

## NHIA COVID 19 Practice note 25/03/2020

NHIA recommends that members adopt the following guidelines in client interactions and during farm, supplier and client visits. These guidelines have been developed to meet or exceed national and state and territory guidelines as of 25 March 2020. These guidelines will be updated as necessary and circulated to members.

### Providing essential AB and HT Services on farm

- Talk with your clients about how you'll approach your visit before you arrive which must be booked in advance not a cold call.
- Discuss with them how you will practise social distancing and sanitization and make sure no one you will come into contact with has any signs or symptoms of sickness. When you are on site avoid congregating to talk in groups and remain at the safe distance of 1.5 metres between people. This distance does help to safeguard against catching the virus.

### Practical "social distancing" and infection control for service providers

1. Keep no less than 1.5 metres between yourself and others. All farmers should stay isolated from the AB or HT service providers.
2. It is strongly recommended that service providers over 60 years of age or those with underlying high-risk conditions (e.g. smoking) do not engage in non-essential service provision on-farm.
3. Service providers must wash hands with soap and water for at least 20 seconds before and after completing work on the farm, practice good respiratory (coughing/sneezing into elbow) good hygiene and avoid touching their face, especially the eyes, nose and mouth at all times. Carry hand sanitizer in case no hand washing facilities are available. If not available use methylated spirits.
4. Service providers should **consider wearing disposable gloves** during all parts of the farm visit, regardless of the activity. Dispose of the gloves after the farm visit is completed.
5. Wipe down all hand contact surfaces and touch points, at the end of your work.
  - On Farm - Door handles, manual valves, milk vat and CIP control panels, etc
  - On vehicle - Steering wheel, controls, esky handles, all touch points
6. For visits requiring delivery or collection only consider **arranging the delivery or drop off details by phone beforehand** to reduce the need for social interaction with any farm staff.
7. For services being carried out on farm **consider if the task can be carried out without contact** with farm staff (e.g. take photos, provide directions over the phone, use farm maps)