*[Insert Letterhead/Logo]*

**Information about our OSHC Response to Coronavirus (COVID-19)**

Greetings OSHC Parents and Community,

The service is committed to taking proactive measures in preparing, responding and managing of the emerging COVID-19 situation. We have maintained strong awareness of the ongoing events and engage with the updates from the Australian Government Department of Education, Skills and Employment, Queensland Health and other reputable sources.

**Exposure Prevention**

Containing the spread of infectious disease is already an established practice for the service. There are existing policies and procedures to minimise the spread and manage responsibilities relating to infectious diseases. These practices of the service include many of those recommended for coronavirus, including isolation and sound hygiene practices. The service has adopted the following strategies:

* **Isolation** – Families and/or employees who have returned from a country or region with high and moderate risk for COVID-19 have not be attending the service for at least 14 days.
* **Monitoring for symptoms** – the service has been vigilant in ensuring children (and educators) who display any symptoms or signs of illness are isolated from the other children until they are collected. Any individual presenting with relevant symptoms will require medical clearance or self-isolation for 14 days before returning to the service.
* **Reporting** – the service is prepared with internal and external reporting mechanisms in the event an individual has exposed the service to COVID-19 (i.e. attended while infected).

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| **Hygiene Practices**  The service has identified the criticality of hygiene practices is mitigating the risk or contamination. As a result, we have focused our efforts to ensuring strategies complement other aspects to reduce possible exposure. Hand hygiene and sterilisation are central practices to ensure the service is proactive in responding to the threat.  **Hand Hygiene:**  The service has:   * Placed *Queensland Health* Handwashing Posters are each area children wash their hands. This resource uses child-centred images to outline the steps for effective handwashing. * Educators supervise and promote children’s handwashing. Educators actively role model sound handwashing practice. Effective handwashing is woven into the discussion and program of the service. * Adequate supplies, including soap, paper towel and bin and readily available and replenished daily. * Children are prompted to wash their hand as part of the daily routine and as required (i.e. after toileting and sneezing/coughing etc.). * To complement hand washing, the service has alcohol-based hand rub available.   **Personal Hygiene**  The service promotes and encourages:   * Individuals to cover their mouth and nose with a tissue, sleeve or a flexed elbow when coughing or sneezing. * Avoiding touching eyes, nose or mouth. * Using personal space to avoid close contact with others, especially those that may be sick. * Children inform an educator if they feel unwell. If a child is symptomatic they will be isolated from others while parent is called to collect their child.   **Environmental Hygiene**  The service has:   * Continued to ensure the environment supports sound hygiene practices. We have adequate supplies available to ensure our service maintains a clean standard at all times. * Lifted the sanitising routines and practices to ensure our resources and facilities reduce the risk of possible contamination. * Facilities available to temporarily isolate sick children, and support hygiene practices. |

**Response**

We are prepared for responding to an instance of COVID-19. The service and the Approved Provider have discussed the potential plans in the event of a service closure. The service will continue to seek advice and guidance from the Federal and State Government, relevant health departments and the Regulatory Authority.

We are committed to ensure parents are fully notified in a timely manner should the service be required to close for any length of time. We anticipate email will be our primary form of communication with families, however, we will endeavour to ensure we are effective and may use additional methods. Please feel welcome to provide feedback as to how we can best pass on information to your family.

***Assistance for Families***

Access to Australia Government subsidies is available for families due to temporary financial hardship due to not attending work, the service will need to be open and providing care for access to this payment. If you have any questions, please see the Nominated Supervisor (Name).

Further information on absences from child care and impact on subsidies can be access from the service.