Zoos Victoria
Management of Suspected or Confirmed Corona Virus (COVID-19) Cases
Protocol as at 25 September 2020
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1. Introduction

1.1 Purpose
This protocol provides advice and direction to employees and managers about the steps to be taken in managing risks associated with a suspected or confirmed case of coronavirus (COVID-19) at Zoos Victoria ZV) properties and workplaces.

This document incorporates guidance issued by the Victorian Government, WorkSafe Victoria, Victorian Department of Environment, Land, Water and Planning (DELWP) and the Victorian Department of Health and Human Services (DHHS).

1.2 Scope
This protocol should be activated in instances where ZV is notified of an employee, contractor or visitor who falls within one of the following categories:

- someone who has been identified by a medical practitioner as a person needing to be tested for coronavirus (COVID-19) due to experiencing coronavirus or flu-like symptoms
- someone who has had close or casual contact with someone who is a confirmed case of coronavirus (COVID-19)
- someone who has been identified by a medical practitioner as being suspected to have coronavirus (COVID-19)
- someone who is confirmed to have coronavirus (COVID-19)

For more information please see DHHS confirmed-case-in-the-workplace-covid-19

ZV is not required to activate this protocol when notified of an employee, contractor or visitor:

- who is not experiencing any coronavirus (COVID-19) or flu-like symptoms, but has self-elected to be tested to exclude the possibility of coronavirus (COVID-19)
- who is not experiencing any coronavirus (COVID-19) or flu-like symptoms, but is being tested for coronavirus (COVID-19) as part of a routine health-check
- who is not experiencing any coronavirus (COVID-19) or flu-like symptoms, but is being tested following the directions by DHHS or other public health officer as part of outbreak management.

1.3 What is coronavirus (COVID-19)
Coronaviruses are a large family of viruses that may cause illness in animals or humans. The most recently discovered coronavirus disease (COVID-19) is a new virus that can cause mild to severe respiratory illness in humans. An outbreak of coronavirus (COVID-19) has spread around the world and the World Health Organisation (WHO) has declared this virus a pandemic.

Symptoms of coronavirus (COVID-19) may include:

- fever, chills or sweats (in the absence of an alternative diagnosis that explains these symptoms)
- acute respiratory tract infections such as cough, sore throat, shortness of breath or runny nose
- loss of sense of smell; or
- in certain circumstances headaches, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea.

The virus can spread from person to person, but good hygiene can prevent infection. For the latest advice about coronavirus (COVID-19) and symptoms of this virus, visit the DHHS website at www.dhhs.vic.gov.au/aboutcoronavirus.
1.4 COVIDSafe app

The Australian Government has launched the COVIDSafe app to help authorities quickly find and contain potential coronavirus (COVID-19) outbreaks or exposure to the virus. This is the only tracing app approved by the Australian Government and all users will be asked to delete it at the end of the pandemic.

The use of the COVIDSafe app helps us support and protect you, your family and friends. More information about how to download the COVIDSafe app is available on the Australian Department of Health’s website at https://www.health.gov.au.

1.5 Coronavirus (COVID-19) case definitions

Confirmed coronavirus (COVID-19) case

A confirmed case is someone who tests positive for coronavirus (COVID-19). This means that an individual has been infected with the virus that causes coronavirus (COVID-19) and there is a risk that a person could spread the virus to other people.

Further information about the steps to take in response to an employees, contractors or visitor testing positive for coronavirus (COVID-19) are detailed at tables 1 to 3 and section 3 of this document.

More information can be found: DHHS confirmed-case-in-the-workplace-covid-19

Suspected coronavirus (COVID-19) case

A suspected case is someone who has symptoms of coronavirus (COVID-19) and who is being tested for infection (but has not found out their test results) or has symptoms of coronavirus (COVID-19) and has yet to be tested.

Until results are known, there is a risk that an individual who is suspected of coronavirus (COVID-19) has the virus and could spread it to other people.

It is important that employees, contractors and visitors who are suspected of having coronavirus (COVID-19) follow the steps detailed at Tables 1 to 3 and section 3 of this document.

Difference between ‘close contact’ and ‘casual contact’

Close contact means having face to face contact for more than 15 minutes or sharing a closed space for more than two hours with a person who is confirmed to have coronavirus (COVID-19) during their infectious period.

Casual contact means someone who has had brief contact with a person who has a confirmed case of coronavirus (COVID-19). This may be face to face contact for less than 15 minutes (like a brief conversation) or having been in the same room as the person for less than two hours.

1.6 Should I get tested for coronavirus (COVID-19)?

It is not necessary to be tested if you are not experiencing any symptoms, except in special circumstances, such as where requested by the DHHS as part of outbreak management or enhanced surveillance.

If you have any of the symptoms as outlined in section 1.2, however mild, you should seek medical advice and get tested.

To get further advice, you may wish to contact the 24 hour coronavirus (COVID-19) hotline on 1800 675 398 and/or your medical practitioner.
What needs to be done to meet our occupational health and safety duty will depend on our circumstances.

However, if we know the person is confirmed to have the COVID-19 virus, we must make sure the employee, volunteer or contractor does not return to work while they are infectious.

If we notice an employee, volunteer or contractor showing other signs they may be unwell (e.g. frequent coughing) and we think they should not be at work, we should follow our usual workplace policies and procedures. This may include directing the person to go home.

Generally, we must:

- **Identify the hazards.** For example: Is the person still at work? Were they at the workplace while they may have been infectious or have they been identified by a public health authority as a ‘close contact’?
- **Assess the risks.** For example: how much contact did the person have with others or the workplace while possibly infectious?
- **Control the risks.** For example: If the infected person had limited contact we may be able to evacuate that area, ensure it is deep cleaned, and send home people who had contact with them in accordance with any health advice. If the person had contact with several others or large parts of the workplace we may also need to direct all employees and volunteers to self-isolate for 14 days.
- **Review the control measures.** We need to regularly review control measures to make sure they are working. For example, if other people get sick this may mean our current control measures are not working as intended.
- **Consult with employees and other duty holders.** It is important to consult with our people at all stages of this process and keep in touch with anyone who may be isolated away from the workplace.

We may be asked to help health authorities trace close contacts, in which case, the [Office of the Australian Information Commissioner](https://www.oic.gov.au) has published guidance on when disclosing personal information may be permitted.

Actions outlined in Tables 1 to 3 must be undertaken in order to manage and mitigate any risks associated with the following situations:

A. A person who is identified as having had close or casual contact with a confirmed coronavirus (COVID-19) case.
B. A person who is identified by a medical practitioner as someone suspected of having coronavirus (COVID-19); and/or
C. A person who is confirmed to have tested positive for coronavirus (COVID-19).

Actions outlined at Tables 1 to 3 should be in these instances regardless of if they are working remotely or operating from a ZV workplace.

Employees or contractors who are being tested for coronavirus (COVID-19), suspected of coronavirus (COVID-19) or confirmed to have coronavirus (COVID-19) are encouraged to consider the option to access our Employee Assistance Program (EAP) to receive advice and information about wellbeing supports and services. Accessing our EAP program is voluntary. Further information about our EAP provider can be found on the intranet [ZV Employee Assistance Program](https://zv.eap.com.au) and in section 3.2 of this document.
2.1 Employees, contractors and volunteers

If you are an employee, contractor or volunteer of ZV who has symptoms of coronavirus (COVID-19), there are some actions you should take to support your own and your colleagues’ health, safety and wellbeing.

Table 1 describes situations that employees, contractors and volunteers may encounter during the coronavirus (COVID-19) pandemic and actions that they should take in response to mitigate risks to health, safety and wellbeing.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Action to be taken</th>
</tr>
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</table>
| **A.** I have had close or casual contact with someone who has a confirmed case of coronavirus (COVID-19) | Anyone who has had close or casual contact with a confirmed coronavirus (COVID-19) case should:  
1. Self-quarantine. Quarantine yourself in your home for 14 days after you last had contact with this person.  
2. Contact the 24-hour Coronavirus hotline on 1800 675 398 for advice and information.  
3. Monitor your symptoms until 14 days after you were last exposed to the infectious person. If you develop any symptoms of coronavirus (COVID-19), it is recommended that you:  
   • seek medical advice and contact your medical practitioner  
   • inform other people you have had contact with that you have been in contact with a confirmed case.  
4. Practice good hand and sneeze/cough hygiene to prevent the spread of coronavirus (COVID-19).  
5. Notify a Manager that you have had close or casual contact with someone who has had a confirmed case of coronavirus (COVID-19).  
6. Notify a Manager of your coronavirus (COVID-19) test results and any changes to your circumstances.  
7. Log an incident report into the ZVSafe incident and hazard notification system.  
8. Work from home, if you are feeling well enough to do so.  
Note: Medical clearance is not required if you have not had symptoms of coronavirus (COVID-19) during your 14 days of self-quarantine. |
| **B.** I have been identified by a medical practitioner as someone who is suspected of coronavirus (COVID-19), or identified as someone who should be tested due to showing coronavirus (COVID-19) like symptoms - including employees who have self-tested for coronavirus (COVID19) | Anyone who is suspected of having coronavirus (COVID-19) or who has been identified as someone who should be tested due to showing symptoms of coronavirus (COVID-19). For example, flu-like symptoms should:  
1. Self-quarantine. Quarantine yourself in your home, until your doctor has informed you that it is safe for you to return to your usual activities.  
2. Contact the 24-hour Coronavirus (COVID-19) hotline on 1800 675 398 for advice and information.  
3. Seek medical advice or assistance. It is recommended that you:  
   • speak with your medical practitioner to get tested for coronavirus (COVID-19)  
   • monitor your symptoms and if your illness gets worse, contact your medical practitioner or the emergency department where you were assessed.  
4. Practice good hand and sneeze/cough hygiene to prevent the spread of coronavirus (COVID-19).  
5. Notify a Manager that you are identified as a suspected coronavirus (COVID-19) case.  
6. Notify a Manager of your coronavirus (COVID-19) test results and any changes to your circumstances.  
7. Log an incident report into the ZVSafe incident and hazard notification system.  
8. If you are unwell, do not work from home and consider accessing leave entitlements. Further information about leave entitlements can be found on the intranet Coronavirus Disease (COVID-19) Leave Guidance Note.  
9. If the result of your coronavirus (COVID-19) test is negative, it is recommended that you: |

Advice outlined at Table 1 is to be used as a guide only and may be subject to change based on advice provided by the Victorian Department of Health and Human Services to the Department of Environment, Land, Water and Planning.
• speak with your medical practitioner and/or public health officer as to when you can cease self-quarantining
• still self-quarantine until you feel well or as otherwise instructed by your medical practitioner and/or a public health officer.

10. Work from home if you feel well enough.
11. If the result of your coronavirus (COVID-19) test is positive, you must quarantine until told by a public health officer that you can cease isolation. More information is at Situation (C).

C. I have been confirmed as testing positive to coronavirus (COVID-19)

The following actions are expected to be taken by anyone who is confirmed to have coronavirus (COVID-19):

1. Must self-quarantine, until told by a public health officer that you can cease isolation. Penalties apply to those who refuse or fail to comply with this direction.
2. Practice good hand and sneeze/cough hygiene to prevent the spread of coronavirus (COVID-19).
3. Notify a Manager that you have tested positive to coronavirus (COVID-19).
4. Notify a Manager of any changes to your circumstances.
5. Log an incident report into the ZVSafe incident and hazard notification system.
6. If you are unwell, do not work from home and consider accessing leave entitlements. Further information about leave entitlements can be found on the intranet Coronavirus Disease (COVID-19) Leave Guidance Note.
7. DHHS will be notified by the testing facility of your positive coronavirus (COVID-19) test result. DHHS will contact you for an interview and undertake a detailed risk assessment. This risk assessment includes mapping or tracing any potential exposure to other individuals or settings (workplace or elsewhere) where additional risks may exist. DHHS will work with the department to confirm which employees may have been exposed and which measures are needed to mitigate any risks (for example, isolating other employees and workplace participants, cleaning measures, closing sections of workplaces etc.).
8. ZV are required to notify WorkSafe immediately (and no later than 48 hours) if they become aware that an employee, or an independent contractor engaged by ZV has received a confirmed COVID-19 diagnosis, and the affected person attended the workplace during the infectious period.

The ‘infectious period’ begins on the date 14 days prior to the onset of symptoms or a confirmed COVID-19 diagnosis (whichever comes first), until the date on which the person receives a clearance from isolation from the Department of Health and Human Services.

Note: If you have tested positive to coronavirus (COVID-19), you will be asked to provide medical clearance that you are healthy to return to your usual working arrangements and/or workplace.
2.2 Executives and managers

If you are an executive or manager, and you become aware an employee, contractor or volunteer that you supervise is suspected of or confirmed to have coronavirus (COVID-19), you are responsible for supporting their health, safety and wellbeing.

There are some actions you should take to meet these responsibilities during the coronavirus (COVID-19) pandemic, as outlined at Table 2.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Action to be taken</th>
</tr>
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</table>
| **A. My/an employee, contractor or volunteer has had close or casual contact with someone who has a confirmed case of coronavirus (COVID-19)** | 1. Immediately speak with the person and immediately notify the Property Director and Director HR with as much of the following details as reasonably possible:  
   a. Full name of employee and contact details  
   b. Manager of employee and contact number  
   c. Name of person making the notification and contact number  
   d. Employees work location and type of work (office/field)  
   e. Current location of the staff member (office, WFH, isolating, home unwell)  
   f. If WFH or isolating at home, when was the last time the employee was in the office  
   g. List the details of all the workplace members the staff has been in close contact with in the past 14 days  
   h. Date of test and expected date of test results  
   i. Reason for testing:  
      > recommended by a doctor  
      > has been in close contact with a confirmed coronavirus (COVID-19) case (with details of case)  
      > self-nominated testing.  
   j. Any measures put in place or proposed to be implemented  
   k. Remind and encourage the person to access ZV Employee Assistance Program  
2. Manager to discuss, reaffirm and confirm:  
   • The employee is self-quarantining for 14 days after they were last exposed to the infectious person  
   • The employee does not come to the workplace  
   • That a report has been entered into our ZVSafe incident and hazard notification system  
   • The employee is monitoring their symptoms  
   • If the employee develops coronavirus (COVID-19) symptoms, whether they have sought medical advice and contacted their medical practitioner for testing  
   • Arrange for check-ins and contact to be made with them each day.  
3. The notifying person and/or Manager MUST email the Property Director and Director HR as soon as their staff member’s results are received and/or if their medical status or condition changes.  
   **Note:** Medical clearance is not required to be provided by an employee or other workplace participant who has not had any symptoms of coronavirus (COVID-19) during their 14 days of self-quarantine. |
| **B. My/an employee, contractor or volunteer has been identified by a medical practitioner as someone who is suspected of coronavirus (COVID-19), or identified as someone who should be tested due to showing symptoms of coronavirus (COVID-19) - including** | 1. Perform actions 1 to 3, as outlined in response to situation (A) of this table.  
2. If the result of the coronavirus (COVID-19) test is negative, you should:  
   • immediately notify the Property Director and Director HR with the answers to the above questions in situation A.  
   • confirm that they are speaking with their medical practitioner and/or public health officer about when they can cease isolation  
   • confirm whether they feel well enough to work from home. |

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2 Advice outlined at Table 2 is to be used as a guide only and may be subject to change based on advice provided by the Victorian Department of Health and Human Services
employees who have self-tested for coronavirus (COVID19)

3. If the result of their coronavirus (COVID-19) test is positive, refer to Situation (C).
4. Immediately notify the Property Director and Director HR of any changes to their health condition and circumstances (for example, they have been cleared and can cease isolation).

C. My/an employee, contractor or volunteer has been confirmed as testing positive to coronavirus (COVID-19)

- Immediately notify the Property Director and Director HR with answers to the questions listed in Section A of this table as well as the following details:
  - the name and contact details of the DHHS Case Manager (or other relevant DHHS personnel) who is providing case management in response to that person testing positive to coronavirus (COVID-19)
  - update the incident report that was initially logged in the ZVSafe incident and hazard notification system
  - identify any other measures put in place or proposed to be implemented
  - Provide any relevant or immediate advice provided by DHHS to the employee, contractor or volunteer who has tested positive to coronavirus (COVID-19).

Note: DHHS will be notified by the testing facility of a positive result, they will contact the individual for an interview and undertake a detailed risk assessment.

The risk assessment includes mapping or tracing any potential exposure to other individuals or settings (workplace or elsewhere) where additional risk may exist. DHHS will work with ZV to confirm which employees may have been exposed and which measures are needed to mitigate the risk.

- Director HR will notify DELWP via critical.incident@delwp.vic.gov.au & OHS Manager
- OHS Manager notify WorkSafe Vic.

ZV are required to notify WorkSafe immediately (and no later than 48 hours) if they become aware that an employee, or an independent contractor engaged by ZV has received a confirmed COVID-19 diagnosis, and the affected person attended the workplace during the infectious period.

The ‘infectious period’ begins on the date 14 days prior to the onset of symptoms or a confirmed COVID-19 diagnosis (whichever comes first), until the date on which the person receives a clearance from isolation from the Department of Health and Human Services.

WorkSafe Regulation on Reporting Confirmed Case of COVID-19
3. Key considerations in managing suspected and confirmed coronavirus (COVID-19) cases

As part of ZV’s incident response to managing coronavirus (COVID-19) cases, there are several measures that must be considered in conjunction with actions described in section 2 of this protocol.

These are outlined below and should be considered in the context of whether an employee, contractor or volunteer is working remotely or from a ZV workplace.

3.1 Conducting a risk assessment

Why is a risk assessment required?

The aim of the workplace risk assessment is to:

- Inform the actions a workplace needs to take in the event of a suspected cases or a confirmed case at the workplace, in order to reduce the risk of transmission and reduce the risk to others at the workplace.
- Enable rapid decision making and early response to this risk.

The objectives of the workplace risk assessment are to:

- Inform whether the workplace needs to close in part or in whole (or at all).
- Inform the extent of cleaning required (if any).
- Inform whether contact tracing should commence.
- Prepare the workplace to provide further information to DHHS.

3.2 In what scenarios is a risk assessment mandatory?

An employer is required to undertake a risk assessment in the following scenarios:

- When there are 3 or more suspected cases within a 5-day period.
- When there is a confirmed case who attended work during their infectious period.

The employer must do this as soon as reasonably practicable after they become aware of the suspected (3 or more) or confirmed case (1 or more).

Note – A risk assessment is not required for 1-2 suspected cases. The actions required in response to up to two suspected cases are outlined below.

3.3 Who should conduct the risk assessment?

The Property Director will conduct the Risk Assessment with the assistance of the OHS Team.

3.4 What steps are involved in a risk assessment?

In undertaking the risk assessment, ZV must consider:

- The extent to which the worker has had contact with other staff, contractors, visitors or customers during their infectious period.
- How essential it is to continue operations until the risk is managed.
- The extent to which staff, contractors, visitors or customers would need to use areas of the worksite the worker had been in.

To facilitate the above, ZV will need to collect details from the affected employee, including their date of symptom onset and the dates, locations and details of their movements in the workplace during their infectious period (see Appendix 1).

A risk assessment should be performed for each identified suspected or confirmed case. Where there is more than one case, consolidate the information in determining the risk assessment outcome (see Appendix 2).

The information collected as part of the risk assessment should be stored securely and should be provided to DHHS or other entity nominated by the Department such as WorkSafe Victoria.
3.5 Workplace closure

The information gathered using Appendix 1 should be used to determine which parts of the workplace need to be vacated for cleaning and disinfection, whilst awaiting further review and advice by DHHS (if necessary).

Possible outcomes:

1. Full closure (whole site vacated).
2. Partial closure (part of site vacated).
3. Continue operations as usual.

Unless it is unreasonable to do so:

- All areas used or likely to have been used by the suspected or confirmed case must be vacated for cleaning and disinfection whilst awaiting further instruction and review by DHHS.
- If any parts of the workplace remain open, the employer must ensure these areas do not pose any ongoing risk of transmission to other staff, visitors or contractors who visit the site.
- If this cannot be achieved, or if suspected or confirmed case has accessed multiple areas across the site that cannot be effectively and safely vacated for cleaning and disinfection, the whole site may need to be vacated until further assessment by DHHS.

3.6 Cleaning of ZV workplaces

Practicing good personal hygiene is critical to help prevent the spread of coronavirus (COVID-19). It is also important to clean and disinfect ZV workplaces and surfaces, where cases have been identified.

- ‘Cleaning’ means physically removing germs, direct and organic matters from surfaces. Cleaning alone does not kill germs, but by reducing the number of germs on surfaces, cleaning helps to reduce the risk of spreading infection.
- ‘Disinfection’ means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces is very important. This is because organic matter and dirt can reduce the ability of disinfectants to kill germs.

This section provides advice on cleaning and disinfecting to manage and mitigate the risks associated with coronavirus (COVID-19) cases identified at ZV workplaces. This advice should be used as a guide only and may be subject to change based on advice or instruction provided by DHHS. Once a ZV workplace and/or equipment, vehicle or plant has undergone thorough cleaning, it can be reused.

Advice on cleaning is available at:


It is the responsibility of ZV to choose a cleaning option that is fit for purpose. The Property Director will determine the level of clean to achieve DHHS requirements. The level of clean will be based on a risk assessment conducted with the assistance of the OHS Team.

3.7 Communications

Following the identification of a suspected or confirmed case, ZV should ensure there is appropriate communication to staff, contractors, visitors and customers, and other relevant stakeholders.

This may include:

- Notification that there has been a suspected or confirmed case (noting it is not appropriate to disclose the identity of unwell individuals).
- Informing all workers (including health and safety representatives) to be vigilant about the onset of COVID-19 symptoms and to self-quarantine if they become unwell.
- Notifying close contacts, directing them to leave the work premises and advise them to self-quarantine
- Contacting DHHS to notify of the actions undertaken, provide a copy of the risk assessment, to provide contact details of identified close contacts.
The workplace must comply with any further directions given by DHHS or WorkSafe Victoria.

### 3.8 Contact tracing

Once the risk assessment is complete, and the workplace (or part of site) closed and vacated, ZV should identify and notify close contacts.

The following section provides guidance on how to identify and notify close contacts associated with the cases attendance at work.

Note that DHHS perform the contact tracing for the other close contacts of the confirmed case (e.g. family, personal and other close contacts). The workplace is only required to identify and notify contacts associated with the worker’s attendance at work.

#### Close contact definition

A close contact is someone who had greater than 15 minutes face-to-face, cumulative, or the sharing of a closed space for more than two hours, with a confirmed case during their infectious period. The case’s infectious period commences 48 hours prior to onset of symptoms (or if asymptomatic, 48 hours prior to test date).

#### Process

Determine what staff members, contractors, visitors or other persons at the workplace may have had close contact with the confirmed case during their infectious period. This may involve checking rosters, time sheets, sign-in sheets and visitors logs to determine who may have had contact with the case. For every employee or visitor to the workplace meeting the criteria for a close contact, record their name, contact details and other relevant information in the close contacts spreadsheet in as much detail as is available.

Note that the employer cannot disclose the identity of the case to other employees, unless the case gives permission for them to do so.

Once the list of potential close contacts is complete, the employer must contact the workplace close contacts to notify them that they are a close contact of a confirmed case and inform them that they need to isolate for 14 days. The 14-day period commences from the day of their last contact with the confirmed case.

#### Notifying close contacts

It is preferable for ZV to telephone to notify close contacts, however use of email or text messages is also acceptable. It is important that it is done as soon as possible to ensure workers are quarantined.

Zoos Victoria should inform them that DHHS will contact them via text message with further information, and that they should seek testing if they develop any symptoms consistent with COVID-19. ZV will support the close contacts to exclude themselves from work and must not let them attend the workplace.

The following message should be sent:

*You have been assessed as a close contact of a confirmed case of coronavirus (COVID-19) through your attendance at [insert name of worksite/business]. You are required to self-quarantine for 14 days from [insert date]. The Department of Health and Human Services will contact you via text message to confirm the details of your required quarantine period, and to provide you with further information. You must isolate at home and must not attend work during this time. If you develop symptoms consistent with COVID-19 you should get tested. Please see the DHHS close contacts factsheet*.


### 3.9 Notifying DHHS

Employers should notify DHHS by sending the completed risk assessment and close contact spreadsheet to COVIDEmployerNotifications@dhhs.vic.gov.au as soon as is practicable when there is a confirmed case of COVID-19 that has been infectious at the workplace. Employers can call 1300 651 160 if they do not hear from DHHS within 24 hours following notification.
4. Re-opening

If full or partial closure was determined as required. Following review of the initial actions by ZV, DHHS will work with the workplace to determine when it is safe to reopen. This may involve putting in place additional control measures to minimise the risk of further cases or transmission. DHHS will provide final approval that the workplace can reopen.

Workplaces can generally reopen once:

- All workplace close contacts have been identified, notified and are isolating.
- The workplace has been comprehensively cleaned.
- Appropriate control measures are in place to minimise further transmission.
- A ‘clean’ workforce is available to return to work (i.e. employees that are not close contacts or cases and therefore do not need to be in isolation).
- DHHS has authorised the reopening.

Employees who are close contacts will not be able to return to work until they have completed their 14-day quarantine period, provided they have no symptoms of COVID-19 and have not returned a positive test result in the interim. All identified close contacts will be required to undertake a COVID-19 test at day 11 or after of their quarantine period. They will require a negative result prior to their quarantine ending.

5. People Services – Safe systems and wellbeing services

The health, safety and wellbeing of our employees, contractors and volunteers is integral to how we perform our work during the coronavirus (COVID-19) pandemic and is a fundamental priority for ZV.

Incident and hazard reporting

Recording incidents and hazards are important, as it is a mechanism for alerting the relevant Manager and the OHS Team of an incident that has occurred. Accurate and timely reporting of incidents is vital, as it prompts ZV to:

- implement actions that prevent or mitigate similar occurrences in the future
- identify whether further follow up is required
- meet its legal obligations under workplace occupational health and safety laws and regulations.

Any incident and hazard involving departmental employees or other workplace participants that relate to coronavirus (COVID-19) must be logged into ZVSafe incident and hazard notification system.

Reporting to DELWP

For positive cases of COVID-19 amongst our staff, Director HR is to notify DELWP via email critical.incident@delwp.vic.gov.au

Privacy

Everyone’s privacy with relation to their personal medical conditions must be respected. Please be assured that the ZVSafe incident and hazard notification system has an option to mark a report as ‘Confidential’. If this option is selected the author can choose and limit who sees the report to a person of their choice. We would suggest this be their Manager, Director HR or OHS Manager.

However, in the interest of all staff it is suggested consideration be given to allowing ZV to notify staff of who has been diagnosed as a confirmed case, so we can better assess possible risk levels for others who may/may not have had contact with a person who is a confirmed case.

If you have any safety concerns or questions with respect to logging a report, or regarding a suspected or confirmed coronavirus (COVID-19) case at a ZV workplace, contact your Manager, OHS Team or HSR.
WorkSafe Notification

Effective from 28 July 2020, the Victorian Government introduced the Occupational Health and Safety (COVID-19 Incident Notification) Regulations 2020 in response to the increasing number of coronavirus cases. The Regulations expand the existing notification duty on employers under section 38 the Occupational Health and Safety Act 2004, requiring they notify WorkSafe immediately of confirmed COVID-19 cases among their employees and contractors.

In accordance with this new Regulation, we are required to notify WorkSafe immediately (and no later than 48 hours) if they become aware that an employee, or an independent contractor engaged by ZV has received a confirmed COVID-19 diagnosis, and the affected person attended the workplace during the infectious period.

The ‘infectious period’ begins on the date 14 days prior to the onset of symptoms or a confirmed COVID-19 diagnosis (whichever comes first), until the date on which the person receives a clearance from isolation from the Department of Health and Human Services.

WorkSafe Regulation on Reporting Confirmed Case of COVID-19

Workers compensation and Group Accidental Insurance

The OHS Team provides support to employees who sustain a work-related injury and/or a non-work related injury or illness and can help these employees return to work.

Victoria’s workers compensation insurance scheme covers employers, such as ZV, for the cost of providing compensation to injured workers. Entitlements to compensation may include weekly payments to replace earnings as well as reasonable costs associated with treatment, rehabilitation and hospitalisation.

The Victorian WorkCover Authority, operating as WorkSafe, regulates Victoria’s workplace occupational health and safety and return to work requirements, and underwrites the workers compensation scheme in Victoria. With respect to managing workers compensation claims, WorkSafe administers the workers compensation scheme by delegating its claims management to insurance agents. In our case, the department’s WorkCover insurer is EML.

If an employee sustains a work-related injury, which may include contracting COVID-19 whilst performing their work-related duties at a departmental workplace, they may wish to make a claim for loss of income (weekly payments) or medical and like expenses.

It is important to note that any decision on liability for a claim is determined by the department’s WorkCover insurer, not ZV.

If you require further information about how to make a workers compensation claim related to COVID-19, please contact the OHS Team.

Wellbeing support

ZV’s Employee Assistance Program (EAP) provider, Access EAP, is a professional service that offers confidential, short-term and solution-focussed support. It is available for all employees, contractors, volunteers and their immediate families seeking help and/or guidance in managing personal and/or work-related issues, illnesses, injuries, trauma or change.

For further information, you can contact Access EAP directly via a 24 hour, 7 days a week telephone service on 1800 81 87 28 or (02) 8247 9191.

Alternatively follow this link for more information Access EAP Service Information.

If you require further information, please contact the OHS Team.

Ensuring a Safe Return to Work

Any employee, contractor or volunteer who tests positive for coronavirus (COVID-19) must remain at home in self-isolation until they have been notified by DHHS that they have met the criteria for release.

In order to ensure the safety of the person who had been diagnosed with COVID-19 and that of all other employees, contractors and volunteers on site, Zoos Victoria require two pieces of information prior to returning to work and/or being on property.

1. Copy of DHHS notification re meeting criteria to cease isolation
2. Medical Certificate advising current safe capacity to perform work AND clearance to perform their duties on property in relation to infectious status

Footnote: Workplace includes working from home in isolation and/or an agreed working from home arrangement.
Please refer to Appendix 5: ZV Template Letter to Doctor/GP, which can be given to the employee, contractor or volunteer to take to their doctor for this purpose.

6. More information

Call the Department of Health and Human Services to discuss any questions you have. If you need a translator first call 131 450, then request to be put through to the department on 1300 651 160.

You can also refer to the following guidance:

- WorkSafe: Managing COVID-19 risks – face coverings in workplaces
- DHHS: Preventing infection in the workplace
- DHHS: Preparing for a case of coronavirus (COVID-19) in your workplace
- DHHS: Planning and responding to cases of coronavirus (COVID-19)
- DHHS: Cleaning and disinfecting to reduce COVID-19 transmission
- WorkSafe: Other relevant industry specific guidance

7. Appendix

Appendix 1 – Workplace risk assessment
Appendix 2 – Outcome of risk assessment
Appendix 3 – Flow chart - ZV specific incident notification process – person is at work
Appendix 4 – Flow chart – ZV specific incident notification process – visitor
Appendix 5 – ZV Template Letter to Doctor/GP
Appendix 6 – Risk and Mitigation steps
# Appendix 1

## Workplace risk assessment

<table>
<thead>
<tr>
<th>Workplace risk assessment</th>
<th>Information about the case(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine the infectious period <em>The infectious period is taken as 48 hours before symptom onset.</em></td>
<td></td>
</tr>
<tr>
<td>Find out when the individual developed symptoms. If they did not have symptoms, the infectious period commences 48 hours prior to when the test (swab) was taken.</td>
<td></td>
</tr>
<tr>
<td>Determine the possible exposure times. Dates and times individual(s) attended the workplace during their infectious period.</td>
<td></td>
</tr>
<tr>
<td>Determine the work area or sites used by the individual during those times:</td>
<td></td>
</tr>
<tr>
<td>• Where possible, include approximate duration of time spent in each location or area within a site (e.g. specific rooms or spaces within a larger building, whether enclosed or outdoors etc.).</td>
<td></td>
</tr>
<tr>
<td>• Were there any areas where it is less likely the individual was able to physically distance from others?</td>
<td></td>
</tr>
<tr>
<td>Communal facilities or shared areas used or likely to have been used by the individual (e.g. hallways, lifts, bathrooms, tea rooms, kitchens, meeting rooms etc.).</td>
<td></td>
</tr>
<tr>
<td>Food and drink outlets or onsite shops used by the individual.</td>
<td></td>
</tr>
<tr>
<td>Assess if there has been close contact by the case with others on breaks (including smoking breaks), before and after work, in car parks and in transit to and from work (e.g. carpooling). Close contact in these circumstances will also determine whether a person is a close contact.</td>
<td></td>
</tr>
</tbody>
</table>

Temporal factors
Assess the timing and shifts worked by the case. Determine how many people may have been exposed to the case. Was there a crossover (contamination) between the shift the case worked and the shift before/after? Are there household contacts of the case on other shifts?

**Work site layout**

Can the area used by the individual be reliably closed for cleaning whilst maintaining operations in another part of the worksite?

**Other site considerations**

Identify any unique site management requirements.

For example:
- Animal welfare and management considerations associated with site closure and/or cleaning.
- Requirement of exposed key workers to carry out vital tasks to keep essential services running.
- Critical need for workplace to remain open.

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## Appendix 2

### Outcome of risk assessment

<table>
<thead>
<tr>
<th>Risk assessment outcome</th>
<th>Actions taken as a result of risk assessment</th>
<th>Reason or reasons for decision (tick all that apply)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐ Continue operations as usual</td>
<td>☐ Individual not present at work site during infectious period</td>
</tr>
<tr>
<td></td>
<td>☐ Partial closure (part of site vacated)</td>
<td>☐ All areas used by suspected or confirmed case safely and reliably vacated for cleaning and disinfection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Unable to ensure that areas that remain open do not pose any ongoing risk of transmission to other staff, visitors or contractors who visit the site</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Unreasonable to implement partial or full closure of site</td>
<td>☐ Unreasonable to implement full closure of the site but partial closure achieved</td>
<td>☐ The individual(s) has accessed multiple areas across the site that cannot be effectively vacated for cleaning and disinfection</td>
</tr>
<tr>
<td>☐ Other Provide details:</td>
<td>☐ Other Provide details:</td>
<td>☐ Other Provide details:</td>
</tr>
</tbody>
</table>

| Date: | | |
| Completed by: | Name: | Role: |
| Endorsed by: | Name: | Role: |
Appendix 3 – Flowchart - ZV specific incident notification process – person is at work

The person who is a confirmed case is at the workplace

**Isolate – prevent the spread (if the person is at work)**
Isolate the person from others, ensure face covering is being worn

**Seek advice**
- Immediately notify the person’s manager
- Ask the person’s manager to immediately notify the Property Director and Director HR

**Immediate Notifications**
- HR Director to contact Coronavirus hotline
- Property Director to notify CEO and General Manager Communications
- CEO to notify Board Chair
- HR Director to DEWLP and OHS
- OHS to notify WorkSafe, and ensure ZVSafe Incident/Hazard report has been lodged

**Provide advice**
- Director HR to provide Coronavirus hotline advice to Property Director
- Property Director enacts advice on property

**Transport (if the person is at work)**
Persons direct Manager ensures the person has transport to their home or a medical facility

**Clean**
- Following Risk Assessment, Property Director to arrange deep clean of the areas where the person and close contacts have been. These areas cannot be used until the cleaning is complete.
- Cleaning team to ensure appropriate PPE is worn.

---

**Contact details:**
Director HR - Jantine Eddelbuttel - 0419 360 836
OHS Manager – Stuart Cross – 0428 033 943

Property Directors
HS – Ross Williamson – 0488 412 908
MZ – Michelle Bruggeman – 0408 252 131
WORZ – Glen Holland – 0407 742 135
Identify and inform
- Persons direct Manager to consider who the person has had close contact with.
- If instructed from the Coronavirus hotline, direct Manager to tell the close contacts they may have been exposed to the virus and follow advice on quarantine requirements.
- Property Director and relevant General Manager to deal with rostering issues in consultation with HR (as required).

Review
- Property Director, OHS and any property specific COVID-19 working groups to review risk management controls relating to COVID – 19 and review whether work may need to change.
- Managers and OHS should also consult with Health and Safety Representatives on property.
Appendix 4 – Flowchart - ZV specific incident notification process – visitor

ZV is informed that a recent visitor has been diagnosed with COVID - 19

Seek advice
- ZV is notified that a recent visitor has been diagnosed with COVID - 19
- CEO, Property Director, Director HR and GM
  Communications to be notified immediately

Immediate Notifications
- HR Director to contact Coronavirus hotline
- CEO to notify Board Chair
- HR Director to notify DEWLP & OHS
- OHS to notify WorkSafe & ensure ZVSafe Incident/Hazard report has been lodged

Provide advice
- Director HR to provide Coronavirus hotline advice to CEO/Property Director.
- Advice considered and implemented as appropriate which may include property closure.

Property is closed

Clean
Property Director to arrange deep clean of the areas where the visitor has been (if possible). These areas cannot be used until the cleaning is complete.
Cleaning team to ensure appropriate PPE is worn.

Staffing arrangements – Property Director and HR Director to determine staffing arrangements during close down period

Property remains open

Clean
Property Director to arrange deep clean of the areas where the visitor has been (if possible). These areas should be cordoned off and cannot be used until the cleaning is complete.
Cleaning team to ensure appropriate PPE is worn.

Review
Property Director, OHS and any property specific COVID-19 working groups to review risk management controls relating to COVID – 19 and visitors and review whether changes are required.
Managers and OHS should also consult with Health and Safety Representatives on property.

Identify and inform
Property Director to determine with relevant managers and staff whether the visitor has had close contact with people on property (if possible). If instructed from the Coronavirus hotline, direct Manager to tell any close contacts they may have been exposed to the virus and follow advice on quarantine requirements.
Property Director and relevant General Manager to deal with rostering issues in consultation with HR (as required).

Property re-opens / if possible with Vic Government restrictions at the time

Contact details:
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OHS Manager – Stuart Cross – 0428 033 943
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- ZV is notified that a recent visitor has been diagnosed with COVID - 19
- CEO, Property Director, Director HR and GM
  Communications to be notified immediately

Immediate Notifications
- HR Director to contact Coronavirus hotline
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- HR Director to notify DEWLP & OHS
- OHS to notify WorkSafe & ensure ZVSafe Incident/Hazard report has been lodged

Provide advice
- Director HR to provide Coronavirus hotline advice to CEO/Property Director.
- Advice considered and implemented as appropriate which may include property closure.

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Property Director to arrange deep clean of the areas where the visitor has been (if possible). These areas cannot be used until the cleaning is complete.
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Property Director to arrange deep clean of the areas where the visitor has been (if possible). These areas should be cordoned off and cannot be used until the cleaning is complete.
Cleaning team to ensure appropriate PPE is worn.

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Property Director, OHS and any property specific COVID-19 working groups to review risk management controls relating to COVID – 19 and visitors and review whether changes are required.
Managers and OHS should also consult with Health and Safety Representatives on property.

Identify and inform
Property Director to determine with relevant managers and staff whether the visitor has had close contact with people on property (if possible). If instructed from the Coronavirus hotline, direct Manager to tell any close contacts they may have been exposed to the virus and follow advice on quarantine requirements.
Property Director and relevant General Manager to deal with rostering issues in consultation with HR (as required).

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Appendix 5

Date: (enter date)

Dear Dr (enter Doctors name if known)

Thank you for seeing (enter employee’s name), who is employed by Zoos Victoria as a (enter position title) on a (enter employment status eg. FT PT) and performs (enter hours per week). (enter employee’s name) has recently received advice from the Department of Health and Human Services (DHHS) in respect to their confirmed coronavirus COVID-19 status. DHHS has advised that they are no longer required to self-isolate.

In order for us to ensure we are taking all reasonable steps to ensure the safety of (enter employee’s name) and that of all other staff, contractors, volunteers and visitors on site, we are requesting your medical advice on two questions:

1. Is (enter employees name) currently safe to perform the inherent requirements of their role? If not, could you please outline any reasonable adjustments we could consider such as reduced hours or duties.

2. Can you please confirm if (enter employee’s name) is currently safe to perform their work on site with other staff / people, in respect to their coronavirus COVID-19 infectious status.

Thank you for your assistance and advice,

(enter Manager’s name and title)
### Appendix 6 – Risk and Mitigation steps

<table>
<thead>
<tr>
<th>RISK</th>
<th>DETAIL</th>
<th>MITIGATION STEPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive visitor enters property and directly transmits disease via aerosolised particles (e.g. via coughing/sneezing)</td>
<td>- Social distancing &gt; 1.5m is the key mitigation step to ensure staff and visitor safety</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Meet and great staff wear face mask and maintain social distance from visitors + signage at entrances to encourage this</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Staff to practice social distancing from visitors</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Visitors encouraged to practice social distancing from other groups of visitors</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Signage throughout the properties to encourage/remind visitors/staff re social distancing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Perspex barriers at front entrance/retail/cafes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- First aid officers – wear face masks when attending sick/injured visitors, carry disposable gowns for use with any visitor who is sneezing/coughing, carry spare face masks for sick/injured visitor to wear during interactions with our first aid officers, practice hand hygiene before and after first aid calls</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Keeper talks – designated staff standing location with barriers to show where visitors can stand to ensure appropriate social distancing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- VE emu feed – Designated staff standing location with barriers to show where visitors can stand to ensure appropriate social distancing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Indoor houses which would mean high density of people in enclosed/indoor space have limited number of people allowed in at any one time (Nocturnal house, Reptile house, Future Vets space in AWHC, Nest)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Public toilets – regular cleaning</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Specific shows e.g. HS - Spirits of the Sky show – designated gaps for seating to ensure visitor social distancing</td>
<td></td>
</tr>
<tr>
<td>Positive visitor contaminates surfaces on properties with infective viral particles</td>
<td>- Hand hygiene is the key mitigation step to ensure safety for staff and visitors</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Hand sanitiser at the entrance to shops – all visitors encouraged to use prior to entry</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Sale of small bottles of hand sanitiser in shop to encourage visitors to use</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Hand sanitiser placed at sensible locations throughout the properties with signage to encourage use</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Sign to explain hygiene/cleaning in stores</td>
<td></td>
</tr>
</tbody>
</table>
## Appendix 6 – Risk and Mitigation steps

<table>
<thead>
<tr>
<th>RISK</th>
<th>DETAIL</th>
<th>MITIGATION STEPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infective particles from surface to their own mucous membranes</td>
<td></td>
<td>▪ Cashless preferred – but where cash/debit card required – hand hygiene (sanitiser at register) for visitors/staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Every register has sanitiser – for use after cash/eftpos transactions involving touching equipment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Eftpos machines/registered wiped down with &gt;70% alcohol at the end of each day to reduce environmental contamination</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Handles to airlocks/interactive screens – all staff reminded to practice hand hygiene/use alternative entry points. Small signs on touch pads reminding visitors that this is a high touch point and to consider use of sanitiser</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Prams/wheelchairs – handles/seats sprayed with &gt;70% disinfectant on return/after use</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Visitor bathroom – signage explaining frequency of cleaning, hand wash posters in bathrooms + ensure soap available NO SANITISER NEEDED HERE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Donation boxes/Pressed penny machines – wiped over with disinfectant prior to opening, money can either be set aside for counting at a later date (&gt;3 days) or hand hygiene followed after handling money</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Glass fronted enclosures/display (incl. AWHC glass walls to gallery) –</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Rubbish on grounds - all staff allowed to pick up rubbish from ground, but ensure hand hygiene is followed following handling</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ PLAYGROUNDS – signage to remind parents that these are high touch point areas, encourage hand hygiene following use</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Water stations – Signage to remind visitors that other visitors touch these taps, recommend hand hygiene following use. Drinking fountains not in use</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Garbage bins – signage on bins to remind visitors that these are high touch point areas, recommend hand hygiene following use</td>
</tr>
</tbody>
</table>