



**COVID-19**

# Manager Bulletin

## COVID-19 Manager Bulletin – 2 September 2020

**This email is for Monash Health managers.**

The COVID-19 pandemic is an evolving situation. This advice is correct as of 2 September 2020.

### Message from the Chief Executive

Keeping our patients safe is always top of mind. So it should be for keeping ourselves and each other safe at work too.

This week's Manager Briefing focused on continuing to improve our safety culture and, in the coming months, you will be hearing a lot about what we are doing to make safety our top priority. Whether it's donning correct PPE, not exceeding maximum numbers in meeting rooms, using proper technique when lifting, or making sure our desks are set up correctly; we all have a responsibility to think safety first and protect each other.

As a leader at Monash Health, we need you to set the example and model this behaviour. Even when the pressure comes on – in fact even more so when it does – we need you to put safety first.

Yesterday at the employee forum, Dr Rhonda Stuart provided us with some excellent analysis of healthcare worker infections through the life of this pandemic. The analysis indicated that the real risk factors have been in the care of patients who are not identified as COVID-19 positive, in the care of patients with high-care needs, and in employee areas and tea rooms. Not so much in the ICU, Emergency or COVID-19 wards, where people know the risks and are using PPE correctly.

As Rhonda said, the key is to keep our focus at all times – even once this wave has passed – and look after each other.

Our 2020/21 OH&S targets were released yesterday. At the moment, we are averaging 320 OH&S incidents per month. 320 is too many.

Currently, only 57% of mandatory workplace inspections have been completed. This must change. Please complete your workplace inspections as a priority and take follow-up action promptly. Investigate near misses and encourage your team to report their concerns and put forward their ideas about improvements.

Workplace inspections help prevent accidents and keep your team safe. This is not a COVID-19 thing; this is an everyday thing.

Thank you for your ongoing leadership and for looking after your team.

**Andrew Stripp**  
Chief Executive

## Key messages

### Priorities this week:

- Watch the presentation on the Protect system and get ready for your next workplace inspection. Engage your team in the process.
- Complete the employee workplace declaration about where you work and ensure your team understands the importance of providing this information.
- Stay across the latest updates on PPE and Managing Shared Spaces. Is everyone wearing a mask? They have a legal obligation to wear a face-covering on site. Hold people accountable and make use of the resources and tools to help get this message out.
- Nominate your next STAR award winner – nominations close on 30 September.
- Set aside half an hour to complete the Aboriginal and Torres Strait Islander Cultural Awareness eLearning module for managers.
- Plan for an R U OK? Day event or check-in, wear yellow for the day and win your team an hour of relaxation.
- Check out the new library guide for managers.

### Managing Shared Spaces Safely – managers have a key role

With Rhonda's words ringing in our ears about the risk of contracting COVID-19 in tea rooms and via social interactions at work, think hard about how you are working and stay across the 'how to' guides, check-in posters and site-specific data books, which have all been made available under the [Managing Shared Spaces section](#) on the COVID-19 Employee website.

### Using the Protect System for workplace inspections – a helpful guide

At the last Manager Briefing, Juan Menendez from the OH&S Team delivered a comprehensive presentation on how to use the Protect system to conduct and report your quarterly workplace inspections. This is a simple presentation showing where to find the tool, how to allocate and conduct an inspection and how to complete and close the actions identified. Please [download the presentation](#) and use it as a guide. You can also go back and [watch this presentation](#).

### Mandatory face-covering resources now available

There may be some instances where, unfortunately, our patients and visitors may not comply with their legal requirement to wear a face-covering while on site. This is why we have updated the [resources](#) page of the COVID-19 website for employees to now include an A3 poster for entry points and a script for employees. Please take a leadership role in ensuring your team members and others are following this important safety measure.

### 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. [Learn more here](#).

## **Workplace declaration**

To help improve the safety of our consumers and employees, it's vital that we have a clear understanding of any paid, unpaid or voluntary work every employee does for any other organisation. If you have not done so, please complete the [Employee Workplace Declaration form](#) today and ensure your team completes the form too. It takes just a few minutes.

## **Aboriginal and Torres Strait Islander cultural awareness for managers**

Monash Health has developed a specific Aboriginal and Torres Strait Islander Cultural Awareness eLearning module for managers. Module 4 is: "Building an Aboriginal workforce, for Managers" and it's [available on Latte](#).

This is mandatory for all managers and is in addition to the three-module employee training, which aims to build our understanding of Aboriginal people, history and their experiences in our health system. More information about Monash Health's Aboriginal Health Service can be found on the intranet.

## **Asking the identifying question**

The recent presentation from AJ Williams-Tchen about the when, where, why and how we need to ask the identifying question 'Are you of Aboriginal and/or Torres Strait Islander origin?' also challenges us to think carefully about how and why we are asking this question and why it's so important to help achieve the appropriate care for Aboriginal and Torres Strait Islander patients. I encourage you to [watch this video](#) with your team.

## **R U OK? Day – take some time to talk to your team**

Every year, R U OK? Day is a reminder to check in on your colleagues and loved ones. This year, more than ever, it is important to have those conversations with those around you. COVID-19 poses a fresh challenge, not only to our physical health but our mental wellbeing as well. At [2pm on Thursday 10 September](#), we will be bringing you a panel of experts to give some advice on how to stay connected while we are physically apart. Additional resources will be added to the health and wellbeing pages of the COVID-19 website for employees to ensure the conversations continue after 10 September.

As a physical reminder of the day, where appropriate, encourage team members to wear a little bit of yellow, take a pic, and go into the running for a one-hour virtual relaxation session. Couldn't we all do with that! Send in your photo and short story about how you are checking in with each other, with the subject line 'RUOK Day Competition', to [Gaynor.henderson@monashhealth.org](mailto:Gaynor.henderson@monashhealth.org) by 5pm, Monday 14 September.

## **STAR nominations due by 30 September**

During these challenging COVID-19 times, it is more important than ever that we acknowledge those who are going beyond the call of duty to do something extraordinary and take the time to say thank you. Quarter 3 nominations are open now, and you can nominate on the STAR portal. [Read more here](#). 30 September is the next deadline for STAR nominations.

## **New library guide for managers now online**

The new library guide for managers has gone live and brings together tips and resources to help you consider different aspects of teamwork, communication, managing and leading.

Depending on your mood, timeframe, learning style, there are materials which are for listening, watching and reading – in short or long form. Thank you to the library team, who will continue to add to this valuable resource. [Bookmark this page!](#)

### **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.

### **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](#).

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**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.

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