions, which are available on PROMPT.

Managing Shared Spaces Safely – managers have a key role

Signage, checklists and QR codes must be available and accessible in all shared spaces. This includes break rooms, shared desk spaces and meeting rooms. To ensure rooms are not at or exceeding their capacity, Managers are responsible for creating break schedules, advising on suitable rooms/spaces and ensuring those spaces are safe.

In high risk areas such as COVID-19 or suspected-COVID-19 wards, alternate check-in methods may be utilised to check-in, e.g. paper-based template.

To assist you, 'how to' guides, check-in posters and site-specific data books have all been made available under the [Managing Shared Spaces section](#) on the COVID-19 Employee website.

Do you know how to use Protect for your workplace inspections?

Your workplace inspections for this quarter are now due, with forms available in Protect. Please ensure all inspections are completed in your area.

Single-employer model for employees at residential aged care facilities

The Victorian Government has introduced a 'single employer' model for employees who work across multiple residential aged care facilities. All employees who work any shifts within any aged care facility managed by Monash Health or another provider will be required to be based at and work at a single facility as their primary workplace. We understand that this may affect the number of shifts available to an employee and Monash Health will support impacted employees throughout this process. [Read more here](#).

Changes to palliative care visitation

We have adapted our visitation for patients who are facing terminal illness and life-threatening

situations, unstable or deteriorating condition and palliative care patients. These changes have come together to protect the health and safety of our patients, visitors and employees. You can find out [more here](#) – this information is available to the public on our website.

Updates to Kronos leave codes for COVID-19

If you have employees who need to take leave in relation to their COVID-19 status, to help you determine the most appropriate leave type and how it should be entered into Kronos, the leave type flowchart and Kronos codes have been updated. Please take a look at the [updated details](#) on the coronavirus website.

Close contacts and furloughed employees

There have also been some updates to the [furloughed employees information for managers](#). And a reminder that if you or any of your team is notified by DHHS that they have [been classified a COVID-19 close contact](#), please inform Infection Prevention straight away.

If masks are causing issues, the allergy clinic is available on Tuesdays

Some employees are encountering allergic symptoms related to occupational allergy – such as a reaction to the use of masks. In response, the Allergy and Dermatology departments have developed an emergency telehealth clinic for employees. From next week, this service will move back to Tuesdays only. [Learn more here.](#)

Communicating during uncertain times – materials to support you

There could barely have been a more apt presentation than Cathryn O’Flaherty’s Manager Briefing on Communicating during uncertain times. Cathryn is a People and Culture Consultant on Organisational Development and Learning. All managers will find something valuable in this presentation, which you can [watch online](#) or [download the slides](#) from this page. There are some helpful tips on managing in the moment and how to handle the situation if you don’t yet have all the answers.

Communication skills of effective leaders - podcast

Continuing with our theme of the importance of communication in a crisis, the Monash Health library team has identified a recent episode from communication skills podcast “[Talk about Talk](#)” with executive coach Heather Stark. It explores communication skills of effective leaders, how leaders can improve their communication and related skills such as listening and authenticity. This episode is followed by Crisis Leadership and Virtual Teams, which also features Heather Stark and describes her framework for leading virtual teams and excelling in a crisis. I hope this generates some ideas for you.

Practical tips on working from home

As we’ve continued to work within the Stage 4 lockdown, many of our people are working from home. We’ve put together some helpful tips and advice from a number of sources – from setting up your workspace, to managing your time and your mental health. If you are working at home, [take a look](#) and encourage your team to do the same. Perhaps encourage your team to share ideas about what’s working for them.

Permitted workers and childcare permits

If your team members still have any uncertainty about what to do in relation to childcare, please take a look at the [updated FAQs](#). All Monash Health employees are permitted workers, even if they are working from home.

Recruitment during COVID-19

Pandemic or no pandemic, in an organisation as large as ours, we need to continue to recruit and identify the best talent. Following the recent Manager Briefing presentation on best-practice recruitment, we have created a [new page](#) on the coronavirus website for employees to help answer any of your questions about the best approach, making good use of online technologies.

Getting a good night's sleep

Chances are that, during this highly stressful period, you may be having some challenges sleeping. A lot of people have. At last week's employee forum, Clinical Neuropsychologist, Dr Natalie Grima, spoke about the importance of sleep hygiene and provided suggestions on how to develop good sleeping habits. Sleep is controlled by different factors in your life, such as social interaction, exercise, mealtimes, and light exposure. Generally, the first line of treatment in addressing sleeping difficulties is sleep hygiene. Revisit [her presentation](#) if you think it could be helpful to you, your team or members of your family.

Keep ESS contact details up to date

It is vital that we have up-to-date contact information for all employees. It's important at any time, but as we have people working from home or potentially furloughed as a close contact, the better our information is, the easier we can contact employees or next of kin when needed.

It only takes a minute to log into [HR21 Employee Self Service](#) and follow the link '1. My Details', then 'Addresses'. Please ask your team to do it as soon as possible and remind them to save their changes before logging out.

Encourage your HSR to attend the next Safety Café

Encourage your Health and Safety Representatives (HSRs) to tune into the next [Safety Café](#) (Webex) on 26 August at 2pm. The Safety Café is an opportunity for your HSRs to stay up to date with the latest developments in OHS. The event is hosted by our OHS advisors, with HSR feedback contributing to the agenda items.

STARS recognised

Over the last three weeks, it's been outstanding to hear about the examples of excellence from across Monash Health, from our Say Thanks and Recognise (STAR) award winners from the first half of the year. Don't forget, the STAR awards are open for nominations year-round, so when you are impressed by something a member of your team has done, then make sure we [hear about it too](#).

Encourage fellow managers to sign up

If you are concerned someone you know should be receiving the bulletin in their email and isn't, please [send them this link](#) and encourage them to sign up. [All previous](#) editions are available on the coronavirus website.

Ensure you are working to the most up-to-date advice

Ensure you are working to the most up-to-date advice by referring to the [Monash Health Employee Coronavirus website](#). To make accessing the site quicker, you can create a shortcut on your smartphone by following [these instructions](#).

All managers are requested to use these updates in discussions with their teams and then disseminate relevant information at stand-ups and handovers.

As advice and information evolve, please consult the latest updates and visit the [Department of Health and Human Services](#) and [Monash Health COVID-19 website](#) for employees regularly for the latest.
