COMMUNICATION AND ACTION MATRIX FOR HANDLING CONTAGIOUS ILLNESSES IN



AIS RESIDENCES, ALTITUDE HOUSE (VERS 7, 2020)

Senior Management Distribution List Key Stakeholder Teams (KSTs) distribution list Asst. Director. Residences (**AD**......0400 435 498 Chief Medical Officer (**CMO**)0408 815 779 Listbox ESC Asst. Director, Events & Sports Camps (ESC)...0400 973 474 Communicable Disease Control (CDC), ACT Health AIS Sports Medicine Director, Strategic Communications & Media.....0407 135 280 Protection Service (**HPS**)....(02) 6205 2155 Venue Manager, Trippas White Group (TWG)....0420 961 630 Asst. Director, Workplace Services.......02) 6214 1386 After hours pager......9962 4155 Executive Chef, TWG.......0466 796 208 Manager, Security Operations......0407 483 090 Registered Nurse, AIS Sports Medicine......0401 082 337 Food Service Dietician......0419 145 573 AIS Sports Medicine Doctor on call......0417 332 589 Director, Projects/Pandemic Coordinator......0432 925 313 Director, Site Commercial (**DSC**)0417 688 935 Alternative AIS Sports Medicine.....0403 451 118 Operations Manager, Housekeeping......0428 795 481 Director, Workplace Services(02) 6214 1206 AIS Operations Residences Coordinator.......0407 258 607 KSTs vigilant about any illness reports Has the situation ADR cross-consult to DSC, CMO: improved? Residences, ESC teams brief all arrivals ADR frontline incident, action controller Includes reporting illnesses immediately, • Is it an outbreak/outbreak type. >1 case. managing personal hygiene ascertain type/s of group/groups No, situation Was an ambulance called? is escalating escalate >1 Illness reported 1 Illness reported to ADR by KSTs to ADR by KSTs CMO, CDC, HPS advises wider control measures: Advise wider/site quarantine measures ADR actions initial response to information ADR, KSTs provide initial directions, actions: • Announcements/ notices to wider stakeholders available, ascertain risk impacts, immediate Wider sanitisations, frequencies Action partial/full lock down measures needs, initial 24 hrs isolation • HP directed to Sports Medicine for assessment ADR assist health investigation authorities, various testing • Other directed to medical centres, Calvary Hospital, CALMS (Locum) Sanitising, spill kits, Dining Hall restrictions, meal services actioned Measures eased/reinforced per advice from CMO, HPS: • ADR monitor progress of illness/s via resident/group managers. In consultation with ADR, KST actions; enhance due to KSTs; monitor escalations, hospitalisations, departure status increase in scale of arrangements Wind down or extend isolation? • ADR provides ongoing updates/feedback loop to CMO, DSC on Ongoing monitoring symptoms any developments (eg increase, decrease of illnesses) Coordinate, cater to resident/group immediate needs ADR monitor KSTs, group meets controls, measures Ensure PPE used by KSTs entering area/s, follow SOPs Infectious illness, extend Organise moves of patients, more isolation No isolation required/no isolation, keep monitoring, Restrict movement of staff to affected area/s infectious illness ADR, KSTs action additional measures if escalation: until condition improves Action wider room food servicing needs • Residence Reservations/ESC divert bookings off site Adjust catering, housekeeping services to suit Wind down measures, conclusion of event: Action additional services to exiting residents · Reduction of cases, recovery, departure of ADR communicates, coordinates KSTs: Action restriction of movement within Residences. ill resident Additional disease controls, servicing measures actioned lockdown measures, skeleton services. • ADR review, debrief with CMO, DSC through KSTs with affected residents/group managers • Link to site business continuity management plan · ADR put any new measures into place • lessons learnt, update communication tree. procedures if needed Infectious illness issues de-escalate



Risk Rating Matrix

	Consequences				
Likelihood	Minor 1	Substantial 2	Serious 3	Very Serious 4	Disaster 5
Almost certain	Н	Н	VH	VH	VH
Likely	M	M	Н	VH	VH
Possible	L	M	Н	Н	VH
Remotely possible	L	L	M	M	Н
Practically impossible	L	L	L	L	M

VH	Very High Risk Detailed action plan required	
Н	High Risk Needs Executive attention	
M	Moderate Risk Specify management responsibility	
L	Low Risk Manage by routine procedures	