

Coronavirus (COVID-19)

Key Information

The following is based on current knowledge of COVID-19 and evidence available on other viral respiratory pathogens.

If you have any questions about any of the below, or if you have queries about COVID-19, please contact your local government officials.

THE FACTS



The Coronavirus (COVID-19) is like a flu or bad cold



Symptoms include a fever, cough, sore throat and trouble breathing



COVID-19 is especially dangerous for the elderly and vulnerable



Cases of COVID-19 are expected to drastically increase in Australia

HOW TO PREPARE



Try and have a month or more supply of medicine and prescriptions



Try and have a month or more supply of essential medical supplies



Make sure you have a good supply of any special foods required



Make sure you have a month or more supply of continence aids, hand sanitisers and gloves

HELP STOP THE SPREAD



Wash your hands (for 20 seconds) many times a day



If you cough or sneeze, do so into your elbow or a tissue



Use hand sanitizer after you touch things in public



You may wish to wear a P2/N95 mask when in crowded spaces



Stay away from people coughing or sneezing



Avoid touching your eyes, nose or mouth with your hands



Ask your support workers to stick to Hartley COVID-19 guidelines



Utilise online platforms for things like shopping and catch ups



Where possible, implement social distancing measures (1.5 meters)

STAY IN THE KNOW



You can call HealthDirect for free anytime on 1800 022 222



Commonwealth Government information -

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

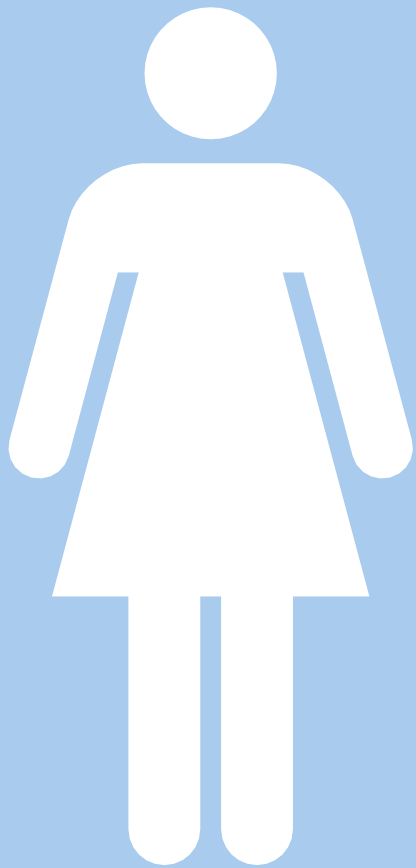
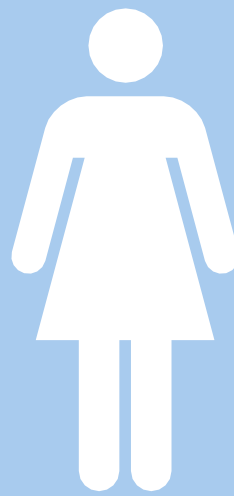
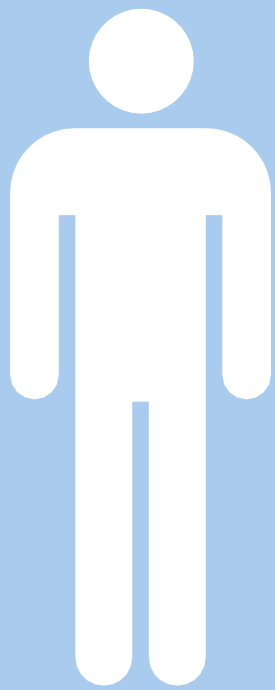
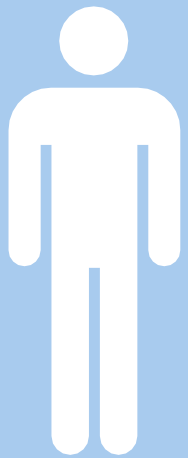


State Government information - <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>



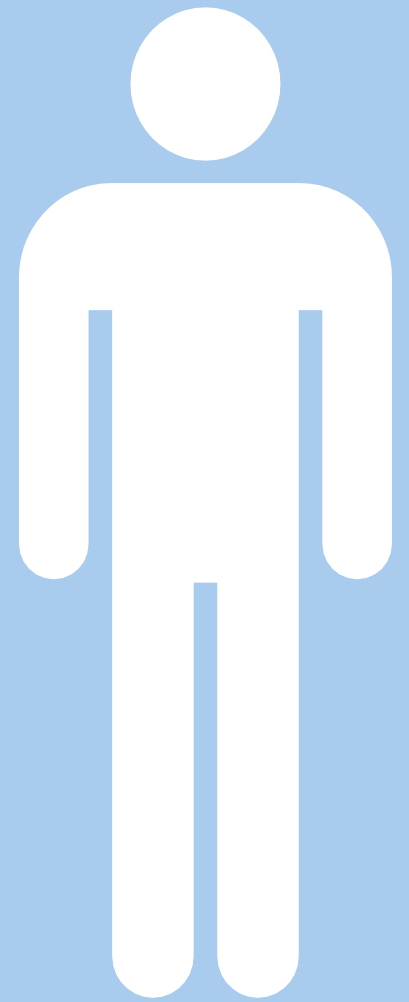
Hartley Lifecare information – please contact your House Supervisor or Disability Programs Manager

STAY APART TO STAY HEALTHY



**Social distancing helps
stop and slow the spread
of Coronavirus (COVID-19)**

- Maintain a distance of 1.5 metres from others
- Avoid any unnecessary physical contact (e.g. handshakes, hugs)



**For more information about Coronavirus
(COVID-19) visit health.nsw.gov.au**



*People with
disability have
opportunities to
live their best life*

Coronavirus (COVID-19)



The health and wellbeing of patrons, visitors and community is, and always will be of the utmost importance to the team at Hartley Hydrotherapy. The below guides the advice regarding Hartley Hydrotherapy's response to coronavirus (COVID-19)

What you need to know

The ACT Health Directorate is taking a highly precautionary approach to managing the spread of COVID-19, which is in line with the [latest national health advice](#).

As of 16 March 2020, anyone who has returned to Australia from any overseas country, must self-quarantine at home for 14 days from the date they arrive in Australia and closely monitor for symptoms of COVID-19.

The signs and symptoms to look out for include:

- ◆ fever
- ◆ cough
- ◆ sore throat; or
- ◆ difficulty breathing

If you have been in [close contact](#) with a person who has been confirmed with COVID-19, you must quarantine yourself for 14 days after your last contact with that person.

If you think you may have been in [casual contact](#) with a person who has been confirmed with COVID-19, read the attached document provided by the ACT Government.

The ACT Health Directorate has well established processes and procedures in place for the management of infectious diseases in the ACT. They are working in partnership with the Australian Government Department of Health and our

Preventing the spread of COVID-19

Hygiene practices

Common-sense and good hygiene practices are at the core of prevention:

- Cover your coughs and sneezes using a bent elbow or tissue
- Wash your hands for at least 20 seconds with soap and water and use hand sanitisers where you cannot wash your hands immediately.
- Avoid close contact with anyone with cold or flu-like symptoms
- Stay home if you have cold or flu symptoms

Continue to use universal precautions and assist the people we support to follow the same precautions.

Environmental cleaning

In addition to the above strategies, Hartley Hydro is committed to ensuring environmental cleaning and disinfection principles are followed by:

- Cleaning and disinfecting furniture and high use items such as door handles and hand rails on a daily basis
- Cleaning and disinfecting bathrooms between patron use
- Cleaning and disinfecting equipment on a daily basis

What to do if you think you have COVID-19

- Self-isolate at home.
- Call your GP and let them know you are worried you may have COVID-19
- Testing will be arranged by your GP if they determine it necessary
- Your GP will call the Canberra Hospital Emergency Department if you are very unwell.

Key information for patrons

- Hartley Hydro is open and will run as normal.
- Hartley Hydro will continue to receive advice from ACT Health to ensure we are responding appropriately.
- Following Federal Government advice, you are unable to use or visit the Hydro Pool, if within the last 14 days you have:
 - Had contact with a confirmed coronavirus case.
 - Returned to Australia from overseas travel or arrived to Australia from overseas

ACT Health continues to update their information on the coronavirus, its spread, symptoms and support to manage any of your concerns.

For up to date information visit health.act.gov.au/public-health-alert/updated-information-about-covid-19



People with disability have opportunities to live their best life



Environmental cleaning and disinfection principles for COVID-19

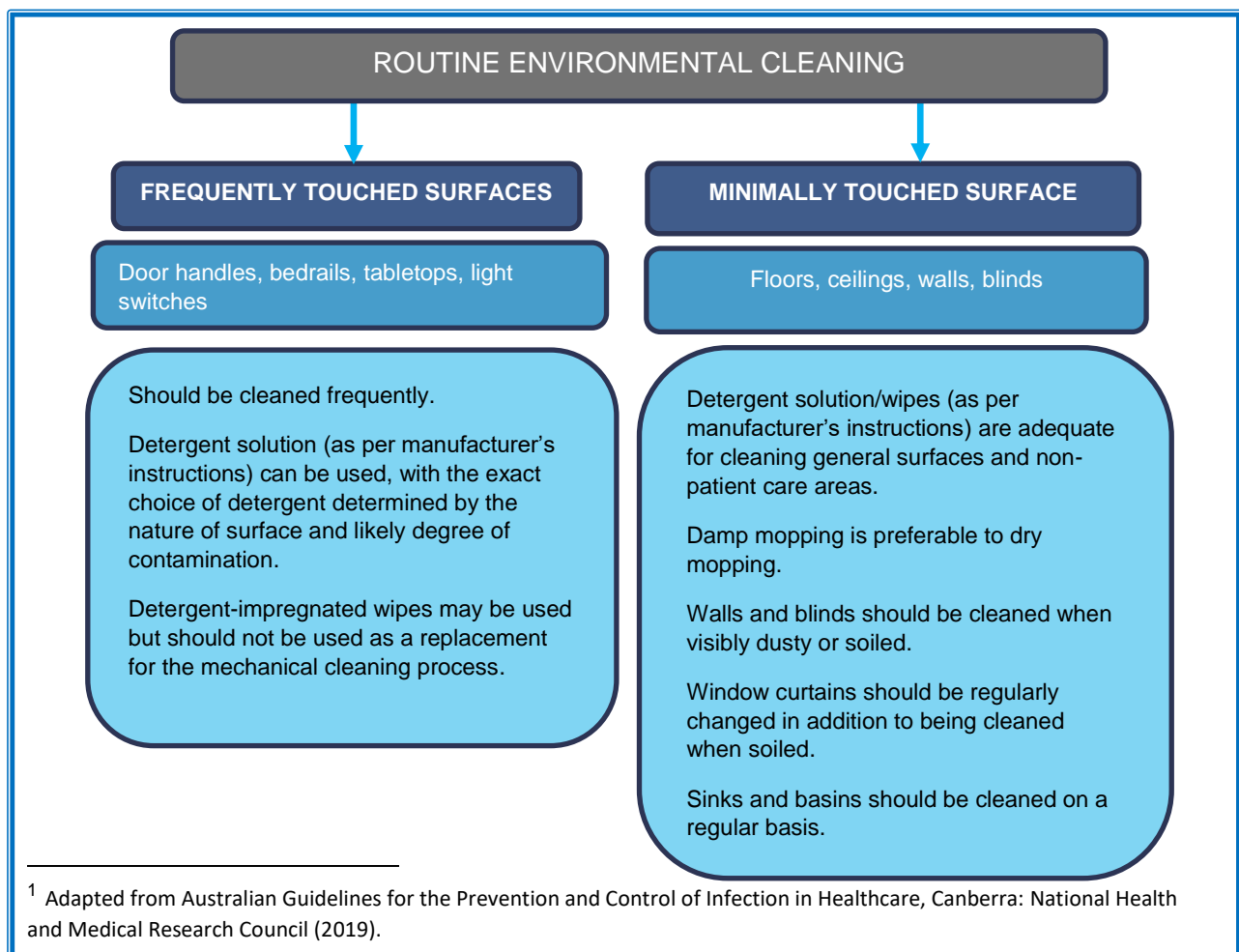
Routine environmental cleaning

- Cleaning is an essential part of disinfection. Organic matter can inactivate many disinfectants. Cleaning reduces the soil load, allowing the disinfectant to work.
- Removal of germs such as the virus that causes COVID-19 requires thorough cleaning followed by disinfection.
- The length of time that SARS-COV-2 (the cause of COVID-19) survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid – such as respiratory droplets – present and environmental temperature and humidity. In general, coronaviruses are unlikely to survive for long once droplets produced by coughing or sneezing dry out.

It is good practice to routinely clean surfaces as follows:

- Clean frequently touched surfaces with detergent solution (see diagram below).
- Clean general surfaces and fittings when visibly soiled and immediately after any spillage.

Routine environmental cleaning requirements can be divided into two groups¹:



Hand hygiene

Soap and water should be used for hand hygiene when hands are visibly soiled and alcohol-based hand rub at other times (e.g. when hands have been contaminated from contact with environmental surfaces). Cleaning hands also helps to reduce environmental contamination.

Information for cleaning staff

Information for cleaning staff on cleaning and disinfecting can be found below.

CLEANING STAFF

The risk when cleaning is not the same as the risk when face to face with a sick person who may be coughing or sneezing.

- Cleaning staff should be informed to avoid touching their face, especially their mouth, nose, and eyes when cleaning.
- Cleaning staff should wear impermeable disposable gloves and a surgical mask plus eye protection or a face shield while cleaning.
- Cleaners should use alcohol-based hand rub before putting on and after removing gloves.
- Alcohol-based hand rub should also be used before and after removing the surgical mask and eye protection.

The surgical mask and eye protection act as barriers to people inadvertently touching their face with contaminated hands and fingers, whether gloved or not.

- The disinfectant used should be one for which the manufacturer claims antiviral activity, meaning it can kill the virus (such as chlorine-based disinfectants, which are commonly used - see below)
- If there is visible contamination with respiratory secretions or other body fluid, the cleaners should wear a full length disposable gown in addition to the surgical mask, eye protection and gloves
- Advice should be sought from your work health and safety consultants on correct procedures for wearing PPE.

Use of disinfection

- Use freshly made bleach solution and follow manufacturer's instructions for appropriate dilution and use (see below for dilution instructions).
- Wipe the area with bleach solution using disposable paper towels or a disposable cloth.
- Dispose of gloves and mask in a leak proof plastic bag.
- Wash hands well using soap and water and dry with disposable paper or single-use cloth towel. If water is unavailable, clean hands with alcohol-based hand rub.

Preparation of disinfectant solution

- Gloves should be worn when handling and preparing bleach solutions.
- Protective eye wear should be worn in case of splashing.
- Bleach solution should be:
 - made up daily
 - used mainly on hard, non-porous surfaces (it can damage textiles and metals).
- Sufficient time is required to kill the virus, i.e., at least 10 minutes contact time.

Household bleach comes in a variety of strengths. The concentration of active ingredient — hypochlorous acid² — can be found on the product label.

Table 1. Recipes to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

²Hypochlorous acid (HOCl) is a weak acid formed when chlorine (Cl) dissolves in water and dissociated to hypochlorite (ClO⁻) which is the oxidising disinfectant in bleach.

Social contact environments

Social contact environments include (but are not limited to), transport vehicles, shopping centres and private businesses.

The risk of transmission of COVID-19 in the social and non-health care work settings can be minimised through a good standard of general hygiene. This includes:

- Promoting cough etiquette and respiratory hygiene.
- Routine cleaning of frequently touched hard surfaces with detergent/disinfectant solution/wipe.
- Providing adequate alcohol-based hand rub for staff and consumers to use. Alcohol-based hand rub stations should be available, especially in areas where food is on display and frequent touching of produce occurs.
- Training staff on use of alcohol-based hand rub.
- Consider signs to ask shoppers to only touch what they intend to purchase.

Vehicle air-conditioning should be set to fresh air



Health care settings

Primary and community care

Patient areas

- Clean and disinfect frequently touched surfaces with detergent and disinfectant wipe/solution between each episode of patient care (according to normal infection prevention and control practice).
- Take care to clean/disinfect surfaces in areas that patients have directly in contact with or have been exposed to respiratory droplets.
- Gross contamination of an area following a patient may require a terminal clean (see below).
- Comply with '5 Moments' of hand hygiene.

Non-patient areas

- Perform routine cleaning of frequently touched surfaces with detergent/disinfectant solution/wipe at least daily or when visibly dirty.
- Floors should be cleaned using a detergent solution.

Inpatient care

- Clean and disinfect frequently touched surfaces with detergent and disinfectant wipe/solution at least daily or more frequently in high intensity (e.g. ICU) or high traffic (e.g. radiology, outpatients) areas.
- Clean and disinfect equipment after each use (as per normal infection prevention and control practice).
- Clean and disinfect surfaces that have been in direct contact with or exposed to respiratory droplets between each patient episode.

Terminal cleaning

Terminal cleaning is a complete and enhanced cleaning procedure that decontaminates an area following discharge or transfer of a patient with an infectious/communicable disease, sometimes also referred to as an 'infectious clean'. Terminal cleaning requires both thorough cleaning and disinfection for environmental decontamination.

Cleaning should be followed by or combined with a disinfectant process (see 2-step clean and 2-in-1 step clean below).

Ensure room is prepared prior to cleaning, remove medical equipment and patient used items.

- Wear PPE – surgical mask, protective eyewear and gloves
- Change bed screens and curtains (including disposable curtains/screens) that are soiled or contaminated
- Damp dust all surfaces, furniture and fittings
- Clean windows, sills and frames
- Clean all surfaces of bed and mattress
- Mop floor
- Remove PPE and perform hand hygiene
- Clean all cleaning equipment and return it to the cleaners' room or storage area, discard any waste
- Perform hand hygiene

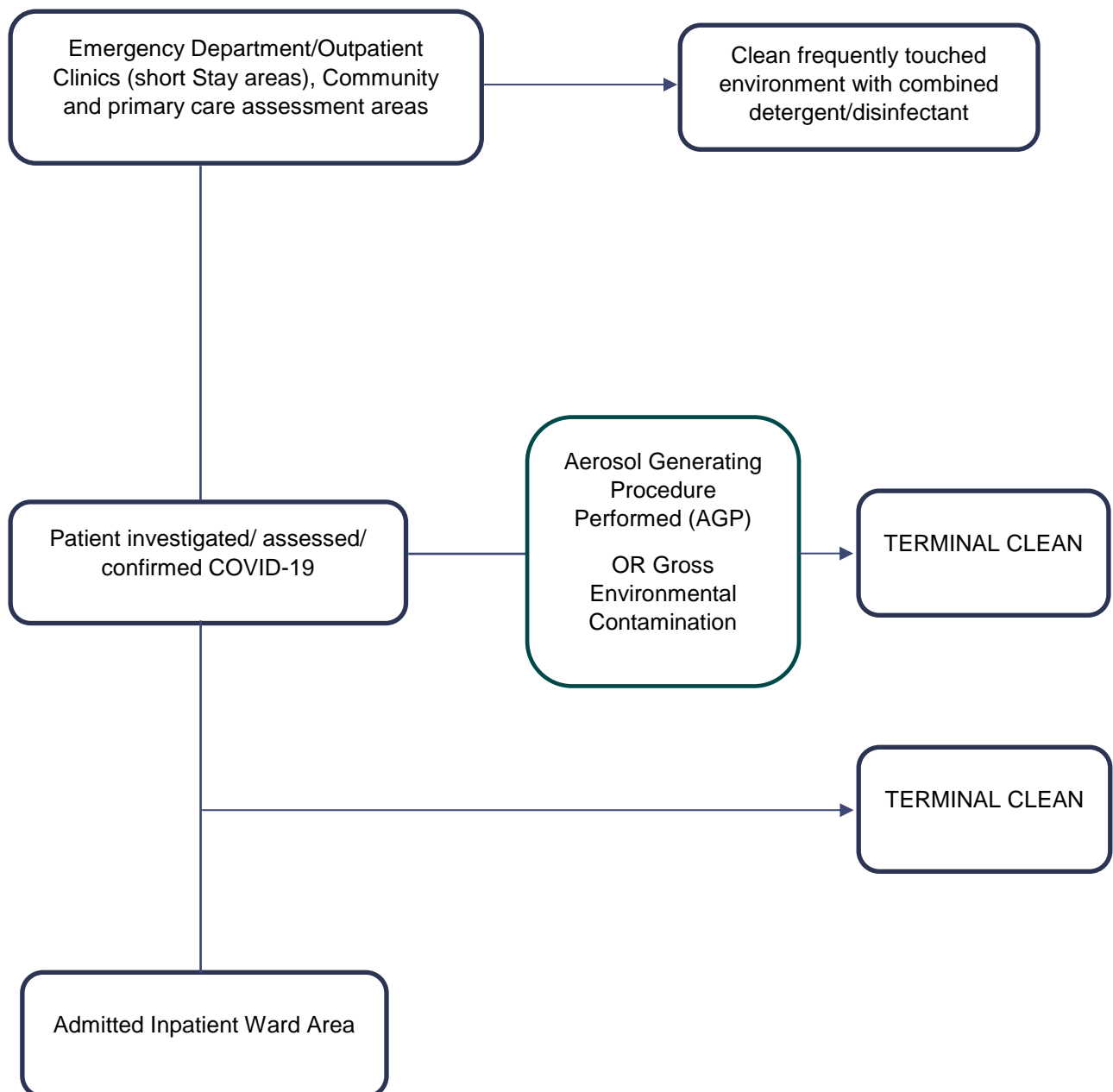
2-step clean

Physical cleaning with detergent followed by disinfection with a TGA-listed hospital-grade disinfectant with activity against viruses (according to label/product information) or a chlorine-based product such as sodium hypochlorite.

2-in-1 clean

A physical clean using a combined detergent and TGA-listed hospital-grade disinfectant with activity against viruses (according to label/product information) or a chlorine-based product such as sodium hypochlorite, where indicated for use i.e. a combined detergent/disinfectant wipe or solution.

Cleaning and Terminal Cleaning When managing patients suspected/confirmed with COVID-19 Flow Chart



NB: Health care settings must comply with use of TGA compliant cleaning and disinfecting products and technologies

How can we help prevent the spread of COVID-19?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser, and
- if unwell, avoid contact with others (touching, kissing, hugging, and other intimate contact).

More information

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness—not coronavirus.

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of each state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to a doctor.

Coronavirus
(COVID-19)

GOOD HYGIENE IS IN YOUR HANDS.

Wash your hands thoroughly with soap and water for at least 20 seconds to prevent passing on germs. Dry your hands.

**TOGETHER WE CAN HELP STOP
THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus
(COVID-19)** visit **health.gov.au**



Australian Government

HAVE YOU RECENTLY TRAVELLED OVERSEAS?

If you've been overseas recently, you are required to stay home and monitor your health. If you have flu-like symptoms seek medical advice. Call ahead if going to a doctor.

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HELP
STOP THE
SPREAD
AND STAY HEALTHY



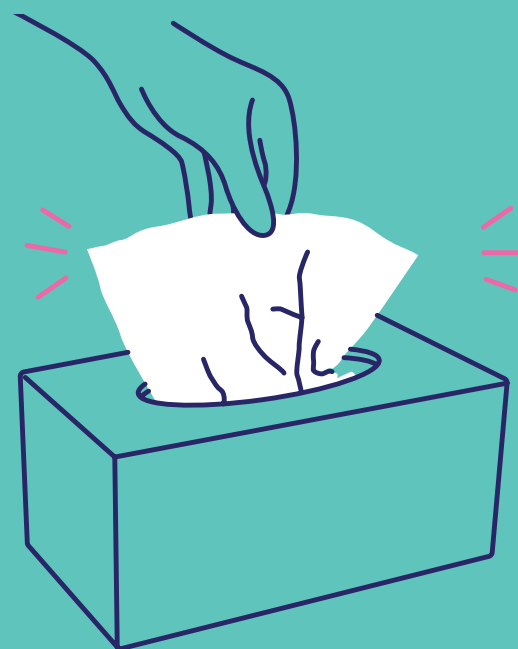
Australian Government

SIMPLE STEPS TO HELP STOP THE SPREAD.

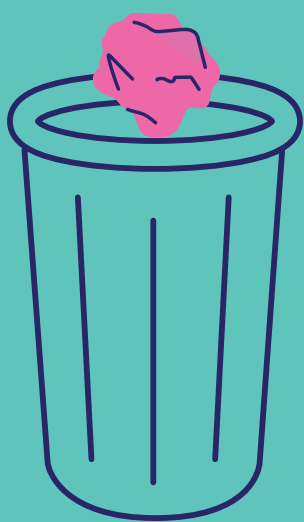
**Cough or sneeze
into your arm**



Use a tissue



Bin the tissue



Wash your hands



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THE SPREAD AND STAY HEALTHY.**

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(COVID-19)** visit **health.gov.au**



Australian Government

SUSPECTED case of COVID-19

What to do?

Have you or someone you know experienced one of these 3 situations?

1. **Displaying COVID-19 symptoms** (fever, cough, sore throat or shortness of breath)
2. **Have been in close contact with someone who has tested positive to COVID-19**
3. **Have recently returned from overseas travel** and have not quarantined for 14 days or have not undergone a COVID-19 test.

If so, the following steps should be taken:

- Step 1** Isolate the person involved immediately from other people and, if available, provide the person with a surgical mask.
- Step 2** If the person is unwell, contact a GP, or in the case of an emergency, dial 000. In this case, the person may be admitted to hospital and steps 3, 4, 5 & 6 can be skipped.
- Step 3** As soon as practicable, contact the National COVID-19 Information Line 1800 020 080 and take direction. This may include being issued with an ID number.
- Step 4** Arrangements for the person to travel home may also need to be made in accordance to the advice received from the National Information line.
- Step 5** If the person has not been admitted to hospital and they are well enough to return home, it is likely that they will be advised to self-isolate or self-quarantine for 14 days. Self-isolation and/or self-quarantine means that the person impacted should avoid all physical contact with other people and ideally stay home for the entire 14-day period. This also includes isolating from other members of the household (unless they also fall into one or more of the above categories). This may mean moving to one end of the house, being confined to one room or moving to an identified isolation space. If a Hartley client is unable to be isolated in their current home situation, Hartley may have a property that can potentially be used for isolation of up to 3 clients (pending availability).

During the 14-day self-isolation or self-quarantine period the person:

- should not be closer than 2 metres to another person in the house if the other person(s) are not in quarantine; *and*
- or the person's representative will need to coordinate the delivery of essential items, including food, groceries and medical supplies.

Please refer to the [ACT Government's information on self-isolation and self-quarantine](#) to understand the difference and to gather a full understanding of what this means.

- Step 6** If the person impacted develops further symptoms of COVID-19 or becomes unwell during the 14-day self-quarantine or self-isolation period, they should immediately call the GP or in the case of an emergency, 000. As soon as possible, the National COVID-19 Information Line 1800 020 080 should also be re-contacted.
- Step 7** After the 14th day of self-isolation or self-quarantine, and the person suspected of having COVID-19 is clear of symptoms and is well, they can resume normal living practices in accordance to the ACT Government's advice. During the COVID-19 crisis, this may mean, but will not be limited to continued social distancing, increased hygiene and cleaning practices and restrictions on non-essential travel and group gatherings.

Note: It is not necessary for people or clients who have come into contact with a person who is suspected of having COVID-19 or has experienced one or more of the above 3 situations, to self-isolate or self-quarantine. They should self-monitor and practice normal living practices in accordance to the ACT Government's advice. If a person who is suspected of having COVID-19 gets tested, they must self-isolate or self-quarantine until they receive their results (usually 3-4 days). If a positive test is confirmed, please refer to the Fact Sheet – *Confirmed case of COVID-19 – What to do?*

Confirmed case of COVID-19

What to do?

Step 1 If the person is having difficulty breathing or are seriously unwell, dial 000 (Emergency).

Take advice from the emergency staff. In this situation, the person with COVID-19 may be admitted to hospital and the medical staff will provide advice on what to do.

If it is not an emergency, go to Step 2 below.

Step 2 Isolate the person infected immediately

If available (and appropriate), provide the person with a surgical mask and gloves and place them in a room by themselves. Issue surgical masks and gloves to the people who are currently/will be in close contact with the person whilst arrangements are being made for the person to be isolated at home, transferred to hospital or transferred to a dedicated isolation unit. If a Hartley client is unable to be isolated in their current home situation and they do not need to be admitted to hospital, Hartley may have a property that can potentially be used for isolating up to 3 clients (pending availability).

Step 3 Contact the ACT Communicable Disease Control (CDC) unit on: 5124 9213 (BH) or 9962 4155(AH).

If the CDC is unavailable, contact a GP or the National Coronavirus information Centre and take advice (1800 020 080). The health professionals will provide advice on the next steps which will include organising isolation. Decisions associated with isolation will take into account the health and home situation of the person who tested positive to COVID-19, access to appropriate care, access to a separate room or wing of a home, access to food and other necessities, access to Personal Protective Equipment (PPE) and whether the people in the household are at increased risk of complications from COVID-19 (e.g. people over 65, pregnant women or people who are immunocompromised or who have chronic medical conditions).

Step 4 Isolate the infected person and those who have had close contact with that person (separately)

The CDC and/or your GP and/or the National Coronavirus Information Centre, will advise the person who tested positive to COVID-19, and those who have had close contact with that person, when it is safe to come out of isolation. This is normally after 14 days, however, may change depending on each individual situation. Full details on isolation can be found at [Isolation information for people with confirmed COVID-19](#) on the ACT Government's website.

During isolation, the person with COVID-19 and the people who have had close contact must:

- Stay at home (preferably inside), not go to work, school or public areas.
- Not use public transport, taxis or communal transport.
- Move to one end of the house or be confined to one room. Ideally, only essential household members who are caring for the person infected should stay in the home and **they will also need to self-isolate for the required period**. Other people should consider moving elsewhere if possible. People who have increased risk to COVID-19 should stay away.
- Not have any visitors.
- Wear a surgical mask while inside the house when other people are present. If this is not possible, the people who live/work in the house should not be in the same room as the person with COVID-19. Alternatively, the people who live/work in the house should wear a mask, gloves and follow good hygiene practices which are outlined on the ACT Government's website under the section [How do I keep the people I live with safe from infection](#).
- **Note: Caregivers who touch or have contact with the infected person's used tissues, blood, body fluids and/or secretions (sweat, saliva, sputum, nasal mucous, vomit, urine or faeces) should wear a surgical face mask, plastic apron and gloves. These should be disposed of after each use and should not be reused.** Hygiene practices as outlined at [How do I keep the people I live with safe from infection](#) should also be followed.

Step 5 If the person who has COVID-19 or those who have been in close contact become unwell during the isolation period, someone should immediately call the CDC or in the case of an emergency, dial 000.

Step 6 After being cleared to come out of isolation by the CDC, the person who had COVID-19 and/or the people who had contact with the person can come out of isolation. During the COVID-19 crisis, this will mean, but will not be limited to continued social distancing, increased hygiene and cleaning practices and restrictions on non-essential travel and group gatherings. *Developed 24.3.20*