

ECU COVID-19 Safety Plan

Plan Context

Intent	The ECU COVID-19 Safety Plan outlines how ECU intends to provide a safe and healthy working and learning environment during the COVID-19 Pandemic. This applies to all ECU workers, students and visitors conducting activities on behalf of Edith Cowan University (ECU) or on our campuses.
Approach	This plan is aligned to the Australian Government National Three Step Plan, the Western Australian State Government Road Map and the Safe Work Australia National COVID-19 Safe Work Principles and adopts a risk-based approach.

Plan Details

Prepared by:	Safety and Employment Relations, Human Resources Services Centre
Following consultation with:	Occupational Safety and Health Representatives representing ECU campuses: <ul style="list-style-type: none"> Frankie Busetti, Joondalup, School of Science Kitiya Dufall, Joondalup, School of Medical and Health Sciences Lorna Viljoen, Joondalup, Digital and Campus Services Roxanne Fozard, Mount Lawley, School of Education Jenny McCleery, South West Campus, School of Nursing and Midwifery Enterprise Risk: <ul style="list-style-type: none"> Emile Rensburg, Manager Enterprise Risk and Chief Risk Officer
Endorsed by:	ECU Critical Incident Management Team
Date:	7 May 2021
Approved by:	Senior Deputy Vice-Chancellor
Date:	7 May 2021
Revision Date:	<p>V12.2 WA Government Further Easing of Transition Restrictions, 8 May 2021</p> <p>V 12.1 - WA Government Further Easing of Transition Restrictions, mask amendment, 1 May 2021</p> <p>V 12.0 – WA Government Further Easing of Transition Restrictions, 29 April 2021</p> <p>V 11.0 – WA Government Safe Transition for Western Australia, Directions (No 2) s, 26 April 2021</p> <p>V 10.0 – WA Government Phase 4 restrictions, changes to certain venue capacity up to 100%, 10 April 2021</p> <p>V 9.0 – WA Government Phase 4 restrictions, changes to venue capacity up to 75%, 15 March 2021</p> <p>V 8.0 - WA Government return to pre-lockdown restrictions, Phase 4 including mandatory contact registers and controlled border, 14 February 2021</p> <p>V 7.0 - WA Government Transition out of lockdown, 5 February 2021</p> <p>V 6.0 - WA Government Phase 4 restrictions, introduction of requirement for mandatory contact registers from 5 December 2020</p> <p>V 5.0 – WA Government Phase 4 restrictions, easing of border requirements and increase to venue capacity for seated entertainment venues.</p> <p>V 4.0 – WA Government Phase 4 restrictions, 27 June 2020</p> <p>V 3.0 – Update to Events to reflect amended approach</p> <p>V 2.0 – WA Government Phase 3 restrictions, 2 June 2020</p> <p>This document will be reviewed periodically and in line with updated advice from the Australian Government 3 Step Framework and WA Government Phased Strategy or other State and Federal government requirements.</p>

Documents Referenced:	WA COVID- 19 Safety Plan and Guidelines Universities Australia: <i>Principles and Protocols for Reducing the Risk of COVID -19 Transmission at Universities (May 2020)</i> Safe Work Australia National COVID-19 Safe workplace principles, resources, checklists and posters
Contact Information:	For queries relating to this document please contact Safety and Employment Relations osh@ecu.edu.au or 08 6304 2302

Risk Assessment	The Health and Safety Risk Assessment used to develop this plan is available in Riskware. Where required, Schools and Centres may clone this risk assessment and adapt to their circumstances.
Riskware reference	1086

General Measures to prevent COVID-19 transmission
The following general measures will be applied across ECU’s operations to support physical and social distancing, hygiene and cleaning, activity specific measures, training and education and response planning

Actions	Responsible
Staff who can return to on campus work should do so in line with advice provided by ECU as informed by the Australian Government 3 step plan and the WA Government’s COVID-19 roadmap.	All Staff
Vulnerable staff and students at higher risk from COVID-19, as defined by the Australian Department of Health , are encouraged to work or study remotely where possible. Resources are available to document and support remote work for vulnerable staff and their managers.	All Staff and Students Managers/Supervisors
Repeated messaging provided to staff, students and contractors encouraging them to stay home if unwell and not to attend campus if self-isolating or awaiting test results.	Corporate Communications Contractor Responsible Officers
Targeted and repeated messaging to students and the ECU community over social media channels using formats appropriate to the demographic covering key content: <ul style="list-style-type: none"> Stay home if you are unwell, self-isolating or awaiting test results Follow physical distancing requirements – keep 1.5m apart from others where possible Mandatory masks, when required by WA Government directions Wash your hands thoroughly and regularly Download the Australian Government’s COVIDSafe App Download the WA Government Safe WA App for use as part of mandatory contact register requirements for persons aged 16 years and over who attend specific businesses or premises, to enable contact tracing Follow any specific guidance provided on hygiene, room occupancy and distancing Students in accommodation on campus to minimise contact with others if exhibiting cold and flu symptoms. 	Corporate Communications
Maintenance of mandatory contact registers for relevant venues as required by the WA State Government and in line with ECU’s Contract Tracing implementation guide . This includes the use of the Safer WA app QR codes on meeting rooms.	Digital and Campus Services Schools and Centres
Teaching and learning activities delivered in line with ECU’s teaching plan.	DVC (Education)
ECU will monitor WA Government guidelines on regional, intrastate and interstate travel and will communicate ECU’s travel directions to staff and students.	ECU CIMT
Areas will assess where altered work arrangements and physical distancing has resulting in staff or HDR students working in relatively isolated circumstances and implement additional measures such as use of the NowForce app .	Schools and Centres

Where first aid is required, standard precautions should be adopted at all times. ECU Safety and Employment Relations will provide information on these measures to ECU First Aiders in line with St John Ambulance guidance.	University First Aiders Safety and Employment Relations
ECU staff and students working or undertaking placements at external locations will comply with the requirements of the host location/organisation's COVID-19 Safety plan and associated physical distancing and hygiene requirements.	All Staff and Students
Physical and Social Distancing <i>What will be done to implement physical distancing guidelines?</i> The following measures will be applied across all ECU locations and activities	
Actions	Responsible
Public gatherings restricted in line with maximum gathering numbers outlined in the WA Government's COVID-19 roadmap. Communication of changes in restrictions to staff and students as required.	ECU CIMT
Physical distancing will be observed for all meetings. Where space does not allow for this, consideration should be given to holding large or long meetings remotely through MS-Teams.	All Staff
General visitors such as business guests can visit in line with physical distancing guidelines requirements.	All Staff
Physical distancing measures implemented across campus to align to the principles of 2m ² per person and 1.5m physical distancing requirements. This includes consideration of recommended 1.5m distance controls within the Safe Work Australia COVID-9 Physical distancing checklist . For physical distancing requirements for specific spaces such as common areas, public facing areas, libraries, vehicles and open plan offices please refer to Appendix A .	Schools / Centres
Room capacity assessed and signage regarding maximum occupancy allowable displayed in all office areas (including open plan), teaching spaces and meeting rooms, with the exception of single person offices. Encourage good physical distancing practices of 1.5m even when the 2m ² capacity signage is not required particularly in spaces such as lifts, in these situations, capacity signs should be replaced with signs promoting 1.5m physical distancing to prevent overcrowding.	Digital and Campus Services
Venue capacity will be assessed and maximum allowable occupancy signage will be displayed in line with WA Government directives. <ul style="list-style-type: none"> Theatres, concert halls and performing arts centres with fixed seating and places of worship can operate at 100% capacity Seated hospitality venues including restaurants and cafes and mixed seated and standing venues will continue to remain at 75% maximum capacity with the 2m² rule in place. In this instance, if the 2m² rule is greater than 75% capacity the greater option will apply. The 2sqm rule remains in general application, and applies to any premises that are not subject to a 100 percent or 75 percent capacity cap, including: <ul style="list-style-type: none"> Gyms, fitness centres, beauty salons, hairdressers Public venues, including, community centres, libraries, galleries, recreation centres 	Digital and Campus Services
Posters from Safe Work Australia or Department of Health regarding adhering to physical distancing displayed around areas where staff and students normally gather such as outside lecture theatres/classrooms, libraries and cafes	Digital and Campus Services
Staff, students and visitors to adhere to physical distancing requirements including directions, signage, markings and maximum room occupancy limits as instructed by ECU and adopt good hygiene practices including handwashing and avoiding physical greetings.	All Staff, Students and Visitors
Cleaning and Hygiene <i>How will you ensure required hygiene standards are maintained?</i> The following measures will be applied across all ECU locations and activities	
Actions	Responsible
Routine contract cleaning conducted across ECU in line with the National Health Guidelines including using disinfectants for legal supply in Australia against COVID 19 as outlined in the Australia Register of Therapeutic Goods (ARTG) .	Digital and Campus Services ISS

Outdoor equipment cleaned and disinfected according to the Safe Work Australia How to clean and disinfect your workplace guidance , including using disinfectants for legal supply in Australia against COVID 19 as outlined in the ARTG .	Digital and Campus Services
Staff to sanitise: <ul style="list-style-type: none"> - Their own workspaces e.g. desk and personal equipment at the end of the workday/shift. - Shared items used in common spaces e.g. utensils and crockery used in kitchens after use - Shared office equipment e.g. photocopiers between use. <p>Cleaning products and product safety data sheets (SDS) will be provided for this purpose and are available by submitting a maintenance request via email to maint@ecu.edu.au</p> <p>Instructions on how to safely clean are available on the Safe Work Australia Cleaning Checklist as well as a list of disinfectants for legal supply in Australia against COVID 19 as from the ARTG.</p>	All Staff Products provided by ECU
Hygiene facilities and products will be provided including: <ul style="list-style-type: none"> - Hand sanitiser and cleaning products in offices and common areas, kitchens, bathrooms, for staff use - Hand sanitiser and dispensers in common areas, classrooms, and key locations across campus including building entry and exit points. - Provision of disposable gloves for staff and students undertaking self-cleaning of study and work locations, and shared equipment 	Digital and Campus Services
Promote good hygiene practices to staff and students through display of good hygiene and hand-washing posters from Safe Work Australia or Department of Health in bathrooms, kitchens and around food outlets.	Digital and Campus Services
Waste disposal bins and regular waste disposal program in place across all campuses.	Digital and Campus Services
Ventilation in indoor areas reviewed and, where possible, increased by opening windows or adjusting air-conditioning	Digital and Campus Services

Measures for Specific University Areas and Activities

Additional measures to be applied in addition to ECU general measures, physical distancing and cleaning and hygiene measures as outlined in the sections above.

	Action	Responsible
Teaching and Learning	A combination of campus and online delivery to continue in line with ECU's teaching and learning plan.	DVC Education ADTLs
	On-campus lectures, labs, practicals and examinations restricted in line with maximum room capacity allowing for the 2m ² rule as outlined in the WA Government roadmap. Physical distancing measures implemented in line with Appendix A .	DVC Education ADTLs Academic staff
	Key staff and student responsibilities regarding maintaining physical distancing and cleaning protocols in general teaching spaces and classrooms will be provided to all academic staff and clearly displayed in each space. For non-classroom-based or specialist activity (e.g. laboratory or practical activities), unit coordinators must assess each teaching activity to inform potential changes to delivery methods or class sizes and application of physical distancing measures in line with Appendix A . Learning where physical distancing cannot be maintained must be based on risk assessment and include controls such as PPE, temperature monitoring and cleaning of the area and equipment before and after use.	DVC Education ADTLs
	Sharing of equipment during class should be minimised where possible. At the end of each class, shared equipment and surfaces should be cleaned by users with appropriate alcohol-based products. This includes equipment used for outdoor learning. Ensure SDSs available for cleaning and sanitising products and highlight hazards associated with flammability of alcohol-based products.	Schools and Students (users to clean with materials provided by DCS)
	Decision on recommencement of activities such as field-based activities, practicum placements, workplace integrated learning made based on risk assessment in consultation with placement Supervisors and host organisations where relevant.	Schools

	The WA Government mandatory contact register requirement for staff and users of libraries will be implemented through use of the Safer WA app (or similar measure) at all ECU library entry points.	Deputy Vice-Chancellor (Education) and Library Services Centre.
Research	Appendix B outlines requirements for physical distancing and hygiene for specific research activity types and these must be adhered to. If requirements cannot be met, a risk assessment should be conducted to determine whether the risk associated with the activity continuing is considered acceptable.	ADRs Research Supervisors
	Decisions on which research activities can be undertaken based on the review and update of existing risk assessments considering requirements related to physical distancing, cleaning and hygiene as well as consideration of: <ul style="list-style-type: none"> - Whether the research is going to be conducted in a potentially high-risk location for COVID-19 transmission - Whether the research is going to involve vulnerable participants as defined by the Australian Department of Health 	ADRs Research Supervisors
Campus Amenities Co-located Businesses	Campus Life Village (CLV) provides ECU with a copy of their COVID-19 Safety Plan for student accommodation that includes the requirement of the University Australia Principles and Protocols for Reducing the Risk of COVID -19 Transmission at Universities and the requirements of Federal and State Governments.	CLV Digital and Campus Services
	Food outlets located on ECU Campuses <ul style="list-style-type: none"> - develop and implement a Food Business COVID-19 Safety Plan covering all required elements - ensure staff have completed the AHA Hospitality & Tourism COVID-19 Hygiene Course before returning to work - display the COVID Safety Plan: Food Business certificate on the premise - continue to follow restrictions and guidelines as required dependent on current WA Government roadmap phase, including maximum seated outdoor and indoor venue capacity limits and the requirement for masks (where relevant). - implement the WA Government mandatory contact register requirement for staff and patrons at food and licenced venues including pubs and taverns, through use of the Safer WA app or similar measures. 	Campus Leasing and Project Manager Digital and Campus Services
	Businesses located on ECU campuses under a lease arrangement: <ul style="list-style-type: none"> - provide ECU with evidence they are implementing physical distancing, cleaning and hygiene measures and requirements for masks (where relevant) in line with WA Government requirements. This may include provision of a COVID-19 Safety Plan - implement the WA Government mandatory contact register requirements through use of the Safer WA app or similar measures. 	Campus Leasing and Project Manager Digital and Campus Services
	ECU Sport and Fitness Centres on each campus will: <ul style="list-style-type: none"> - meet the requirements outlined in the COVID Safety Guidelines – Sport and Recreation - develop and implement a Sport and Recreation COVID-19 Safety Plan covering all required elements - display the COVID Safety Plan: Sport and Recreation certificate in a prominent location on the premise - continue to follow restrictions and guidelines as required dependent on current WA Government roadmap phase, including the requirement for wearing of face masks where relevant. - implement the WA Government mandatory contact register requirement for gym and indoor sports centre staff and patrons, through use of the Safer WA app or similar measures. 	Campus Support and Operations Digital and Campus Services ECU South West Campus
	ECU Sports Centre creche operation COVID Safety Plan reviewed and updated in line with the current WA Government roadmap phase to ensure operation meets requirements of WA Government measures for physical distancing, cleaning, face masks (where relevant), hygiene and Safer WA app and contact tracing requirements.	Campus Support and Operations Digital and Campus Services
Events and Community Visits	Events can be held under the following conditions: <ul style="list-style-type: none"> • Events comply with WA State Government advice. This includes limits on patron numbers, maximum venue capacity limits, physical distancing, face masks (where relevant), hygiene/cleaning requirements and other safety advice, including the requirement for a COVID-19 Event Plan for events greater than 500 people. • Given the University’s current financial constraints, areas should themselves determine whether a face-to-face event and/or catering is essential. • If food and/or drinks are being served, this must comply with WA Government requirements. • implement the WA Government mandatory contact register requirement for events, through use of the Safer WA app or similar measures. 	Schools and Centres Digital and Campus Services Student Guild

	Decisions regarding Open days or campus tours to be made by ECU CIMT after consideration of WA Government advice .	ECU CIMT
	On campus galleries operate in line with ECU general measures, physical distancing, cleaning, wearing of masks (where relevant) and hygiene measures outlined in sections above including implementation of the WA Government mandatory contact register requirement for gallery staff and patrons, through use of the Safer WA app or similar measures.	School of Arts and Humanities
	On campus gardens and outdoor sanctuaries can be utilised for exercise or outdoor activity in line with current WA government physical distancing requirements.	All staff and students
External Groups using ECU facilities	External sporting clubs may use of ECU facilities in line with WA State Government advice and COVID-19 Safety guidelines for Sport and Recreation and requirements including <ul style="list-style-type: none"> the use of the WA Government mandatory contact register, physical distancing, maximum venue capacity limits, cleaning, mask use (where relevant) and hygiene requirements. 	Campus Operations and Support
	External groups hiring ECU facilities advised of the requirement to meet WA Government requirements on physical distancing, maximum venue capacity limits, mandatory contact registers, mask use (where relevant), cleaning and hygiene as part of hire agreement.	Quality and Service Delivery (DCS) Digital and Campus Services
	ECU premises hired by external groups are cleaned in line with the National Health Guidelines at the conclusion of each use.	Digital and Campus Services ISS
University Groups and Clubs	University groups and clubs must adhere to current WA COVID-19 physical distancing and mandatory contact register requirements. Where opportunities exist for groups and clubs to continue, in a responsible manner, in line with COVID-19 protocols they are encouraged to do so. For example, where physical distancing is not possible, consider the holding of meetings and events via video conferencing, social media platforms or phone calls.	Student Guild

Training and Education
How will you ensure all your workers know how to keep themselves and others safe from exposure to COVID-19?

Actions	Responsible
Regularly update staff and students on ECU's response to the COVID-19 pandemic including: <ul style="list-style-type: none"> Vice-Chancellor global communications ECU FAQ's in place and regularly updated to reflect current state Live chat and Q&A forums ECU matters newsletter 	ECU Communications
Establish and monitor enquiry channels for staff and students to raise queries or submit ideas related to COVID-19 <ul style="list-style-type: none"> Dedicated email address covid19enquiries@ecu.edu.au 	ECU Communications Human Resources Student Life
Health and Safety resources available including: <ul style="list-style-type: none"> Support for students and staff including Student Health Services, Student Counselling and ECU's Employee Assistance Program Access to COVID-19 training and guidance materials via HRSC COVID-19 Information and resources webpage Health and Wellbeing during COVID-19 	Human Resources Student Life
Display posters from Safe Work Australia or Department of Health on campus to remind staff and students of the requirements and obligations around social distancing and hygiene.	Digital and Campus Services
Use digital notice boards and TV screens around campus to remind staff and students of the requirements around social distancing and hygiene and/or broadcast short videos on hygiene protocols e.g. WHO hand-washing video.	Brand and Marketing

Response Planning	
<i>How will you respond to an exposure or suspected exposure to COVID-19 within your premises?</i>	
Actions	Responsible
Use established forms for staff and students to notify ECU of a confirmed or suspected case, if they are being tested for COVID-19 or are required to isolate and the results of COVID-19 testing. Notification of suspected case form Notification of test results form	All Staff and Students
Follow established processes for managing staff and student COVID-19 notifications including contact mapping and individual case management where required. COVID-19 student response protocol: a guide for all staff Protocol for Managing Staff notifications of COVID-19	All Staff Student Life Human Resources
Execute COVID-19 cleaning protocols through ISS when notified of confirmed cases. ISS process is in place including staff training, suitable cleaning products and PPE for staff.	Digital and Campus Services ISS
Use mandatory contact registers (ideally through use of the Safer WA app) to record attendee contact details to assist with contact tracing where required.	Digital and Campus Services Schools and Centres.

Appendix A - Physical distancing requirements for specific areas and activities

<p>Library Responsible - University Librarian</p>	<p>Further details on library access will be updated here.</p> <p>Use of the WA Government mandatory contact register for libraries through the use of the Safer WA app Q code screening at all library entry points.</p>	<p>Encourage self-service access and provision of online support services Promote use of electronic rather than hardcopy resources</p>	<p>Review layout of the space to enable physical distancing by rearranging or removing furniture where required, promoting one-way flow and applying physical distancing markings where queuing may occur.</p>	<p>Active promotion of physical distancing and availability of cleaning products for computer equipment</p>	<p>Provide hand hygiene products at counters and for public access.</p>
<p>Computer E-Labs Responsible - DCS</p>	<p>Physical distancing measures implemented in computer e-labs to enable physical distancing requirements to be met via staggering the numbers of computers in use.</p>	<p>Hand-wash and cleaning products available in computer e-labs and signage in place to promote cleaning of equipment before and after use.</p>	-	-	-
<p>Open Plan Offices Responsible – Schools/Centres</p>	<p>Assessed by each area to maintain physical distancing. Where physical distancing measures cannot be met, control options in the following columns should be considered:</p>	<p>Move or redistribute staff within the area to comply with requirements</p>	<p>Adjust orientation, location and arrangement of seating or furniture. Where required, this can be completed in consultation with Digital and Campus Services</p>	<p>Develop workforce management strategies such as staggered work schedules or staffing roster between on and off campus.</p>	<p>Resources are available to document and provide guidance when staff are undertaking a roster between on and off campus to enable social distancing requirements to be met.</p>
<p>Hot Desking Responsible – Schools/Centres</p>	<p>Provide workers with their own equipment (e.g. keyboard, mouse) if feasible to avoid shared use.</p>	<p>Provide cleaning equipment such as sprays and wipes for individual use</p>	<p>Staff and HDRs should clean shared equipment and workstations both before and after use</p>	-	-
<p>Vehicles Responsible – Schools/Centres</p>	<p>Reduce the number of workers travelling together in a vehicle for work purposes.</p>	<p>Ensure that only two people are in a 5-seat vehicle – the driver and a worker behind the front passenger seat.</p>	<p>Only one worker should be in a single cab vehicle</p>	<p>If trip is longer than 15 minutes, air conditioning must be set to external airflow rather and windows should be opened for the duration of the trip.</p>	-
<p>Common and Public Facing Areas e.g. Student Hub Responsible – Schools/Centres</p>	<p>Assessed by each area and physical distancing plans put in place that include control options in the following columns. Use of the WA Government mandatory contact register through the use of the Safer WA app Q code screening at Student Hub entry points.</p>	<p>Avoid queuing where possible</p>	<p>Restrict staff and students to certain pathways or areas by using floor markings to identify 1.5m distancing requirements</p>	<p>Removing, spreading out furniture or marking out seats not for use</p>	<p>Provide hand hygiene products at counters and for public access.</p>

<p>Teaching and Learning Responsible – Schools ADTLs</p>	<p>Physical distancing assessed for each teaching and learning activity Use of the WA Government mandatory contact register through the use of the Safer WA app Q code screening.</p>	<p>Implement physical controls such as rearranging furniture, marking seats not to be used in theatres, utilising every second computer or laboratory workstation to maintain physical distancing.</p>	<p>Allow time between classes to minimise interactions between students arriving and leaving.</p>	<p>Implement separate entrances and exits into lecture theatres and classrooms where possible.</p>	<p>Provide advice to students to only arrive just before their class start time and to leave immediately afterwards to avoid crowds</p>
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Appendix B - Requirements for specific Research Activities

<p>Laboratory Based Responsible – School ADR</p>	<p>Physical distancing controls established and adhered to within laboratory spaces, including managing access to equipment and workspaces.</p>	<p>Each lab should develop a physical distancing plan which allows research to continue within guidelines and which may consider staggered access times to facilitate research.</p>	<p>Each lab should ensure relevant PPE is used, where appropriate, to avoid contamination and for personal protection.</p>	<p>Essential visitors (including contractors) are allowed where distancing can be established and managed.</p>	<p>-</p>
<p>Fieldwork Responsible – School ADR</p>	<p>Research team leaders should consider how researchers can access the site safely, including determining what form of transport is appropriate and parking availability.</p>	<p>The number of participants should be minimised with consideration as to how interactions may be completed without physical contact or staggered over a different period of time.</p>	<p>Sufficient PPE, disinfectant and cleaning products should be made available in the field.</p>	<p>Emergency response plans should be established in case of incident occurring during fieldwork activity, considering COVID-19 situation.</p>	<p>-</p>
<p>Studio Based Responsible – School ADR</p>	<p>Physical distancing measures should be established and adhered to within studio spaces.</p>	<p>Consideration may be given to staggered access times to facilitate activity.</p>	<p>The numbers of participants in activities should be minimised to support physical distancing and consideration given to alternative arrangements to physical contact such as use of technology to enable reduced physical contact (e.g. video conferencing, remote camera, etc.).</p>	<p>-</p>	<p>-</p>
<p>Clinical/Human Participants Responsible – School ADR</p>	<p>Participants in a vulnerable risk group or who are unwell should be advised not to participate until further notice.</p>	<p>Clients and staff should maintain physical distancing requirements where possible.</p>	<p>Where physical distancing is not possible, risk-based strategies should be implemented.</p>	<p>Cleaning and disinfecting protocols should be developed for communal equipment and areas.</p>	<p>Minimise the number of participants and consider how interactions may be completed without physical contact (e.g. via video conferencing).</p>