

## Information for Staff

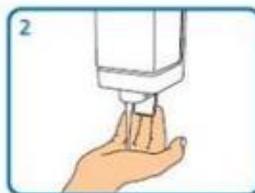
As you are on the front line of this crisis, you must do everything you can to ensure you remain as healthy as possible, so that you can continue to provide services to our clients.

**Upon entering a client's home, the first thing you *MUST* do is wash your hands with warm water and soap for at least 40 seconds.**

## Hand-washing technique with soap and water



1 Well, I won't back down



2 No, I won't back down



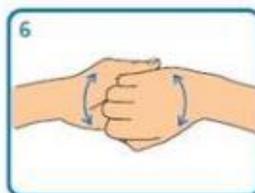
3 You can stand me up at the gates of hell



4 But I won't back down



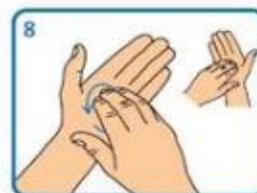
5 No, I'll stand my ground



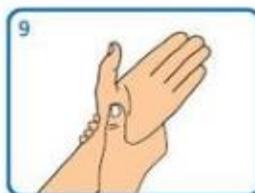
6 Won't be turned around



7 And I'll keep this world from draggin' me down



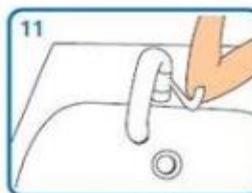
8 Gonna stand my ground



9 And I won't back down



10 I won't back down



11 Hey baby, there ain't no easy way out



12 I won't back down



13 Hey I will stand my ground

Create your own  
<https://washyourlyrics.com>

I Won't Back Down  
Tom Petty

Adapted from National Health Service, who adapted from the World Health Organization Guidelines on Hand Hygiene in Health Care.

As well as practising impeccable hand hygiene (washing hands with soap and warm water for at least 40 seconds) and completing your hand hygiene courses again, we ask that you do the following:

1. Make sure all members of your household practice impeccable hand hygiene as well - when they enter the house, after using the bathroom, sneezing or coughing (which should be done into a tissue or a bent elbow) and before and after food preparation.
2. Use appropriate cleaning products to clean your house, with particular care being given to common surfaces, such as door handles and bench tops and other high use areas.
3. There is now a ban on gatherings of more than 100 people but we recommend you limit your exposure to the general public completely; only go out if you absolutely have to and make sure you continue to practice hand hygiene at every opportunity.
4. If you do have to go out, ensure you practise social distancing, which is to stay 1.5 metres away from other people.
5. Do not travel interstate (overseas travel is now banned).

Please contact our Home Care Team IMMEDIATELY on 1300 33 11 03 if you answer yes to any of the following now or in the future:

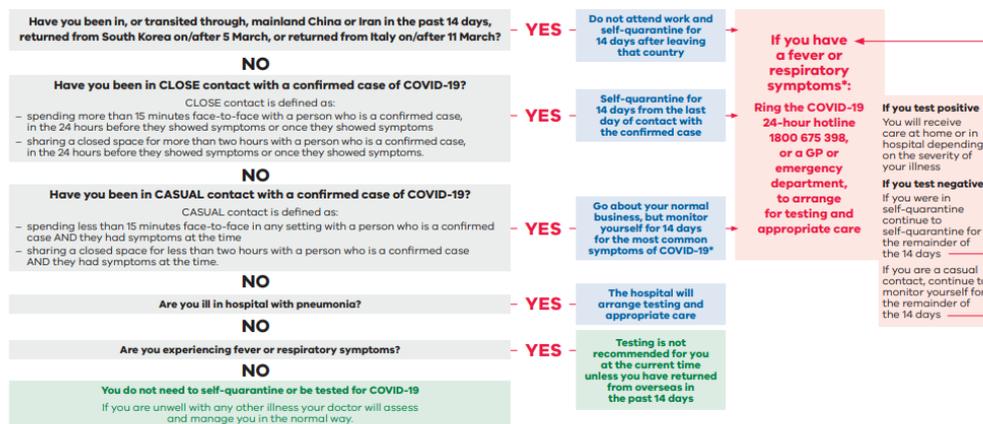
1. Have you returned from overseas travel within the past 14 days?
2. Have you been in close contact with anyone who has returned from overseas travel in the last 14 days?
3. Have you or someone close to you been diagnosed with or is suspected to have COVID-19?
4. Are you currently experiencing any of the following symptoms?
  - a) Fever
  - b) Flu-like symptoms such as cough, sore throat, and fatigue
  - c) Shortness of breath

If you do have symptoms, please refer to the following Self-Assessment Tool released by the Department of Health & Human Services. It gives very clear and concise instructions on assessing your health and if need to seek further medical

assistance.



## Self-assessment for risk of coronavirus (COVID-19)



### Additional information for healthcare workers and residential care workers

In addition to the above steps, the following information applies to healthcare workers and residential care workers who have direct contact with patients or residents.

**If you have an influenza-like illness**, which is a fever above 37.5 and symptoms of an acute respiratory infection (shortness of breath, cough, coryza and/or sore throat):

- do not go to work
- ring the COVID-19 24-hour hotline 1800 675 398, or a GP or emergency department, to arrange for testing and appropriate care.

If you test negative you can return to work when well, at the direction of your treating doctor.

A healthcare worker who has worn appropriate personal protective equipment while treating a patient does not become a close contact as a result of that care. They may be a casual contact as a result of that care so should monitor themselves for 14 days.

\*The most common symptoms of COVID-19 are fever, cough, shortness of breath, muscle pain and fatigue.

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[Click here to view the pdf document.](#)

If you believe you have the symptoms within 14 days of returning from overseas or 14 days of contact with a confirmed case, you should arrange to see your doctor for urgent assessment.

You should telephone the health clinic or hospital before you arrive and tell them your travel history or that you may have been in contact with a potential case of COVID-19.

You must remain isolated either in your home or a healthcare setting until public health authorities inform you it is safe for you to return to your usual activities.

As COVID-19 is a communicable disease, if you have any concerns that a client has been exposed to the virus, that you contact us immediately.

### How can we help prevent the spread of COVID-19?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You should:

- wash your hands frequently with soap and water for a minimum of 40 seconds, before and after eating, and after going to the toilet
- use tissues to cover your cough and sneeze, dispose of tissues. If tissues are unavailable, cough or sneeze into your elbow and direct away from other people, and use alcohol-based hand sanitiser

- if unwell, avoid contact with others (touching, kissing, hugging, and other intimate contact).

### **What does isolate in your home mean?**

People who must isolate need to stay at home and must not attend public places, in particular work, school, childcare or university. Only people who usually live in the household should be in the home. Do not allow visitors into the home. Where possible, get others such as friends or family who are not required to be isolated to get food or other necessities for you. If you must leave the home, such as to seek medical care, wear a mask if you have one.

Please refer to the Australian Governments Self Isolation Guide:

[https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-isolation-guidance\\_3.pdf](https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-isolation-guidance_3.pdf)

More information and guidance material can be found

here: <https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

### **Who is most at risk of a serious illness?**

Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly. From previous experience with other COVID-19, the people at most risk of serious infection are:

- people with compromised immune systems, such as people with cancer
- elderly people
- Aboriginal and Torres Strait Islander people
- very young children and babies, and
- people with diagnosed chronic medical conditions.

### **How is the virus treated?**

There is no specific treatment for COVID-19. Antibiotics are not effective against viruses. Most of the symptoms can be treated with supportive medical care.

***ALL staff must complete the following competencies:***

***1. Infection Control***

***2. Hand Hygiene***

Infection Control Awareness can be accessed through your Qintil account:

<https://lms.qintil.com/>

Hand Hygiene is completed through Hand Hygiene Australia, all instructions, including the link, can be found on Qintil.

Alternatively, please click on the following link to access the National Hand Hygiene Initiative, if you have not done so, create an account, and complete the module most suited to your qualification:

<https://hhaustralia.southrock.com/cgi-bin-secure/Home.cgi?msecs=1583810312767>

## **Further Training**

The Australian Government have released a short training video that we strongly recommend you also complete. The training can be found here: <https://covid-19training.com.au> and you will receive a certificate at the conclusion of a short quiz.

Daily updates are published through the following Government websites and can be accessed at any time:

- Australian Government Department of Health:  
<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
- Victorian Government Department of Health:  
<https://www2.health.vic.gov.au/about/news-and-events/healthalerts/2019-Coronavirus-disease--COVID-19>

Global information can be found at the World Health Organisation:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

## **More information:**

- Call the National COVID-19 Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.
- A public information hotline is provided by Nurse-on-Call – 1800 675 398.
- If you have concerns about your health, speak to your doctor.
- If you have any questions, please contact our Homecare Team on 1300 33 11 03.