

Zoos Victoria
Management of a Confirmed CoronaVirus
(COVID-19) Case
Protocol as of 18 January 2022



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 confirmed case of coronavirus (COVID-19) at Zoos Victoria (ZV) properties and workplaces.

1.2 Scope

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




- someone who is confirmed to have coronavirus (COVID-19)
- someone who has had contact with a person who is a confirmed case of coronavirus (COVID-19)

For more information, please see [Vic State Government: Confirmed-case-in-the-workplace-covid-19](#)

2. What ZV must do for positive COVID-19 cases

If a ZV workforce member has tested positive for COVID-19, they must inform their Manager as soon as possible, including if they have been on property during their infectious period. The infectious period is defined as 48 hours before the person started to develop symptoms (or if they did not have symptoms, 48 hours before their positive test).

Once ZV/Managers are aware of a case of COVID-19, they must:

1. Direct the worker to return home and self-isolate for 7 days after the date they were tested (if they are on property), even if they don't have symptoms. If the worker is unable to return home immediately, direct the worker to isolate themselves at the workplace and, while doing so, to wear a face mask and remain at least 1.5 metres from any other person.
2. Identify workplace contacts: ensure those doing the contact tracing are accessing this  [Coronavirus](#) folder and completing:
 -  [ZV Workplace Diary - Covid Incident Master.docx](#) (Or property contact tracing documents)
Email completed form to OHS@zoo.org.au, your HRBP, GM and Director. For those who have not been onsite during the infectious period, only the top section of the diary needs to be completed and sent to your GM, Director and Covid Marshall at your property.
 -  [COVID Positive Register.xlsx](#) will be updated by the property Covid Marshall or Corporate departments.

The definition of Workplace (Close) Contact has been updated to the below with or without masks;

- Face to face less than 1.5 metres for more than 15 minutes
 - More than 1.5 metres apart for more than 2 hours indoor space less than 100 sqm
 - Direct physical contact
3. Enter positive cases on property into [ZV Safe incident and hazard notification system](#).
 4. Contact the workplace contacts (not visitors) and inform them that they may have been exposed to COVID-19 and inform them that they must use a rapid antigen test (or a PCR test if they can't access a rapid antigen test) if they have symptoms, and recommend they use rapid antigen tests daily for 5 days if they don't have symptoms.
 5. Inform all ZV workforce to be vigilant about the onset of COVID-19 symptoms and advise all workers to use a rapid antigen test (or a PCR test if they can't access a rapid antigen test) if they have symptoms.
 6. If there has been 5 or more related cases within a 7-day period, ZV is required to notify the department via the [COVID-19 outbreak notification form](#).

In some situations, such as if there is an outbreak, the Department of Health or a Local Public Health Unit may contact us to provide special advice which ZV will be required to follow.

We are not required to deep clean but must follow routine cleaning to prevent the spread of COVID-19 in the workplace. For more information, visit [Coronavirus \(COVID-19\) cleaning guidelines for workplaces](#)

3. What should I do if I'm a Contact of a COVID-19 positive person

Social or Workplace Contacts: Someone who has COVID-19 has informed you that you are a social contact, or a workplace/education facility has informed you that you are a workplace/education contact. This means you spent time with a confirmed case while they were infectious with COVID-19, and you may now have the virus.

Testing:

- If you have symptoms, you must use a rapid antigen test, or get a PCR test if you can't access a rapid antigen test.
- If you don't have symptoms, you are strongly recommended to use a rapid antigen test daily for 5 days.

If you test negative on the PCR or the rapid antigen tests:

- Resume your normal activities.
- Keep monitoring for symptoms and get tested again if any develop.

If you test positive on a PCR or RAT:

- You are a COVID-19 positive case and must follow the below steps.

Step 1: Report your result and immediately isolate for 7 days

- If you tested positive using a rapid antigen test, you must report your result online, or call **1800 675 398**. You don't need to report your result if you tested positive from a PCR test. Read [Reporting your result](#) for more information.
- You must isolate at home or in private accommodation for 7 days. If you're living with others, isolate away from them as much as possible.
- You and your family may be eligible for [food and financial assistance](#) during this period.

Step 2: Tell your household and household-like contacts - they must isolate for 7 days

- You must tell your household and household-like contacts you have tested positive for COVID-19. They are people you have spent more than four hours within a house, care facility or accommodation.
- They must immediately isolate for 7 days.
- They must get tested on Day 1 of their isolation period or as soon as possible with a [rapid antigen test](#), or a PCR test if they can't access a rapid antigen test.
- They must get tested again on Day 6 of their isolation period with a [rapid antigen test](#), or a PCR test if they can't access a rapid antigen test.
- They can leave isolation on Day 7 if they received a negative result from the Day 6 test.
- If they get symptoms at any time during isolation, they must use a rapid antigen test, or get a PCR test if they can't access a rapid antigen test. They are strongly recommended to use rapid antigen tests on other days of their isolation period.

Step 3: Tell your social contacts - they must get tested if they have symptoms

- You must tell your social contacts you have tested positive for COVID-19. Your social contacts are people who you have had 15 minutes of face-to-face contact with, or spent 2 hours with, in the same indoor space.
- Your social contacts are not people from home, your workplace or school.
- If they develop symptoms, they must use a [rapid antigen test](#), or get a PCR test if they can't access a rapid antigen test.

- If they do not have symptoms, they are strongly recommended to use a daily rapid antigen test for 5 days.
- People who are your household or household-like contacts cannot follow this advice. They must isolate for 7 days.

Step 4: Tell your workplace and/or education facility

- If you worked onsite while infectious, you must tell your employer/workplace you have tested positive to COVID-19.
- Your employer/workplace will tell other staff who are workplace contacts that they must use a [rapid antigen test](#) if they have symptoms, or get a PCR test if they can't access a rapid antigen test
- If possible ZV will supply and strongly recommend using a daily rapid antigen test for 5 days if they don't have symptoms.
- If you or your child attended an education facility (school, childcare or early childhood) while infectious, you must tell the education facility you have tested positive for COVID-19.

Household or household-like contacts

If you have spent more than four hours with someone who has COVID-19 inside a house, accommodation or care facility.

- You must [quarantine for 7 days](#).
- You must get [tested on Day 1 of quarantine](#) (or as soon as possible) and get [tested again on Day 6 of quarantine](#) - with a rapid antigen test, or a PCR test if you can't access a rapid antigen test.
- If you [test positive on a rapid antigen test, you must report your result](#). Visit [Reporting your result](#) for more information.
- Household or household-like contacts are also referred to as *close contacts*.

3. Communications

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

This may include:

- Notification that there has been a confirmed case (noting it is not appropriate to disclose the identity of unwell individuals without their permission).
- Informing all workers (including health and safety representatives) to be vigilant about the onset of COVID-19 symptoms and to test and self-quarantine if they become unwell.
- Notifying close contacts, directing them to leave the work premises and advise them to get tested and isolate

The workplace must comply with any further directions given by DoH.

4. Notifications

Department of Health Notification

This is no longer required unless we have been asked by the Department or a Local Public Health Unit.

Reporting to DELWP

ZV is no longer required to report positive cases of COVID-19 to DELWP's Critical Incident Team

WorkSafe Notification

From 14 January 2022, employers and self-employed persons are no longer required to notify WorkSafe if they become aware on or after that date of a confirmed COVID-19 diagnosis attending the workplace, even if the attendance was before that date. If, before 14 January 2022, they became aware of a confirmed COVID-19 diagnosis attending the workplace, please notify WorkSafe by contacting WorkSafe Advisory.

5. More information

Call the Department of Health to discuss any questions you have. If you need a translator first call 131450, then request to be put through to the department on 1300 651 160.

You can also refer to the following guidance:

- [Coronavirus - Disposing clinical waste \(PDF\)](#)
- [COVIDSafe Plan template](#)
- [Managing COVID-19 Risks - Face coverings in workplaces](#)
- [Preventing infection in the workplace](#)
- [Information on High Risk COVIDSafe Plans](#)

Wellbeing support

ZV's Employee Assistance Program (EAP) provider, Access EAP, is a professional service that offers confidential, short-term and solution-focused 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.

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'. Once received the OHS Team will mark it as confidential in the ZVSafe system.

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.

6. Appendices

Appendix 1 – Contact Assessment and Management Matrix

Appendix 2 – COVID Scenario Management Flow Chart

Appendix 3 – Useful Contacts

Appendix 4 – FAQ's

Appendix 1

CONTACT ASSESSMENT AND MANAGEMENT MATRIX

Case = a confirmed or probable case of COVID-19.

Contact = any **staff member** or **contractor** who has contact with a confirmed or probable case of COVID-19 in a **non-household** setting.

EXPOSURE EVENT RISK ASSESSMENT

An exposure event is contact with a confirmed or probable case of COVID-19 during their infectious period.

1. The business conducts a risk assessment for each exposure event using the contact assessment and management matrix.
2. Individuals are identified as contacts or low risk. Contact lists are managed by the workplace and are not provided to the Local Public Health Unit unless specifically requested.
3. Individuals must follow the testing requirements for their assessed level of risk (low risk or contact).

Lower risk exposure scenario:

Contact with a confirmed or probable case in their infectious period that is:

- face-to-face (<1.5m) and transient (<1 minute)
- OR
- distanced (>1.5m) and any duration in a large (>300m²) indoor space or outdoors
- AND
- *does not meet the criteria for medium or high risk*

Higher-risk exposure scenario:

Contact with a confirmed or probable case in their infectious period that is:

- face-to-face (<1.5m) and prolonged (>15 minutes)
- OR
- direct physical contact (for example, shaking hands, hugging, kissing)
- OR
- distanced (>1.5m) and very prolonged (>2 hours) in a small indoor space (<100m²)

Masks not worn*	Lower risk	Workplace contact
Masks worn	Lower risk	Workplace contact

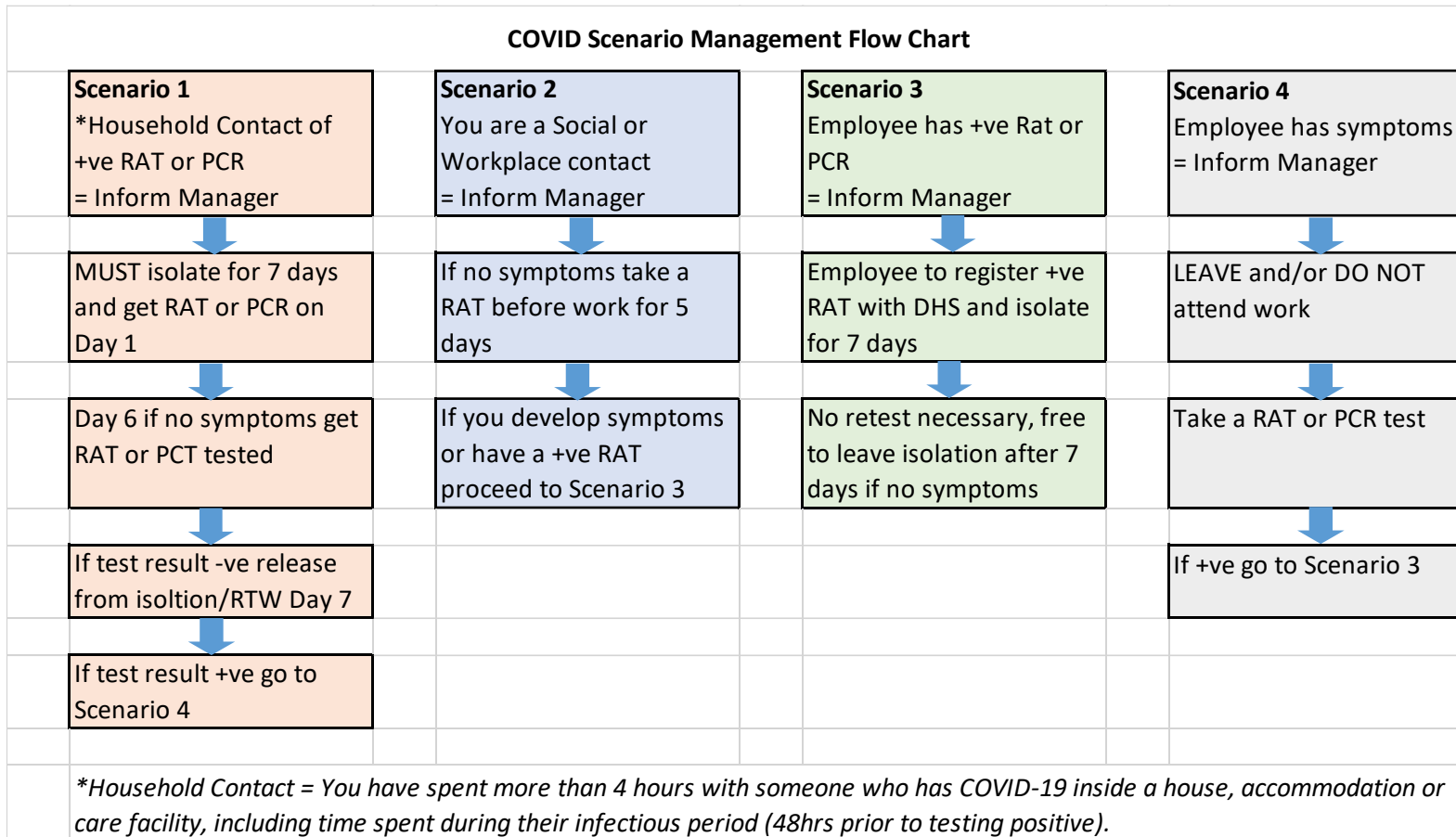
*Mask not worn by either the case or the person exposed. Incorrect mask use or a medical mask exemption is to be considered the same as 'no mask' for assessment and management.
Note: time periods are cumulative across a period of one day (for example, two separate 10-minute exposures should be assessed as a 'prolonged' (>15 min) exposure).

QUARANTINE AND TESTING REQUIREMENTS

What you need to do	Lower risk	Monitor for symptoms and do a rapid antigen (RA) test if symptoms develop (or PCR if not available).
	Workplace contact	A workplace contact must have a RA test if they have symptoms (or PCR if RA test not available) and isolate until a negative result is returned. Daily RA testing for 5 days after contact notification is strongly recommended. There are no quarantine requirements and contacts may return to work if they are asymptomatic and RA test (or PCR if RA test not available) is negative. If a RA test is positive contacts must notify the department and isolate for 7 days – see below for more details.

THE PRESENCE OF SYMPTOMS ALWAYS REQUIRES TESTING

Appendix 2: COVID Scenario Management Flow Chart



Appendix 3 – Useful Contacts

Coronavirus Hotline	1800 675 398
CEO: Jenny Gray	0438 537 343
Director HR: Jantine Eddelbuttel	0419 360 836
OHS Manager: Stuart Cross	0428 033 943
GM Comms: Michelle Lang	0425 723 985

Property Directors	
HS: Ross Williamson	0488 412 908
MZ: Michelle Bruggeman	0408 252 131
WORZ: Glen Holland	0407 742 135

Appendix 4: FAQ's

1. What if I've had COVID-19 and am exposed to someone with COVID-19 again?

People who have recovered from COVID-19 have a low risk of getting it again for a period of time following their isolation period as most people develop some immunity (ability to fight the disease). The period of time (number of days) has been shown to vary depending on the details of your case. Therefore, exact number of days will need to be managed in line with the text/communication containing such advice received from the DHS or other relevant department or health authority.

If you come into contact with someone with COVID-19 within this timeframe after you are released, you will generally not need to self-isolate or get a test (RAT or PCR) unless you have symptoms. If you come into contact with someone with COVID-19 after your specified timeframe, you will need to self-isolate, test and follow the advice as per above.

If you have been released from isolation before other positive cases in your household, you will not need to self-isolate or test unless you develop new COVID-19 symptoms.

2. What should I do if a worker develops one or more symptoms of COVID-19 but has not been tested yet?

You must direct the worker to travel home immediately and get tested for COVID-19 as soon as possible. Workers must stay home until they receive their test results.

Everyone is to be vigilant about the onset of symptoms of COVID-19 and all onsite workers to use a rapid antigen test (or a PCR test if they can't access a rapid antigen test) if they have symptoms.

ZV must ensure that record keeping requirements are followed to support contact tracing if the worker tests positive for COVID-19

3. How do we identify and notify workplace contacts?

Consider who they may have had close contact with during their infectious period. This could include other workers, contractors, visitors or anyone else at the workplace. To do you this, you could check rosters, time sheets, sign-in sheets and visitor logs.

ZV only needs to identify and notify workplace contacts. Positive Cases are required to notify their close contacts and other individuals they may have been in contact with while they have been infectious.

The infectious period is 48 hours before the person's symptoms start (or if they did not have symptoms, 48 hours before they were tested).

4. Should employers expect to be contacted by the Department of Health or their Local Public Health Unit, and within what timeframe?

No. In most cases, ZV can self-manage the exposure by following the guidance provided. ZV may be contacted by the Department or Local Public Health Unit if an outbreak is identified.

5. What evidence can ZV draw on when applying the risk assessment matrix for contacts of a case of COVID-19?

- Rosters or electronic records showing where and when workers worked, including any interactions at the start or end of shift or during break times.
- Worker health records including mask-wearing exemptions.
- Interviews with the case and, should the case consent to being identified, interviews with other workers on-site.
- CCTV footage tracking the case in the workplace.

6. What happens if multiple workers are identified as cases?

If there has been 5 or more cases within a 7-day period, you are required to notify the department via the [COVID-19 outbreak notification form](#).

Businesses should apply the risk-based approach to identify workplace contacts for all cases of COVID-19 by using the **Contact Assessment and Management Matrix**.

7. What happens if a worker finds out they have tested positive for COVID-19 while at work?

No one should be at work whilst awaiting a COVID-19 PCR test result. Anyone awaiting a PCR test result must stay home and not attend work until they get a negative COVID-19 test result. If a worker is taking RAT surveillance, they should take the test prior to attending work. However, if a worker finds out they have tested positive for COVID-19 while they are at work, they must immediately go directly home and self-isolate.

If the worker is unable to leave work immediately, support them to isolate at work, preferably in a separate room. They must wear a face mask and remain at least 1.5 metres from others at all times.

8. When can a worker who has tested positive for COVID-19 return to work?

Anyone who has tested positive for COVID-19 must self-isolate for 7 days after the date they got tested. Workers can return to work once they have completed their 7-day self-isolation.

Visit [Checklist for COVID cases](#) for more information.

Once someone with COVID-19 has completed their self-isolation period, they are no longer considered infectious. They do not require a negative test result at the end of their isolation period in order to leave isolation.

However, they might need more time away from work, as even though they are no longer infectious, they may not feel well enough to return to work. As their employer, ZV should support them to do so.

9. When can a worker who is identified as a contact return to work?

Workplace contacts who had symptoms can return to work if they return a negative result from a rapid antigen test (or a PCR test if they cannot access a rapid antigen test).

Workers who are isolating as a case or self-quarantining as a household or household-like contact must isolate for 7 days.

10. What support is available if needed?

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](#).

11. What leave will be applied and what evidence is required

Please refer to the [Leave Guidance During Covid-19](#) which outlines what leave can be applied for