



**Backpacker Operators  
Alliance of Victoria**

## TIPS FOR DEALING WITH SWINE FLU ISSUES

### **SUGGESTED PRACTICES AND CONSIDERATIONS**

- Employers may wish to have available personal protective equipment such as face masks and disposable gloves.
- Conduct employee training sessions to reinforce correct hygiene procedures.
- Consider the installation of supplemental hand cleaning stations for staff and guests.
- Ensure appropriate signage is in place to instruct and advise staff on correct practices and procedures.
- Develop a policy to handle infected guests who are in residence.
- Develop a policy to handle potential guests who may wish to check in displaying flu like symptoms.
- Employers may wish to request employees displaying flu like symptoms attend a doctor and / or take sick leave as a precaution.
- Employers may wish to implement a mandatory policy requiring a Certificate of Clearance from doctors where staff are taking sick leave.
- Assign an Influenza Manager for your business to coordinate and monitor influenza issues and to advise you on relevant developments.
- Develop contingency plans for continuation of critical business activities i.e. a Business Continuity Plan, at less than full staffing capacity. In doing this, you should plan for a situation where you might lose 30-50% of your staff and prepare for a 2nd and 3rd wave of absenteeism.
- Contingency plans might include training staff in alternative roles, and making

arrangements for staff to work from home.

- Research alternative suppliers or stockpile supplies.
- Develop standard operating procedures and cross training so everyone knows how to do different tasks.

### **AS PART OF DEVELOPING YOUR BUSINESS CONTINUITY PLAN CONSIDER THE FOLLOWING:**

- A possible change in the level of demand of your products/services (e.g. hygiene supplies will be in demand, but events management may not be due to restrictions on mass gatherings)
- The effects of a downturn in business on financial flows
- Prepare by purchasing personal protective equipment and developing a plan for their distribution (e.g. disposable gloves, masks etc)
- Measures to contain the spread of the virus by reducing workers contact with others where practical
- Alternative child care arrangements for essential staff (given child care centres may close)
- Tapping into a health information telephone service
- Update employee's personal and contact information, including emergency contact phone numbers and next of kin.
- Ensure staff are familiar with policies for employee leave, treatment of infected areas.
- How to deal with those exposed to pandemic influenza and those who become ill (e.g. immediate mandatory sick leave).

- Communicate your preparedness planning to your staff and develop protocols for communications with staff

- Prepare to disseminate personnel health information that might reduce the risk of the spread of the virus (hand washing, sneezing/coughing etiquette, and use of cleaning products)

- Develop a visitor's policy that would become operational during a pandemic

- Undertake other preparations-review and service air conditioning systems to ensure the workplace is well ventilated, enhance IT networks (if required) to ensure they are capable of supporting your contingency plans such as working from home, and establish mechanisms for staff communication such as web pages and hotlines

- Review insurance coverage for a pandemic-are you adequately covered for business cessation, voluntary closure, mandatory closure, loss of income, or liability for spread of disease amongst staff? If not, are there alternative insurance providers of this type of coverage?

- Check what health services will be available in your area and note the website for updated information: [www.health.gov.au/pandemic](http://www.health.gov.au/pandemic)

### **ADDITIONAL INFORMATION ON H1N1 09 INFLUENZA:**

Australian Department of Health and Ageing H1N1 influenza 09 website: <http://www.healthemergency.gov.au/>



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### State and Territory Health Departments:

NSW Department of Health  
[http://www.health.nsw.gov.au/  
publichealth/swine\\_flu.asp](http://www.health.nsw.gov.au/publichealth/swine_flu.asp)

Victorian Government  
[http://www.health.vic.gov.au/ideas/  
diseases/swine-influenza](http://www.health.vic.gov.au/ideas/diseases/swine-influenza)

Queensland Government  
[http://access.health.qld.gov.au/hid/  
InfectionsandParasites/ViralInfections/  
swineFlu2009\\_fs.asp](http://access.health.qld.gov.au/hid/InfectionsandParasites/ViralInfections/swineFlu2009_fs.asp)

WA HEALTH  
[http://www.health.wa.gov.au/swine\\_flu/  
home/](http://www.health.wa.gov.au/swine_flu/home/)

SA Department of Health  
<http://flu.sa.gov.au/Swineflu.aspx>

NT Government Department of Health and  
Families  
[http://www.health.nt.gov.au/Centre\\_for\\_  
Disease\\_Control/index.aspx](http://www.health.nt.gov.au/Centre_for_Disease_Control/index.aspx)

Tasmanian Government  
<http://www.pandemic.tas.gov.au/>

ACT Department of Health  
[http://health.act.gov.au/c/health?a=da&di  
d=10098808&pid=124087420](http://health.act.gov.au/c/health?a=da&di d=10098808&pid=124087420)



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