



**COVID-19**

# Manager Bulletin

## COVID-19 Manager Bulletin – 28 October 2020

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

The COVID-19 pandemic is an evolving situation. This advice is correct as of 28 October 2020.

### Message from the Chief Executive

Stay safe! It's an important mantra for the community as we move out of the state's lockdown restrictions, and also one we live by at Monash Health.

Yesterday's employee forum had a significant safety focus as we outlined the revised Model of Care and changes to PPE requirements which start to come into effect today.

Over 1,000 employees tuned in, and there were plenty of questions. As these are important changes that affect our workforce, I strongly encourage you to watch the recording and download the slides that accompanied the presentation, which can be [viewed here](#).

As discussed, we will be implementing the Monash Health [Respiratory Protection Program \(RPP\)](#) over the coming months. Please let your teams know this is an initiative to strengthen the last line of defence against respiratory hazards and will include fit testing of respiratory protective equipment such as N95 masks. The details of when the fit testing will start will follow shortly.

This is an important time as we make the transition to what is being called 'COVID normal'.

People were relieved and excited to see zeros in case numbers on Monday and Tuesday, and it's a great community outcome. I hope you are all feeling that too, but to operate in a COVID-safe way, we need to maintain our vigilance.

The virus hasn't gone, but it's now manageable if we continue to take precautions. As healthcare workers, we play a significant role in modelling and shaping the right behaviours and educating the community.

Like the rest of the city, we are looking at our open spaces and eating areas and considering how to be innovative and functional while always staying safe.

You will see some [upgrades and improvements](#) to shared spaces at a number of our sites, to expand the options for you and your teams to take all-important breaks away from work.

Just like eating out, everyone is required to continue to check-in. It is an essential everyday part of work to check-in at the main entrances, at a meeting room, in eating and shared spaces. And managers need to take the lead. To help with this, we continue to build the resources to support you with new check-in posters now available. Read below for more detail about your responsibilities.

Under the guidance of Chief Medical Officer, Dr Anjali Dhulia, and the Patient Experience team, I'm pleased that Monash Health will again take part in this year's Gathering of Kindness.

Kindness is one of the Monash Health values and something we aspire to live by every day.

We will support free access for all our employees to attend this year's virtual World Kindness Day events on Friday 13 November. Details of the program of activities will be out soon. And please remember, this is not just about kindness to our patients, but also each other and ourselves.

Thank you for your dedication and leadership, which has contributed significantly to the outcomes we've achieved and the corner that we've turned this week in Melbourne.

**Andrew Stripp**  
Chief Executive

## Priorities this week:

- If you work in a clinical role, review yesterday's employee forum with your team to ensure you are across the Model of Care and PPE changes which come into effect today.
- Encourage your teams to complete the COVID-19 employee survey before Thursday 29 October.
- Take a look at the latest resources and requirements for our shared spaces.
- Review the operational plan for December/January and work through leave options for you and your team.
- Mark Monday 7 June to Friday 11 June in your diary and start putting together your task list for accreditation. More advice will be coming soon.
- Encourage your Health and Safety Rep to attend the next Safety Café, this Friday 30 October.
- Book some time in your diary for the World Kindness Day events on Friday 13 November and other Gathering of Kindness events from November 9-13.

## Key messages

### Model of Care and PPE changes roll out today

Today we start to implement a new Model of Care. Over the past week, our clinical and operational leadership team, under the guidance of Chief Operating Officer, Martin Keogh, have consulted extensively to define patient accommodation, workforce configuration and requirements, equipment needs and PPE coach, advisor and concierge resourcing to accommodate the changes.

The safety of our employees, patients, and community remains at the core of every decision made and the agreed model. You can [view details here](#). Please make sure your teams are comfortable with the changes if they impact your work area.

Also from today, changes have been made to our PPE Tiers, which will further align Monash Health policy with DHHS guidelines. [Download the latest PPE compulsory standards poster.](#)

## Monash Health Respiratory Protection Program

Over the coming months, Monash Health will be implementing its Respiratory Protection Program (RPP), to enhance the effectiveness of respiratory protective equipment further and ensure associated processes and practices keep you safe and healthy in the workplace. [Read more about this initiative here.](#) There will be further details in an upcoming employee forum.

## Have you and your team completed the COVID-19 employee survey?

We're very keen to gather information about how our teams are faring and responding to the challenges they've faced this year. The repeat of the [COVID-19 employee survey is now open](#) for responses, and we'd like as many employees as possible to complete it, so we have robust data for comparison and improvements. Please complete the survey today and encourage your teams to do likewise. The more information we have, the better we can respond to support employees. These results will also be useful to you in your role as a manager.

## Free access to the virtual Gathering of Kindness

Kindness is one of the Monash Health values, and what we aspire to live by every day. This year's Gathering of Kindness will be a virtual affair, and all Monash Health employees will have access to the online program of events, culminating in World Kindness Day on Friday 13 November. The [Gathering of Kindness](#) aims to build, nurture and instil a culture of kindness throughout the healthcare system. Please encourage your teams to join in with a range of events, which will be outlined in the coming days.

## Shared Spaces – new check-in posters

Updated check-in posters are available for all our shared spaces.

- These should replace the existing posters in your area and are now available on our Reference drive, at **R:\ShareSpacesQRPosters**.
- To ensure you are using the most up-to-date version, look for the blue, 'V4' version-stamp on the bottom-right corner of your posters.
- If you find posters missing, or have additional rooms you would like to add, please complete the [shared spaces request form](#).

Ensure **paper-based forms** are in place (as a back-up) for all rooms. Downloadable paper forms are available at the [Shared Spaces page](#).

- Managers are required to collect, scan and digitally file paper-based records at G:\COVID Tracing Shared Spaces, daily.
- Folder management information is available within the same G-drive folder.

For more information, resources and FAQs, please visit the [Shared Spaces page](#).

## Service Modification Operational Plan December 2020 / January 2021 (Christmas and New Year)

There will be a change in planned clinical activities across four weeks from Monday 14 December. What you need to do:

- Review the Operational Plan for [your site and clinical area here](#).

- Talk with your team and work out a plan for leave. This is an excellent opportunity for you and your people to pause and recharge for 2021, particularly those who have not taken leave during the year.

## **Dates announced for National Standards accreditation assessment**

An important reminder that Monash Health will undergo a National Standards accreditation assessment from Monday 7 June to Friday 11 June 2021.

If you haven't already, please ensure mandatory training, performance appraisals and other good governance activities are embedded in your daily work. Over the coming months, we will be supporting you and your teams to continue these processes and provide tips and updates on what you can do to feel confident and comfortable with the accreditation assessment in June next year.

## **Staying mentally fit – a goal for every team**

Throughout Mental Health Month, we have highlighted the growing library of [health and wellbeing resources](#) available for our employees, with a particular focus on [mental and emotional health](#). Last week we asked people across the organisation to identify ways they've [maintained their mental fitness during the lockdown](#), and they generously shared their tips and ideas. If you are looking for something practical and accessible, this might be an excellent introduction to a conversation with someone in your team. It might just take one gem from a peer, to get them on the right path.

## **Encourage your HSR to attend the next Safety Café**

The next Safety Café (Webex) is on this Friday 30 October at 2.00pm. The Safety Café is a consultation initiative that provides an opportunity for your Health and Safety Reps to stay up to date with the latest developments in OHS. The event is hosted by our OHS advisors, with HSR interest/feedback contributing to the agenda items. More information about the event can be [found here](#).

## **Review the latest presentations at any time**

If you're asking yourself where you heard information about an initiative, chances are it was at an employee or manager event online. In that case, there is a growing library of resources now available on the Coronavirus website for employees. You can [find all employee forum presentations](#), including the wellbeing forums and manager briefings, and also download copies of past [manager briefing presentations](#).

## **Encourage fellow managers to sign up to this bulletin**

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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