

POLICY STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) are committed to limiting the risk of spreading Covid-19 to its Customers/Clients, Employees and family members by implementing procedures to reduce exposure and limit the spread of the virus. This procedure outlines new standard practices for our services for the duration of the Covid-19 pandemic.

EL/LAAS support any restrictions implemented by the South Australian Government. Employees shall follow the South Australian Governments restrictions at all times and against any instructions in this procedure that may conflict with any such restrictions.

The document complies with NDIS Practice Standards 2018, standard 2.2 Risk Management, 2.6 Incident Management, 2.8 Continuity of Supports, 3.1 Access to Supports, 4.1 Safe Environment, and ACIS 2018, section 2.2 Risk Management, 2.6 Reporting, 4.1 Safe Support and Safe Environment.

This document is readily available to all clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Contents

REPORTING SYMPTOMS OF COVID-19	2
NOTIFYING THE NDIS QUALITY & SAFEGUARDING COMMISSION.....	3
USE OF PPE.....	3
IN HOME SERVICES.....	4
CUSTOMER/CLIENT TRANSPORT	5
DAY OPTIONS.....	5
SUPPORTED INDEPENDENT LIVING	6
ESSENTIAL SERVICES FOR INFECTED CUSTOMER/CLIENT	7
DOCUMENTATION	8

Reporting symptoms of Covid-19

In order to prevent the spread of Covid-19 if an employee or Customer/Client, or a family member or person they are in close contact with develops symptoms of or suspects they may have been exposed to Covid-19 they are required to report these concerns to EL/LAAS.

Any employee or Customer/Client of EL/LAAS that receives a positive test result for Covid-19 is required to report this immediately to EL/LAAS.

This is a matter of health and safety for all EL/LAAS Customers/Clients, employees, family, friends and other stakeholders.

The symptoms of Covid-19 are:

- Fever OR chills
- Coughing
- Sore throat
- Runny nose
- Shortness of breath
- Loss of taste or smell

Possible Covid-19 cases should be reported to:

EL – The Service Delivery Team on (08) 8340 2000. Service Delivery will assist customers in implementing self-isolation and a covid-19 support plan if there are essential services. Service Delivery will notify the Chief Operations Officer and/or nursing staff for further advice.

LAAS – Staff should contact and report to their Direct Manager who will advise them how to proceed. Clients may not be able to self-identify their symptoms as being of Covid-19 and staff will have to be vigilant into observing and communicating to determine whether a client may be ill. Management will consult with local health professionals and SA Health

Anyone who believes they may have Covid-19 should take themselves to be tested for Covid-19 immediately and self-isolate until they have received their results.

SA Health advice if you believe you have Covid-19:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing+and+tracing/testing+for+covid-19>

Notifying the NDIS Quality & Safeguarding Commission

EL/LAAS are required to notify the NDIS Quality & Safeguarding Commission if any Customer/Client or employee who becomes infected with Covid-19 as soon as possible. These notifications will be submitted by the Chief Operations Officer or Chief Executive Officer using an online form.

<https://www.ndiscommission.gov.au/providers/notice-changes-events/notification-covid-19>

Use of PPE

Personal Protective Equipment (PPE) supplies may need to be conserved due to supply constraints and panic buying reducing available stocks. Until the implementation of Phase Four - Lockdown of Q246A – Covid-19 Business Continuity Plan the following changes to the use of PPE will apply:

- PPE supplies are only available for Customers/Clients where previously supplied to Lifestyle Attendants/Support Workers
- If supplies of PPE reach a critical point as assessed by management then PPE supplies will only be provided to Customers/Clients who require personal care, complex health supports, where there is a risk of a communicable disease or a person is immunosuppressed
- PPE supplies should only be used for infection control measures or when providing essential supports and not for domestic supports or personal supports that do not pose an infection risk and where washing hands would be sufficient
- Even with PPE available good hand hygiene practices should be followed at all times
- Customers/Clients can be reimbursed for the purchase of PPE items using their NDIS funds up to a value of \$50 per week

Changing conditions in the country can affect the supply of PPE for EL/LAAS and its Customers/Clients over the course of the next several months. As such employees/Customers/Clients of EL/LAAS should carefully consider how they use these resources and conserve supplies wherever possible and safe to do so.

Employees/Customers/Clients of EL/LAAS should NEVER attempt to clean or sanitise used PPE for reuse. PPE items are single use only!

In home services

All employees of EL/LAAS are required to complete the NDIS Training Module: Infection prevention and control for Covid-19.

Customers/Clients and employees of EL/LAAS should follow the infection control advice provided by the State and Federal Governments in preventing the spread of Covid-19 to the extent that is practical with their services. Remember that Covid-19 is transmitted by droplets and as such there are several practical measures that can be taken to reduce risks of transmission:

- Avoid crowds and crowded situations, this applies to employees and Customers/Clients
- Understand the symptoms and report to EL/LAAS if yourself or someone you live with has developed symptoms
- If you feel the need to cough or sneeze use the inside of your elbow or a tissue, if you use a tissue remember to dispose of it hygienically, and then sanitise your hands
- Practice good hand hygiene, wash your hands with soap for at least twenty seconds (there are guides available to how to be thorough and wash every surface) or use an alcohol-based hand sanitiser
- Try to avoid touching your face, if you have the virus on your hands from touching a contaminated surface this will allow it to infect you
- Regular cleaning of frequently touched surfaces such as door handles, light switches, chairs, tables, kitchen surfaces, etc. A chlorine bleach-based cleaning solution is recommended, only use as per manufacturer's instructions
- Employees should use PPE in situations and for services that typically require PPE or involve close personal contact, using gloves should not be considered a replacement for hand washing in other circumstances
- It is recommended that employees wear a facemask that covers their nose and mouth while working for Customers/Clients

Use common sense when applying this advice and speak with your Customer/Client, if employees or Customers/Clients have questions in regard to the best way to protect each other during complex or clinical services they should call the EL/LAAS office and ask for advice from our Registered Nurse.

If a Customer/Client is recovering from Covid-19 and does not require or have regular

contact with their Lifestyle Attendants/Support Workers, EL/LAAS will check in daily with the Customer/Client over the phone to check on their health and wellbeing. If the Customer/Client begins to develop severe symptoms they will be recommended to seek medical help and hospital admission.

Customer/Client Transport

Non-essential travel of Customers/Clients and employees of EL/LAAS should be avoided in order to reduce the risk of transmission of Covid-19. It is difficult to maintain the recommended 1.5 meter separation in most vehicles which presents a higher risk to the Customer/Client or employee being exposed to the virus. In circumstances where transport is essential the following controls will assist in reducing the involved risks.

Physical distancing should be observed to the extent possible, employees should ask passengers to:

- Sit in the back seat of the vehicle
- Handle their own luggage if possible
- Customers/Clients and employees should avoid handshakes or any other close physical contact to the extent that is possible
- Employees and Customers/Clients should use hand sanitiser after physical contact or handling of personal items or contact surfaces such as handles
- Wear a face mask

Employees should:

- Clean surfaces prior and afterwards using appropriate disinfectant wipes (isopropyl alcohol wipes) with a focus on any surfaces that may be regularly touched, door handles, internal door handles, seats, seatbelts, window controls, etc
- Set air-conditioning to external airflow rather than recirculation
- Wear a face mask

There may be circumstances where a Customer/Client who has symptoms or who has tested positive for Covid-19 may need transportation, EL/LAAS management will devise solutions for the Customer/Client on a case by case basis in consultation with the Customer/Client or their family/guardian.

Day Options

The LAAS Day Options program will be suspended for the duration of Phase Two and

Three of Q249A – Covid 19 Business Continuity Plan. While the program is suspended LAAS SIL clients will make use of the facility for activities while observing social distancing guides:

- Facility will be cleaned and disinfected between the clients from a SIL house making use of the space
- External visitors are restricted and must be approved by senior management
- LAAS SIL houses have been paired to share the same set of support workers, this limits the exposure among the LAAS clients with the resources that are available

Supported Independent Living

Customers/Clients in Supported Independent Living require 24/7 services, these services are essential and must be maintained. Employees should follow the preventative measures listed above. In addition:

- External visitors are restricted and must be approved by senior management
- Employees will be rostered so that they work at no more than two SIL houses
- SIL houses will be paired and employees will only work at these paired houses to limit the potential for the virus to spread within the service
- Employees that have more than one workplace are required to inform EL/LAAS of their alternate place of employment and their role within that organisation.
- Groceries will be delivered to the door rather than having employees travel to stores
- Facemasks should be worn at all times
- Common touch surfaces must be regularly cleaned and disinfected

In order to reduce community contact an activity plan that avoids crowds or community exposure will be developed and implemented on a per SIL house to support Customers/Clients and alleviate the stresses caused by social distancing.

Positive Behaviour Support

If a Customer/Client's Positive Behaviour Support Plan recommends the use outdoor activities such as walking, or going on a drive, visiting a park, etc; to manage Behaviours of Concern then exemption can be sought from quarantine or lockdown.

Contact the South Australian Government to apply for an exemption to the COVID-19

14-day mandatory quarantine requirement in South Australia.

Email

healthexemptions.covid19@eso.sa.gov.au

Telephone

[1800 253 787](tel:1800253787)

Essential services for infected Customer/Client

Where EL/LAAS has reason to believe a Customer/Client may be showing symptoms of Covid-19, or the Customer/Client has been in contact with someone who has tested Covid-19 positive, the Customer/Client will be requested to have a test for the virus conducted by their GP, Hospital, pop up clinic, or other authorised organisation. For the purpose of providing services EL/LAAS will have to assume the Customer/Client is Covid-19 positive and put appropriate protections in place to limit risk of transmission until a test has been conducted and the results have been shared with EL/LAAS.

When a Customer/Client has tested Covid-19 positive, or is waiting for the results of a Covid-19 test, Management will immediately identify all employees who have had contact with the Customer/Client over the past 14 days, these employees will have to be suspended from Customer/Client rosters until they have the results of a Covid-19 test. If any of these employees test positive then all Customers/Clients they have had contact with in the past 14 days will have to be advised to seek a Covid-19 test.

The GM of Accommodation and Services will conduct a risk assessment in consultation with the infected Customer/Client that examines:

- The Customer/Client's living situation
- Access to informal supports
- Services that they use and the priority for fulfilling those services

The goal is to create a plan to support the Customer/Client through the 14 day isolation/recovery period while ensuring they receive any essential supports they need, have their wellbeing cared for, and that the risk to our employees is minimised while providing essentials supports.

Essential supports are defined as supports for complex health needs that must be performed to ensure the health and wellbeing of the Customer/Client and need to be performed by an appropriately trained and qualified person.

P327

COVID-19 MANAGEMENT PROCEDURE

During the 14 days of isolation/recovery all non-essential services for the Customer/Client will be put on hold or replaced with online/teleconference services or services that do not require contact, such as delivering groceries.

Employees should wear gloves at all times and change gloves as necessary while performing their work, while remembering to maintain good hand hygiene.

When providing services to an infected Customer/Client, both the customer and the employee should wear a facemask at all times which covers the nose and the mouth.

For the Customer/Client this be a barrier to droplets from coughing and sneezing and for the employee a barrier against inhaling droplets and inadvertent face touching. EL/LAAS will provide surgical masks for any Customers/Clients who have become infected and require services during their isolation/recovery period.

Employees will not be rostered for a follow up shift and instead be instructed to return home, change their clothes and wash the clothes they were wearing and disinfect any personal items.

DOCUMENTATION

Documents related to this policy	
Related policies	Q246A – Covid-19 Business Continuity Plan
Forms, record keeping or other organisational documents	