

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:

Support worker phones in unwell with the following symptoms

- fever
- headache
- muscle aches
- lethargy
- inflammation of the mucous membrane (Blocked sinuses)
- sore throat
- cough

SHIFT IS NOT TO PROCEED

Advise the support worker to see a GP for a medical assessment and to obtain the relevant clearance or evidence such as a medical certificate.

Support Workers are required to inform Hearth Support Services (Hearth) if their condition affects their ability to do their job, undertake tasks or if it will cause health and safety issues for others. This includes any conditions that maybe considered infectious.

Impacted shift to be communicated to participant/guardian/family member

When communicating it is important to maintain the support workers confidentiality. The nature of any illness must not be discussed or disclosed without consent from the support worker.

Support worker shifts may recommence if the support worker provides documented medical clearance to return to work

Or

Support worker shifts may recommence after an appropriate amount of time away from work, if the support worker is feeling well and at the discretion of the support workers manager

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.

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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 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

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**

and

must be 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.

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.

SHIFTS MUST NOT PROCEED

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

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

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

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