

5.5.3	CORONAVIRUS PANDEMIC CLIENT SUPPORT
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Applies to:
All NOSS staff

Version: 2
Date approved: 18 May 2020
Next review date: June 2020

Policy context:	
This protocol relates to	Work Health and Safety Policy Client Support Policy Official Federal and State Government Coronavirus directives and advice NDIS Quality and Safeguards Commission directives and advice

STATEMENT

NOSS Tasmania (NOSS) is committed to providing the highest standard of safety for clients and staff. During the coronavirus (COVID-19) health crisis, NOSS is reviewing key policies and procedures and implementing temporary changes where required.

Under the NDIS Quality and Safeguards Commission, “providers are expected to continue delivering supports to NDIS participants and prioritise supports to meet the immediate needs of participants.”

SCOPE

This interim procedure is based on what is currently known about coronavirus (COVID-19) and the current situation in Tasmania. NOSS will update this procedure as needed and as additional information becomes available. Visit www.coronavirus.tas.gov.au and www.ndis.gov.au/coronavirus for the latest information

This protocol is to be adhered to at all times supporting clients, including:

- in their residential settings
- in the community
- while providing transport

PROCEDURE



DETAILS

The coronavirus is a flu-like disease which is very easily spread mainly from person-to-person:

- Between people who are in close contact with one another (within about 1.5 meters)
- Through respiratory droplets produced when an infected person coughs or sneezes.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. They may also land on surfaces which people nearby touch. If they then touch their mouths, eyes or nose they may become infected with the virus also. Infection can be prevented or slowed if proper infection control procedures are followed.

HEALTH

Staff health

Ensuring that NOSS staff are well upon commencing shift is critical in controlling the spread of COVID-19.

Staff should not come to work if any of the following apply:

- They have a fever equal to or more than 38°C or a history of fever (night sweats, chills) or a respiratory infection (cough, shortness of breath, sore throat)
- They have returned from overseas or interstate in the last 14 days
- They have been in contact with a confirmed or suspected COVID-19 case.

Client health

Clients who are unwell should stay at home. Staff are to contact their supervisor for advice if they are concerned that the person whom they are supporting is unwell.

According to the Tasmanian Roadmap to Recovery, people who are vulnerable should remain at home and protect their health.

Health screening

NOSS will conduct health screening, which may include a Health Survey and contactless temperature testing for staff and clients in circumstances as determined through considering advice from the Department of Health and the NDIS Quality and Safeguards Commission. For example, entering the NOSS office, Red Shed or Bluegum.

Confirmed or suspected case of coronavirus (COVID-19)

If a case of coronavirus is confirmed or suspected, NOSS Tasmania will follow all directions given by the relevant state and federal government agencies. In the event that NOSS is called upon to support a client with COVID-19 appropriate protocols, training and equipment will be provided. This includes the appropriate Personal Protective Equipment and training in how to don and remove it and when it is to be worn.

HYGIENE AND SANITISATION

Upon entry to a client's residence or the NOSS office staff must:

- Adhere to relevant residential policies and procedures.
- Sign in and out (in group homes)
- Wash their hands for at least 20secs or apply hand sanitizer.
- Submit to having their temperature tested (via touchless thermometer) or Health Checks if requested to do so.
- Adhere to physical distancing (maintain a distance of 1.5 m from other people)
- Use single use gloves for all meal and personal care support
- Limit the location of support to specified visiting areas (eg. Bedroom), if requested to do so by Residential Services Team Leader.
- If the client is taken outside of the home, staff must not take the client to visit areas where people congregate

When transporting clients staff must:

- Ensure the vehicle thoroughly cleaned with household disinfectant or alcohol based wipes with at least 60% alcohol prior to shift commencement and regularly throughout the day.
- Clean anything that your passengers might touch including door handles (internal and external), internal handles above doors, seats, seatbelts, window controls, boot lids.

TRANSPORT

- To ensure social distancing standards are met all client transport will be 1:1
- All clients should handle their own bags if they are able to do so.
- Bags should be kept in the boot if possible.
- The passenger should be seated in the back left passenger seat.
- Refer also to "Hygiene and Sanitisation" above

PHYSICAL DISTANCING AND CIRCLE OF CONTACT

- Staff are to maintain the required 1.5 meters from people other than the person whom they are supporting, this includes 1.5 meters from clients supported by other staff.
- Staff are to encourage the people whom they support to maintain 1.5 metres from other people where possible and using positive behaviour support strategies
- Staff may be required to support a smaller number of clients to reduce the circle of contact, thereby reducing the chance of infection.
- The number of people who can gather indoors at the NOSS office, Bluegum and the Red Shed will be limited:

PROCEDURE



- The NOSS office gates may be locked. If you require entry to the office please call first.
- Number limits are set for rooms
- Office staff may be directed to work from home.

EQUIPMENT

Staff will require:

- Gloves (single use) available for the office
- Household disinfectant
- Tissues
- Closed lid rubbish disposal

STAFF TRAINING

NOSS Tasmania will ensure that their support workers have knowledge of and are trained in infection control procedures.

It is a condition of employment that staff complete at least one of the following:

- **Commonwealth Department of Health - Infection Control Training - COVID 19.**
[Infection Control Training - COVID 19](#)
- **Disability Services Consulting (DSC) – Supporting People to Stay Infection Free**
[Supporting People to Stay Infection Free](#)
- **Medecs - Infection Prevention and Control Essentials**
<https://medecsllearning.talentlms.com/>

Enter the following code in the pop-up window: **medess007free**

Links:

Health Direct: www.healthdirect.gov.au

Department of Health and Human Services: <https://www.dhhs.vic.gov.au/coronavirus>

COVID19 Passengers and drivers:

https://cpv.vic.gov.au/_data/assets/pdf_file/0018/429111/Reduce-the-risk_-Vehicle-cleaning-tips-for-drivers.pdf

https://cpv.vic.gov.au/_data/assets/pdf_file/0019/429112/Reduce-the-risk_travelling-in-CPVs-poster.pdf

https://coronavirus.tas.gov.au/_data/assets/pdf_file/0026/88370/V1.1_Sharing_Vehicles_Safely_Driver_Checklist_D001.pdf

IMPLEMENTING THIS PROCEDURE

- Ensuring employee and management awareness through circulating via email, making hard copies available from the office and on the website.

Definitions	
Term	Definition
COVID-19	COVID-19 is the specific virological name for the virus causing the Coronavirus Pandemic as declared by the World Health Organisation on 12 March 2020.
Circle of contact / social distancing	Number of people that a person comes into direct contact with each day.
Vulnerable people	<p>According to the Tasmanian Roadmap to Recovery this includes:</p> <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions • People 65 years and older with chronic medical conditions • People 70 years and older • People with compromised immune systems • People with a disability.

DELEGATIONS

Reviewing and approving this policy		
Frequency of Review	Review of policy and policy compliance	Approval
One year	Service Managers	CEO