

Substantive new content since last letter from Chief Health Officer dated 21 August:

- New restrictions for staff and visitors who live in or have visited listed areas in Queensland in the last 14 days
- Removal of Newcastle (LGA) from the table on page 2
- **Staff providing care to clients along the NSW border with QLD from Tweed Heads through to Woodenbong must wear a surgical mask while providing services**

Dear Home Care Service Providers

Thank you for being responsive to implementing measures to prevent introduction of COVID-19 into your services.

Community transmission of COVID-19 continues in the eastern states, including areas of Melbourne and regional Victoria, south-western and other areas of Sydney, and more recently in south-east Queensland. This remains a concern to NSW residents – currently in both the affected regions of Sydney and in the border communities.

It is crucial that all home care service (disability and aged care) providers maintain vigilance to prevent the introduction of COVID-19 into your services.

Minimising staff movement across multiple settings

As part of preparedness planning, providers should put in place arrangements to limit staff working across multiple settings (such as in home and residential care).

Where ceasing staff movement across settings is not practicable, staff movement should be minimised and additional measures should be put in place, such as maintaining records of staff and work locations and increasing use of Personal Protective Equipment.

Recommended public health measures

Given the current risk of COVID-19 now in the community NSW Health recommends the implementation of the following measures.

- Any staff with fever $\geq 37.5^{\circ}\text{C}$ or respiratory symptoms¹, even mild, **should be excluded** from work. They should be advised to isolate at home and seek COVID-19 testing.

¹ Symptoms include: fever, cough, sore/scratchy throat, shortness of breath, loss of taste or smell

- Ongoing: any staff who have visited any of the locations on the same time as a COVID-19 case (see updated list of venues and dates at <https://www.nsw.gov.au/covid-19/latest-news-and-updates>) should be excluded for a period of 14 days since their visit to the listed location. **It is important to regularly check the website, as this list may expand.**
- Any staff who reside in, or have visited in the last 14 days, the following areas **must wear a surgical mask while providing services:**

| | |
|-----------------|--|
| New South Wales | <ul style="list-style-type: none"> • Hornsby Shire (LGA) • Hills District (LGA) • Merrylands (suburb) • Guildford (suburb) • Canterbury-Bankstown (Bankstown part) • Woollahra (LGA) • eastern part of City of Sydney² (refer to footnote) • Parramatta (LGA) • Fairfield (LGA) • Liverpool (LGA) • Campbelltown (LGA) |
| Queensland | <ul style="list-style-type: none"> • City of Brisbane • City of Ipswich • Logan City • Scenic Rim Region • Somerset Region • Lockyer Valley Region • Moreton Bay Region • Redland City |

- Any staff who have been in Victoria in the previous 14 days **should be excluded** from providing home care services (noting an exception for staff in border communities with a valid border permit)
- Any staff who live in NSW/VIC border communities **must wear a surgical mask while providing services.**
- Any staff providing care to clients in NSW who live in, or have visited, areas listed in the above table or a NSW/VIC border community, **must wear a surgical mask while providing services.**
- Ongoing: all staff providing care to clients along the NSW border with QLD from Tweed Heads through to Woodenbong **must wear a surgical mask while providing services.**
- Please note that some residents may react with discomfort to seeing staff

² Suburbs: Sydney, Surry Hills, Darlinghurst, Woolloomooloo, Potts Point, Rushcutters Bay, Elizabeth Bay, Centennial Park

wearing surgical masks. Consider supporting tools to manage this as needed (eg: show a photo with the staff member's face uncovered).

- Staff must actively ask clients about symptoms on arrival. If staff become aware of a client with symptoms, that client should be isolated from others, and arrangements made for COVID-19 testing.

Please regularly check the [NSW Government website](#) for information and updates. The Department of Health has also issued a [Guide for Home Care Providers](#) to assist staff in staying COVID-Safe.

If you would like more information, please contact your local NSW Health public health unit on 1300 066 055.

Yours sincerely



Dr Kerry Chant PSM
Chief Health Officer, NSW Health
25 August 2020

NSW Clinical Excellence Commission resources

Personal Protective Equipment training

<http://www.cec.health.nsw.gov.au/keep-patients-safe/COVID-19/personal-protective-equipment>

Escalation framework

http://www.cec.health.nsw.gov.au/_data/assets/pdf_file/0008/595754/COVID-19-Infection-Prevention-and-Control-Response-and-Escalation-Framework.pdf

Commonwealth Department of Health Resources

Infection Prevention & Control

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-guidelines-for-infection-prevention-and-control-in-residential-care-facilities>

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-advice-for-the-health-and-aged-care-sector/personal-protective-equipment-ppe-for-the-health-workforce-during-covid-19>

Personal Protective Equipment resources – multiple languages

<https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-when-to-use-personal-protective-equipment-in-aged-care.pdf>

<https://www.health.gov.au/resources/translated/coronavirus-covid-19-when-to-use-personal-protective-equipment-in-aged-care-other-languages>

Training Modules - Specially developed for aged care

<https://www.agedcarequality.gov.au/new-covid-19-e-learning-modules-now-available>

Personal Protective Equipment Videos

<https://www.health.gov.au/resources/videos/coronavirus-covid-19-wearing-personal-protective-equipment-in-aged-care-video>

Aged Care Quality and Safety Commission resources

Infection Protection and Control

<https://www.agedcarequality.gov.au/resources/are-you-alert-and-ready>

<https://www.health.gov.au/resources/publications/cdna-guidance-for-symptom-monitoring-in-health-and-aged-care-workers-during-the-covid-19-outbreak>