

FBA CARE'S RESPONSE TO THE COVID-19 PANDEMIC

FBA Care is an approved disability service provider which offers high quality and supportive services to individuals living with disability.

What is COVID-19?

Novel Coronavirus (COVID-19) is a new respiratory virus. It has been rapidly spreading around the world since December 2019 and has been declared a pandemic by the World Health Organization (WHO).

More information about COVID-19 is provided in our Information About COVID-19 fact sheet.

What is FBA Care doing to help prevent the spread of coronavirus?

We are committed to doing everything we can to help prevent the spread of COVID-19. We have established a COVID-19 Response Team (CRT) to support our planning for and response to the COVID-19 pandemic. Relevant details of the CRTs planning will be shared with you by your support coordinator team member.

FBA Care will also provide:

- hand sanitizing stations at all offices/sites for staff, client and visitor use;
- all direct care/service delivery staff with hand sanitizer, gloves, masks and other necessary personal protective equipment, to be used at all times; and
- regular updates to you on the COVID-19 pandemic and our response to it at least weekly.

How is FBA Care supporting clients during this time?

We are regularly reviewing and updating all Client records. Our staff will contact you via telephone (or in person if required due to your individual support needs or preference) to confirm and update your personal details, current health information (such as your treating GP information, your general health status, medications list, etc) and support needs. We have begun identifying alternative options for support, as part of our business continuity planning practices. We are collaborating with our local Public Health Unit to develop a practical support response in the event that FBA Care is unable to provide the services you need as a result of COVID-19.

Your physical and mental wellbeing is of paramount importance to us. In the event we are no longer able to provide a service to you, we will contact you directly to discuss alternative options.

How is FBA Care supporting staff during this time?

COVID-19 presents a serious risk to our society and as such we need to make a number of changes to the way our staff deliver services to limit the spread of the virus. Staff who are unwell are not permitted to come to work. They must have a medical clearance from their GP in order to return to their usual duties. This may mean that your usual support worker is not available to deliver your services. If this happens, we'll work closely with you to identify a suitable alternative. Most of our office-based staff have been asked to work from home. They will still be available by phone and email to answer any queries you have. Additional daily checkin procedures are in place to help maintain the mental health and wellness of all of our staff. Direct care/service delivery staff have been provided with opportunities to access supervision and additional training about COVID-19, to support up to date best practice service delivery. When working with you, staff will need to regularly check whether you are unwell and take extra precautions to protect them and you from potential infection. FBA Care is working closely with staff to support flexible working arrangements as we acknowledge the COVID-19 outbreak has placed additional restrictions and strains upon staff and their families. We understand this is an uncertain and anxious time for you and our staff, and we ask that everyone make the effort to be patient and kind with one another.

Service delivery arrangements until further notice

- FBA Care is providing essential services (e.g. personal care, meals and food preparation, essential therapeutic supports, clinical services including medication management, etc.)
- If you are unwell, you must inform us as soon as possible. If you are infected with COVID-19, suspect you have it or have potentially come in contact with somebody with COVID-19, you must also inform us as soon as possible. We will work with you to determine if or how we can support you.
- We are also asking that all clients inform our office if a direct family member/guardian/supporter who also provides support to you becomes unwell to support our staff to take additional precautions when providing supports and services to you.
- Any staff member working with you while you are unwell, or isolated due to COVID-19 exposure, will be required to wear personal protective equipment such as gloves, masks, aprons etc.
- If you are unwell you will be required to sign an Illness Disclosure Agreement immediately.
- You can put any or all of your supports on hold at any time (even if you are currently well). If you would like to do this, please let the office know via telephone or email and we can process this request immediately. You will be able to take your supports off hold at any time.

We value your input at this time therefore should you have any questions, concerns or suggestions relating to FBA Care's response to COVID-19, please don't hesitate to contact us by:

- **Telephone: 1300 809 566**
- **Email: info@fbacare.com.au**

We thank you for your ongoing support during this time and look forward to returning to normal service delivery when the situation allows.

More Information

- The Australian Government Department of Health has resources in English and other spoken languages.
- The National Disability Insurance Agency has published information in Easy English.
- In addition to detailed written information and videos, healthdirect provides a symptom checker to help you identify symptoms of COVID-19.

References

Australian Government Department of Health – www.health.gov.au

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