

# Contact Tracing – Guidance for Managers

Western Health contact tracing for employees involves a variety of processes, including a reflective conversation with affected employees, review of rosters and break room logs, and mapping of EMR documentation.

The Contact Tracing Team also review an employee's use of PPE, and any possible breaches in PPE use, in a non-judgemental information gathering process.

The Contact Tracing Team will individually call employees that are identified as a potential close or casual contact of a confirmed COVID-19 case, to identify those who are a close contact as quickly and accurately as possible.

If a confirmed COVID-19 case is identified in your ward or department area, your assistance may be requested to identify staff (and patients) who may have potentially been exposed as a close contact.

The contact tracing team require you to provide the following documents to ensure all possible interactions are identified:

<b>RosterON Staffing Lists</b>
<b>Employees rostered to the work area (if not on RosterON)</b>
<b>Breakroom Logs</b>
<b>Patient Allocations (if available)</b>
<b>Additional documents deemed necessary by the Area / Ward manager to aid identification of contacts</b>

The time period for the reports/logs required will be determined by Infectious Diseases Physicians, following review of the known confirmed COVID-19 case.

The Contact Tracing Team in consultation with Infectious Diseases Physicians will determine which employees can continue to work, and which (if any) must undertake a fourteen-day period of quarantine and/or testing.

**Any symptomatic employee is advised to present for testing** whether or not they are identified as a close or casual contact. Testing at the Sunshine Hospital Respiratory Assessment Clinic (RAC) is preferred.

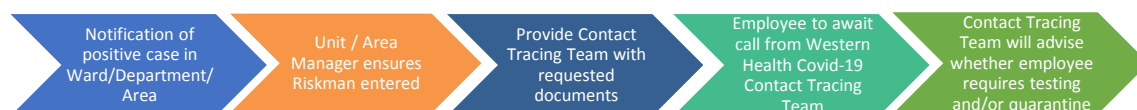


Diagram 1. Contact Tracing Process and Requirements

## Manager Email Advice for Employee Contact:

Actions – Confirmed COVID -19 Case	
1	<p>Contact all employees on home isolation</p> <ul style="list-style-type: none"><li>• Clarify the need for daily, second daily or twice weekly phone calls</li><li>• Continue to contact employee at agreed frequency</li></ul>
2	<p>Check employee has received an email from Infection Prevention</p> <ul style="list-style-type: none"><li>• Check employee has received Infection Prevention email and are aware it includes<ul style="list-style-type: none"><li>○ EAP details</li><li>○ <a href="#">WH Close Contact Care package</a></li></ul></li></ul>
3	<p>Confirm the need for alternative accommodation</p> <ul style="list-style-type: none"><li>• Is the staff member able to effectively home isolate or do they need alternative accommodation?<ul style="list-style-type: none"><li>○ If alternative accommodation is required, employee to contact Hotels for Heroes via email <a href="mailto:Covid-19HotelsForHeroes@wh.org.au">Covid-19HotelsForHeroes@wh.org.au</a> or by phone 8345 6666 (option 1) 8:00 – 16:30, 7 days per week or contact the COVID-19 staff help desk <a href="mailto:whscovid19staffclinicenquiries@wh.org.au">whscovid19staffclinicenquiries@wh.org.au</a> for assistance</li></ul></li></ul>
4	<p>Inform employee of likely contact by DHHS</p> <ul style="list-style-type: none"><li>• Inform staff that DHHS are likely to call during home isolation period</li></ul>
5	<p>Check whether employee needs masks</p> <ul style="list-style-type: none"><li>• Offer to assist with availability of masks if required.<ul style="list-style-type: none"><li>○ Masks can be collected by a friend, member of household or couriered.</li></ul></li></ul>
6	<p>Check employee has access to essentials whilst in isolation</p> <ul style="list-style-type: none"><li>• Check access to essentials, food, toiletries etc.<ul style="list-style-type: none"><li>○ Refer to <a href="#">WH Close Contact package</a></li><li>○ Refer to DHHS emergency food package</li></ul></li></ul>
7	<p>Explain leave entitlements</p> <ul style="list-style-type: none"><li>• Reassure employee relating to leave entitlements related to exposure</li></ul>
8	<p>Provide the EAP contact details</p> <ul style="list-style-type: none"><li>• phone 1800 099 044 (24 hours per day, 7 days per week);</li><li>• email <a href="mailto:work@caraniche.com.au">work@caraniche.com.au</a> or</li><li>• online <a href="http://work.caraniche.com.au/make-a-booking/">http://work.caraniche.com.au/make-a-booking/</a>.</li></ul>