



# Infection Prevention & Control Handbook

The health and wellbeing of our team and customers is important. This simple guide provides practical information about how we can best manage risk associated with infections, such as the cold, flu & COVID-19.

As a home service provider, we play an important role in helping to provide confidence to our customers by helping maintain clean home environments.

**Please speak with a Manager or Support Team Member if you have any questions.**

## **Important – Do you require any PPE?**

Contact the Business Support Team if you or your customers require any masks or gloves or if you are running low.



## Before starting work

Consider your own health each day prior to commencing work.

You can do this by asking yourself simple questions:

- **How do you feel today?**
- **Are you showing any signs of illness (e.g., cold or flu)?**

Where you feel unwell, you should consider not attending work for the day. Contact your Manager to discuss as soon as possible by calling (07) 3708 1060 and follow up with the lodgement of a Leave Application Form.

Consider your cleaning kit and if you have sufficient alcohol-based hand sanitising product available for your day.



## When you arrive at a customer home

Apply this simple approach for each visit you complete.

### **Politely enquire as to the wellbeing of your customer:**

- Any symptoms or illness, cold or flu?
- Any recent contact with anyone diagnosed with COVID-19 or who has been unwell?

If the customer has a **recent COVID-19 test** and are awaiting results, they are **isolating** or in **quarantine**, you should return to your vehicle and contact the office for advice.

If the customer is **unwell**, advise that you will contact the office to postpone the service, and immediately contact the office for advice and rescheduling.

## While Completing a Service

- Maintain an **appropriate physical distance at all times** between all other people – at least **1.5 metres**.
- Practice personal hygiene including **regularly washing your hands** – particularly before eating or using a toilet.
- **Wearing gloves** during your cleaning services.
- Practice good **sneeze hygiene** and **cough etiquette** – cover your mouth/nose with a tissue when coughing & sneezing.
- Avoid touching your mouth, eyes and face.



**Masks may need to be worn while completing in-home services.**

The Company will provide advice should this be required, but all employees should feel comfortable to wear a mask anytime they wish.

## When Ending a Service

- Be sure to **wash your hands** for **at least 20 seconds** using soap and water.
- Where this is not possible, utilise an alcohol-based hand sanitising solution, and wash your hands at the next opportunity.



## Cleaning practices

The following are important practices to limit contamination.

- Where possible, disinfect surfaces such as countertops, door handles and light switches inside customer homes.
- Use clean/fresh clothes or materials for each customer (*do not take wet/used clothes into a customer home*).
- Wash all your used clothes/rags in a hot wash at the end of each day.
- Empty your vacuum cleaner at the end of each day.



# How to Wash your Hands



It should take between **40 – 50 seconds** to wash your hands well.



**0** Wet hands with water;



**1** Apply enough soap to cover all hand surfaces;



**2** Rub hands palm to palm;



**3** Right palm over left dorsum with interlaced fingers and vice versa;



**4** Palm to palm with fingers interlaced;



**5** Backs of fingers to opposing palms with fingers interlocked;



**6** Rotational rubbing of left thumb clasped in right palm and vice versa;



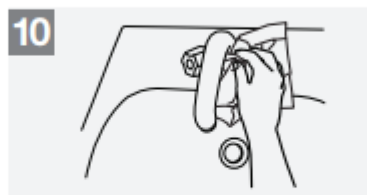
**7** Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



**8** Rinse hands with water;



**9** Dry hands thoroughly with a single use towel;



**10** Use towel to turn off faucet;



**11** Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

Practices –

## Respiratory Hygiene & Cough Etiquette

Infections such as the flu virus and COVID-19, are spread by droplets and/or the air. Employees should consider how they consider respiratory etiquette while working.

This includes:

- turning away from others when coughing or sneezing
- covering nose and/or mouth with a tissue or sleeve when coughing or sneezing
- using disposable tissues
- disposing of used tissues in the nearest bin rather than storing in a pocket/ handbag for future use, or postponed disposal.
- performing hand hygiene (washing your hands)
- encouraging anyone to wear a mask if they are unwell, or concerned.



## Important Training



All employees are required to complete the below important training. It's simple and easy to understand, and can be completed by following the below links:

- **How to wear a Mask**

<https://www.health.gov.au/resources/videos/how-to-wear-a-mask>

- **How to Wash your Hands**

<https://www.youtube.com/watch?v=uhzt71C5wLI>

## What else can you do?

Employees are encouraged to participate in an annual flu vaccination program. Where you may be out of pocket, the Company will pay a reimbursement to cover the cost of vaccination.

## Have questions?

Please speak with a Manager or Support Team Member if you have questions or concerns.



### Business Support Team

Email: [team@firstcallhomeservices.com.au](mailto:team@firstcallhomeservices.com.au)

Phone: (07) 3708 1060

### Aaron Athorn, Managing Director

Email: [aaron@firstcallhomeservices.com.au](mailto:aaron@firstcallhomeservices.com.au)

Phone: (07) 3708 1060 | 0408 745 835

## CONFIRMATION

With respect to the Company's **Infection Prevention & Control Guide**, I hereby confirm the following:

- That I have read and understand the provided **Infection Prevention & Control Guide**;
- That I have viewed the '**How to Wear a Mask**' video [page 6] using the web link provided in this Guide;
- That I have reviewed the included Practice Guidance on '**How to Wash your Hands**' [page 4] and '**Respiratory Hygiene & Cough Etiquette**' [page 5]; and
- That I have had the opportunity to request, from the Business Support Team or a Manager, any clarification required to confirm my/our understanding of this Guide.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Once signed, please return this document by:*

- Completing the online signature form (via a link you have received from the Company);
- Emailing a signed version to [team@firstcallhomeservices.com.au](mailto:team@firstcallhomeservices.com.au); or
- Sending an MMS of the signed version to the **Managing Director**