

## **All Good Care response to COVID19 Pandemic**

We would like to reassure all residents, clients, families and next-of-kin that All Good Care will continue to provide community services, we have implemented various methods to preserve the health and wellbeing of all our employees, clients, and support staff. We value the health and safety of all people and have implemented measures in order to safeguard our employees, clients, family and friends from COVID-19.

All Good Care has been monitoring our vigilance and supporting all staff and trying to do all we can to be prepared as possible for any widespread community transmission of COVID-19 or transmission of the virus to any of our employees, support workers or clients.

Management Team in recent weeks, and we are following our COVID-19 Response Plan. The management team of All Good Care are in regular contact with Queensland Health and other public health officials to ensure our response preparedness and response strategies are aligned to Federal and State Government agency planning.

### **All Good Care response to COVID19 Updates**

All Good Care has taken the following measures to minimise the potential current and future risk of COVID-19 spread:

- Enhancing infection control measures and providing appropriate PPE to our staff in anticipation of the continued spread of COVID-19 across Queensland.
- Monitoring COVID-19 updates via [health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert](https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert) daily and providing up-to-date information to our staff.
- Mandating social distancing with all employees and support workers to reduce the risk of contamination by someone with the virus.
- Reinforcing good hand hygiene with all employees and providing equipment/resources to facilitate good hand hygiene.
- Ensuring all staff are fit to work every day and implemented mandatory reporting to management, of any change in their health or any possible risk of carrying a communicable illness.
- Reducing large gatherings and meetings across our entire organisation to only those that are clinically necessary.
- Communicating closely with clients to ensure their needs are met within their method of preference.
- Continuously monitoring, revising and improving our methods of keeping All Good Care staff members, support workers and our clients informed about preventing the spread of Covid-19 and meeting Quality Standards to facilitate the best outcomes.

- Case managers will have direct contact with clients to answer any questions, provide support for those who have any concerns or anxieties and supply reliable resources regarding Covid-19.

### **Information for All Good Care consumers and their family and friends**

In order to protect the health and wellbeing of our staff members and the health and wellbeing of our clients

- Staff and support workers who have returned from overseas in the last 14 days, must report to their supervisor and are advised to self-isolate at home for 14 days. Members will only be able to return to work with a medical certificate as evidence of being fit-to-work
- Staff and support workers who have a confirmed coronavirus case in the last 14 days will not provide any services for All Good Care through out the duration of their illness or recovery
- Visits are limited to a maximum of two immediate social supports (family members, close friends, professional or advocacy support) and one support worker
- Visitors need to adopt social distancing which means maintaining a distance of 1.5m from other staff and clients when and where safe

We are continuously following the latest information provided by the Australian Government Department of Health this information may change accordingly. We are working closely together to provide the best care in accordance with the Aged Care Quality Standards under these circumstances by communicating closely with our clients and following the guidelines under The Department of Health.

### **Information for community clients and their loved ones**

We will provide information to clients regarding our measures to ensure their health and safety during this pandemic.

- Practice social distancing of 1.5metres from others unless receiving cares and avoid travel unless absolutely necessary. Please refer to guidelines posted on [health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert](https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert)
- Clean your hands thoroughly with soap and water or alcohol-based hand rubs.
- Always cover your nose and mouth with a tissue or paper, or bent elbow when coughing or sneezing.
- Avoid touching areas of your face including nose and mouth, and avoid shaking hands.
- Stay at home if you are unwell.
- Avoid having contact with anyone who is unwell and try to keep 1.5 metres away from anyone coughing or sneezing.

### **Reliable resources**

We care about our staff and clients holistic wellbeing and understand this pandemic may cause a burden to some people. Therefore we have gathered the most reliable resources and contacts for people to seek information of Covid-19 and support during this difficult time

- For up dates and advice regarding the spread of Covid-19:
- [gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert](https://www.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert)
- For support with loneliness, social isolation, anxiety or concerns regarding Covid-19:
- [gov.au/covid-19-support](https://www.gov.au/covid-19-support)
- For health advice or questions regarding Covid-19:
- Call national Coronavirus Helpline 131 450 or 1800 020 080 For non – urgent health advice
- Call 13 Health

### **All Good Care value our staff and our clients**

Every client is encouraged to contact their Case manager if ever they have any concerns regarding their health and wellbeing. We have staff members available around the clock to answer any enquires and will take the time to seek the right answers if we do not have them.

All employees receive ongoing education and professional development to ensure we deliver quality health care. All employees have contact details of their supervisor if every they need support or advice while working in our team and providing services.