

# Practice Bulletin

## ‘Limited Measures’

### Protecting our Residential Customers from COVID-19

#### ‘Limited Measures’ include

#### 1. Staying Home

This means Customers resume activities outside the HOME for the purposes of exercise, entertainment and well-being. These activities must be in line with Qld Government advice including the maximum numbers allowed at venues, parks, people’s homes, places of worship and/or funerals.

#### 2. Shopping for essentials

While observing Social Distancing you can now shop for all items via attendance at shops during usual customer support activities.

#### 3. Social Distancing

Housemates are considered a ‘Household’ under Social Distancing recommendations, therefore if the customer is well, it does not apply for usual customer to customer daily contact within the home.

Staff, however, are to observe ‘Social Distancing’, keeping 1.5M apart and limiting numbers of people in well ventilated communal areas. This would obviously not apply where direct personal care, mobility assistance, mealtime support and/or during advanced medication practice is required.

Supporting customers regarding the requirement to maintain Social Distancing outside the home will be required.

#### 4. Hygiene

Staff and customers to maintain regular handwashing, good cough/sneeze hygiene and the avoidance of handshaking and other physical greetings.

#### 5. PPE

Face masks are not required during ‘Limited Measures’ unless following ‘Customer COVID’ testing protocols.

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## 6. Visitor Limits

Customers are encouraged to receive visitors for their health and well-being. Visits from family and friends are permitted, within the framework of Qld Government advice. Visitor screening questions and location of the visit will still apply.

### VISITOR GUIDELINES FOR 'LIMITED MEASURES'

- Visits to occur in a customer's room, outdoors, or in a specific area they designate – please encourage visitors to remain in well ventilated areas.
- Practicing 'Social Distancing' during the visit including good hand and cough/sneeze hygiene and the avoidance of handshaking and other physical greetings

## 7. Health/Medical Support

If a customer becomes unwell while 'Limited Measures' are active, contact with the local GP /Telehealth service is the first option for routine medical review. If the customer requires immediate medical attention, please call '000' as per SCIRT Tool.

## 8. Behaviour Support

Follow all documented positive Behaviour Support Plans. Monitor for precursor behaviours (warning signs) that may indicate a potential escalation. If concerned about a customer's behaviour, please advise your manager immediately.

## 9. Active Support

Continue Active Support activities during a period of 'Limited Measures'. Observe usual routines for personal hygiene, mealtime, sleep and medication.

Access ['The Big Box of Fun'](#) program to involve customers in engaging activities that support social engagement and life skill development. The EF 'Service Delivery Recovery' program will establish timeframes and frameworks for the resumption of EF services over the coming weeks.

Third Party Provision of Active Support is encouraged and supported.

*\*\* It will be important to support customers with COVID Screening within the community, including the requirement to have your temperature checked at shops or during different activities. This will also extend to the requirement to stand on floor markings to maintain social distancing and waiting in line and taking turns when interacting with others. Support staff will need to support customers when being asked COVID Screening questions.*

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## 10. Cleaning Routines

Maintain usual cleaning routines ensuring all 'frequently touched' surfaces are cleaned regularly. Cleaning with detergent and water, followed by rinsing and drying is the most useful method for removing germs from surfaces.

If customer/s become unwell increased cleaning measures will be required.

## 11. Customer Screening

If a customer is accessing the community during 'Limited Measures', they will be screened (via the Customer Screening Tool) before re-entering the Accommodation Service. If the customer is then found to be 'at risk' of contracting COVID-19 contact the COVID Hotline. Regular temperature checking of customers (daily and/or if unwell) will be maintained.

## 12. Staff Screening

Support staff within Accommodation Services during 'Limited Measures', will be required to complete 'Staff COVID-19 Screening' at the commencement and completion of every shift. The Staff COVID-19 Screen is a self-assessment questionnaire assessing routine risks within the community e.g. assessing for flu like symptoms, contact persons known to have had COVID-19 within last 14 days etc. (Please refer to Staff COVID-19 Screening Process).

Any visiting health care workers (including Ambulance Officers), Agency staff and or third-party providers will also be required to complete 'Visitor/Contractor COVID-19 Screening' prior to entering and when leaving the service.

## 13. Visitor Screening

All visitors are to be asked COVID Screening questions prior to accessing the service for a customer visit (refer to Visitor Screening tool). If the visitor is then found to be 'at risk' of contracting COVID-19 their visit will be immediately suspended and rescheduled for an alternative time (when the visitor is free from COVID risk).

## 14. Keep everyone informed

Continue to talk to customers about 'Limited Measures' and what it means (refer to 'Practice Bulletin - Talking to Customers about COVID-19')

Maintain regular contact with the customer's family and guardians, including how the customer is coping with 'Limited Measures' restrictions.

Escalate any concerns regarding the self-isolation restrictions and/or environment to your manager as soon as they occur.

For further information regarding how to support our customers in during a period of 'Limited Measures', please contact the Practice Improvement Team on  
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