



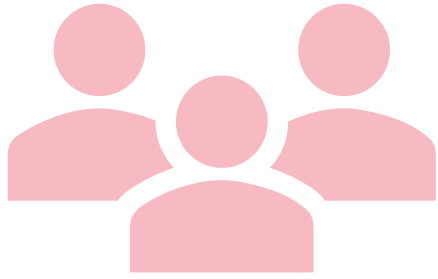
# Learnings from Victoria: Delivering service during periods of significant COVID-19 cases in the community

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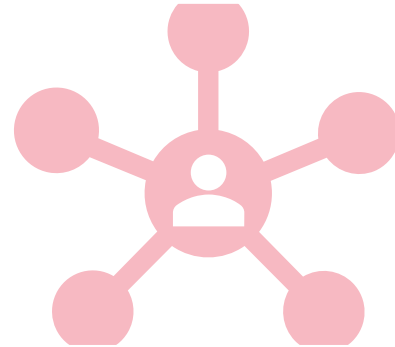
**General Manager At Home Support Growth and Strategy Bolton Clarke**

November 2021

# Bolton Clarke At Home Support Overview



2200 Employees



Approx. 63,000 Clients



Operational across Victoria,  
Queensland & New South Wales



Call to Test  
8500 client visits

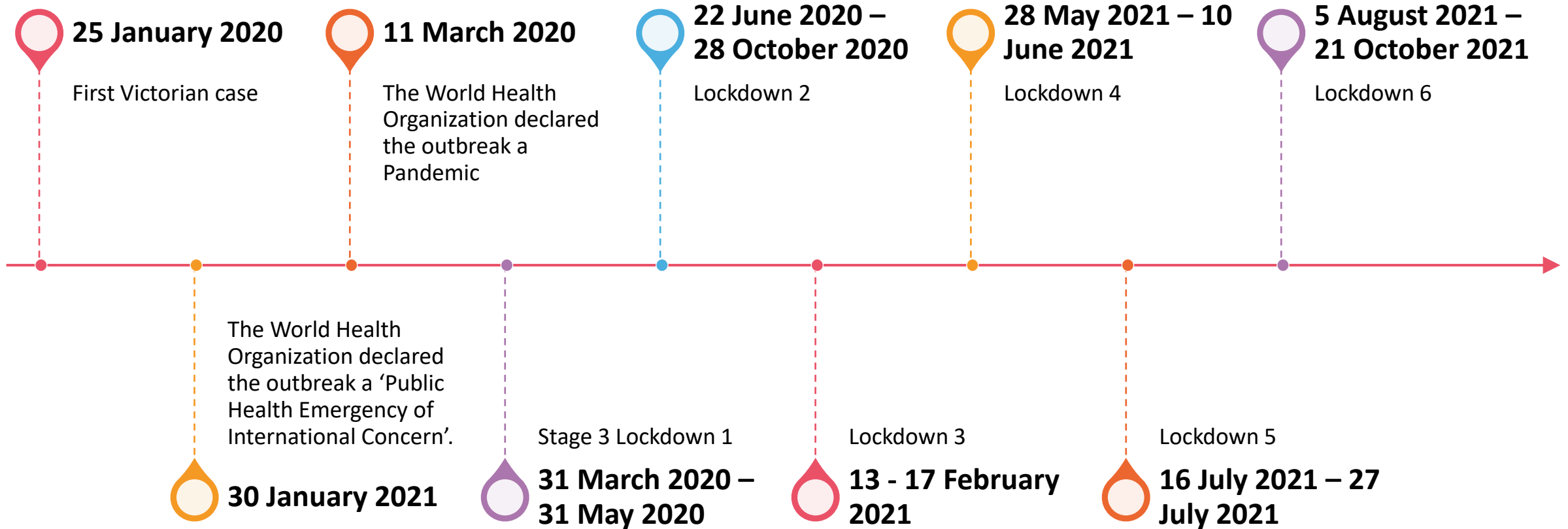


Homeless Persons Program  
Distributed masks and food  
hampers to HPP clients during the  
pandemic

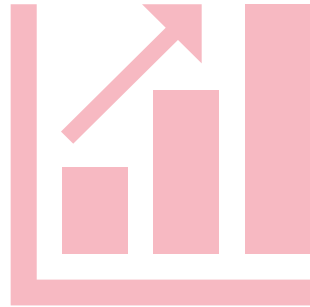


Specialised Services provided for  
community residential units for  
those living with a disability

# COVID-19 timeline



# Victorian COVID -19 Statistics

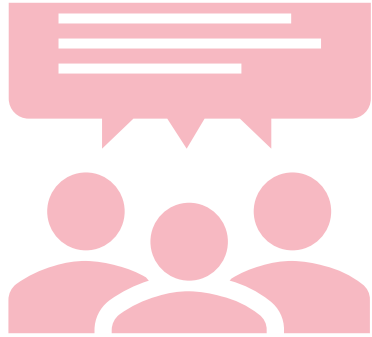


100,162  
Total cases

3.9 million  
Home visits during  
the Pandemic



# Delivering services during COVID-19



Communication with key stakeholders



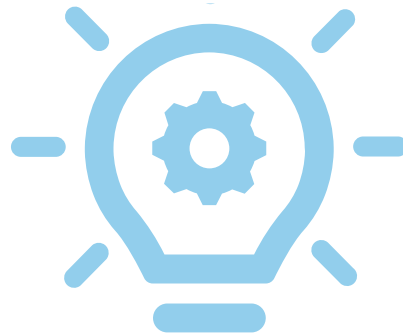
Development of Client & Worker COVID screening processes



Staff training



Closely monitor & continue to evaluate



Risk Assessments & Decision Matrix  
[Work Permissions and Restrictions Framework for Workers in Health Care Settings](#)

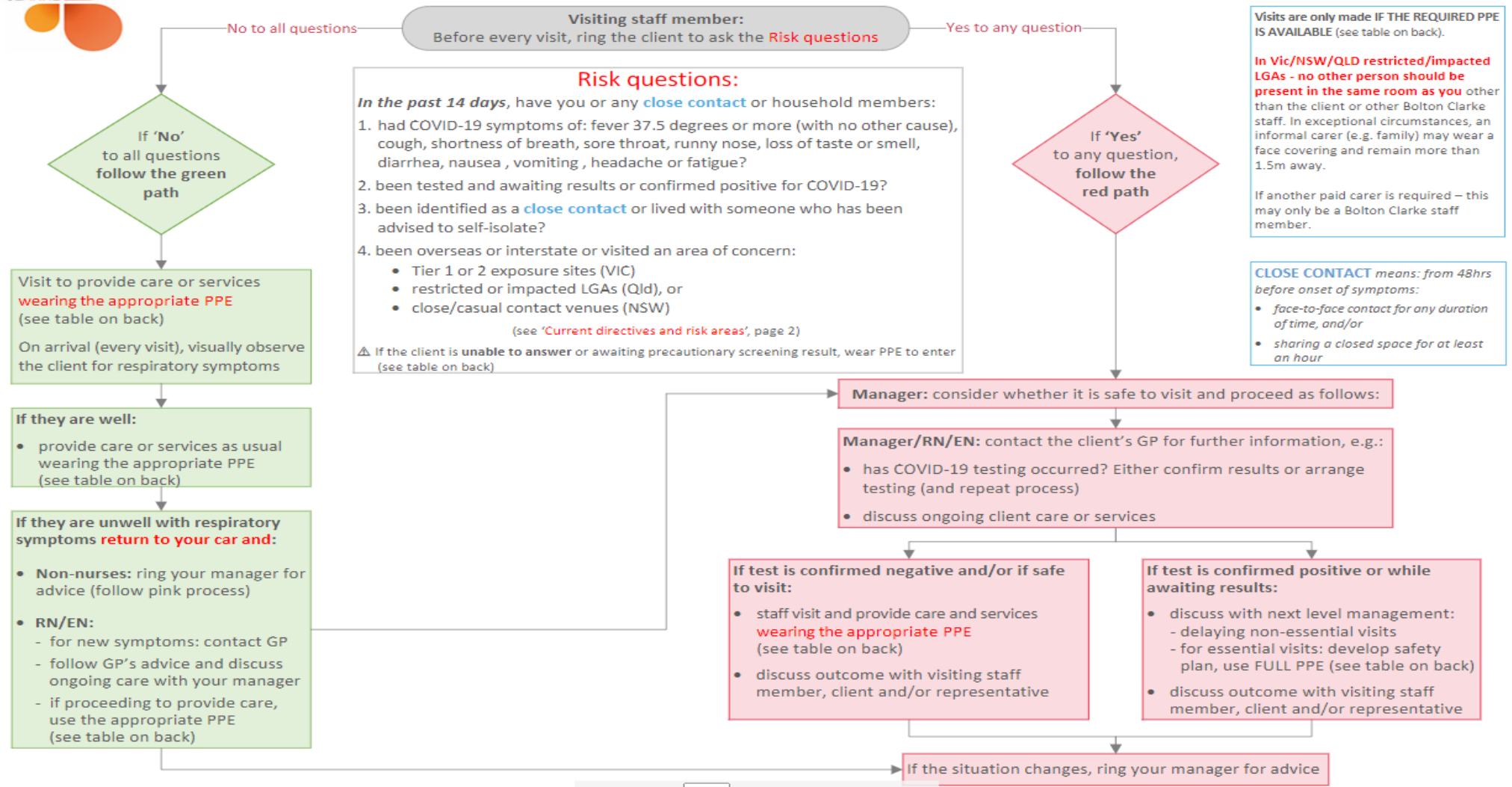


Step up emergency protocols with Policies and Procedures



This flowchart is used by the visiting worker to assess COVID-19 risk and determine if it is safe to provide care or services. If required, before entering use the [translated audio recordings](#) (or arrange an interpreter) to ask the questions via speaker on your mobile.

# COVID-19 client screening - AHS



## Appropriate PPE

PPE level	CONTEXT <i>Instructions will change in line with applicable government directives</i>	PPE REQUIREMENT				
		Non-sterile (examination) gloves	Fluid resistant gown	Surgical mask – fluid resistant	N95/P2 mask	Eye protection (goggles, eye or face shield)
Level 0	Client was <b>unable to answer screening questions</b> (e.g. response service callout). NOTE: when subsequently screened, follow applicable level.	VIC: ✓ Others^: As per standard precautions	VIC: ✓ Others^: As per standard precautions	VIC: ✓ NSW: ✓ Others^: As per gov't directive		VIC: ✓ NSW: ✓ Others^: As per gov't directive
Level 1	Working in a client's home where: <ul style="list-style-type: none"> <li>there are <b>NO</b> suspected* or confirmed COVID-19 cases (client or other home dwellers)</li> <li>there are <b>NO</b> clients with risk factors for COVID-19</li> <li>there are <b>NO</b> close contacts</li> <li>client is <b>awaiting precautionary screening</b> result (e.g. pre surgery/ECT/other tests or procedures)</li> <li>client or other home dwellers have tested negative, or been cleared</li> </ul>	As per standard precautions	As per standard precautions	VIC: ✓ NSW: ✓ Others^: as per gov't directive		VIC: ✓ NSW: ✓ Others^: As per gov't directive
Level 2	Working in a client's home where: <ul style="list-style-type: none"> <li><b>there ARE</b> suspected COVID-19 cases or people with coronavirus symptoms – no direct face-to-face care (<b>not within 1.5m of person</b>)</li> </ul>	✓	As per standard precautions	!	✓	✓
Level 3 †	Delivering direct face-to-face care <b>within 1.5m</b> of a client: <ul style="list-style-type: none"> <li>with suspected* or confirmed COVID-19, <b>AND/OR</b></li> <li>with coronavirus symptoms, <b>AND/OR</b></li> <li>who is a <b>close contact, AND/OR</b></li> </ul> Where someone in the home ( <b>regardless of proximity</b> ) has <b>confirmed</b> COVID-19	✓	✓		✓	✓
Level 4 †	Working where: <ul style="list-style-type: none"> <li>you must be present (regardless of proximity) in an uncontrolled setting. This may include some Community Residential Units, SRSs, and Homeless Persons Program areas.</li> </ul>	✓	As per Level 2 or Level 3		✓	✓
	<ul style="list-style-type: none"> <li>you care for a person (regardless of proximity) who: <ul style="list-style-type: none"> <li>requires a single aerosol generating procedure (AGP)<sup>†</sup>, or</li> <li>has a risk of aerosol generating behaviours (e.g. person screaming/yelling) <b>AND</b> has suspected* or confirmed COVID-19, or coronavirus symptoms.</li> </ul> </li> </ul>	✓	✓		✓	✓

Note: If you are unable to wear a PPE item, please consult your manager before seeing clients. Encourage clients to wear a face mask during the visit if tolerable.

⚠ Don't forget to perform hand hygiene before donning and after removing your gloves.

# Single staff may attend full PPE donning/doffing provided staff is marked competent on PPE and N95 application (fit checked) by site facilitator.

† AGPs should be avoided wherever possible.

\* Suspected case: for definitions, see the [COVID-19 Infection Prevention and Control Guideline](#).

^ Others include Local Government Areas and suburbs as per government directives. Perform risk assessment when required.

Note: These will change in line with government directives. **Current directives and risk areas:** [Queensland](#), [New South Wales](#), [South Australia](#), [Victoria](#)

For cardiopulmonary resuscitation during the COVID-19 pandemic, it is recommended that you use **compressions only**, not breaths.

For any client with suspected or confirmed COVID-19, wear an N95 mask. A few N95 masks can be decanted into a sealed plastic bag and kept in the client's home for use during CPR if necessary. [Frequently Asked Questions About Resuscitation During COVID-19 Pandemic](#)

# Any Questions?

