

# Managing COVID-19 Staff Communication Guide

Resources for small and medium business  
February 2022





# Managing COVID-19

## Introduction

COVID-19 is in the community.

You may encounter situations where staff, who have COVID-19, have been at work.

Being prepared for COVID-19 cases or an outbreak will help you respond quickly, reduce the risk, and with minimal disruption to services and activities.

Regular communication with your staff is an important step in managing COVID.

In this pack, you will find tools, including checklists, posters, email and copy, intranet/newsletter copy to support your internal communications.

To assist you in communicating with your customers, clients and external stakeholders, the Small Business Development Corporation has also created a toolkit.

Visit <https://www.smallbusiness.wa.gov.au/> to access.



# Managing COVID-19

## What you can do

- Communicate regularly with your staff.
- Use the assets included in this pack to help ensure there is awareness and knowledge about:
  - COVID-19 symptoms
  - what to do if you or your staff suspect they have COVID-19
  - how to reduce the risk of COVID-19 in your workplace
- Employers and employees should take reasonable steps to identify and inform others who may have been exposed to a case. Given WA's high caseload environment, please do not wait to be contacted by the Department of Health. Act quickly and manage the communication with staff in line with the close contact definition and isolation protocols which have been in place since February 8.

Everyone should familiarise themselves with the detailed guidance for the management of COVID-19 in the workplace available on the [WA Health](#) website.

- Direct people to the Western Australian Government's COVID-19 website for current information and updates: [wa.gov.au](http://wa.gov.au)



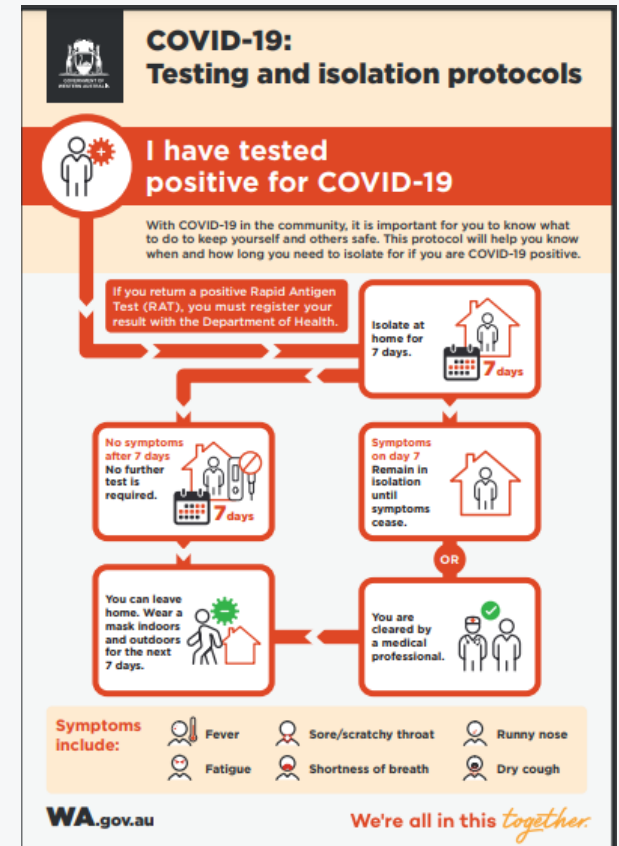
# Managing COVID-19

## Testing and isolation flow chart

As COVID-19 cases increase across WA, it's important to understand what a close contact is and what to do if you or a staff member tests positive for the virus. A [testing and isolation flowchart](#) has been developed for you and your staff to follow.

## Testing, isolation and close contact definitions

[Testing, isolation and close contact frequently asked questions](#) have been published on [wa.gov.au](http://wa.gov.au).



# Managing COVID-19

## Poster

Display these posters around your workplace or staff room to help educate employees on how to stay safe, explain who is a close contact, and what the symptoms are for COVID-19.



**COVID-19**

### COVID-19 is in the community

It is important that we all play our part to keep our workplace safe.

**Practise good hand hygiene**  
Wash your hands thoroughly (for at least 20 seconds) and use hand sanitiser regularly.

**Keeping your distance**  
Be sure not to sit or stand close to other people during meetings or catch ups. Avoid shaking hands. Social distancing is important in staying COVID safe.

**Wear a mask**  
Where required at indoor and outdoor venues.

**Stay at home if you're unwell**  
If you experience flu like symptoms, take a RAT or PCR test for COVID.

[WA.gov.au](http://WA.gov.au)



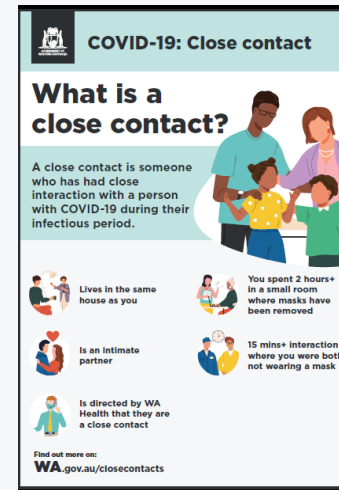
**COVID-19**

### Who is a close contact?

A close contact is someone who has had close interaction with a person with COVID-19 during their infectious period. This includes someone who:

- Lives in the same house as you
- Is an intimate partner
- You had an interaction for 15 mins+ when you were both not wearing a mask
- You spent 2 hours+ in a small room where masks have been removed
- Is directed by WA Health that they are a close contact

To find out what to do if you are a close contact, visit: [WA.gov.au](http://WA.gov.au)



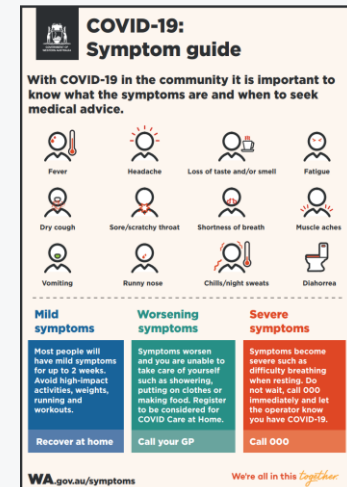
**COVID-19: Close contact**

### What is a close contact?

A close contact is someone who has had close interaction with a person with COVID-19 during their infectious period.













- Lives in the same house as you
- You spent 2 hours+ in a small room where masks have been removed
- 15 mins+ interaction where you were both not wearing a mask
- Is an intimate partner
- Is directed by WA Health that they are a close contact

Find out more on: [WA.gov.au/closecontacts](http://WA.gov.au/closecontacts)



**COVID-19: Symptom guide**

With COVID-19 in the community it is important to know what the symptoms are and when to seek medical advice.

 Fever	 Headache	 Loss of taste and/or smell	 Fatigue
 Dry cough	 Sore/scratchy throat	 Shortness of breath	 Muscle aches
 Vomiting	 Runny nose	 Chills/night sweats	 Diarrhoea

Mild symptoms	Worsening symptoms	Severe symptoms
Most people will have mild symptoms for up to 2 weeks. Avoid high-impact activities, weights, running and workouts.	Symptoms worsen and you are unable to take care of yourself such as showering, putting on clothes or making food. Register to be considered for COVID Care at Home.	Symptoms become severe such as difficulty breathing when resting. Do not wait, call 000 immediately and let the operator know you have COVID-19.
Recover at home	Call your GP	Call 000

[WA.gov.au/symptoms](http://WA.gov.au/symptoms) We're all in this *together*



# Managing COVID-19

## Intranet banner/tile

An intranet banner has been developed for use in staff emails or your intranet.

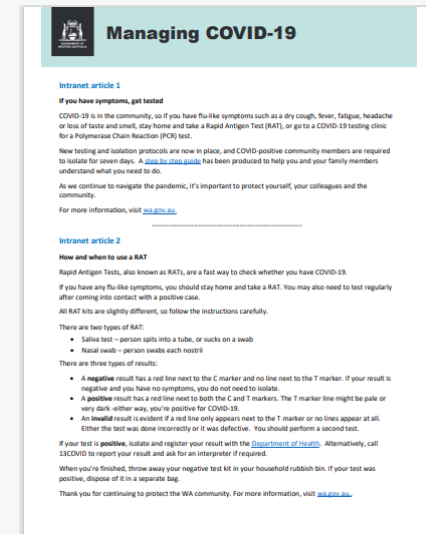


## Intranet content

Regular communication through your internal channels will help staff feel informed. We've provided some examples of content that can be used for emails or on your intranet.

## Draft content:

- What to do if you have flu like symptoms
- How to use a Rapid Antigen Test (RAT)
- What to do if your workplace has a COVID-19 case





# Managing COVID-19

## Guidance and talking points

It is important staff have access to regular information and a forum to ask questions. Use consistent messages that set clear direction and help staff understand decisions. Provide regular updates regarding COVID-19 to ensure staff understand their responsibilities.

Some guidance and talking points have been developed to support your next email or video update.

Topics you should consider:

- Importance of recognising the symptoms
- What to do if staff suspect they have COVID-19
- Tips on how to reduce the risk of COVID-19 in the workplace
- Acknowledgement for staff assistance and patience throughout the COVID-19 journey.



# Managing COVID-19

## Managing COVID-19 Animation

Click the image to download our latest animation on managing COVID-19 at work. A helpful addition to email or use on your intranet/electronic newsletter.



[VIEW ANIMATION](#)

[DOWNLOAD ANIMATION](#)






# Managing COVID-19

## Checklist - Small and Medium Businesses

Use this checklist to help you manage the steps you have taken to communicate with your staff.




### COVID-19: Checklist

## Communicating COVID-19 in the workplace

It's important to communicate regularly with your staff. Being prepared for COVID-19 cases or an outbreak includes having communication materials ready to help you respond quickly. This includes educating your employees on good hygiene practices, what COVID-19 symptoms to look out for, and how to help with COVID safe processes at your business.

Our top five tips on communicating to your team:

- Develop a set of frequently asked questions relevant to your business
- Provide a regular email or video update
- Refer staff to [wa.gov.au](http://wa.gov.au) for regular COVID-19 updates
- Produce regular newsletter or intranet articles to keep your staff COVID-19 informed
- Provide staff with the Government's isolation and testing flowchart
- Put posters provided up around the workplace



Find out more on:  
**WA.gov.au**



**For further information**

[wa.gov.au](http://wa.gov.au)

[www.smallbusiness.wa.gov.au/coronavirus](http://www.smallbusiness.wa.gov.au/coronavirus)