

## **DEALING WITH CORONAVIRUS IN THE WORKPLACE- DIRECT SUPPORT WORK PROCEDURE**

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The below procedures are to be followed in conjunction with the Dealing with Coronavirus in the Workplace Policy for Support Workers providing direct support to Ability Plus Disability Services Participants.

### **Support Provision Procedures**

#### Guidelines Whilst Providing Direct Support to Participants During the COVID19 Pandemic –

##### Support Workers will:

- Not go to work if they are sick
- Contact Ability Plus Disability Services immediately if they begin start showing symptoms of COVID19.
- Contact Ability Plus Disability Services immediately if they come into close contact with a Confirmed case of COVID19 or have returned from travel interstate or internationally.
- Contact Ability Plus Disability Services immediately if, while on shift, the participant starts to show symptoms of COVID19.
- Continue to provide supports and services in a safe and competent manner with care and skill.
- Continue to act with integrity, honesty, and transparency
- Follow participant's individualised COVID19 action plans.
- Wash their hands thoroughly at the beginning of each shift.
- Adhere to Ability Plus Disability Services Infection Control Policy and Procedure, practising good hand and cough/sneeze hygiene at all times.
- Encourage participants to wash their hands/use hand sanitiser regularly and practise good cough/sneeze hygiene.
- Where possible, keep a distance of 1.5m from the participant
- Where necessary, wear appropriate PPE and use hand sanitiser
- Practice safe food handling practices
- When provide support in a participant's home, assist the participant with maintain a clean environment, disinfecting frequently touched surfaces in the home e.g. doorknobs, taps.
- Notify Ability Plus Disability Services immediately if the participant has inadequate supplies for good hygiene and infection control, including easy access to clean and functional

handwashing facilities including soap, paper towel, hand sanitiser, household disinfectant and gloves.

- Continue to provide support to participants choosing to access the community whilst complying to the Australian Governments current restrictions – Please refer to <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert> for the current restriction guidelines.
- Avoid any activities that place the participant in close proximity to others
- Continue to provide transport in personal vehicles if essential however must comply with the *“Transporting clients in support worker cars during the COVID19 pandemic procedure”* below.
- May be required to support participants with grocery shopping or running errands on their behalf to assist with social distancing
- May be required to provide supports through alternative modes of contact e.g. via online video conferencing platforms
- Support participants to access relevant information regarding Coronavirus in an accessible format.
- Keep up to date with any directions from Ability Plus Disability Services by checking their emails and the Ability Plus Disability Services website daily.
- If possible, download the Coronavirus Australian Government App to ensure they are receiving updates regarding the pandemic <https://www.health.gov.au/resources/apps-and-tools/coronavirus-australia-app>
- Be vaccinated against influenza by the end of May 2020 unless you have discussed exemption with Ability Plus Disability Services

#### Transporting clients in support worker cars during the COVID19 pandemic procedure

Support Workers will continue to provide transport in personal vehicles if required however must comply with the following guidelines:

- All shared and frequently touched surfaces such as door handles, seat belt and buckle, inside door, window control, boot lid etc is to be cleaned and disinfected before the client enters the vehicle and again after the shift.

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- The participant should travel in the back seat of the car where possible to ensure maximum distance from driver.
- Both the participant and driver should use hand sanitiser before entering the vehicle
- The participant should be encouraged to handle their own baggage if possible.