

**Westmont Community Care – COVID 19 Action Plan-review and Updates – Feb 2023**

SCENARIO	REQUIRED ACTION		BY WHOM	REPORTED TO
	OFFICES and The Willows	FIELD STAFF		
<p><b>STANDARD PROCEDURES</b></p> <p>(a) RAT Testing and self isolation of staff who are unwell or tested positive for covid 19.</p> <p>(b) Employee is a close contact of a household Member who has tested positive covid 19.</p> <p>(c) Client is a close contact of a household member who has tested positive to covid.</p> <p>(d) All staff to continue to social distance</p> <p>(e) Screening questions before entering every home – every service</p>	<p>ALL STAFF issued weekly RAT to self RAT test 3 times week. If testing positive, notify the office and self-isolate from the date of the test for 5 days (administrative staff) or 7 days for willow staff or longer period until symptoms cease.</p> <p>Staff to notify COVID 19 reporting line <a href="tel:1800675398">1800 675 398</a> or report online <a href="https://dhvicgovau.powerappsportals.com/rapid-antigen-test/">dhvicgovau.powerappsportals.com/rapid-antigen-test/</a></p> <p>If a close contact of a household member who has tested positive for COVID 19, RAT test and if negative and asymptomatic, attend work, notify Supervisor/Director and wear N95 mask. Continue to RAT test for 7 days (and return a negative result) and wear a N95 mask during this period.</p> <p>Communal work areas – wear masks if unable to social distance.</p> <p>Staff observe signage detailing maximum occupancy numbers for that area.</p> <p>Staff to social distance 1.5 metres to reduce droplet transmission.</p> <p>All staff to maintain a supply of PPE i.e. gloves, gown, face mask. Staff to regularly change masks – after eating, going to the toilet, when mask is soiled.</p> <p>Regular daily cleaning of high public contact surfaces such as administration counter, table, all office door handles and light switches by Administration staff.</p> <p>Maintain adequate supplies of cleaning products and disinfectant and provide all office and desk areas with hand sanitiser.</p>	<p>ALL STAFF issued weekly RAT to self RAT test 3 times per week. If positive – contact the office or after hour On Call Phone: I 0437 395 666 to advise and for your roster to be put on leave for the duration of your isolation period.</p> <p>Staff to Notify Covid reporting line <a href="tel:1800675398">1800 675 398</a> or report online <a href="https://dhvicgovau.powerappsportals.com/rapid-antigen-test/">dhvicgovau.powerappsportals.com/rapid-antigen-test/</a></p> <p>Self-Isolate for 7 days from test date</p> <p>Notify office if unwell – staff with any covid like symptoms must test and self-isolate immediately if testing positive for 7 days from the test date. Provide the supervisor with a list of clients who you have provided services for the previous 48 hours so the supervisor can contact these clients and encourage them to RAT test.</p> <p>Same as office and Willows staff, but if visiting clients of a close contact with COVID 19 – wear full PPE and social distancing – N95 mask, eye protection, gown and gloves.</p> <p>Practice good hygiene-Frequent and as necessary hand sanitising</p> <p>Consult updated list of staff (June 2022) who will provide services to positive or probable covid clients. Advise staff member of client who is a close contact and whether the close contact is residing with the client. Advise staff member to wear full PPE.</p>	<p>All staff</p>	<p>Office</p>

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<p>(f) Check PPE stock weekly and ensure all staff (office and carer staff) have access to full PPE.</p> <p>(g) Regular cleaning of high touched surfaces.</p> <p>(h) Staff and clients testing positive to covid 19 or later found to have covid 19.</p> <p>(i) Comply with legislative requirements – covid vaccinations and booster doses – access to antiviral medication and telehealth services</p>	<p>Continue to Screen all visitors – temp check and ensure signed in (willows only).</p> <p>Notify Supervisors/Director of any clients or staff who are confirmed or suspected COVID 19. Clients will be contacted to determine when they first tested positive to covid 19 and put on leave if self isolating for 5 days (admin staff, all other staff 7 days).</p> <p>Staff who have had contact with confirmed or suspected covid clients within 48 hours will be asked to RAT test. Supervisors/Directors will contact clients when a worker has tested positive to covid and had performed home care duties in the previous 48 hour period.</p>	<p>Prioritise meals, respite and personal care services as essential services to deliver services to clients with covid 19 or residing with a close contact who has COVID 19.</p> <p>Carers to ask clients screening questions before entering the home to carry out a service ie are you unwell, do you have any fever or flu like symptoms, have you been in contact with any confirmed or suspected case of covid 19 or does anyone in your house test positive to covid 19.</p> <p>All staff to maintain a supply of PPE i.e. gloves, gown, face mask, face shield, boot covers, eye protection and change them every time when visiting clients.</p> <p>Carry additional PPE to provide to clients who you transport in the car or take shopping or who have tested positive to covid 19 or are unwell.</p> <p>For staff visiting known covid 19 clients, carry a full PPE kit containing gown, gloves, goggles, face shield. Change PPE when visiting each client. Dispose of gown, gloves, boot covers, masks when leaving the clients home and bag items in a disposable bag for waste collection. Clean goggles and face shield in warm soapy water and dry and wipe with alcohol swabs before reusing.</p> <p><b>NEVER ATTEMPT TO RE SANTISE GLOVES BY WASHIGN THEM. THEY SHOULD BE DISPOSES DURING EVERY CLIENT'S VISIT.</b></p> <p>Staff transporting clients in the rear seat of a car should wipe door handles- interior and external, seat belts and seats (vinyl or leather) with a disinfectant/sanitiser after each client.</p> <p>Same as administrative staff plus:</p>		
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		<p>Staff member who delivers services to client who later tests positive to covid 19 in the following high-risk situations should wear an N95 mask for 7 days following the exposure and rat test at day 2 and day 6:</p> <ol style="list-style-type: none"> <li>(1) worker had face to face contact with the client for at least 15 minutes and the client was not wearing a mask or</li> <li>(2) client and worker in the same room for at least 2 hours and the client was not wearing a mask or</li> <li>(3) client and worker contact in high-risk exposure-aerosol generating activity-such as showering and the client was not wearing a N95 mask.</li> </ol> <p>IN the above situations 1-3, staff should not deliver services to unvaccinated covid 19 clients.</p> <p>Carer staff are provided with fact sheet on how to fit check N95 mask. Fit checking fact sheets included in induction kit for new staff. At time of induction, new staff are shown where RAT and PPE is available and are asked to fit a N95 mask and the induction trainer observes the fit of the mask whilst the staff member inhales and exhales. The mask should be drawn to the face without any gaps. If the mask is not suitable seek a range of other masks from the Baranduda site.</p> <p>Staff and contractors vaccination status are reported to quality officer for inclusion in the register (contractor or staff register-spreadsheet) and copies of the vaccinations are scanned into mfiles and saved electronically in the contractor, volunteer or staff member's file.</p> <p>Only staff who have received 2 vaccinations against COVID 19 can continue to work as a carer.</p> <p>Staff have been provided with details of pharmacies who can provide the 3<sup>rd</sup> and 4<sup>th</sup> booster and 2023 annual booster COVID 19 vaccinations and influenza vaccination.</p>		
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		<p>All staff must be immunised against influenza vaccination by the end of June 2023.</p> <p>A 2023 booster vaccination is recommended for vulnerable groups: &gt;65 years, severe immunised compromised person, or anyone affected with a medical condition that increases their risk of COVID 19 illness. Promote the annual booster COVID 19 vaccinations to all staff and clients.</p> <p>Promote Medicare Telehealth services for confirmed covid staff and clients and the long telehealth consultations available for GPs to prescribe antiviral medication.</p> <p>For clients who cannot access a GP appointment for antiviral medication, contact the health department free helpline on 1800 022 222.</p>		
<p><b>High number of Positive covid cases in the Community</b></p>	<p>Check worker list for staff who will provide home care services to positive covid clients (refer to updated survey completed in June 2022).</p> <p>Those who can work from home to do so – Care Managers – Client Care Coordinators – schedulers.</p> <p>Limit home visits unless it is necessary to interact with the client.</p> <p>If clients and carers are testing positive to COVID 19, continue to prioritise the provision of critical services to clients ie respite, personal care, meal preparation and meals</p> <p>Verbal acknowledgement of services – no signing rosters or screens – staff and contractors</p>			<p>Notify all staff</p>
<p><b>Positive Client Case</b></p>	<p>Identify client care needs – Prioritise essential services – personal care / meals/respite and continue to provide these services to clients who do not have the support of their family or carer.</p> <p>Ascertain what services need to continue – when, how often, duration, who will do them</p> <p>Check worker list for who will NOT WORK with the client or will not work with covid positive cases.</p> <p>Try to limit carers providing services to Covid positive clients &gt; rearrange rosters to minimise staff and schedule covid 19 services at the end of the staff's roster. Ensure staff delivering services to positive or suspected covid 19 clients do not deliver services to non-vaccinated clients. Check the roster of the staff member for the next 7 days to ensure non vaccinated clients are not rostered with staff members delivering services to covid 19 clients.</p>			<p>Notify staff who will be working with the client/s</p> <p>DoH Coronavirus Hotline</p> <p>P: 1800 675 398</p>

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	<p>Issue FULL PPE packs with RAT tests for staff providing services to covid positive clients, asking staff to RAT test if they become symptomatic and not attend work. Ensure staff have additional surgical masks to provide to clients to wear who are receiving services whilst known to have COVID 19 and who cannot social distance.</p> <p>No staff working with COVID 19 positive are to attend the Homestead and Apartments</p> <p>Positive covid clients receiving home care services are to be scheduled as the last client to minimise the risk of transmission to other care recipients. Minimise staff in contact with positive covid cases where possible and roster one staff member to service multiple covid positive clients.</p> <p>Discontinue services for non-urgent care such as domestic assistance and put clients on leave for 7 days from the date they tested positive. Director/Supervisor to ensure clients with discontinued services are supported to obtain medication, food and social support. Client to be provided with details of the Support Older Persons Advocacy Network (1800 700 800). Supervisors and Director to complete COVID 19 emergency client plan or covid wellness check form and file as a covid note.</p> <p>Provide client with RAT if necessary. Clients are not required to undertake a RAT but are encouraged to RAT test following the isolation period and advise Westmont of a negative result.</p> <p>Westmont will continue to deliver services to all clients. Where a client has tested positive to covid, family members who can support the client are encouraged to provide services, but critical services will continue to be delivered. It is not compulsory for a client to RAT test and or for clients to be vaccinated against COVID 19.</p> <p>Clients who are unvaccinated are vulnerable to COVID 19 transmission and will be rostered with staff who have not had contact with covid 19 clients.</p>		
<p><b>Positive Social Connections Client who attended The Willows</b></p>	<p>Identify client care needs – What are essential services – personal care / meals</p> <p>Contact family/carer/care manager/funding body</p> <p>Arrange deep clean</p> <p>Close The Willows if deemed necessary</p> <p>All contacts of clients or staff who are confirmed and test positive to covid are notified and encouraged and supported to RAT test.</p> <p>IF clients who have been close contacts of suspected or confirmed covid 19 cases, notify the administrative team so care staff delivering services to them in their home can wear full PPE or their service can be put on hold during the isolation period.</p>		<p>Notify all staff</p> <p>DoH Coronavirus Hotline</p> <p>P: 1800 675 398</p>



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<p><b>the 7 day isolation period.</b></p> <p><b>Staff with influenza or contact with clients with influenza</b></p>	<p>Staff should only return to work 5 days following the onset of symptoms or until systems cease, whichever is the longest period or 72 hours after the administration of antivirals.</p> <p>Staff who have been in contact with a client or contact with influenza should attend work if showing no symptoms but must wear a mask and PPE-P95 mask and face shield for 5 days.</p>		
<p><b>Positive Office Staff Case</b></p>	<p>Notify staff when an existing office employee has tested positive to COVID 19 and has been in the office in past 48 hours. Ask all staff to undertake daily RAT tests for 48 hours from the date of contact with the staff member.</p> <p>Undertake Contact Tracing – identify close contacts and advise staff, clients and other external contacts.</p> <p>Encourage staff to work from home where this is possible.</p> <p>Close access to the office, advice CEO and divert office phones to staff mobile phones.</p> <p>Arrange deep clean</p> <p>PPE to be available to all staff (office and carers)</p>		<p align="center">DoH Coronavirus Hotline P: 1800 675 398</p>

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### **OTHER STANDARD PRECAUTIONS**

**RAT tests issued to all staff for testing 3 times per week. Promote the location of RAT tests and PPE to all staff. Staff who are unwell should not attend the office but make contact via phone.**

**PLANNING** – updated list of carers who will work with positive covid clients (last updated June 2022)

**STAFF HEALTH** – weekly SMS reminder to advise of the importance of screening clients before entering their house and obtaining RAT tests for use 3 times per week.

#### **INFECTION PREVENTION and CONTROL – Plan and Policy**

**SERVICE PROVISION** – Advise clients that services may need to be reduced to essential services only during an outbreak – Personal Care – Nursing and Meals on Wheels – Newsletters

**STAFFING** – Staff survey done Dec 2021 and May 2022 to ascertain ability to work in the event of an outbreak and who is prepared to provide care to a COVID positive client redo 3 monthly

**PPE and RAT TESTS** – Weekly stocktake of PPE supplies and RAT tests and allocations to all staff and remind staff to obtain a supply.

**COMMUNICATION** – SMS staff – Newsletter clients and information slips via staff if urgent.

**CONSUMER WELLBEING** – Social Connections – COVID 19 phone contact when programs closed and consider running virtual groups.

**TRANSPORT TO THE WILLOWS** – social distancing is maintained on the bus and clients are provided with a mask to wear on the bus. Client limit on bus is lifted in mid June 2022. Regular cleaning of bus surfaces-seats, handrails and high trafficable areas occurs before and after the bus pick up and drop off occurs to minimise contact.