

Safeguards and preparing for life after lockdown: service provider discussion checklist



All content contributed by



Safeguards and preparing for life after lockdown: service provider discussion checklist

Name of service provider: _____
(Advisable to record a separate form for each service provider)

Question	Details	Response
Support related Questions		
<p>What support can service provide in the event of a COVID outbreak /when restrictions are imposed?</p> <p>Some services may be deemed non-essential or staffing teams may be minimised to reduce the risk of additional exposure. If this occurs, you may consider ways a participant can remain connected with known staff members eg: regular video chats.</p>	<ul style="list-style-type: none"> • What will be considered essential vs non-essential services? Establish the exact supports that will continue • Daily living support – personal care & assistance with other activities • Social and community participation support • If support is considered non-essential or support will be reduced, ask what alternative services can be implemented to maintain contact with the participant? • Will there be a scheduled check in on the person's welfare? 	

pg. 2

Question	Details	Response
	<ul style="list-style-type: none"> • If remote support is going to be provided, what are the details of this? • Are staff required to get COVID tested regularly? • Can the service assist with contacting service organising support for a deep clean at home? 	
<p>What support will the service provide when a participant or a member of their household is a primary COVID contact?</p> <p>The participant will need to isolate for 14 days if this occurs. Establish if home testing can occur for the participant.</p> <p>If applicable, have you liaised with Allied Health supports for suggestions</p>	<ul style="list-style-type: none"> • Establish essential supports that will continue • Has a response plan been established for delivering supports in the home? • Can assistance be provided to participant to get tested during the quarantine period? • Is there an emergency response procedure if participant becomes unwell - communication of how a participant is feeling /experiencing and what actions to follow? 	

pg. 3

Question	Details	Response
on diverse ways to engage someone who will be challenged by being at home for 14 days. Eg: renting an exercise bike and a treadmill		
What support will the service provide when a participant tests positive for COVID?	<ul style="list-style-type: none"> • Establish essential services that will continue • Will known staff continue to provide this support? • Has a backup support (other agency) been established if staff test positive for Covid? • What is the emergency response procedure for monitoring the participant's wellbeing? 	
What will the service do when the worker/s who has worked recently and/or closely with the participant tests	<ul style="list-style-type: none"> • Who will inform the participant? • How will continuity of support be managed? 	

pg. 4

Question	Details	Response
positive for COVID or has become a primary contact?		
<u>Communication</u> Seeking for details about the communication processes and expectations.	<ul style="list-style-type: none"> Establish the contact for the participant to provide or receive information <ol style="list-style-type: none"> 1. Primary contact 2. Alternative contact 3. Contact in an emergency (especially if afterhours) Eestablished time-frame for the communication and response. Establish what constitutes an emergency. Establish the process of assisting the participant to maintain external contact with family / close allies when participant is in isolation or quarantine within the group home? 	
What will service (organisation) do to introduce new workers?	<ul style="list-style-type: none"> How is that communicated to the participant? What information is passed on to the new worker about the person's support? 	

pg. 5

Question	Details	Response
Additional comments - when participant uses only sole traders/self employs	<ul style="list-style-type: none"> Is there assistance required from the support coordinator to source and engage back up support options? Does the support coordinator need to develop a profile of support to ensure there is information available if new and unknown workers need to be introduced to provide support? 	
Personal Protective Equipment related Questions		
What are PPE requirements for workers?	<ul style="list-style-type: none"> Precautionary? Supporting a person who is COVID positive? 	
What PPE requirements require of participant?	<ul style="list-style-type: none"> Participant is COVID positive Participant is a close contact 	
Funding for the PPE – Is service provider claiming funds from my plan for the PPE?	<ul style="list-style-type: none"> Confirm on funding arrangement for PPE. 	

Question	Details	Response
Disposal of used PPE	<ul style="list-style-type: none"> What process to support participant who is COVID positive or has been a close contact and is currently isolating or in quarantine? <ul style="list-style-type: none"> - service provider - personal 	
<u>Communication</u>	<ul style="list-style-type: none"> Who to contact for PPE? Who to contact for clinical waste disposal if required? 	
Vaccination related Questions		
Expectations about vaccination: Supporting the participant to express their expectation and/or preference about vaccination.	<ul style="list-style-type: none"> What is the participant expectation about vaccination: <ol style="list-style-type: none"> Self (participant) People around him/her 9 like in a group home or family members at home Workers How to assist participant to convey the information to service provider/s? How to support participant to acquire their proof of vaccination? 	

pg. 7

Question	Details	Response
Does the service provider have any formal stance about vaccination & related policies?	<ul style="list-style-type: none"> • Ask for vaccination/Immunisation policy/procedure. • What is the approach for the sole trader towards vaccination/immunisation? • Communication process about the vaccination status – first dose, second dose etc. 	
<u>Communication</u>	<ul style="list-style-type: none"> • Who does the support coordinator /participant approach at the service for information about vaccination? 	
Vaccination status - what is the worker/s' vaccination status? -what is the housemate/s' vaccination status?	<ul style="list-style-type: none"> • for organisation – communication - how are they going to confirm with the participant about worker's vaccination status? • for sole traders – how will the sole trader confirm with the participant about the worker's vaccination status. • What is the continuity of support within a group home situation if the participant's housemate/s have chosen not to be vaccinated – will one be 	

pg. 8

Question	Details	Response
	<p>informed and/or what safeguards are in place.</p> <ul style="list-style-type: none"> What is the continuity of support if the regular worker/s are not vaccinated and participant does not want a worker who is not vaccinated? 	
What are some of the follow- up action on support for participant who is not vaccinated	<ul style="list-style-type: none"> Will service provider work with a participant who is not vaccinated? What safeguards are implemented to protect the participant and worker? What will be the impact on service delivery ? 	