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| Document I.D. | Isolated or Quarantined Persons Procedure |
| Responsibility | Head of Wellness, Health and Safety |
| Initial Issue Date | 5 February 2020 |

**Version Control**

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| **Issue Date:** | **Summary of Changes** | **Review Date** |
| February 2020 | New procedure |  February 2021 |
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1. **PURPOSE**

## To provide clear instruction to Navitas staff on how to respond to a student or staff member that is placed in isolation or quarantine due to infectious disease. To ensure all Navitas students, staff and affiliates, who may be impacted by infectious disease and required to isolate or quarantine themselves are provided effective and appropriate support.

1. **SCOPE**

## Applies to all Navitas entities, sites and workplaces globally.

## Applies to any incident that requires Navitas students or staff who may be impacted by infectious disease and required to isolate or quarantine themselves.

1. **PROCEDURE**

Upon notification of a requirement for isolation or quarantine, Navitas shall ensure the following:

* 1. **Information gathering and reporting**

Any staff or student that is required by government advice to be self-isolated or quarantined due to infectious disease, is to be reported via the [Isolated Persons Register](https://navitas.tod.net.au/incidents/new/a270c384f3b1fb5ce21203a5b9307f3e). All pertinent information regarding the affected person/s must be collected and stored in a central Navitas location. This information may be required to be shared with external parties, such as local health departments, governments or health representatives.

A register of isolated persons has been established to digitally store this at a single and reportable location. The information will be stored in the Tickit On Demand system, the register is accessed through the below link;

[Isolated Persons Register](https://navitas.tod.net.au/incidents/new/a270c384f3b1fb5ce21203a5b9307f3e)

The minimum information required to be collected is as follows;

• Person’s full name

• Person’s date or birth

• Isolated/quarantined area physical location

• Date of actual, possible or proximity of contact with contagious area/persons

• Date placed in isolation/quarantine

• Date isolation/quarantine is expected to be completed

• Support person name

• Support person contact details

• Any notes pertaining to the isolation/quarantine that may assist in supporting persons

* 1. **Sharing Accommodation with Isolated or Quarantined Person**

Any Navitas student or employee who shares their accommodation with a person that has been placed into isolation or quarantine, must notify an appropriate Navitas staff member (student services, academic of administrative employee) or in the case of an employee, their direct manager. The College Director/Executive Director/Campus Manager or employee’s manager must notify their WHS contact person, for current advice and information.

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Each case will be addressed on a case by case manner and will follow the requirements of the local health authority guidelines in relation to the infectious disease. These situations can change quickly, therefore the advice and approach may change if the identified person becomes symptomatic or health authority requirements change.

* 1. **Support and Logistics**

Persons isolated or quarantined will experience a range of emotional responses during this period. They will likely require support on many levels including logistical assistance, emotional or psychological support, accommodation, utilities and supplies.

An isolated person may include students entering the country for the first time, who may not have been to their point of accommodation and are being placed into immediate isolation. The facilities, provisions and infrastructure they have immediately available may be limited and they may need immediate support for basic provisions.

Each person that is isolated or quarantined must have a designated Navitas Support Person, who will liaise daily to ensure these the isolated person/s have all the support they require. This may include, but is not limited to, providing supplies, arranging third party counselling support, or communications to other family parties. The Navitas Support Person is responsible for ensuring that the isolated person receives all reasonable and essential provisions.

A list of potential local contacts for consideration are listed in Appendix 1, which will require customisation for each location.

The Navitas College Director/Executive Director/Campus Manager or employee’s manager is responsible for ensuring each isolated person has an allocated Navitas Support Person for their campus.

If the support person at any time feels that the isolated or quarantined person is at risk in any matter, they are to immediately contact the local authorities, where appropriate, and also the College Director/Campus Manager, to address any escalation or additional support the person may need.

The Support Person will provide a daily update on all support provided and record this information in the Tickit On Demand (TOD) system, via the nominated campus TOD Responsible User.

* 1. **Safety of Support Person**

Prior to identifying Navitas Support Person, the responsible manager should ensure that the nominated person is capable and willing to provide this support, as it may cause some staff member’s personal distress.

The Navitas Support Person must be made aware of the reason the person is in isolation, to ensure they do not put themselves at risk. They should be provided with current advice from World Health Organisation or local authorities on the appropriate precautions.

The Navitas Support Person is not expected to conduct any in person visits, as this may contravene the isolation requirements. Provision of any items should be arranged through delivery services.

* 1. **Training**

The WHS contact person will be responsible to ensure that information or training is provided to managers and/or Navitas Support Persons on the requirements of the health authority or how to implement this process to ensure the wellness, health and safety of staff and students.

* 1. **Post Isolation/Quarantine**

Upon completion of the isolation/quarantine period, the Navitas Support Person shall ensure that the effected parties have a definitive plan to re-enter the community. This should include the normal college/campus student induction information, even if this is out of cycle or done on an individualised basis.

* 1. **Maintaining Records**

Each college and campus has a Responsible User with a licence for Tickit On Demand. The Responsible User will be required, to input any updated information on cases in the [Isolated Persons Register](https://navitas.tod.net.au/incidents/new/a270c384f3b1fb5ce21203a5b9307f3e).

The Navitas Support Person is responsible for providing the relevant information to the Responsible User, to maintain the records. Once a person in isolation or quarantine is cleared to return to work or study, they must provide a medical certificate. The responsible manager is to be notified, details are to be recorded on the [Isolated Persons Register](https://navitas.tod.net.au/incidents/new/a270c384f3b1fb5ce21203a5b9307f3e) and then the case can be closed on Tickit On Demand.

* 1. **Reporting to Regulators**

In certain circumstances, a government regulator may require Navitas to report on persons in isolation or quarantine. Navitas will comply with any legally obligated reporting and ensure reporting meets criteria of the regulator and required privacy obligations.

1. **RESPONSIBILITIES**
	1. **Executive Leadership Team (ELT)**
* Review and approve this procedure
* Provide visible, active leadership by engaging and communicating with staff and students about this procedure
* Approving any additional budget measures, required to implement this procedure and provide effective and appropriate support
* Support the Head of Wellness and Safety in deploying this procedure, including training and assignment of a triage team for the Division.
	1. **Divisional Leadership Teams**
* Provide governance over reporting and supporting persons in isolation or quarantine by monitoring performance data regularly and initiating remedial and/or corrective action as required
* Support ELT leadership as reinforcing sponsors to engage and communicate with staff and students about this procedure
	1. **Head of Wellness, Health and Safety**
* Update this procedure as necessary to maintain its currency and alignment with business needs
* Undertake a formal review of this procedure at intervals not exceeding 2 years
* Monitor compliance to this procedure and take appropriate corrective action when necessary
* Develop training and information resources for deployment of training in the requirements of this procedure
* Ensure each division has assigned suitable resources to conduct ‘triage team’ activities
* Assist the WHS Business Partners to resolve any questions about external regulatory notification requirements
	1. **WHS Contacts**
* Provide support to front-line managers in the event of any requirements to report and support isolated persons
* Assist managers to provide support to persons who have been isolated or quarantined including arrangement of counselling or critical incident response from EAP provider
* Advising the Head of Wellness, Health & Safety prior to undertaking any necessary reporting to a regulator
* Oversee deployment of training in the requirements of this procedure across their business units
	1. **All Navitas managers and supervisors**
* Inform and periodically remind direct reports of their obligation to notify incidents of persons requiring isolation or quarantine
* Identify a Navitas Support Person from their business unit to provide support for any staff or student required to be placed in isolation or quarantine
* Ensure support is provide to persons placed into isolation or quarantine in a timely manner and to the extent applicable to their own scope of responsibility:
* Arrange appropriate support for the impacted person in isolation or quarantine
* Arrange counselling, if required
* Ensure a nominated Navitas person makes contact daily with the impacted person
	1. **All Navitas employees**
* Notify manager of any incident without delay and see that it is recorded on-line immediately
* Notify their manager if people within their household have been required to be placed in isolation or quarantine
1. **DEFINITIONS**

## **Division** –are the larger grouped customer operating businesses of Navitas that generate the income and are the responsibility of an NLT member.

## **ELT Members** – the Executive Leadership Team members

## **Responsible Navitas Manager** - is the *person in control* where the incident occurs or the effected persons line manager.

## **TOD Responsible User** – is a person assigned with a user licence to the ‘Tickit On Demand’ software system, on behalf of their team or business unit, that has the ability to update incidents, add information and assign actions to manage an incident event.

## **Workplace** – any location Navitas employees work.

1. **REFERENCES**
* **Navitas Wellness Health & Safety Policy** (GHR-04-01P)
1. **REVIEW**

This procedure is to be reviewed at intervals not exceeding 2 years by the Head of Wellness, Health & Safety to ensure its continued alignment to Navitas’ organisation, business requirements and legal obligations. The revision status of the procedure will be upgraded at that time irrespective of whether changes are made to the requirements.

1. **RECORDS**

All records in relation to this procedure will be managed as follows

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| **Record type** | **Responsible** | **Location** | **Retention** |
| Isolated Persons Register Form | Head of Wellness, Health & Safety | Intranet | 7 Years |

**APPENDICES**

**Appendix 1:** Areas of support that may be required by isolated or quarantined person

**Appendix 2:** Advice for Isolated or Quarantined Persons from Coronavirus (2019-nCoV)

**Appendix 3:** Guidance for Suspected Coronavirus on Navitas Campus or College

**Appendix 1:** Areas of support that may be required by isolated or quarantined person

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| **WHAT YOU MIGHT NEED:** | **Company/Provider** | **LOCATION/ ADDRESS:** | **WEBSITE URL:** |
| **MONEY**  | **Cash** | To be updated by  | To be updated by local college/campus | To be updated by local college/campus |
| local college/ |  |  |
| campus |  |  |
| **Credit or Debit Card** |  |  |  |
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| **HOUSING**  | **Accommodation** |  |  |  |
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| **Furniture** |  |  |  |
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| **Appliances** |  |  |  |
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| **Bedding/****Homeware** |  |  |  |
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| **FOOD**  | **Food Delivery Services** |  |  |  |
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| **Supermarkets** |  |  |  |
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| **Asian Groceries** |  |  |  |
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| **MEDICAL SERVICES**  | **Hospitals** |  |  |  |
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| **Doctors** |  |  |  |
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| **Dentist** |  |  |  |
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| **Optometrist**  |  |  |  |
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| **TRANSPORT** | **Public Transport** |  |  |  |
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| **Rideshare Services** |  |  |  |
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| **TECHNOLOGY**  | **Mobile phone/ SIM Card** |  |  |  |
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| **Internet** |  |  |  |
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| **Streaming Services** |  |  |  |
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| **Hi-Fi** |  |  |  |

**Appendix 2 - Advice for Isolated or Quarantined Persons from Coronavirus (2019-nCoV)**

Monitor symptoms

If your illness gets worse, you should call the doctor who cared for you or the emergency department where you were assessed. If it is a medical emergency (e.g. shortness of breath at rest or difficulty breathing) you should call 000.

Stay at home

You should restrict your activities outside your home, except for seeking medical care. You should not go to work, school, or public areas, and should not use public transportation or taxis, until cleared by the public health unit or your doctor.

Separate yourself from other people in the home

If you are sharing the home with others, you should stay in a different room from other people or be separated as much as possible. Wear a surgical mask when you are in the same room as another person and when seeking medical care. Use a separate bathroom, if available. Avoid shared or communal areas and wear a surgical mask when moving through these areas.

Surfaces in shared areas (such as door handles, taps, benches) should be cleaned daily with household disinfectant or a diluted bleach solution (see cleaning section below).

Make sure that you do not share a room with people who are at risk of severe disease, such as elderly people and those who have heart, lung or kidney conditions, and diabetes.

Visitors who do not have an essential need to be in the home should not visit while you are in isolation.

Wear a surgical mask

You should wear a surgical mask when you are in the same room with other people and when you visit a healthcare provider. If you cannot wear a surgical mask, the people who live with you should wear one when they are in the same room.

Cover coughs and sneezes

You should cover your mouth and nose with a tissue when you cough or sneeze, or cough or sneeze into your sleeve. Used tissues should be placed in a bin, and hands immediately washed with soap and water for at least 20 seconds.

Wash your hands

You should wash your hands often and thoroughly with soap and water for at least 20 seconds. You can use an alcohol-based hand sanitiser if your hands are not visibly dirty. Please wash your hands or use a hand sanitiser before entering an area or touching things used by other people.

Avoid sharing household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water or use a dishwasher.​

Prevention steps for Caregivers and Household Members

There should only be people in the home who are essential for providing care for the person, or who cannot find alternative accommodation.

Monitor symptoms

If you are a caregiver or household member and develop symptoms, call the public health unit, unless it is a medical emergency (when you should call 000). The public health unit can arrange for medical assessment at a health facility (usually a hospital Emergency Department).

Wash your hands

Wash your hands often and thoroughly with soap and water for at least 20 seconds. You can use an alcohol-based hand sanitiser if your hands are not visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Wear a P2/N95 face mask

Wear a P2/N95 face mask and disposable gloves when you are in the same room as the person with confirmed of suspected infection, or when you touch or have contact with the person’s blood, body fluids and/or secretions, such as sweat, saliva, sputum, nasal mucus, vomit, urine, or diarrhoea.

* Throw out disposable facemasks and disposable gloves after use
* Wash your hands immediately after removing the face mask and gloves.

[Find more information about how to fit a P2/N95 mask​](https://www.health.nsw.gov.au/environment/factsheets/Pages/face-mask.aspx).

Clean household surfaces

Clean all “high-touch” surfaces, such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables, every day wearing disposable gloves. Also, clean any surfaces that may have blood, body fluids and/or secretions or excretions on them.

* Read labels of cleaning products and follow recommendations on product labels. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves or aprons and making sure the areas is well ventilated when using the product.
* Use a household disinfectant or a diluted bleach solution on hard surfaces. To make a bleach solution at home, add 1 tablespoon of bleach to 4 cups of water.
* Wash laundry thoroughly
	+ Immediately remove and wash clothes or bedding that have blood, body fluids and/or secretions or excretions on them.
	+ Wear a surgical mask and disposable gloves while handling soiled items. Wash your hands immediately after removing gloves.
	+ Read and follow directions on labels of laundry or clothing items and detergent. In general, wash and dry with the warmest temperatures recommended on the clothing label.

Disposing of contaminated items

Place all used disposable gloves, face masks, and other contaminated items in a lined waste bin before disposing of them with other household waste. Wash your hands immediately after handling these items.

(Information adapted from NSW Department of Health)

**Appendix 3 - Guidance for Suspected Coronavirus on Navitas Campus or College**

1. Remove person from open-plan office and into an isolated space (eg. meeting room)
2. Telephone medical centre or hospital emergency to arrange assessment and advise of suspicion of Coronavirus
3. Provide P2/N95 face mask and allow person to clean hands with sanitiser gel
4. Limit contact with person until they leave for their medical assessment
5. Ensure all workspaces and isolation room are disinfected to avoid contamination
6. Follow up person to identify the outcome of the Coronavirus test
7. If negative, return to work when well
8. If positive, ensure government is notified of diagnosis and enter in the Tickit on Demand [Isolated Persons Register](https://navitas.tod.net.au/incidents/new/a270c384f3b1fb5ce21203a5b9307f3e)
9. Refer to Navitas Isolated or Quarantined Persons Procedure to provide support to the quarantined person.
10. If in doubt, please contact the Wellness Health & Safety contact person for your Division:

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