

FREQUENTLY ASKED QUESTIONS

Staying in place

What does *Staying in Place* mean?

Staying in Place means staying at home and away from all situations where the COVID-19 virus might spread easily such as social gatherings, work, the shops, using public transport, or going to cafes.

Why is Endeavour Foundation implementing a *Staying in Place* measure?

Due to the recent COVID-19 confirmed cases in Brisbane, the Government has issued a directive that all residents of Greater Brisbane including Disability Accommodation services take additional protective measures in a bid to protect residents.

Staying in Place measures will commence from 6pm, Friday 8 January.

Greater Brisbane includes the Local Government Areas of Brisbane, Moreton Bay, Ipswich, Redlands and Logan.

Can I still attend my Business Solutions workplace or Learning and Lifestyle?

No. Due to the lockdown our Business Solutions and Learning and Lifestyle hubs and activities will be CLOSED on Monday 11 January 2021.

We will keep you updated as guidelines change.

How can I maintain contact with my family member?

Keeping in contact with your family member is very important.

We encourage you to stay connected and be in regular contact via phone and video calls, or by sending letters, photos or artwork by post, short videos or social media.

How will I keep up to date with what is going on with my family member?

We know these are difficult times, so we are more than happy to give you regular updates especially on how your family member is adjusting to the *Staying in Place* measures.

Just let us know your preferred method to receive updates such as a phone call, video call or email.

Are the support staff trained to deal with COVID-19?

All support staff are following strict infection control guidelines (as directed by Queensland Health) to ensure, both their safety and the safety of your family member.

Support staff will be screened for COVID-19 at the beginning and end of every shift and will be required to wear personal protective equipment, including face masks, to help mitigate the risk of staff bringing COVID-19 into the service.

I don't think support staff are trained or well-equipped to deal with COVID19; what is Endeavour Foundation doing about it?

These are truly unprecedented times. All support staff are receiving regular and up to date information and have access to our customer safeguarding teams for ongoing support. Many support workers have dealt with disease outbreaks before such as whooping cough, chicken pox and as always have adhered to the most appropriate infection control measures for this type of situation.

Will *Staying in Place* measures change the day to day routine of my family member? What will the support staff do?

Support staff are following usual home routines such as personal care, mealtimes, medication and bedtime.

My family member does not have 'behaviours' requiring a PBSP, what will happen if this changes and they require behaviour support during this time?

We have set up a Complex Support Hub with a dedicated team of Behaviour Clinicians and Practice Specialists to support staff with proactive and responsive strategies to help when behaviours change.

The approach is to always minimise any impacts on the person and focus on reducing anxieties around the change of routine or lack of access to their community.

What will Endeavour Foundation do to keep my family member connected with their friends?

Support staff will actively encourage people to keep in contact with their friends. Where possible, video calling will be used so people can engage with their friends that they are used to seeing regularly. (This is dependent on access and availability of technical equipment).

Does social distancing apply to my family members housemates?

Housemates are considered a 'household' under social distancing recommendations. This means that if they well and usually in daily contact with their housemates they can continue. Mealtime and leisure activities (e.g. watching TV) are not impacted by social distancing.

If a housemate becomes unwell however, they will be required to self-isolate in their room until further medical advice.

Does social distancing apply to support staff working at the home?

Where possible, support staff are asked to maintain social distancing (1.5 metre distance) when supporting people. Of course, this does not apply where support is provided for personal care, mobility assistance, mealtime or during advanced medication practice.

What happens if my family member or their housemate tests positive to COVID-19 during *Staying in Place*?

If a person tests positive *Staying in Place* measures will be enhanced to include self-isolation. This means that the person will be required to self-isolate in their room until health authorities give further direction such as formal testing or medical and health monitoring.

Is Personal Protective Equipment (PPE) needed during *Staying in Place*?

All Endeavour Foundation staff will be utilising personal protective equipment, including the use of face masks. If residents would like to wear a face mask, these can be provided.

What if my family member refuses to stay home during *Staying in Place*?

If your family member leaves their home, they will undergo a screening process before re-entering.

If concerns are raised during this process they may need to isolate in a different location for their safety and the safety of others. We will discuss this with you on a case-by-case basis.

What is involved in the screening process?

People are asked the following three screening questions:

Have you returned from overseas OR another state in the last 14 days?

Have you been in a recently confirmed hot spot?

Have you been in contact with someone who has returned from overseas OR another state in the last 14 days?

Have you been in contact with a confirmed case of COVID 19, other than a customer?

Do you have:

A fever?

Loss of smell?

A cough?

Loss of appetite?

Any breathing difficulties?

Muscle pain?

A sore throat?

Joint pain?

Runny nose?

Diarrhea?

Headache?

Nausea/vomiting?

Loss of taste?

Fatigue?

If your family member answers YES, to any of the screening questions, it means that they are at risk of contracting COVID-19. Support staff will follow procedures by contacting the COVID Hotline to determine if formal testing or other measure are required.

How do you know that support staff are not a COVID-19 risk to my family member during *Staying in Place*?

During a pandemic, there is always a risk that support staff may be carriers of a virus. That is why Endeavour Foundation has introduced a strict COVID-19 screening for all support staff working in homes impacted by *Staying in Place*. This is a way to reduce the risk as possible to people in their home.

Support staff will be required to 'screen' at the beginning and end of every shift. If the 'screen' identifies a COVID-19 risk, they will be unable to commence work and an alternative staff member will be rostered.

We are also working hard on reducing the number of support staff working across each of our residential home which can be challenging due to leave, shortages, illness but it is a priority.