Manager Guide and Action Checklist

COVID-19 VACCINATION HUB

Overview

This guide has been developed to help managers support their employees to participate in the COVID-19 Vaccination Program, and minimise adverse impacts to service delivery. *NOTE: This document is a guide only, covering common workplace scenarios. This document will be updated regularly as the vaccination program evolves.*

It addresses the following areas:

- COVID-19 vaccine information
- Roles and responsibilities for you and your team
- Guidance for scheduling your employees into vaccination clinics
- Support, resources and workflows

About COVID-19 Vaccination Program

Consider the following information when preparing your team to participate in the COVID-19 Vaccination Program:

- Participation in the vaccination program is <u>voluntary</u>
- We want to ensure that every eligible employees has the opportunity to participate and can make informed decisions. Ideally we would like 100% of our staff vaccinated and protected against COVID-19.
- Two vaccines, the Pfizer/BioNTech vaccine and the AstraZeneca/Oxford vaccine, have been approved for use in Australia. Further information regarding these vaccines can be [reviewed here](#).
- The Vaccination sites within our Hub will initially be administering the Pfizer/BioNTech COVID-19 vaccine, with the administration of AstraZeneca expected to commence before the end of March. You cannot choose which type of vaccine you receive. Employees will need to attend a vaccination clinic, and can choose their preferred Vaccination Hub or Sub-Hub.
- Vaccination appointments are 15 minutes, with a further 15 minute observation time
- The vaccines require two doses. The second dose of Pfizer vaccine will be delivered as close as possible to 21 days after the first dose. The second dose the AstraZeneca vaccine can be give 4-12 weeks after the first dose; 12 weeks is preferred.
- Vaccine recipients may experience mild to moderate side effects, particularly after the second dose. These side effects include pain at injection site, fatigue, headache, muscle aches, chills, and mild-moderate fever. Symptoms commonly present and resolve within 3 days.
- The vaccine is safe to administer to employees who have previously tested positive to COVID-19, including those with prolonged symptoms. Employees should wait approximately 90 days from initial positive test before receiving the vaccination.

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Employee Vaccine Eligibility

The COVID-19 Vaccination program will be delivered in stages.

Eligibility criteria has been defined by the Commonwealth government and Phase 1a includes:

- All COVID-19 Vaccination Hub employees
- All COVID-19 Respiratory Assessment Clinic employees
- Employees working in departments where there is increased risk of being exposed to COVID-19 including ED, COVID/SCOVID wards and Adult ICU (prioritised according to exposure risk)
- Other priority employees including MET/Code teams,
- Staff that work in or regularly consult in Residential Aged Care Facilities, including Residential-in-Reach and Aged Care Liaison Service.
- Those that care for COVID patients directly.

All health care workers are either in Phase 1a or 1b.

Manager Action Checklist

The checklist below outlines steps required to support employees to complete their vaccination.

Further detail on each action can be found in the following pages.

Action	Details	Completed
Engage and inform workforce	• Advise and inform identified employees • Connect employees to resources and support services	☐ ☐
Monitoring employee bookings	• Ask employees to book an appointment when they receive a registration email to their health service address • Please encourage employees to notify you if they have not received an invitation by the end of the three week cycle • Monitor for any 'new start' employees, as they may not have been included in the dataset required for scheduling appointments	☐ ☐ ☐
Monitor updates and track vaccination rates	• Stay informed and pass on messages to employees • Record any vaccination-related personal leave via RosterOn • Monitor vaccination, declaration and declination rates via the Employee Vaccination Report (in development)	☐ ☐ ☐

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Roles and Responsibilities

Managers:
- Staying informed with CEO update emails, COVID-19 Vaccination Bulletins, Employee Forums, COVID-19 Vaccination Hub Microsite and sharing information with your team
- Ensuring that your team are able to make informed decisions about COVID-19 vaccination, with the Vaccination Hub microsite a good source of reliable and accurate information
- Assisting and encouraging your team to access COVID-19 vaccinations
- Tracking vaccination uptake and any vaccination-related personal leave for your team

Employees:
- Making an informed decision about participating
- Booking and attending your vaccination appointments
- Notifying your manager of the appointment time and day as soon as possible
- Reporting side effects through SAEFVIC and to your manager
- Ensuring you have not had any other vaccination for:
  - The 2 weeks preceding receipt of the COVID-19 vaccine.
  - During the weeks between the 2 doses and
  - During the 2 weeks post receipt of the last dose

Communicating With Your Team

Managers should support their employees to make informed decisions about participating in the COVID-19 Vaccination program by:
- Encouraging attendance at (or view the recordings of) employee forums
- Sharing information using team meetings and emails
- Echoing key messages from employee forums, COVID-19 Vaccination Bulletins and Chief Executive bulletins
- Encouraging your team to access the Vaccination Hub microsite, a good source of reliable and accurate information to inform vaccination decision making.
- Promoting available support services to employees such as the COVID-19 Staff Enquiries email staffcovidvax@wh.org.au or staffcovidvax@mercy.com.au for Werribee Mercy Staff and the clinics dedicated to managing adverse effects
- Advising your team members that they can speak to their GP/other health provider to discuss vaccination generally or in relation to their own health status
- Personally encouraging your team members to get the vaccine

Processes for managing employees who decline the vaccination or receive the vaccination elsewhere will be provided in due course (subject to Commonwealth and State direction).

All up-to-date information on the COVID-19 Vaccination Program including QRGs, FAQs, factsheets, and key messages are available on the COVID-19 Vaccination Hub Microsite.

Who Is Eligible To Get The Vaccine First, And Why?

Western Health is working within government guidelines to identify high-risk, priority employees for vaccination. For success of the national immunisation effort, we must ensure our highest risk employees are given first access to a COVID-19 vaccine.

This means employees who are most likely to be potentially directly exposed to COVID-19, in any role, will be vaccinated in order of actual risk. This also means that employees may be vaccinated at a later or earlier date than other members of their team. Everyone will have an opportunity to be vaccinated, so please encourage employees to be patient.

For any questions relating to eligibility, please visit the COVID-19 Vaccination Hub Microsite.

Key Messages for Staff

- Frontline healthcare workers are one of the highest risk groups for contracting COVID-19.
- The COVID-19 vaccine is free, safe and effective.
- Vaccination is the best way to protect yourself, your loved ones, our patients and the community.
- While vaccination is not mandatory, healthcare workers play a unique and critical role in keeping vulnerable people safe from this virus: It is important that you consider information from credible medical sources when making your choice.
- The Pfizer/BioNTech and AstraZeneca COVID-19 vaccines have been cleared for use by the Therapeutic Goods Administration through the same rigorous approval process as other vaccines approved for use in Australia.
- Getting vaccinated against COVID-19 is supported by the Chief Health Officer, the World Health Organisation, and other leading medical bodies dedicated to global health.

Steps Required To Complete the Vaccination Program and Ongoing Support

1. Prior to COVID-19 vaccination
- Employees stay informed
- Employees receive an automated notification (via Western Health email) that they have been registered in the system and are able to book an appointment *Note: Employees with a previous history of anaphylaxis should contact staffcovidvax@wh.org.au or phone 0478 908 412, a Nurse Immuniser will provide advice regarding your vaccination. For Werribee Mercy staff contact staffcovidvax@mercy.com.au or call 03 8754 3531*
- Employees book into a vaccination clinic during week allocated on Timify, as per the instructions in the email sent to employees
- Employees receive automated confirmation and reminder notifications (via email) with appointment time and location details

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- If an employee is unable to attend their vaccination appointment, they should notify their manager and call 0478 908 412 or email: staffcovidvax@wh.org.au as soon as possible to cancel or amend the appointment. For Werribee Mercy staff contact staffcovidvax@mercy.com.au or call 03 8754 3531.

2. COVID-19 vaccination day
- Employee will attend their nominated Vaccination Hub or Sub-Hub.
- Potential reactions are discussed as part of the vaccination procedure
- Employees experiencing mild adverse effects following their vaccination can contact staffcovidvax@wh.org.au or call 0478 908 412 for advice. For Werribee Mercy staff contact staffcovidvax@mercy.com.au or call 03 8754 3531. All side effects will be reported to SAEFVIC.
- Notifications to SAEFVIC will be reported to Western Health Immunisation Service as appropriate.

3. After the COVID-19 Vaccination
- Record vaccination-related personal leave appropriately in your rostering system to the employee's home cost centre
- Managers can track vaccination, declaration and declination rates via reports (in development)

Employee Illness
As per routine guidelines, employees must not come to work if they are unwell, however, mild side effects from a recent vaccination may not stop employees from working. Refer to QRG Post COVID-19 Vaccination Considerations for Health Care Workers.

If an unwell employee is well enough to work from home, and their job enables them to do this, this may be an option. Otherwise, they are to take personal leave and notify their manager if unable to work.

If they suspect they have COVID-19, or if COVID-19-type symptoms do not resolve after 3 days post vaccination employees should get tested immediately.

Advice and Support
If you or your employees have queries or concerns relating to the COVID-19 Vaccination Program, there is support available. In the first instance, refer to the COVID-19 Vaccination Hub Microsite which is regularly updated and includes manager and employee resources as well as frequently asked questions.

Employees can contact the nurse-led Vaccination Hotline for information or due to adverse effects or for general enquiries on staffcovidvax@wh.org.au or call 0478 908 412. For Werribee Mercy staff contact staffcovidvax@mercy.com.au or call 03 8754 3531.

Further information relating to the Phone and Email Hotline can be found here.

While moderate to severe adverse effects are uncommon and severe allergic reactions even less so (<1 in 100,000 of vaccinated patients), these should be reported to SAEFVIC.

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