



# **HFA COVID-19 PROCEDURES**

## Supporting Participants in Isolation

Given the nature of the services that HFA & Disability Services provides, it is possible that clients will still need to access services in the event they are isolated due to a suspected or confirmed case of COVID-19. HFA & Disability Services' decision making around whether or how these clients can continue to be supported should be based on a thorough assessment of the client's needs, staff safety and wellbeing and the risks associated with doing so.

Key things to consider include:

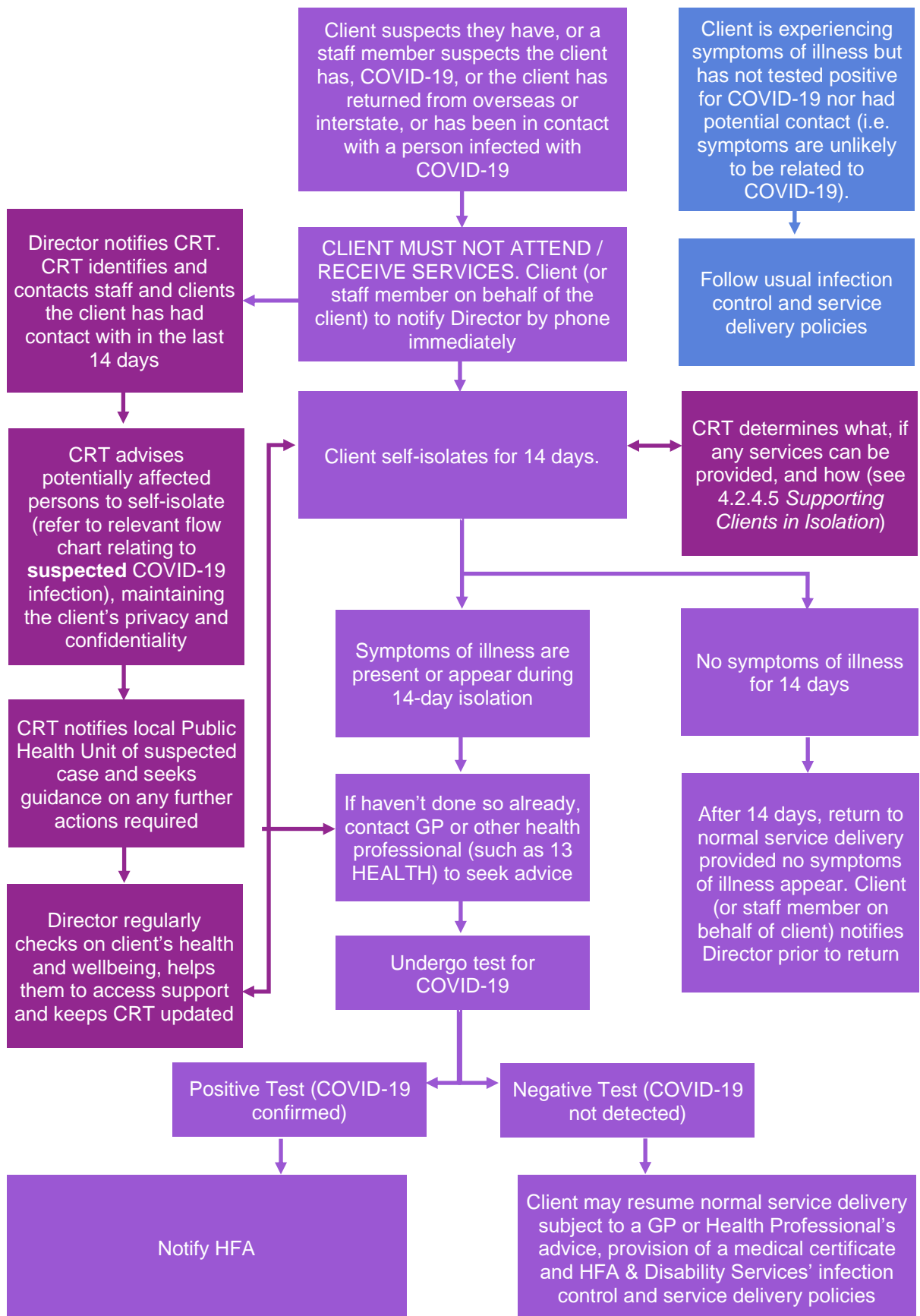
- Are the services that are required essential services?
- Does the client have family or informal supports who can support them?
- If services are essential and HFA & Disability Services' support is required, can they be provided through a different, safer method?
- Are staff willing to support the client and if so, are they aware of the risks associated? Are they aware of and know how to implement intensive safe work practices in order to protect themselves? Do they have sufficient PPE to protect themselves?

**NOTE: Any staff who are at known risk of experiencing severe symptoms should they contract COVID-19 (for instance, people who are older or who have suppressed immune systems or pre-existing conditions such as hypertension, diabetes and cardiovascular disease) MUST NOT be engaged to support high risk clients.**

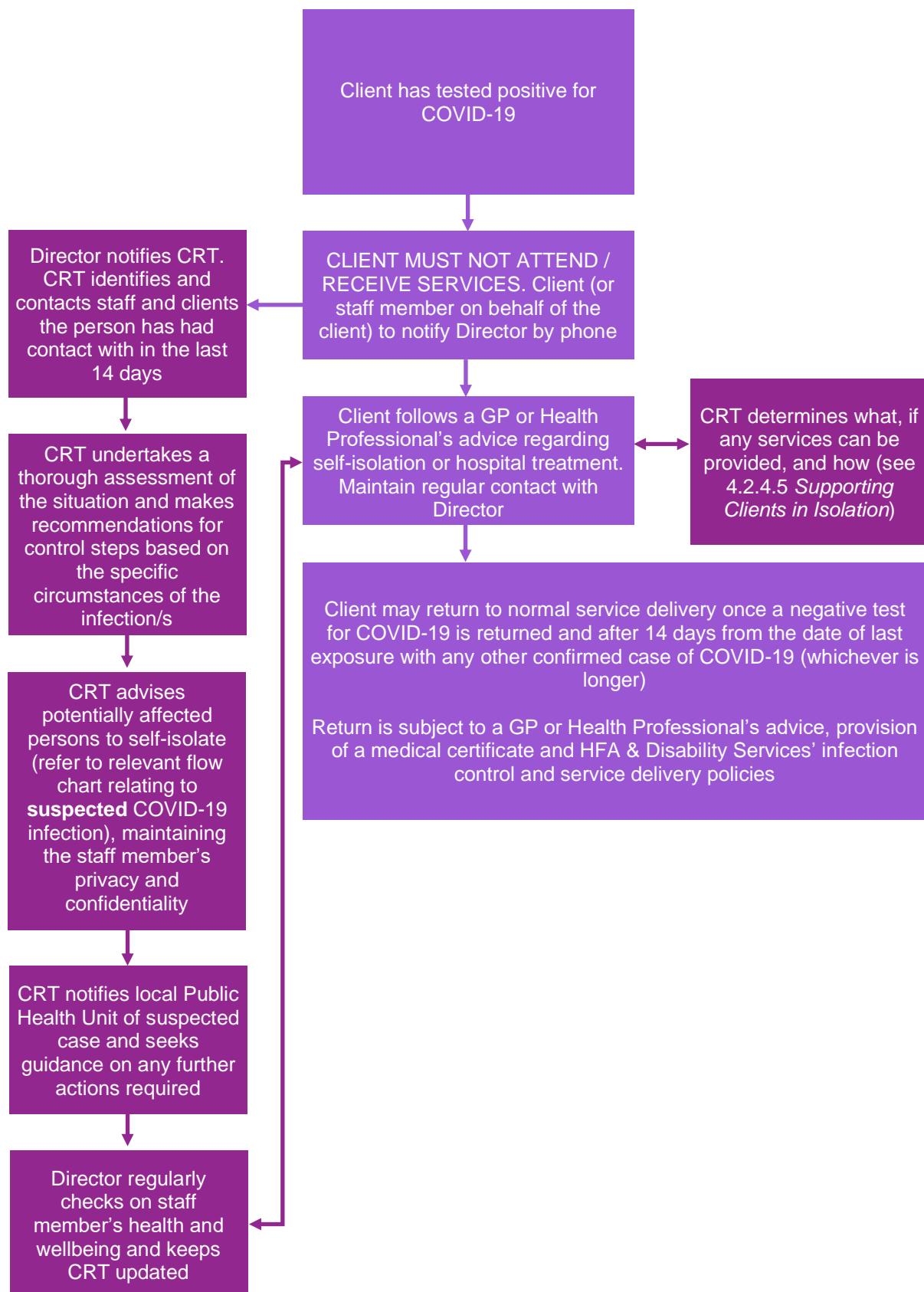
- Are staff equipped and supported to respond should the client's symptoms worsen?
- How will staff be monitored to ensure their ongoing safety and wellbeing?

**Decisions to support clients who are suspected of having COVID-19, or who have COVID-19, must be made on a case-by-case basis. As part of its decision making, the CRT should consult closely with the local Public Health Unit, the client/their representative and impacted staff to ensure any supports provided are provided in the safest way possible for all involved.**

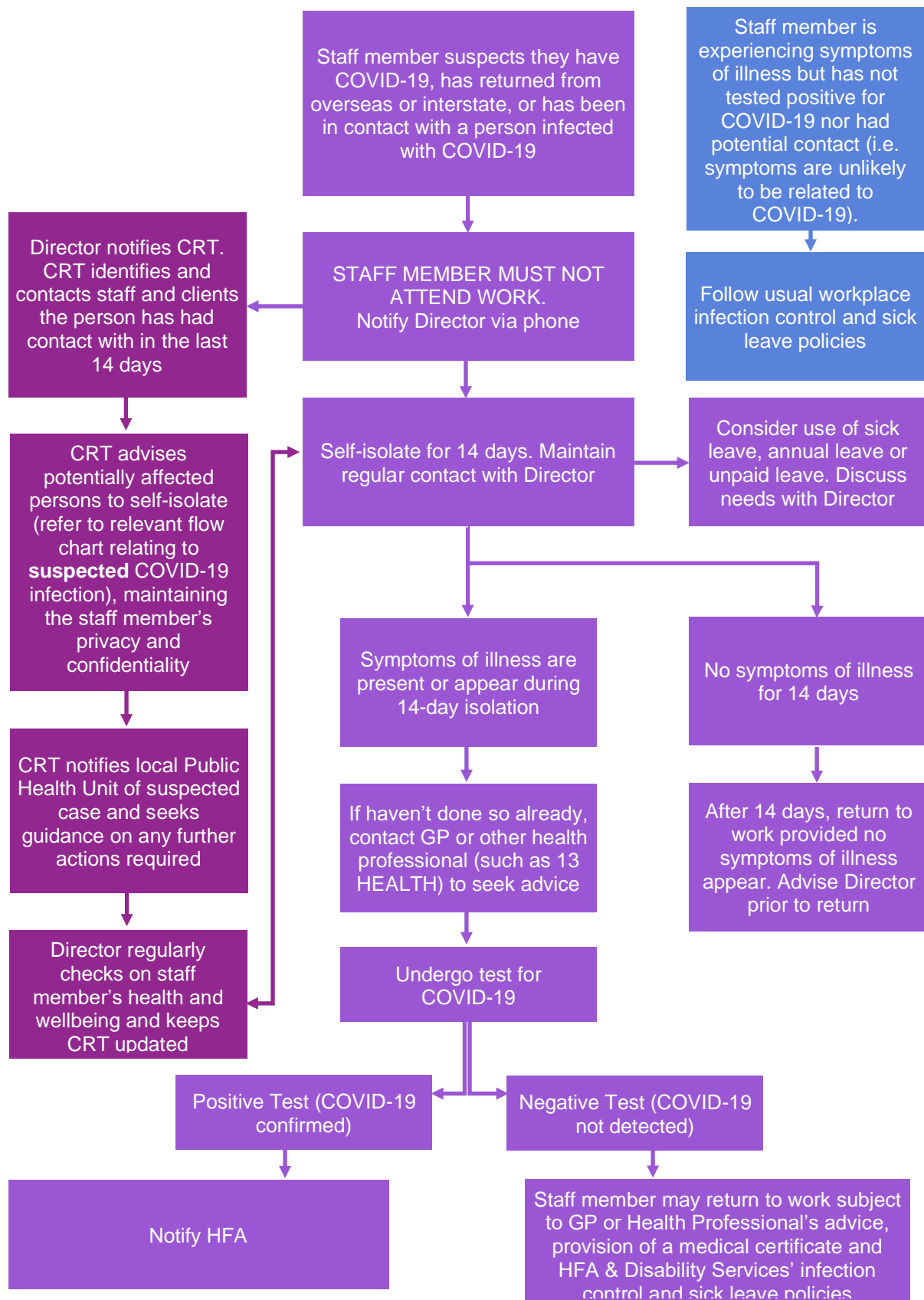
# Participant Notification of Suspected COVID-19 Infection



## Participant Notification of Confirmed COVID-19 Infection



## Staff Member Notification of Suspected COVID-19 Infection



## Staff Member Notification of Confirmed COVID-19 Infection

