

STEP	GUIDANCE	Accountable	Responsible	Consulted	Informed	Timeframe
1. Identification of a possible case	Information that an Individual has been: <ul style="list-style-type: none"> tested, told to get tested or in close proximity to a positive case and not tested 	N/A	N/A	N/A	N/A	N/A
2. First responder** or Health Service collects available details ** First Responder might be a tutor/ lecturer/ College Dean/ Health Service for a student. The First Responder is likely to be a line manager for a member of staff.	The First Responder or Health Service should collect as much information as available, but there <u>must be no delay in escalation</u> if all details are not available. Gaps can be filled in later. <ol style="list-style-type: none"> Personal Information <ol style="list-style-type: none"> Name Date of Birth Phone number – Advise student to keep their phone on Email address Z-ID Primary point of contact at home Primary point of contact in UNSW Situation <ol style="list-style-type: none"> Have they been in contact with a person with a positive diagnosis? Are they displaying symptoms? Have they been directed by a health professional or NSW Health to seek testing? If student, in which course are they enrolled and when were they last on campus? If staff member, where do they work and what is the nature of their work, i.e. Lab Technician, Lecturer Medical Advice <ol style="list-style-type: none"> Provide the student with contacts to enable them to seek medical advice, if they have not done so. 	First responder	First responder	N/A	N/A	ASAP
3. Escalate Immediately	Inform your line manager/ area manager of the case – pass on all the details that you have been able to collect so far.	First Responder	First Responder	Line Manager	SLT Member and COVID-19 Response Team	ASAP
	If after hours, call the hotline 9385 8500	First Responder	First Responder	Hotline	COVID-19 Response Team	ASAP
	Where the notification comes via the Hotline, escalation will be through the COVID-19 team	Hotline	Hotline	COVID-19 Response Team	SLT Member	ASAP

4. SLT member informs COVID-19 Response Team of case in their area: 0434930141	SLT assessment of exposure: Given the potential for the person to have been infectious whilst on campus, the following may be required: <ul style="list-style-type: none"> • <u>High exposure potential:</u> the person: <ul style="list-style-type: none"> ○ has a positive diagnosis, was on campus with symptoms or within 24 hours of presenting with symptoms ○ is awaiting test results, has symptoms and has been in contact with a person with a positive diagnosis • <u>Moderate exposure potential:</u> the person: <ul style="list-style-type: none"> ○ does not have symptoms but has been identified by NSW Health as a close contact* and is required to self-isolate • <u>Low exposure potential:</u> the person: <ul style="list-style-type: none"> ○ does not have symptoms but has been asked to self-isolate awaiting the outcome of results for a person who was in their workplace or lecture or needs to care for family members who have been sent home from their workplace or school. 	SLT Team member	SLT Team Member or BURT leader	COVID-19 Response Team COVID-19 Response Team Not required	HOS and BURT leader HOS and BURT leader HOS and BURT leader HRBP	ASAP
5. Case Logged by COVID-19 Team	The COVID-19 response team will enter the case details in the central register and give the case a name based on the area, for example: FASS01, FBE03, so that the patient's information remains private. The COVID-19 Response Team will notify, through the Health Service, NSW Health	COVID-19 Response Team	COVID-19 Response Team	HOS	SLT	
6. COVID team communicates to SLT member	After receiving a clinical assessment and full case information, the COVID-19 Response Team will provide guidance on the actions required given the code level. The management of the case within the Faculty will be led by the SLT. Guidance regarding actions for the 4 code levels is provided	COVID-19 Response Team	COVID-19 Response Team	SLT	SLT	
7. Ongoing liaison between COVID-19 Response Team and SLT members	Consider establishing a Faculty Case Management Meeting	SLT	TBC	COVID-19 Response Team		

CODE 1 PROTOCOL	ACTION	Accountable	Responsible	Consulted	Informed	Timeframe
Guiding principles: <ol style="list-style-type: none"> 1. Ensure the ongoing welfare of the individual and our community 2. Ensure consistent and effective communications with all internal and external stakeholders 3. Ensure the ongoing safety of our environment 4. Minimise the disruption to individuals, teaching and research 						
Establish a case manager	The purpose of the case manager is to ensure ongoing contact with the staff / student.	SLT	BURT leader	HOS	COVID-19 Response Team	N/A
	<p>If a student,</p> <ul style="list-style-type: none"> • Establish an agreed method and frequency for the contact • If in accommodation, ensure they are well and have support for receiving food and other necessities • Ensure student understands the self-isolation measures • Reassure and support the student to address potential interruptions to academic studies • Identify with the student the Close Contacts* and places where they have been on campus to initiate tracing and cleaning actions, during infectious period (definition below) <p>If a staff member:</p> <ul style="list-style-type: none"> • Establish an agreed method and frequency for the contact • Ensure staff member understands the self-isolation measures and the HR supports • Identify with the staff member the Close Contacts* and places where they have been on campus to initiate tracing and cleaning actions, during infectious period (definition below) 	SLT	Case Manager HOS/FED	Accommodation Dean Student HUB, Student Life HRBP	COVID-19 Response Team	
	<p>As the case is CODE 1, cleaning will be arranged.</p> <ul style="list-style-type: none"> • Talk to the relevant course convenor/HOS about which classrooms, labs, areas were used by student/staff member 	BURT leader	HOS / FED		COVID-19 Response team	

	<ul style="list-style-type: none"> Confirm with the student/staff where they have been on campus (including library desk, canteen, study area) Decommission areas classrooms/ workspaces/ other areas used by the individual immediately until cleaning is completed Relay the list of contacts and affected areas to Health Dept, via the COVID-19 Response Team Advise users of any room changes during interim period Provide information of locations to the COVID response team. COVID Response Team will organise cleaning 	COVID-19 Response team	HOS / FED HOS / FED HOS / FED HOS BURT Leader Facilities		SLT / BURT Leader / HOS	
Communications	<ul style="list-style-type: none"> Tailor the template communications and send this communication to all Close Contacts* to advise them of their contact with a positive case (comms attached) 	SLT	BURT leader	HOS/FED COVID-19 Response Team	Faculty Leadership Team	
	<ul style="list-style-type: none"> Develop and send UNSW broad communications 	COVID-19 Response Team	DEx	VC	Faculty / Division	
	<ul style="list-style-type: none"> Develop and send communications to critical third-party stakeholders, i.e. hosts of placements 	COVID-19 Response Team	DEx	Faculty / Division		
Ongoing management of the positive result case	<ul style="list-style-type: none"> Management of the operational issues arising from this case 	HOS/FED	TBC	HR / IT / ADE / ADR / GRI	TBC	
	<ul style="list-style-type: none"> Management of the academic issues arising from this case 	HOS/FED	TBC	Student Services / ADE / ADR / GRS	TBC	

CODE 2 escalating to CODE 1 Protocol	ACTION	Accountable	Responsible	Consulted	Informed	Timeframe
Establish a case manager	The purpose of the case manager is to ensure ongoing contact with the staff / student.	SLT	BURT leader	HOS	COVID-19 Response Team	N/A
Whilst awaiting results	<p>If a student,</p> <ul style="list-style-type: none"> • Establish an agreed method and frequency for the contact • If in accommodation, ensure they are well and have support for receiving food and other necessities • Ensure student understands the self-isolation measures • Reassure and support the student to address potential interruptions to academic studies • Identify with the student the Close Contacts* and places where they have been on campus to initiate the next two streams, during infectious period (definition below) <p>If a staff member:</p> <ul style="list-style-type: none"> • Establish an agreed method and frequency for the contact • Ensure staff member understands the self-isolation measures and the HR supports • Identify with the staff member the Close Contacts* and places where they have been on campus to initiate the next two streams, during infectious period (definition below) 	SLT	Case Manager HOS/FED	Accommodation Dean Student HUB, Student Life HRBP	COVID-19 Response Team	
Upon Return of a Positive result NOW CONSIDERED A CODE 1	<p>As the case is CODE 1, cleaning will be arranged.</p> <ul style="list-style-type: none"> • Talk to the relevant course convenor/HOS about which classrooms, labs, areas were used by student/staff member • Confirm with the student/staff where they have been on campus (including library desk, canteen, study area) 	BURT leader	HOS / FED HOS / FED HOS / FED		COVID-19 Response team	

	<ul style="list-style-type: none"> Decommission areas classrooms/ workspaces/ other areas used by the individual immediately until cleaning is completed Relay the list of contacts and affected areas to Health Dept, via the COVID-19 Response Team Advise users of any room changes during interim period Provide information of locations to the COVID response team. COVID Response Team will organise cleaning 	COVID-19 Response team	HOS / FED HOS BURT Leader Facilities		SLT / BURT Leader / HOS	
	<ul style="list-style-type: none"> Tailor the template communications and send this communication to all Close Contacts* to advise them of their contact with a positive case (comms attached) 	SLT	BURT leader	HOS/FED COVID-19 Response Team	Faculty Leadership Team	
	<ul style="list-style-type: none"> Develop and send UNSW broad communications 	COVID-19 Response Team	DEx	VC	Faculty / Division	
	<ul style="list-style-type: none"> Develop and send communications to critical third-party stakeholders, i.e. hosts of placements 	COVID-19 Response Team	DEx	Faculty / Division		
Ongoing management of the positive result case	<ul style="list-style-type: none"> Management of the operational issues arising from this case 	HOS/FED	TBC	HR / IT / ADE / ADR / GRI	TBC	
	<ul style="list-style-type: none"> Management of the academic issues arising from this case 	HOS/FED	TBC	Student Services / ADE / ADR / GRS	TBC	

*A Close Contact is defined as a person who has had greater than 15 minutes face-to-face contact in any setting with a confirmed case in the period extending from 24 hours before onset of symptoms in the confirmed case, or sharing of a closed space with a confirmed case for a prolonged period (e.g. more than 2 hours) in the period extending from 24 hours before onset of symptoms in the confirmed case. A Close Contact includes a person meeting any of the following criteria: Living in the same household or household-like setting (e.g. in a boarding school or hostel). Direct contact with the body fluids or laboratory specimens of a case without recommended PPE or failure of PPE. A person who spent 2 hours or longer in the same room (such as a GP or ED waiting room, classroom)

