Supporting People to Stay Infection Free elearning

https://disabilityservicesconsulting.us14.list-manage.com/track/click?u=4f11b1596c5b0737fe793936a&id=4bfd22da74&e=5ffdf5d18d

With the increased transmission of COVID-19, it's vital to understand how to keep yourself and the people you support healthy.

To assist the sector to respond, DSC is releasing free, our **Supporting People to Stay Infection Free** eLearning module. It's an early release from our upcoming online support worker training package that provides practical strategies for preventing and controlling infections. This 30 minute eLearning module is specifically designed for the Australian disability workforce and is aligned with the NDIS Quality and Safeguarding Framework. This module includes:

- information about why many people with disability are more vulnerable to infection
- key steps to prevent spreading infection and COVID-19 transmission
- application of the NDIS Code of Conduct to infection control
- information about the chain of infection and key modes of transmission
- understanding risks and responsibilities in keeping people infection free
- education about maintaining privacy, choice and control
- interactive scenarios to test understanding in practice

Sign up as many learners as you need at no cost. All learners will be issued a certificate upon completion.

This information is being passed on by Simply Helping in the interest of public health at large and support workers due to the COVID-19 virus. For those who cannot access the eLearning, below you will find screen shots of the free course. We thank DSC for making this available.

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Supporting People to Stay Infection Free

30 mins

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START

Important information about Novel Coronavirus

Novel Coronavirus (COVID-19)

We are hearing a lot about COVID-19 in the news. It is a new virus that affects people's respiratory (breathing) system. Most people get a mild infection, others get a severe infection, causing hospitalisation. People with underlying health conditions such as diabetes, heart and respiratory conditions are more likely to develop a severe form of COVID-19.

So let's all do our bit to keep ourselves and the people we support healthy.

This module will step you through some theory and lots of practical strategies for preventing and controlling infections. If you only have a few minutes today, then this is what we want you to take away regarding preventing a COVID-19 infection.

Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.

Carry and use hand sanitiser in places where you can't easily wash your hands.

Avoid touching your eyes, nose, and mouth with unwashed hands.

Stay home from work when you are sick. People who think they may have been exposed should call (not visit) their GP or ring the national hotline on 1800 020 080.

Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

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SECTION ONE

INTRODUCTION

Instructions

What do you need to know and do?

What's your role?

NDIS Code of Conduct

SECTION TWO

AN INTRODUCTION TO INFECTION

The life of a germ

Why many people with disability are more vulnerable to infection

SECTION THREE

STANDARD PRECAUTIONS

Standard precautions

When should you clean your hands?

Hand rubbing

Hand washing

Cough and sneeze etiquette

Personal hygiene

Personal Protective Equipment

PPE: Gloves

PPE: Disposable apron

PPE: Masks and eye protection

Clean and contaminated zones

Environmental cleaning

Let's review

SECTION FOUR

WHEN PEOPLE GET SICK

Ways to control the infection when someone is sick

When additional precautions are needed

Respecting privacy and appropriately warning others

Accidental exposure to blood or other body fluids

Let's review

SECTION ONE

INTRODUCTION

Instructions

What do you need to know and do?

What's your role?

NDIS Code of Conduct

Instructions

Use the navigation elements on each screen to move through the content.

Notes

Type in the Notes pane to record your thoughts. You can print or save them at the end.

Menu

Navigate to a topic and access resources and references from the Menu button.

Navigation

Select the Back and Next buttons to navigate through the screens in this module.

Step Counter

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What do you need to know and do?

- Apply the NDIS Code of Conduct to infection control
- Know why many people with disability are more vulnerable to infection
- Know your role and duty to help people stay infection free
- Know how to follow standard and additional precautions and the importance of them to minimise the risk of spreading infection
- Be aware of what can cause infection and how it can spread
- Know where to find more information on infection control and prevention

What's your role?

When supporting people to stay infection free, you should:

- Ask people how they want to be supported and listen to their answers
- Support people in a culturally appropriate way
- Read and refer to any documentation the person has available such as their Support Plans
- Follow your organisation's procedures including those relating to complaints, incidents and documentation
- Speak up if you're not sure what to do or if something doesn't feel right to you
- Identify and report changes in health or function, any safety concerns or unmet needs of the person and refer in accordance with organisation and confidentiality requirements
- Keep up to date with your skills.

Select the button to see what is not included in this module.

Read more

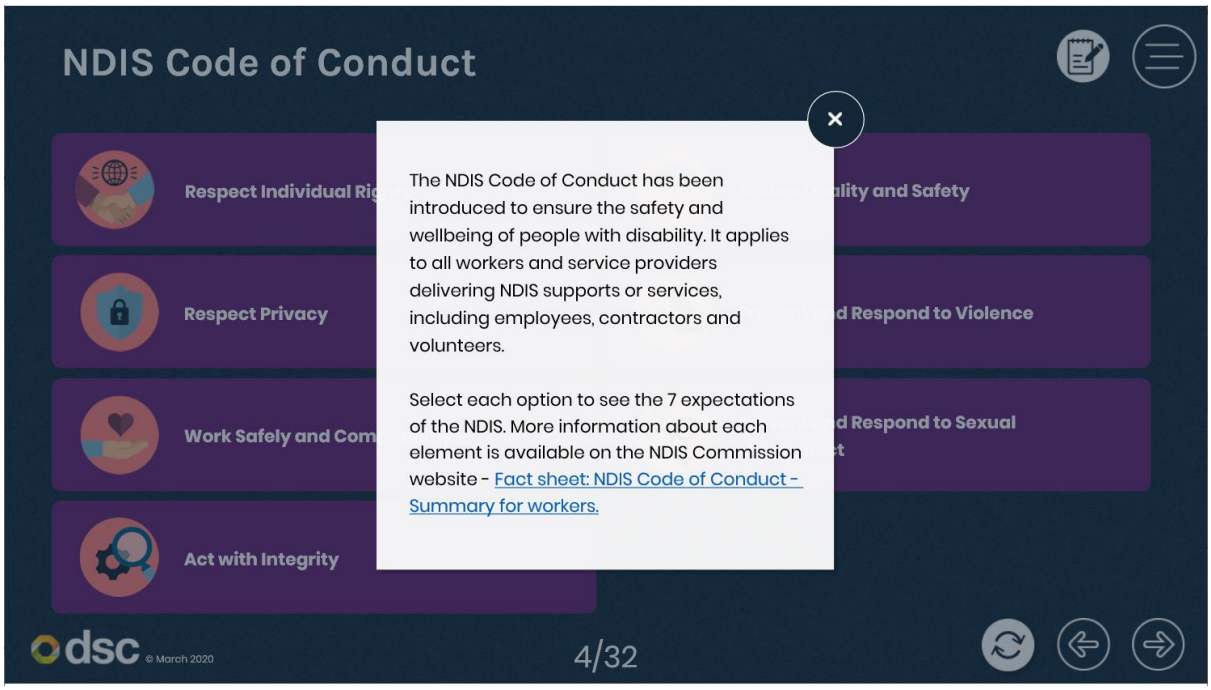
What's your role?

Read more

This is an introduction to supporting people to stay infection free. Some Support Workers will require higher levels of training relating to infection control. This includes activities such as:

- Stoma care
- Tracheostomy care
- Enteral feeding management
- Complex wound care
- Urinary catheter care
- Management of injection equipment.

This module does not cover food borne infection and safe food handling.



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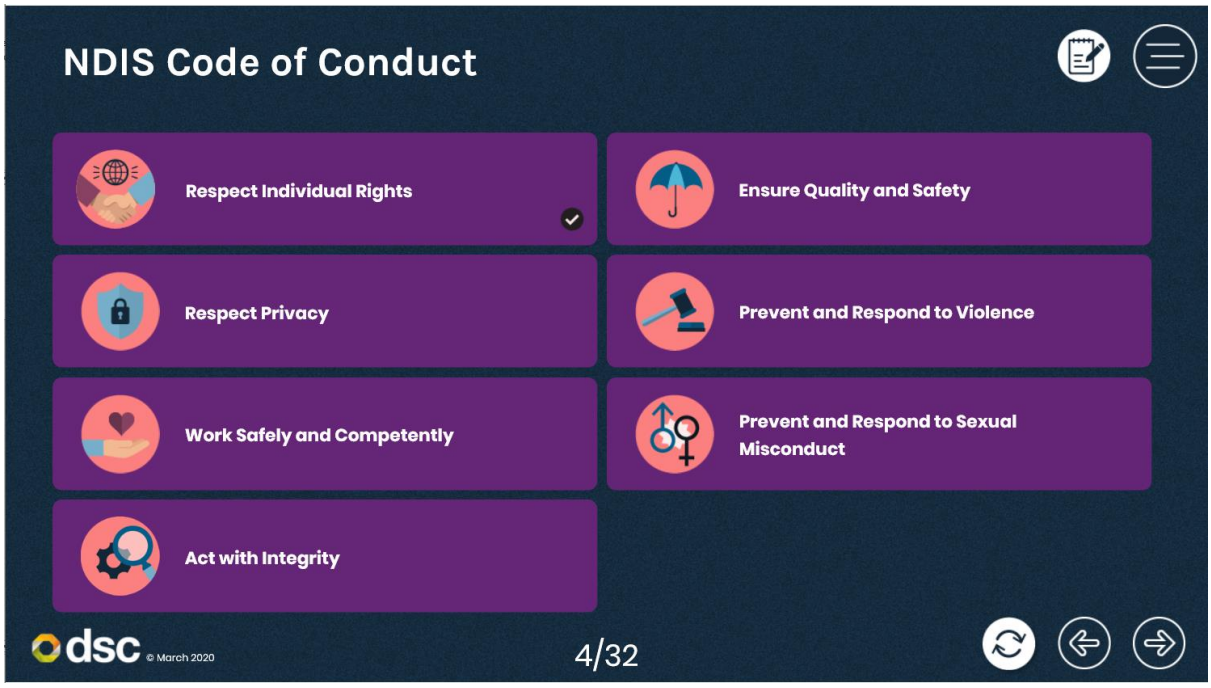


NDIS Code of Conduct

Respect Individual Rights

Ensure Quality and Safety

Act with Integrity

Respect Individual Rights

Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.

NDIS Code of Conduct

Respect Individual Rights

Ensure Quality and Safety

Act with Integrity

Respect Privacy

Respect the privacy of people with disability.

NDIS Code of Conduct

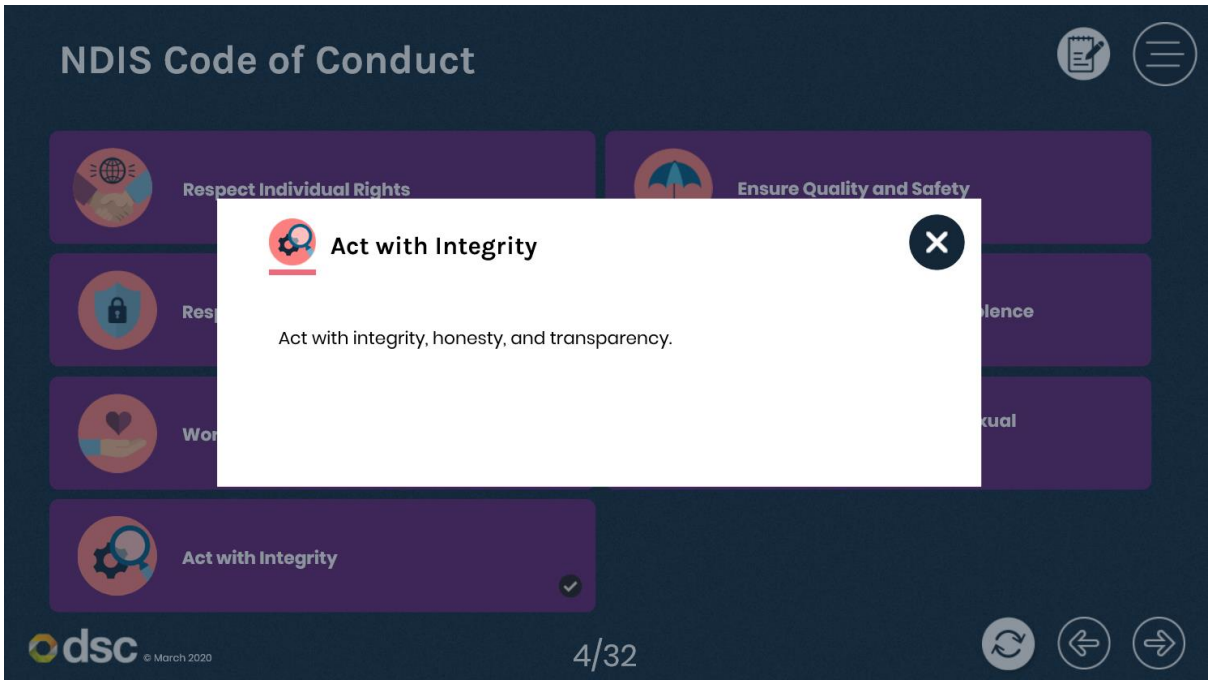
Respect Individual Rights

Ensure Quality and Safety

Act with Integrity

Work Safely and Competently

Provide supports and services in a safe and competent manner with care and skill.


NDIS Code of Conduct
Respect Individual Rights
Ensure Quality and Safety
Act with Integrity
Act with integrity, honesty, and transparency.
Act with Integrity
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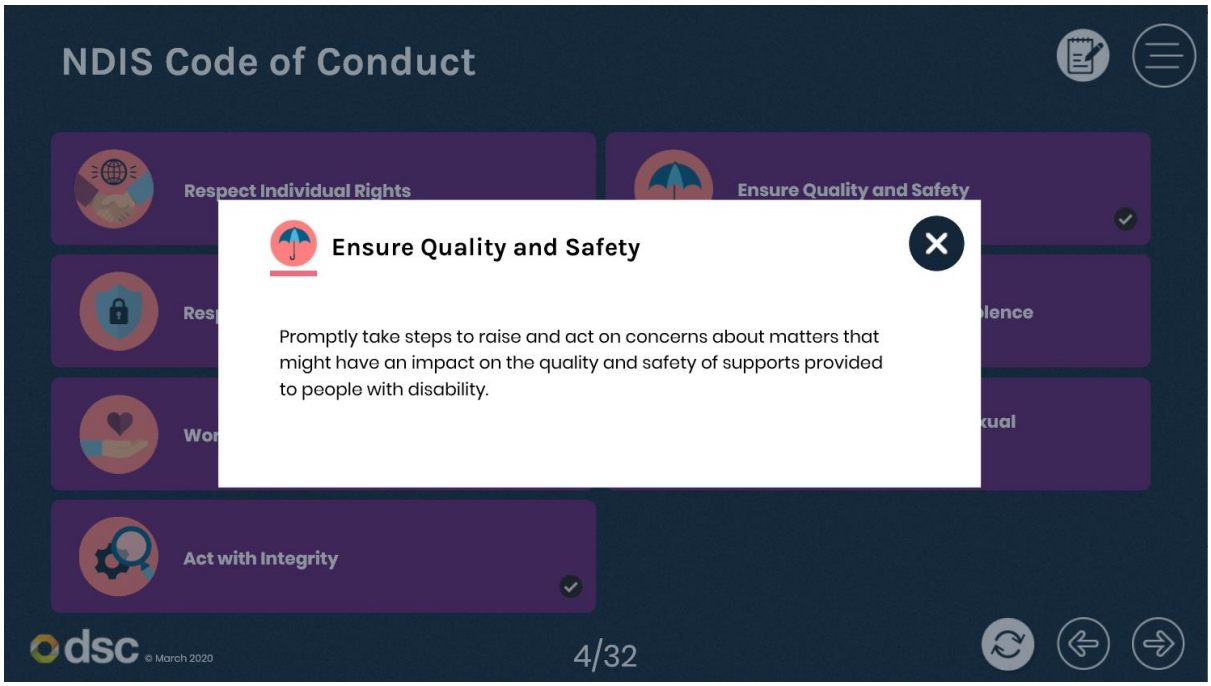
NDIS Code of Conduct
Respect Individual Rights
Ensure Quality and Safety
Ensure Quality and Safety
Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.
Act with Integrity
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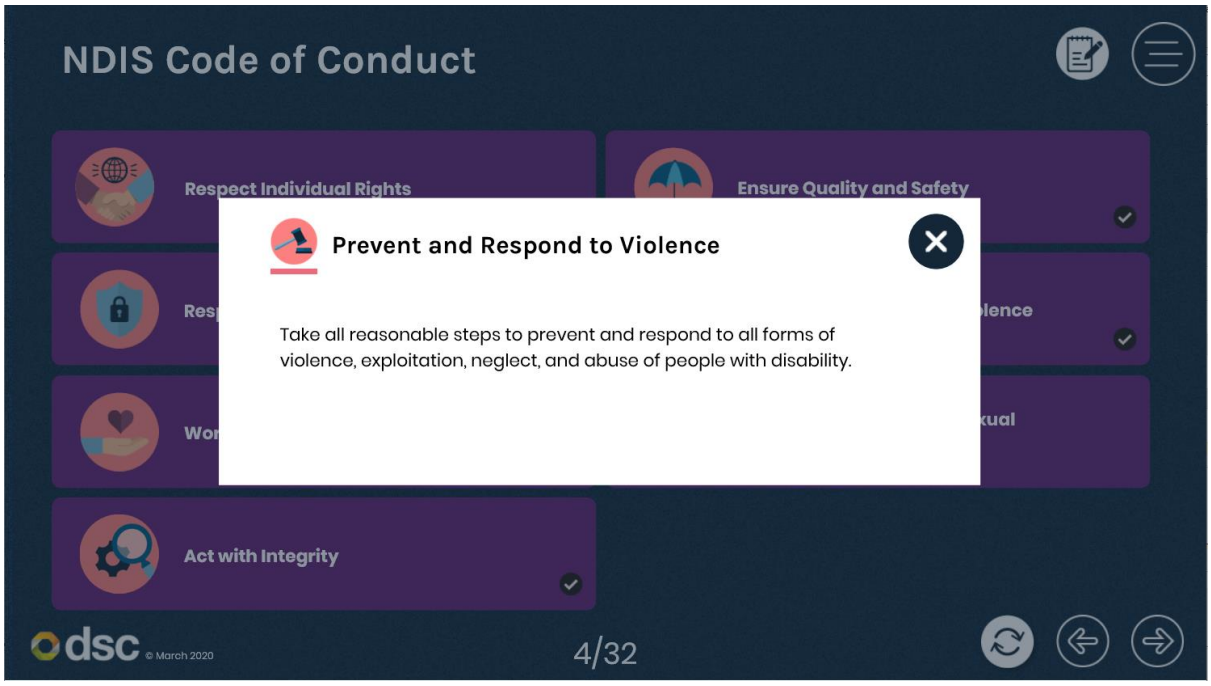
NDIS Code of Conduct
Respect Individual Rights
Ensure Quality and Safety
Prevent and Respond to Violence
Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability.
Act with Integrity
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NDIS Code of Conduct

Respect Individual Rights

Ensure Quality and Safety

Act with Integrity

Prevent and Respond to Sexual Misconduct

Take all reasonable steps to prevent and respond to sexual misconduct.

SECTION TWO

AN INTRODUCTION TO INFECTION

The life of a germ

Why many people with disability are more vulnerable to infection

The life of a germ

The way infection spreads is often called the chain of infection. But we think it is easier to think of the way germs live. There are six steps that you need to know about. Each of these steps can be interrupted through various means to prevent germs spreading infection.

Select each option to learn about how germs spread infection.

The life of a germ

The way infectio
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Each of these ste
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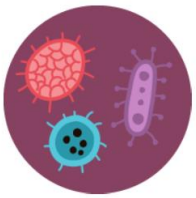
Select each optic
germs spread inf

Germs - organism, pathogen or infectious agent

This is the germ that causes the disease.

For example:

- bacteria
- fungus
- parasite
- virus.



How germs get around

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The life of a germ

The way infectio
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Select each optic
germs spread inf

Where germs live - Reservoir

Examples of where the germs live include:

- on someone's skin
- in urine
- on surfaces and equipment
- in water and food.

How germs get around

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5/32

The life of a germ

The way infection spreads is often called
the chain of infec
easier to think of
are six steps that
Each of these ste
through various r
spreading infecti

Select each optic
germs spread inf

How germs get out - Portal of exit

This is how the germ exits its home.

For example:

- in saliva, blood, or snot (body fluids)
- open wounds or skin
- coughs and sneezes (aerosols).

get in

get out

How germs get around

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How germs get around - Mode of transmission

This is how the germ moves from one place to the next. This can be via contact, droplet or airborne transmission, or from contaminated water and food and some animals.

For example:

Contact transmission

- This can be **direct contact** from person to person such as via dirty hands or contaminated food, or **indirect contact** via dirty equipment and objects.
- Contact transmitted infections or diseases include viral gastroenteritis (gastro), scabies and conjunctivitis.

DIRECT CONTACT

INDIRECT CONTACT

Select the arrow below for more examples.

How germs get in - Portal of entry

This is how the germ enters its new home.

For example, through:

- a cut in someone's skin
- a medical device that enters the body like a catheter
- the eyes, nose and mouth.

The germs find the next person it can make sick - Susceptible host

Healthy people have defences against germs, but some people are more likely to get infections.

For example:

- babies and children
- the elderly
- people with disability
- people with a weakened immune system
- unimmunised people.

Why many people with disability are more vulnerable to infection

Most days, neither you nor the person you're supporting will be sick. So most days, your role is to prevent germs from entering your environment. One of the steps in spreading infection, is for the germ to find a susceptible or vulnerable host.

Select each option for information about what makes some people with disability more vulnerable to infection.

Wounds

Reduced immune system

Medical devices

Medications

Other disorders (comorbidities)

Why many people with disability are more vulnerable to infection

Most days, neither you nor the person you're supporting will be sick. So most days, your role is to prevent germs from entering
host.

Select ea

Wounds

Some people with disability are more susceptible to wounds, such as pressure sores. Wounds provide an entry for germs into the body.

Wounds
Reduced immune system
Medical devices
Medications
Other disorders (comorbidities)

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Why many people with disability are more vulnerable to infection

Most days, neither you nor the person you're supporting will be sick. So most days, your role is to prevent germs from entering
host.

Select ea

Reduced immune system

There are many causes for immune deficiency including genetic disorders, poor nutrition and dehydration.

Wounds
Reduced immune system
Medical devices
Medications
Other disorders (comorbidities)

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Why many people with disability are more vulnerable to infection

Most days, neither you nor the person you're supporting will be sick. So most days, your role is to prevent germs from entering
host.

Select ea

Wounds | Reduced immune system | Medical devices | Medications | Other disorders (comorbidities)

Medical devices

Medical devices that are inserted into the body, like tracheostomies and feeding tubes, provide a direct pathway for germs to enter the body.

Why many people with disability are more vulnerable to infection

Most days, neither you nor the person you're supporting will be sick. So most days, your role is to prevent germs from entering
host.

Select ea

Wounds | Reduced immune system | Medical devices | Medications | Other disorders (comorbidities)

Medications

Medications can have many side effects including reducing the immune system's ability to respond to infection and causing dry skin which is more susceptible to cracking, letting infection enter the body.

Why many people with disability are more vulnerable to infection

Most days, neither you nor the person you're supporting will be sick. So most days, your role is to prevent germs from entering
host.

Select ea

Wounds | Reduced immune system | Medical devices | Medications | Other disorders (comorbidities)

Other disorders (comorbidities)

Some types of disability have common comorbidities which may make people more vulnerable to infection. For example, people with down syndrome are more likely to have a blood disorder.

STANDARD PRECAUTIONS

SECTION THREE

Standard precautions
When should you clean your hands?
Hand rubbing
Hand washing
Cough and sneeze etiquette
Personal hygiene
Personal Protective Equipment
PPE: Gloves
PPE: Disposable apron
PPE: Masks and eye protection
Clean and contaminated zones
Environmental cleaning
Let's review

Standard precautions

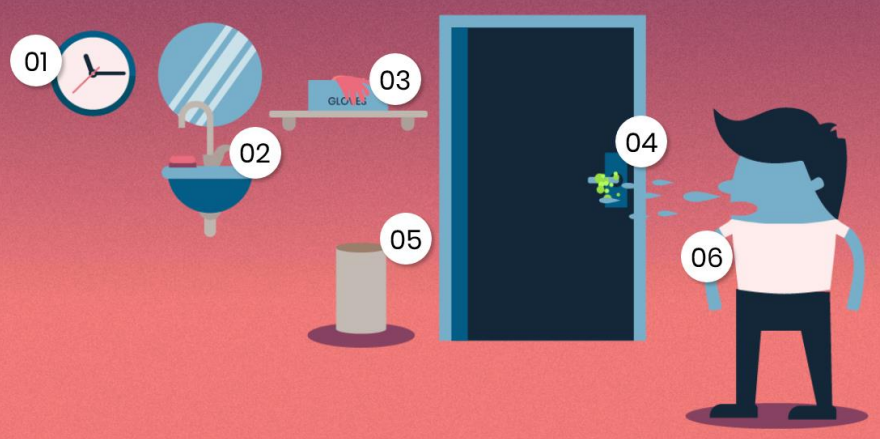
01

As mentioned before, most days, your role is to prevent germs from entering your environment.

Everyone should use standard precautions, every time and with every person to stop the spread of infection and keep people infection free. They are not just for when you know someone is sick, they are for everyone.

Select each option to learn about the standard precautions you can take to protect yourself and others.

Standard precautions



When do I apply standard precautions?

Every time you come into contact with:

- blood (including dried blood)
- faeces
- vomit
- urine
- phlegm and snot (nasal discharge or mucous).

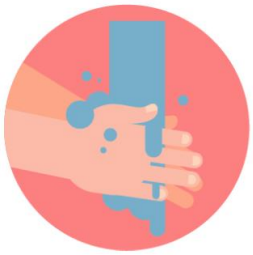
People can be sick without realising it, so their bodily fluid can be carrying germs without them knowing. This is because of the **incubation period.**

The incubation period refers to the time an illness is contagious and can be spread but before the person has developed any symptoms relating to the illness..

Good hand hygiene

Practise good hand hygiene. Wash your hands **before** and **after** touching someone or making contact with any bodily fluids and blood.

We'll take a look at hand hygiene in more detail on the next screen.



Personal Protective Equipment

Use PPE (Personal Protective Equipment). You have probably used gloves many times before. There is some other PPE equipment that you should become familiar with too:

- plastic single use aprons or gowns
- masks
- eye protection.

We'll look at how and when to use different types of PPE later in the module.

Routine cleaning

Often you will be given a cleaning schedule with **routine cleaning**.
Pay particular attention to:

- bathrooms
- door handles
- light switches
- bins
- taps.

We'll look at how and when to clean later in the modules.

Waste disposal

Dispose of waste appropriately.

Cough and sneeze etiquette

Practise **cough and sneeze etiquette**.

We'll take a look at what the cough and sneeze etiquette is in a moment.

When should you clean your hands?

Before and after personal contact e.g. applying sunscreen or brushing teeth

After exposure to blood and bodily fluids

Before and after preparing food and medication

After coughing or sneezing

After smoking

After using the toilet

Before and after using gloves

Before and after touching hair and face

If your hands are visibly dirty

Before and after leaving the house

Hand rubbing

Hand rubbing is when you use liquid sanitising products that you rub into your hands and do not wash off.

The World Health Organisation (WHO) created the How to Handrub? poster to outline the correct steps.

Hand rubbing is often used when:

- access to soap and water is extremely limited e.g. out and about from home
- hands are not visibly soiled.

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

Duration of the entire procedure: 20-30 seconds

1a Apply a palmful of the product in a cupped hand, covering all surfaces;

1b

2 Rub hands palm to palm;

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

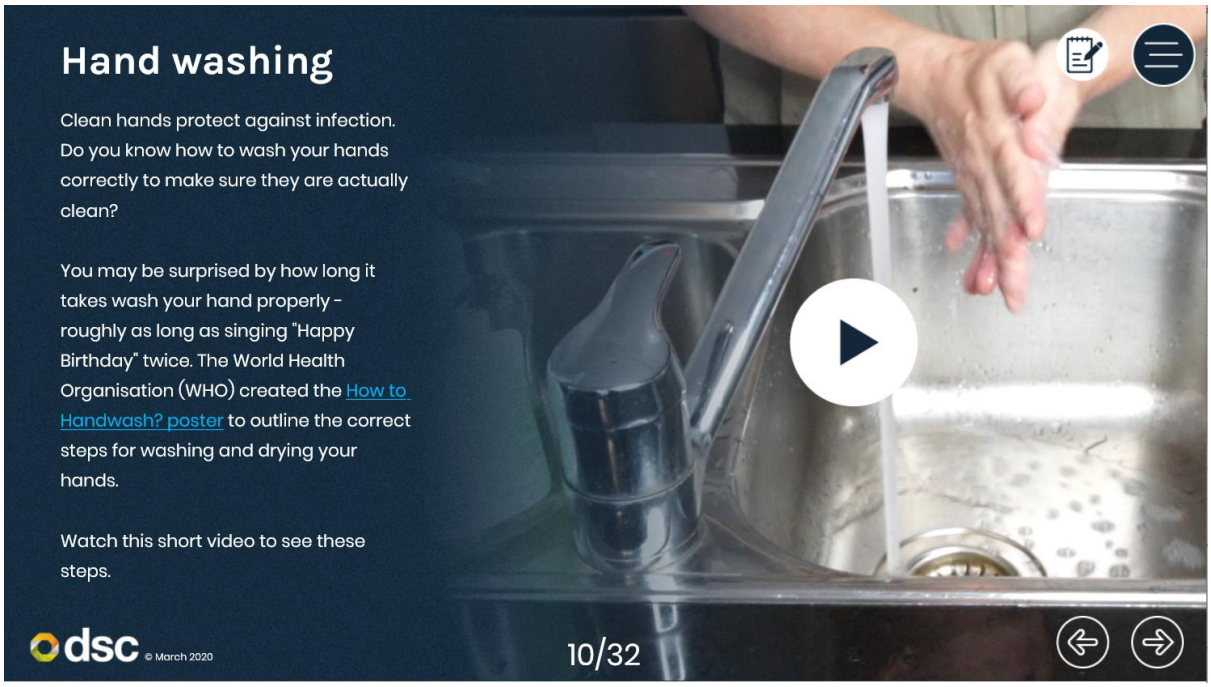
4 Palm to palm with fingers interlaced;

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 Once dry, your hands are safe.



https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf?ua=1

Cough and sneeze etiquette

The cough and sneeze etiquette refers to the practice of taking steps to reduce the spread of infections from coughs and sneezes.

Select each option to learn about the steps of the cough and sneeze etiquette.

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Cough and sneeze etiquette

The cough and s
coughs and snee

Select each optio

Use a tissue

Sneeze or cough into a tissue and dispose of it immediately into a bin.

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11/32

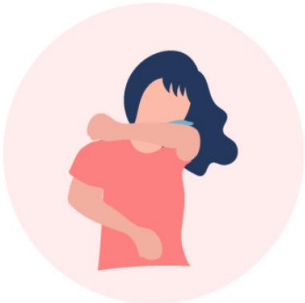
Cough and sneeze etiquette

The cough and s
coughs and snee

Select each optio

Use your elbow

If a sneeze or cough sneaks up on you and no tissues are handy - sneeze or cough into your elbow.
This prevents your hands from becoming contaminated.



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11/32

Cough and sneeze etiquette

The cough and s
coughs and snee

Select each optic

Wash your hands

Wash your hands immediately.

Personal hygiene

Practicing good personal hygiene is the singularly most efficient thing you can do to protect yourself against most infectious diseases.

Select each option to learn about good personal hygiene.

Personal hygiene

Moisturise your hands

Moisturise your hands regularly to prevent drying and cracking.

Personal hygiene

Check skin integrity

Check your skin integrity everyday - look for dryness and cracking, cuts or sores.
Any cut, scratch or wound provides an exit and entry portal for germs.

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Personal hygiene

Cover breaks in skin

Cover any breaks in your skin with a waterproof dressing.

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Personal hygiene

Remove jewellery

Remove all unnecessary jewellery. The cracks and crevices in jewellery can provide a place for germs to live.

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Personal hygiene

Keep fingernails short

Fingernails should be no longer than your fingertips and shaped in a blunt curved manner so as not to puncture gloves. Long nails can trap germs and are harder to keep clean.

Personal hygiene

Avoid artificial nails

Artificial nails are highly discouraged as they provide minuscule air pockets for infections to become trapped in.

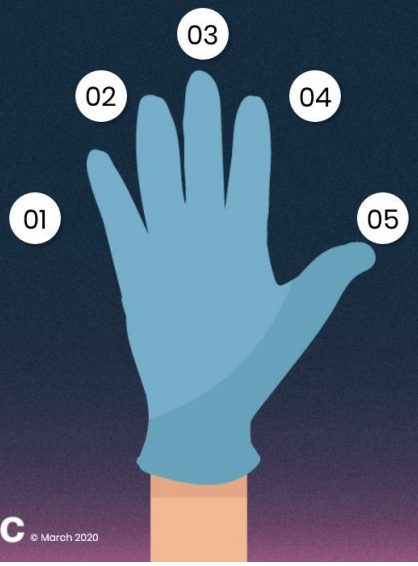
Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) commonly found in the Disability Service sector includes:

- Gloves
- Disposable apron
- Mask or respirator
- Eye protection.

Let's look at how and when you should use each of these.

PPE: Gloves



Gloves should be worn when there is potential for contact with blood, bodily fluids, mucous membranes or non-intact skin.

Select each option to learn more about how and when to use gloves.

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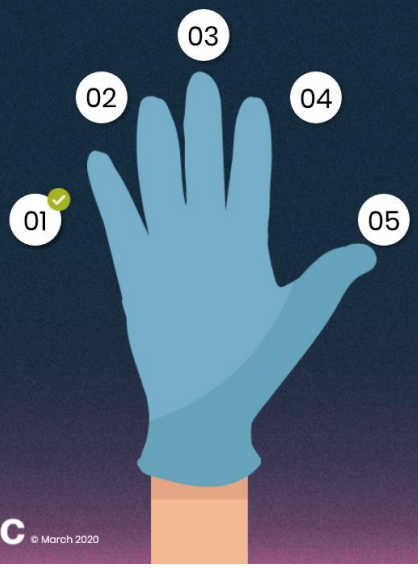
PPE: Gloves



01

Wash your hands before and after using gloves.

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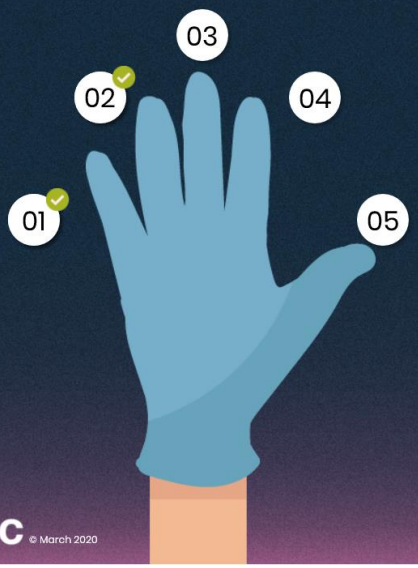
PPE: Gloves



02

Gloves should always be changed for each individual you're supporting, even for non-invasive tasks, such as applying sunscreen.

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PPE: Gloves

03

Gloves should be changed in between tasks even when supporting the **same** person. For example, when supporting someone to shave, a new pair of gloves should be used to support the person to brush their teeth.

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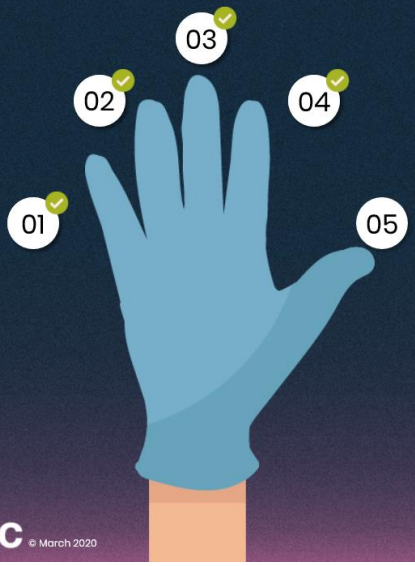
PPE: Gloves



04

Gloves are **single use** only.

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PPE: Gloves

05

Gloves should be removed by pulling down and over from the wrist - effectively, turning the glove inside out as it travels down the wrist towards the fingers.

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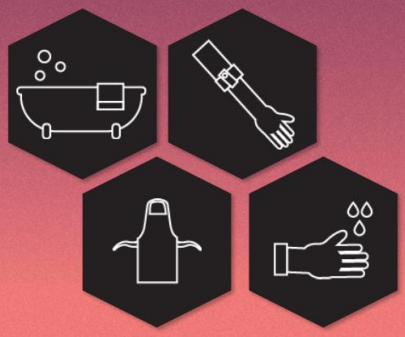
PPE: Disposable apron



Aprons should be worn to prevent your clothes being soiled or made dirty when undertaking an activity where there is potential for splashing or sprays of blood, bodily fluids, and secretions.

If there is no risk of getting dirty or splashed, you don't have to wear an apron.

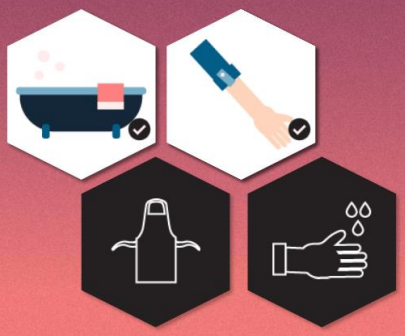
Select each option to learn more about how and when to wear an apron.

PPE: Disposable apron

01

Aprons should be worn when supporting people to shower or bathe.

PPE: Disposable apron



02

If an apron is used, you should ensure you are "bare below the elbow." Sleeves should be rolled up beyond the elbow or clothing with sleeves should be removed prior to putting on the apron.

PPE: Disposable apron

03

Remove the apron immediately after use and roll up, placing the potentially soiled side on the inside. Discard of the apron appropriately.

If it is soiled, put it in a bag in the bin immediately.

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PPE: Disposable apron

04

Wash your hands immediately after removing apron.

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PPE: Masks or respirators and eye protection

Masks or respirators and eye protection shield the eyes, nose and mouth. There are two main times they should be used:

1) When you are performing an activity that is likely to generate splashes or sprays of blood or body fluid. This is more common with complex care such as injections or cleaning tracheostomies where additional training in infection control is needed.
2) When someone has a been diagnosed or is suspected of having an infection with droplet or airborne transmission such as COVID-19, influenza or chickenpox to reduce the risk of the germs spreading.

Select each option to learn about how to wear and remove masks or respirators and eye protection.

Masks or respirators

COVID-19 virus

Eye protection

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Masks or respirators

There are different types of masks and respirators for different purposes.

- Respirators provide a greater level of protection, whereas surgical masks only protect against splashes and droplets of saliva.
- Masks and respirators are single use.
- They are effective only when used in combination with frequent hand-cleaning and correct fitting and correct disposal.
- Masks should sit under your chin and cover your nose. Respirators should cover your mouth and nose, making sure there are no gaps between your face and the mask.
- Avoid touching the mask or respirator while using it.
- It is important to carefully remove the mask or respirator by holding the ties only, dispose of it immediately after use and wash your hands immediately after disposing of the mask or respirator.

Mask

Respirator

PPE: Masks or respirators and eye protection

Masks or respirators and eye protection shield the eyes, nose and mouth. There are two main times they should be used:

1) Whe
mor
infe
2) Whe
tran

Select ea

COVID-19 virus

If you are healthy, you only need to wear a respirator if you are taking care of a person with a suspected or diagnosed COVID-19 infection.

Masks will not protect you against COVID-19.

PPE: Masks or respirators and eye protection

Masks or respirators and eye protection shield the eyes, nose and mouth. There are two main times they should be used:

1) Whe
mor
infe
2) Whe
tran

Select ea

Eye protection

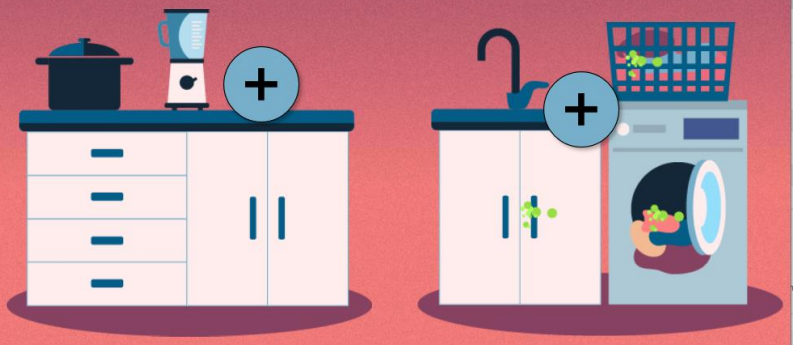
- Eye protection are single use as the front of them should be considered contaminated.
- Remove the glasses by holding the earpieces only.
- Dispose of the glasses immediately after use.
- Wash your hands immediately after disposing of the glasses.

Clean and contaminated zones

Maintaining clean and contaminated zones helps reduce the risk of contamination and makes it easier to remember that anything in a clean zone must be clean.

You normally maintain these zones in your own home - you wouldn't put a dirty cloth in your wardrobe, and you wouldn't cut fresh fruit on a dirty plate.

Select each option to learn about keeping separate clean and contaminated zones.



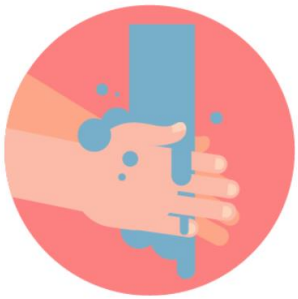
Clean zone

Clean zones are areas where clean, non-contaminated items (such as clean linen) are kept.

Examples of clean zones include:

- kitchen preparation area
- clean linen cupboard
- medication area.

We don't want germs to enter a clean zone. So before entering a clean zone, it's important to remove contaminated gloves and other PPE and wash your hands .



Contaminated zone

Contaminated zones are for objects and waste that are waiting for washing (decontamination), sterilisation or disposal.

Examples of contaminated zones include:

- the place you put the dirty towels or linen
- areas you have been working in before you have had a chance to clean them such as a used chopping board in the kitchen, the bathroom, and the area dirty equipment is kept in.

Environmental cleaning

You can prevent germs from growing on equipment and destroy them by good surface cleaning and waste disposal. You will often be responsible for routine cleaning.

Select each option to learn about surface cleaning procedures, handling waste, and managing a blood or body fluid spill.

Surfaces

Linen

Equipment

Waste disposal

How to clean urine, faeces and blood off surfaces

Surfaces

Follow the cleaning schedule if one is available.

Wipe down common surfaces regularly and follow the plan for if and when regular disinfectant cleaning should occur.

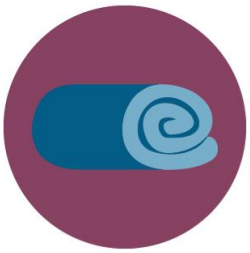
Common surfaces for wiping down include:

- tables for eating
- food preparation areas
- toilet and shower equipment
- mobility equipment.

Sometimes routine disinfection is required such as when there is the presence of a drug resistant germ or during a germ outbreak.

Linen

- Wrap up linen so that dirty areas are not on the outside.
- Wear PPE when handling soiled linen including gloves and an apron.



Environmental cleaning

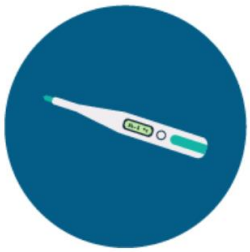
You can prevent germs from growing on equipment and destroy them by good surface cleaning and waste disposal.

Select ea

spill.

Equipment

- Don't share equipment, such as thermometer or frames, unless it has been disinfected.
- Wipe down equipment regularly.



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clean

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blood off surfaces

Environmental cleaning

You can prevent germs from growing on equipment and destroy them by good surface cleaning and waste disposal.

Select ea

spill.

Waste disposal

- Put dirty items immediately in a contaminated zone such as the bin or laundry bag.
- Wash your hands after touching dirty items.

Su

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blood off surfaces

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Environmental cleaning

You can p

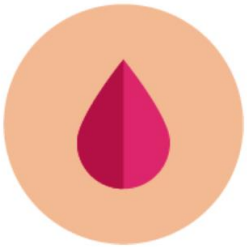
disposal.

Select ea

spill.

How to clean urine, faeces and blood off surfaces

- Follow the relevant cleaning procedure if there is one.
- Wear appropriate PPE including gloves.
- If there are solid bits, pick them up with a plastic bag.
- Wipe up the spill immediately with absorbent material like paper towel or a towel.
- Put dirty absorbent material into a double bag for disposal.
- Clean the area with warm detergent solution, using disposable cloth or sponge. If the area is shared by others, you will need to disinfect the area.
- Wash your hands.



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Review activity

Standard precautions should **always** be used in the workplace **- every time with every person.**
Which are standard precautions?
Select the correct answers and then select Submit. (There's more than one correct answer.)

- [ ] Washing your hands without soap
- [ ] Sneezing into your elbow
- [ ] Regularly cleaning and disinfecting commonly used areas in workplace
- [ ] Using gloves while assisting someone with toileting
- [ ] Having a shower before work
- [ ] Disposing of dirty tissues immediately
- [ ] Covering your mouth with your hand as you cough

SUBMIT

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Review activity

Standard precautions should **always** be used in the workplace **- every time with every person.**
Which are standard precautions?
Select the correct answers and then select Submit. (There's more than one correct answer.)

- [ ] Washing your hands without soap
- [x] Sneezing into your elbow
- [x] Regularly cleaning and disinfecting commonly used areas in workplace
- [x] Using gloves while assisting someone with toileting
- [ ] Having a shower before work
- [x] Disposing of dirty tissues immediately
- [ ] Covering your mouth with your hand as you cough

SUBMIT

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Correct

That's correct. Standards precautions include:

- Disposing of dirty tissues immediately
- Sneezing into your elbow
- Regularly cleaning and disinfecting commonly used areas in workplace
- Using gloves while assisting someone with toileting.

CONTINUE

Review activity

Standard precautions should **always** be used in the workplace **- every time with every person.**
Which are standard precautions?

- Disposing of dirty tissues immediately
- Sneezing into your elbow
- Regularly cleaning and disinfecting commonly used areas in workplace
- Using gloves while assisting someone with toileting.

CLOSE

SECTION FOUR

WHEN PEOPLE GET SICK

Ways to control the infection when someone is sick

When additional precautions are needed

Respecting privacy and appropriately warning others

Accidental exposure to blood or other body fluids

Let's review

Ways to control the infection when someone is sick

Once a sick person is identified, you need to work out how much risk there is for the spread of infection. The technical words for this is **risk assessment**.

You have choices in the way you prevent the spread of infection. These form part of **the hierarchy of controls**. Which is the fancy way of saying the list of choices in order of how well they minimize or remove (eliminate) the exposure to infection.

It is not possible to always completely eliminate exposure. Select each option to see examples of when that option is the best option to minimise the risk of infection.

1. **Eliminate exposure to infection**
2. **Place a barrier between the infection and others**
3. **Follow organisational procedures**
4. **PPE**

Ways to control the infection when someone is sick

Eliminate exposure to infection

Elimination is the best way to prevent infection. It is not allowing the germs or the sick person near anyone else.

An example of this is the Support Worker staying at home when they are sick. Sick workers should also consider seeing a doctor and getting permission to return to work once the risk of spreading the germ has passed.

Place a barrier between the infection and others

The technical term for this is **Engineering Controls and** includes barriers and other protective measures**.**

Immunisations are an example of this. People who are vulnerable to infection should see their GP to make sure their immunisation are up to date, and people supporting those vulnerable to infection should also have up to date immunizations. Talk to our GP about the benefits of a flu shot.

An example of this is when a person lives in shared accommodation and becomes sick. You could let the person know that keeping their germs away from other people will help to keep them healthy and they can do that by restricting the time they spend in common areas such as lounge rooms and dining areas. It is important note that isolation is a restricted practice under the NDIS and cannot be cannot be enforced in any way.

Ways to control the infection when someone is sick

Follow organisational procedures

The technical term for this is **Administrative Controls.** It involves changing the way people work.

- Place appropriate signs when and where needed.
- Complete training in infection control - such as this module.
- Follow infection control procedures.
- Follow standard precautions.
- Follow cleaning schedules.
- Follow your organisation's procedures for informing that someone is sick so that the sick person is properly supported and so the next Support Worker is warned and prepared.

Ways to control the infection when someone is sick

Once a sick person is identified, you need to work out how much risk there is for the spread o
this is **risk**

You have
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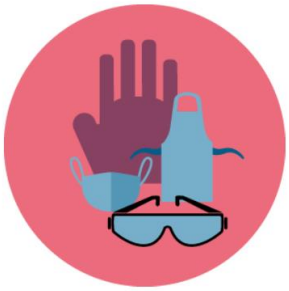
exposure

It is not p
eliminate
examples of when that option is the best option to minimise the risk of infection.

PPE - Personal Protective Equipment

PPE is the fourth-best way to prevent infection.

Protect yourself with Personal Protective Equipment (PPE).

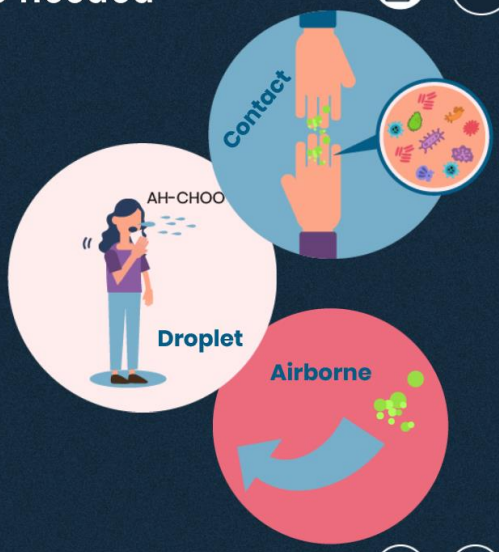


When additional precautions are needed

Sometimes the people you support will be unwell and you may need to protect yourself and others from infection. This is when you use **additional precautions**.

Additional precautions are used in addition to standard precautions and are defined by how a germ is transmitted (remember the 3 modes of transmission: contact, droplet and airborne). You will be told what type of PPE to use by the person's doctor or nurse. You might also be asked to disinfect the environment more often and you might be prevented from working if you don't have up to date immunisations or if you are vulnerable to infection (for example if you are pregnant).

When additional precautions are needed, waste needs to be double bagged and put in a yellow bio contamination bag if possible. Make sure you wash your hands after touching dirty items.



Respecting privacy and appropriately warning others

Here are two principles that look that they conflict: respecting the privacy of the people you're supporting, and preventing others from catching an infection.

Ideally, you and the person you're supporting can talk about this and together inform others as appropriate. Let them know that you need to keep your co-workers safe but that they get to choose who else knows about any infection. Select each option to explore ways of warning others of the risk of infection.

Follow organisation procedures

Visitor information

Signage

Respecting privacy and appropriately warning others

Here are
preventi

Ideally, y
know tha
Select ea

Follow organisation procedures about informing other Support Workers

You should document additional precautions and tell the next Support Worker who will work with the person about these additional precautions.

Follow organisation procedures | Visitor information | Signage

Respecting privacy and appropriately warning others

Here are
preventi

Ideally, y
know tha
Select ea

Visitor information

You should encourage the person to tell their visitors. You cannot share this information with visitors unless given permission.

Informed visitors should wear the same PPE as the Support Worker if providing care to the person.

Follow organisation procedures | Visitor information | Signage

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Respecting privacy and appropriately warning others

Here ar
prevent

Ideally,
know th
Select e

Signage

Signs are sometimes used in settings with more than one resident to advise people on entry, to use contact, droplet or airborne precautions. The sign should not disclose the type of infection but tell people what they can do to stay infection free. Follow your organisation's procedures on this.

Follow organisation procedures | Visitor information | Signage

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Accidental exposure to blood or other body fluids

Exposure to blood borne germs may occur in case of:

- Contact with blood or body fluids with broken skin or with a mucous membrane such as your eye, nose or mouth
- After a contaminated sharp piercing your skin.

Accidental exposure to potentially infected blood or other body fluids is a medical emergency.

- Use appropriate first-aid care and follow your organisation's procedures. If you have had first aid training, then you may apply your training such as washing or rinsing with water.
- Immediately call your organisation to report the accident.

Let's review

Imagine you are supporting someone with chicken pox which is an **airborne transmitted infection**. What additional precautions should you take?

Select the correct answer and then select Submit.

- Wear eye protection and prevent all visitors
- Encourage the person to limit their time in common or populated areas, wear a mask and inform your organisation if you are not immunised against chicken pox
- Wear a disposable apron, wear a mask and spray the air with air freshener

SUBMIT

Let's review

Imagine you are supporting someone with chicken pox which is an **airborne transmitted infection**. What additional precautions should you take?

Select the correct answer and then select Submit.

- Wear eye protection and prevent all visitors
- Encourage the person to limit their time in common or populated areas, wear a mask and inform your organisation if you are not immunised against chicken pox
- Wear a disposable apron, wear a mask and spray the air with air freshener

SUBMIT

Let's review

Imagine you're supporting someone with chicken pox which is an **airborne transmitted infection**. What additional precautions should you take?

- Encourage the person to limit their time in common or populated areas, wear a mask and inform your organisation if you are not immunised against chicken pox.

CLOSE

SECTION FIVE

PUTTING IT ALL TOGETHER

Documentation, confidentiality and privacy

NDIS Reportable Incidents

The dignity of risk

Scenario - Nicholas and Oliver

Scenario - John

Scenario - Natalie

Final words of advice

Summary

Documentation, privacy and confidentiality

All organisations will need to follow laws regarding privacy and confidentially. A general rule to remember is to ask permission before you share any information about the person you're supporting. It is also important to remember not to talk about the person you're supporting in a way they could be identified outside of work.

While privacy and confidentially are fairly standard requirements, documentation requirements vary between organisations. Some organisations will only document by exception, meaning no documentation is required unless something unexpected happens, while others will expect daily updates or weekly progress toward goals. Be clear about what your organisation expects you to document and in which format.

Select each option for some tips on good documentation.

Documentation tips

Good and bad example

Documentation, privacy and confidentiality

All organisations ask permission before you share alk about the person you're su

While privacy an organisations. Some organisati unexpected happens, while c anisation expects you to d

Select each opti

Documentation tips

- **Be objective:** Only document the facts - what you have seen, heard, witnessed or initiated.
- **Be concise:** Document all the important bits and no more.
- **Be professional:** Documentation can be used to investigate incidents that have occurred and can be accessed by the people you support. Make sure you use professional language.
- **Be legible:** Make sure your handwriting can be read by others.
- **Use appropriate language:** Using uncommon language or abbreviations makes it hard for others to understand the document.

tips example

Good and bad example

Good example

27/11/19 12:58 I took Eliza to see her GP today. The Dr said she has the flu and recommended rest, fluid and to check up appointment tomorrow. I have followed procedures and called the organisation to inform them. I am using a mask as an additional precaution. Eliza's aunt came to visit today and Eliza gave me permission to tell her she has the flu and to give her a ~~mak~~ mask too.

PRUE DENT Prue Dent, Support Worker

Bad example

Unprofessional

Icon or abbreviation not commonly used

27/11/19 12:58 I took Eliza t see her e today because she is in a shitty mood he Dr said she has the flu and reco mended rest, fluids and to check up appt tomorrow. I think she should also be taking Panadol. I have followed procedures and called the organisation to inform them. I am using a mask as an additional precaution. Eliza's aunt came to visit today and Eliza gave me permission to tell her she has flu and gave her a ~~mak~~ mask too.

Not objective

Uno Done Uno Done, Support W rker

Illegible mistake

NDIS Reportable Incidents

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services.

In some circumstances, the NDIS provider will be required to notify the Commission that an incident has occurred. These are called 'Reportable Incidents'. Most organisations will ask you to report to them all incidents and they determine which are deemed reportable by the NDIS.

Select each option to learn more about what Reportable Incidents are and what you should do if one occurs.

- **What are Reportable Incidents?**
- **What about other incidents?**
- **What should you do?**

NDIS Reportable Incidents

What are Reportable Incidents?

Reportable Incidents include events or allegations of any of the following happening to a person with a disability:

- Death
- Serious injury
- Abuse or neglect
- Sexual misconduct
- Unlawful sexual or physical conduct
- Unauthorised use of restrictive practice (includes medication, mechanical, seclusion, physical, and environmental).

Reportable Incidents only apply to **registered providers** when those incidents happened in connection with the provision of supports or services by that provider.

NDIS Reportable Incidents

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services.

In some circumstances, the NDIS provider will be required to notify the Commission that an incident has
ask you to repo
by the NDIS.

Select each opt
should do if one

What are

What should you do?

What about other incidents?

Follow your organisation's incident procedure. Some incidents, for example suspected abuse, will need to be reported to the police.

NDIS Reportable Incidents

The NDIS Quality and Safeguards Commission is an independent agency established to
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by the NDIS.

Select each opt
should do if one

What are

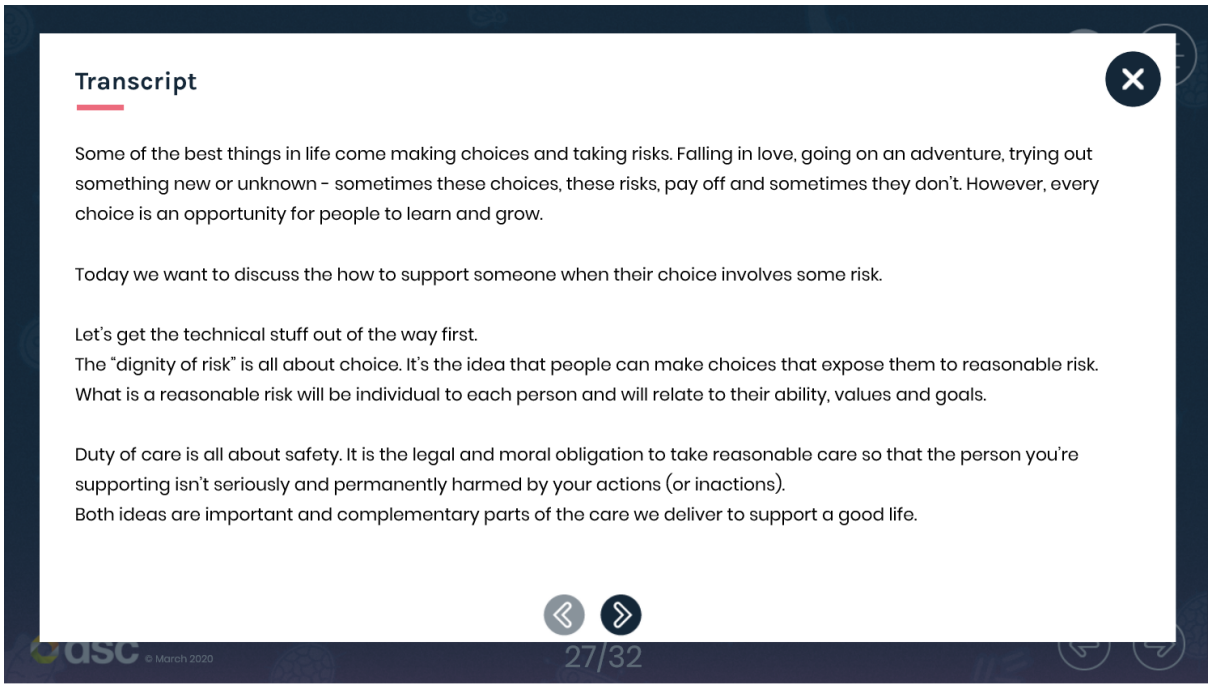
What should you do?

What should you do?

If a Reportable Incident occurs, you must follow your organisation's internal incident management systems. This will outline the timeframe for reporting and who in your organisation is authorised to notify the NDIS of these incidents. The Authorised Reportable Incident Approver or Officer has only 24 hours to report most incidents to the NDIS Commission.

More detail can be found in the NDIS Commission Practice Guide.

https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/detailed-guidance-expectations-workers-providing-services-incident.pdf



Transcript

Some of the best things in life come making choices and taking risks. Falling in love, going on an adventure, trying out something new or unknown - sometimes these choices, these risks, pay off and sometimes they don't. However, every choice is an opportunity for people to learn and grow.

Today we want to discuss the how to support someone when their choice involves some risk.

Let's get the technical stuff out of the way first.
The "dignity of risk" is all about choice. It's the idea that people can make choices that expose them to reasonable risk. What is a reasonable risk will be individual to each person and will relate to their ability, values and goals.

Duty of care is all about safety. It is the legal and moral obligation to take reasonable care so that the person you're supporting isn't seriously and permanently harmed by your actions (or inactions).
Both ideas are important and complementary parts of the care we deliver to support a good life.

Transcript

Choice is about:

- Making sure people understand all of the information including options and consequences
- Involving family or others if appropriate
- Supporting people to communicate, ask questions and give feedback
- Not letting your personal views and biases affect their decision making
- And most importantly it means really listening to people about what they want to do and why.

Safety is about:

- Recognising when someone needs support
- Following the person's support plan and your organisational procedures
- And seeking help and being open to ongoing learning.

Every day in your role in the disability sector, you'll be supporting people to make choices and to stay safe. Most of these choices will have low risk like choosing to eat a second piece of chocolate cake or postponing a doctor's appointment.

Transcript

Sometimes the choices and the risks are bigger. Like choosing to eat chocolate nuts when you have nut allergies or skipping important medication.
Usually, guidance for these bigger choices will be recorded in a support plan. For example, if Rosie ate a nut, then an anaphylactic action plan would be available. If Freddie refused to get his insulin injection, then his medication support plan would list steps to deal with that, such as contacting the medical practice. The instructions in these plans have been written by professionals that have considered choice and safety. So you just need to follow the instructions.

We know that the best ways to support someone is not always obvious.
Sometimes supporting people in the safest way, is not the same as supporting people in the way they choose.
Sometimes other people need to be involved.
Sometimes you need to take a small risk to prevent a bigger risk.
Sometimes people don't have the capacity to make choices or just don't want to make some choices.
There is no rule to help you work out what to do in every situation.

Transcript

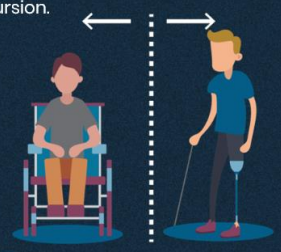
Use the idea of 'reasonable' to help you work out what support to give - remembering 'reasonable' looks different for each person, based on their skills, values and goals.
If a risk is reasonable, then support someone to take it.
If the risk is unreasonable, then don't help them, and in some cases, stop them if it safe for you to do so.

If you are unsure and there is a risk of immediate and significant harm, prevent that harm if it is safe to do so.

Next you will be presented with scenarios to help you explore how to apply choice and safety to your work

Scenario – Nicholas and Oliver

You've just arrived at work (a shared supported accommodation facility) where best friends Nicholas and Oliver live. There is an excursion planned for today that they have both been excited about. Unfortunately, Nicholas has gastro. He has asked you not to tell anyone he is sick and to let him go on the excursion.



What's the best approach?
(You can explore each option if you want to)

- Tell Oliver to avoid Nicholas so he doesn't get sick
- Talk to Nicholas and offer an alternate plan
- Stop Nicholas from going with force or by locking the door

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Scenario – Nicholas and Oliver

Talk to Nicholas and offer an alternate plan

This is the best option. Let Nicholas know that he could make Oliver sick if he goes. Find a solution that makes him happy like going out with Oliver again once he is well or putting on a favourite movie in his room while the others are on the excursion.

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Scenario - John

You are required to support John with his personal care in the morning before he goes off to work.
John has asked for support with the following personal care tasks:

- Shaving his face
- Hanging up his towel after he has dried himself
- Showering
- Changing a Band-Aid on the back of his hand
- Brushing his teeth

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Today John says that he doesn't want you to use gloves because he doesn't like the way they feel on his skin when you touch him.

What's the best approach?
(You can explore each option if you want to)

- Don't wear gloves today
- Explain to John that gloves are to protect everyone from infection
- Decline to perform those activities today

Scenario - John

You are required to support John with his personal
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John has
personal

Today John says that he doesn't want you to use gloves
s skin when

m

his teeth

Explain to John that gloves are to protect everyone from infection

This is a good place to start. You are empowering him with knowledge and having an open and honest conversation. Due to the incubation period, we might not know what infections we have yet.

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Scenario - Natalie

You're supposed to be supporting Natalie with her morning tasks today. However, you've woken up feeling unwell. You know that you are Natalie's preferred Support Worker and if you don't go, someone she may not know will have to support her instead.

What's the best approach?
(You can explore each option if you want to)

- Go to support Natalie as normal
- Go to support Natalie and wear additional PPE
- Let your manager and/or Natalie know

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Scenario - Natalie

You're sup
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may not k
instead.

Let your manager and/or Natalie know

This is the best approach. Your manager will follow your organisation's procedures which might mean advising you to stay home to stop the risk of spreading infection.

Although Natalie may not be as happy with another Support Worker, she will not be exposed to infection and she will be happy to hear the reason you cannot support her today.

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Final words of advice

Lastly, we want you to hear from the most important people - some NDIS Participants. We asked them about how you can support them to stay infection free. We also checked in with a nurse educator, Emma, for her expert opinion.

Select each person to see what they had to say.

Andriana

Sara

Benji and his mum

Emma

Final words of advice

Andriana

"Wearing gloves and gowns when you don't have to is offensive. If there is a reason you feel you need to wear them, like maybe you're sick, then talk to me about it."

Final words of advice

Sara

"You'll know about an infection I have, but please only share this personal information with other Support Workers, and not with anyone else."

Final words of advice

Lastly, we want you to hear from the most important people – some NDIS Participants. We asked them about how you can support

Select e

Benji and his mum

"If you are worried about spreading infection, talk to me about it so we can work together to keep each other healthy."

Final words of advice

Lastly, we want you to hear from the most important people – some NDIS Participants. We asked them about how you can support

Select

Emma

"Follow your organisation's procedures about reporting significant blood and body fluid spills. It's your job to use standard precautions with every person to prevent infection from spreading.

Report changes to health status to your organisation so that the person can get the health support they need."

Summary

We've reached the end of this module.

You should now:

- Apply the NDIS Code of Conduct to infection control
- Know your role and duty to help people stay infection free
- Be aware of what can cause infection and how it can spread
- Know why many people with disability are more vulnerable to infection
- Know how to follow standard and additional precautions and the importance of them to minimise the risk of spreading infection.
- Know where to find more information on infection control and prevention.

It's time to apply this knowledge to your daily work. Download the Observed Practice Checklist from the Resources page. It will prompt you to think about how well you translate this knowledge into practice.

If you added any notes, you can print or save them now.

To exit select the close module button.

PRINT

CLOSE MODULE

https://dsc.litmos.com.au/cloudmedia/90807/scorm/869159_5/story_content/external_files/DSC_InfectionControl_ObservedPracticeChecklist.pdf

dsc

Supporting People to Stay Infection Free – Observed Practice Checklist

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SUPPORT WORKER NAME:

	DATE	OBSERVED	NAME & SIGNATURE
Followed established organisation infection prevention and control procedures on at least 3 separate occasions			
Followed established organisation organisation infection prevention and control policies and procedures at least once for each of the following:			
• hand hygiene and care of hand			
• choice and use of personal protective equipment			
• handling of waste			
• surface cleaning			
• enforcing clean and contaminated zones			
• limitation of contamination			
Implement hand care procedures and cover cuts and abrasions			

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Follow procedures for:			
• respiratory hygiene and cough etiquette			
• environmental cleaning			
• handling, transporting and processing of linen in a manner that controls the spread of infection			
• disposal of contaminated waste			
• handling and cleaning client equipment that prevents skin and mucous membrane exposures, contamination of clothing, and transfer of pathogens			

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