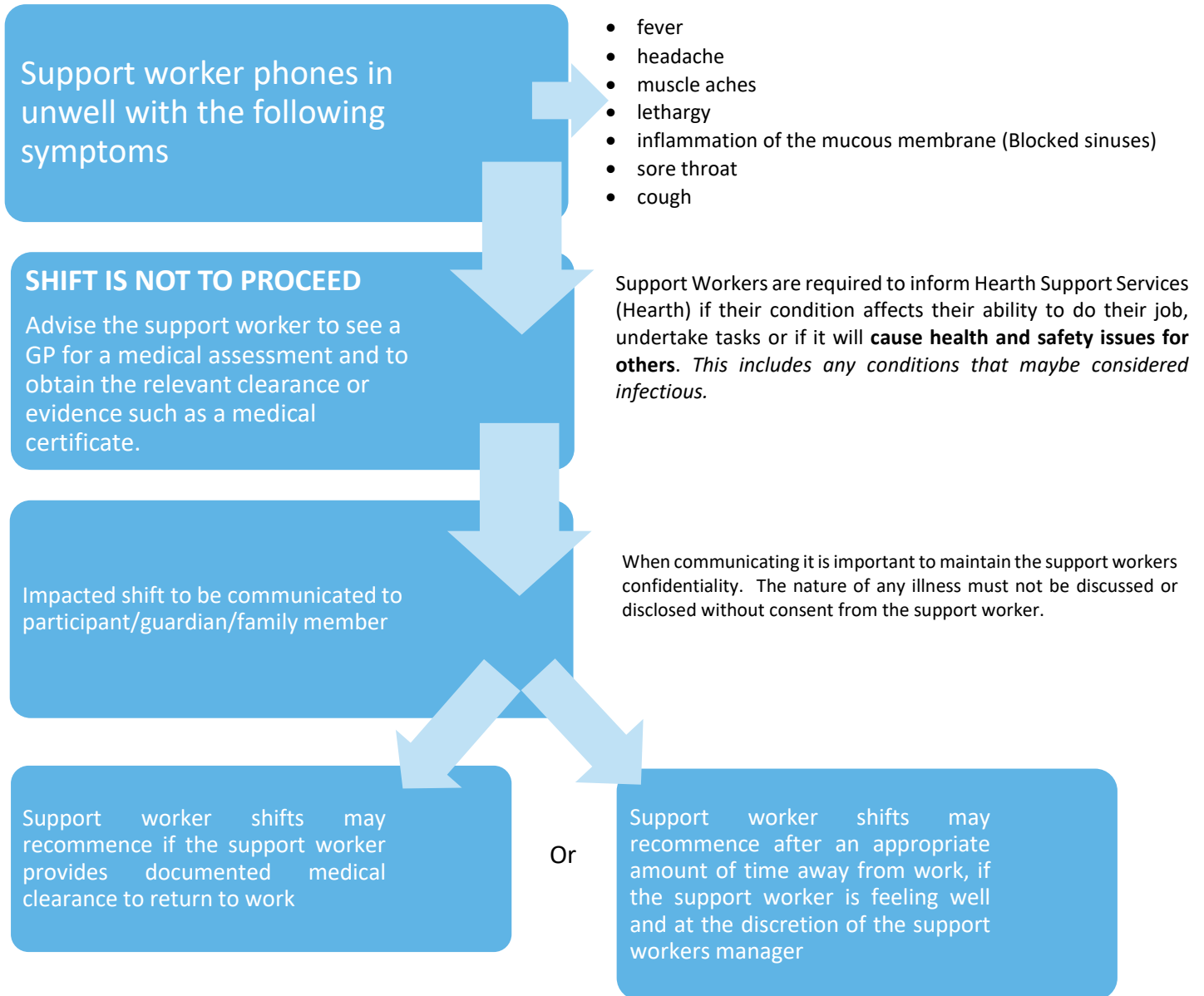


NOTIFICATION OF ILLNESS PRIOR TO SHIFT COMMENCEMENT

A support worker must inform their Relationship Manager or the appropriate manager that they are going to be unable to work. This must be done as soon as possible prior to the support workers next shift. They should also specify how long they will be off or expect to be off work.

The following steps should be taken should a Support Worker phone in unwell:



As guidance, infectious diseases such as the flu, is probably communicable for three to five days* from clinical onset in adults and up to seven days and occasionally longer in young children.

**Sourced from Victorian Guidelines for the control of infectious diseases – The Blue Book.*

Please note there are certain infectious illnesses where a support worker will be excluded from work for a specific period and will require medical clearance.

NOTIFICATION OF ILLNESS POST SHIFT COMMENCEMENT

Should a support worker become ill while on shift or it has become apparent that a support worker is ill when arriving for a shift, the support worker must inform their relationship manager and the participant/guardian. The after-hours number must be called should the shift take place outside of business hours. An agreement must be met with the participant/guardian, support worker and their relevant manager with regards to a shift continuing and only if the support worker is well enough to do so. Additional infection control precautions are required should the shift continue. This is supported by *Hearth Support Services policies 2.17 Infection Control, WHS-SOP-002 - Good Hygiene Practices and WHS-SOP-003 Hearth Infection Prevention Program*).

The following steps should be taken should a support worker become unwell while on or prior to a shift:

RM is made aware of support worker suspected illness

The support worker or participant has informed the RM that the support worker is feeling ill with symptoms as listed on the previous page.

SHIFTS MAY PROCEED

SHIFTS MUST NOT PROCEED

A shift may only continue if the support workers illness does **not** affect their ability to do their job, undertake tasks, or if it will **not cause health and safety issues for others**

A shift must not continue if the support worker illness affects their ability to do their job, undertake tasks or if it creates an additional risk that **may cause health and safety issues for others**

and

and

must be agreed upon by the RM, participant and support worker

if it not agreed upon by the RM, participant and support worker

NOTE: The support worker must take additional infection control precautions where applicable and available when continuing the shift.

The support worker is to proceed home if safe to do so.

Additional Precautions and Social Distancing

Additional infection control precautions (where applicable and available) must be taken on top of standard infection control practices where the participant, support worker and relationship manager agree that the shift will continue.