



MNC & NSW Cross Sector Aged Care – Keep Me Safe at Home; Aged Care Covid 19 Tool Box

No COVID 19 case – Travel

Before Entering house or Unit	During	After
<ul style="list-style-type: none"> <li>• The destination area e.g. medical facility must be notified in advance of transporting the customer if they require assistance at the other end</li> <li>• Clean your hands– hand sanitiser.</li> <li>• Knock on door</li> <li>• Keep 1.5 metres distance between customer</li> <li>• Show customer your ID and indicate that you are here to provide a transport</li> <li>• Ask customer if they have any symptoms of COVID19. Sore throat, cough, temperature or shortness of breath.</li> <li>○ If customer has symptom explain that you will not be able to transport them and ring your supervisor for further advice.</li> <li>• If no symptoms continue with service:-</li> <li>○ Accompany the person to the car keeping physical distance.</li> <li>○ Before customer gets into or touches the car Open boot perform hand hygiene with sanitiser.</li> <li>○ Provide customer with squirt of hand sanitiser before entering car. Keeping as much distance as possible. Open car door for customer and close</li> <li>○ return to boot and perform hand sanitiser and put it in the boot your ID &amp; mobile phone in a plastic box with other personal items.</li> <li>○ Customers are not required to wear a mask but can if they wish to.</li> <li>○ Remind the customer of cough and sneeze etiquette. Not to touch their face.</li> </ul>	<ul style="list-style-type: none"> <li>• The customer will be seated in the back seat behind the front passenger seat for maximum distancing from driver.</li> <li>• Remain 1.5 metres distancing whilst outside the car.</li> <li>• Other than opening door, do not assist customer.</li> <li>• If the customer requires assistance to be seated or with the seat belt, a family member carer is required to do this.</li> <li>• Drive to destination.</li> <li>• Vehicle air-conditioning should be set to fresh air not recycled.</li> <li>• Do not touch your face</li> <li>• Do not adjust mask for customer if they are wearing one.</li> <li>• On arrival at destination. Clean your hands - liquid soap and water or hand sanitiser</li> <li>• Alert people receiving or assisting the customer.</li> <li>• If waiting for customer do so standing by the car.</li> </ul> <p><b>NB</b> all transport bookings will have been screened at the time of the booking and the day before the appt.</p> <p>The Screen <u>at time of booking</u> should include</p> <ol style="list-style-type: none"> <li>1. the customers health (flu like symptoms) or any contact with confirmed or suspected cases.</li> <li>2. Where it is a medical appt. the customer has explored with the Dr whether a phone appt could be attended instead of face to face</li> <li>3. Whether assistance is required in and out of the car and how this will occur – staff need to maintain physical distancing. Drs surgery to be notified if customer needs assistance at surgery</li> </ol> <p>Screen <u>day before appt</u>; repeat of points 1&amp;3.</p>	<ul style="list-style-type: none"> <li>• Clean hands – liquid soap and water or hand sanitiser</li> <li>• 2 step clean. Wearing gloves clean and disinfect high touch car surfaces. Working from drivers area and doing passenger area last. Soap and water to clean and hospital grade disinfectant wipes with activity against virus to disinfect. Or 2-in-1 clean combined detergent and disinfectant wipes. Include steering wheel, door handles, gear stick, visor and any areas the customer will contact.</li> <li>• Dispose of wipes into a plastic bag, close the bag and put in outside bin.</li> <li>• Clean hands – liquid soap and water or hand sanitiser</li> <li>• Retrieve your phone from the boot.</li> <li>• Clean your phone and hands</li> <li>• Document service provision through Visicase</li> <li>• At the first opportunity perform hand hygiene with soap and water regularly through the day.</li> </ul> <p><b>Perform hand hygiene if hands become contaminated at any time between steps.</b></p> 