


**Fina Australia**  
**| Our Covid-19**  
**Responses**  
**and Facilities**





Fina remains a leader in the disability sector regarding Covid-19 response strategies and facilities.

Fina continues to take every precaution and measure across our locations to ensure the safety and wellbeing of our clients, their families, our staff members, our suppliers, our business associates and our visitors.

This booklet outlines Fina's procedures and facilities, and your options, in the event that a member of our community exhibits Covid-19 symptoms.

## The Covid-19 Global Pandemic

Covid-19/coronavirus is a very significant, global pandemic. No one should be in any doubt as to the seriousness of this Covid-19 pandemic. The statistics emanating from the United States and South America, for example, are horrifying.

The Covid-19 virus is particularly contagious and, primarily, causes respiratory illness in humans. In some instances, Covid-19 results in the death of vulnerable people.

As well as the respiratory system, recent indications are that Covid-19 can have very serious and long-lasting effects on the liver, the brain and other organs – as well as the immune system.

Covid-19 is very difficult to prevent and protect against because people are contagious before they exhibit any symptoms. Equally sobering is the fact that the virus can survive on surfaces for many hours, depending on the surface. The extent to which it is spread by aerosol is still being studied.

Medical professionals and governments all over the world are still grappling with how to deal with it. The general consensus remains that the strictest possible lockdown/stay at home/social isolation/hyper-hygiene scenarios are the best ways to ensure personal and community safety.

Fina is adhering to the directions and declarations of the Commonwealth and State Governments. We are also very mindful of NDIS advice and recommendations.

You will appreciate that the prevention of Covid-19 transmission must take precedence over all our normal practices and procedures.

Government directives are being updated almost daily. Fina is doing all in its power to keep abreast of these changes.

We encourage you to visit our website [fina.org.au](http://fina.org.au) to keep up-to-date with developments in our community.

For further information and updates, visit the Australian Government website at:

[health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert](http://health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert)

## Your loved ones (our clients) are especially vulnerable

The elderly, people with a disability and people who live in residential group settings are acknowledged as being particularly vulnerable to Covid-19. Many Fina community members fit into one or more of these groups.

At the time of putting this booklet together, 29 residents of one aged care facility in Sydney died from Covid-19.

## Human Rights

Fina is very mindful of the rights of our clients to independence, freedom, choice and their right to make their own decisions in accordance with applicable laws and conventions.

However, the fact is that social distancing, self-isolation and strict quarantining can be directed by the authorities in the event of a Covid-19 infection. In this event, everybody's independence, freedom of movement, choice and right to self-determination will be compromised regardless of age, disability, intellectual capacity etc.

## Fina – taking no chances

Fina remains a leader in the disability sector with regard to this Covid-19 response strategies and facilities.

Fina is legally and morally obliged to take all reasonable actions to protect our clients and our staff from Covid-19.

We would be failing in our duty to our clients, their families and our staff if we did not take immediate, strategic and decisive action:

- ▶ to prepare for a Covid-19 outbreak in one or more of our facilities;
- ▶ in anticipation of further lockdowns imposed by either the Commonwealth or the Queensland Government sometime in the future.

## Current Precautions

Fina continues to take extra precautions and measures across our locations to ensure the safety and wellbeing of our clients, their families, our staff members, our suppliers, our business associates and our visitors.

### These include:

- ▶ Checking visitors and staff for any international or inter-state visits or visitors prior to allowing entry to the house;
- ▶ Checking the temperature of everyone – staff, visitors, support workers, contractors etc – prior to entering the house;
- ▶ Conducting regular symptom checks on our clients by our nursing staff;
- ▶ The provision of hand sanitiser at reception counters for both visitors and staff to use;
- ▶ Increased frequency of cleaning of our residences and our offices, especially high traffic areas, high touch areas and shared facilities such as door handles, desks, chairs, tables, benches and, of course, toilet areas;
- ▶ Increased sanitisation of all Fina vehicle touch points to reduce the potential of transmission between people. This is important as our staff drive our clients to appointments, community engagement events etc;
- ▶ At this time our team members have been asked to ensure that physical touch is kept to a minimum to reduce the chance of transmission. This is in line with the Government's social distancing guidelines;
- ▶ In the event of Community Access activities being cancelled, Fina will offer an enhanced range of in-house activities with staff instead.

## Visits

Health authorities continue to recommend, at this time, that the number and duration of visits to group residential facilities are minimised to lower the risk of Covid-19 transmission.

Family and friends are encouraged to keep in touch with their loved ones via phone, video calls, photos etc.

If you do enter a Fina building, please observe all normal precautions including social distancing (2 metres) and the frequent use of hand sanitiser.

### Please stay away if:

- ▶ you are feeling unwell – specifically with a fever, a sore throat, cough, fatigue and breathing difficulties;
- ▶ you have been in contact with a confirmed or suspected COVID-19 infection;
- ▶ you have been in contact with someone who is unwell;
- ▶ you have returned from overseas in the last 20 days;
- ▶ you have returned from interstate in the last 20 days;
- ▶ you have been in contact with someone who has recently returned from overseas or interstate.

### If you do visit, please:

- ▶ keep your visit short;
- ▶ restrict yourselves, if possible, to one visitor at a time;
- ▶ limit your visit to the person you have come to see;
- ▶ keep children away if at all possible, especially if they or a resident family member are – or have been – unwell;
- ▶ avoid spending time in communal areas of the facility;
- ▶ wash your hands well with liquid soap and water or alcohol-based hand sanitiser before and after visiting;
- ▶ cover your mouth with a tissue or your elbow (not your bare hand) when coughing or sneezing and dispose of used tissues immediately. Then wash your hands;
- ▶ adhere to the requests and restrictions put in place by Fina;
- ▶ follow the infection control guidelines as directed by facility staff.



## **Fina's Nursing Staff**

Registered and Enrolled Nurses have joined Fina's staff to support, assess and advise clients and staff with regard to a range of health matters.

As early detection of Covid-19 symptoms can decrease the severity of the illness, our clinical staff members conduct regular symptom checks on all clients throughout the day.

## **Suspected or actual Covid-19 infection**

Fina has developed an individualised, detailed plan for each client the event that he/she displays Covid-19 symptoms.

At the time of preparing this booklet, we have had to enact our Covid-19 procedures 12 times since the announcement of the pandemic.

Fortunately, no member of the Fina community, including clients and staff, has returned a positive test to date.

If any client in a Fina-supported residence displays suspected Covid-19 symptoms, Fina will ensure testing and will support the client pending the results of the Covid-19 test. Of course, Fina will advise families, guardians and the client's doctor while following the recommendations of the testing clinic or hospital.

## **Fina's Covid-19 special facility**

In the event of a suspected or actual Covid-19 infection, Fina has built and equipped an isolation/quarantine facility at Malpa House at Samsonvale Road. Suspected and/or actual cases of Covid-19 can be safely cared for here for as long as necessary – again staffed by nurses and support workers.

We have also written to all of our clients' doctors, the local clinics and hospitals, asking for their support and assistance.

## Covid-19 pandemic options for clients and families

These options are outlined in detail below. Please read them carefully, discuss them with your loved one and your family and let Fina know of your decision as soon as possible.



### OPTION 1:

## Your loved one at home with you for the duration of the Covid-19 pandemic.

While Fina is wholly committed to the care of our clients, we recognise that a family might wish to have their loved one at home with them for the duration of the Covid-19 pandemic. This option will involve a formal agreement which will remain in place until the pandemic is declared over.

If this is your choice, Fina can:

- a. bring your loved one to your home and help settle him/her in;
- b. provide you with the Australian Department of Health monitoring guidelines and information and train you and your family in its use;
- c. provide you with a copy of the Fina Covid-19 Response Plan and Incident Record. This document will include contact details for our Registered Nurse and other relevant staff as well as doctors, external clinics and hospitals;
- d. provide you with your loved one's individualised and detailed plan in the event he/she displays Covid-19 symptoms.

It is important that we all sit down together before the need arises, so we can brief you on your loved one's plan and agree on who will be responsible for which actions should the need arise.

If you choose to ride out the Covid-19 pandemic together with your loved one in your home, Fina can provide you with as little or as much direct support as you wish.

#### Fina can:

- ▶ provide a single shift of support from one of our existing workers from the current residence. (It may be possible to provide more support depending on how many families select this option);
- ▶ deliver meals (nutritionally devised and prepared by our chef) for every meal of the day – breakfast lunch and dinner. These meals will be complemented by a piece of fruit and either morning or afternoon tea each day. Meals will be pre-packed and delivered to your house 3 times per week. Food for our client is covered by NDIS funding. If you wish, Fina is happy to provide food for the rest of the family at a cost of \$15 per person per day. Additional items may be ordered as well.

You are always welcome to speak with any one of our team members over the phone or via email.

## Covid-19 pandemic options for clients and families

These options are outlined in detail below. Please read them carefully, discuss them with your loved one and your family and let Fina know of your decision as soon as possible.

### OPTION 2:

## Your loved one remains in his/her normal Fina-supported residence during the Covid-19 pandemic.

### If this is your choice Fina can:

- a. provide you with the Australian Department of Health monitoring guidelines and information and train you and your family in its use;
- b. provide you with a copy of the Fina Covid-19 Response Plan and Incident Record. This document will include contact details for our Registered Nurse, relevant staff members and Fina's Covid-19 facility as well as doctors, external clinics and hospitals;
- c. provide you with your loved one's individualised and detailed plan in the event he/she is suspected of having contracted Covid-19;
- d. have our Registered Nurse provide you and your family with information and advice;
- e. deliver meals (nutritionally devised and prepared by our chef) for every meal of the day in the Fina house - breakfast lunch and dinner.

Option 2 significantly reduces the transmission risks involved in shopping and food preparation as it allows for social distancing. It also gives staff more time to support clients and to ensure regular cleaning of surfaces etc. All food provided for our client is covered under NDIS funding.

Fina will provide food for staff when on shift.

The food preparation and delivery option is very much preferred by Fina for the reasons outlined above.

### Food for your Family

Fina Park has a full commercial kitchen which is now under the direction of our highly qualified and experienced chef, Michael.

Regardless of which option you and your family choose, you may wish to avail yourselves of the Fina food preparation and delivery service.

Breakfast, lunch and dinner, nutritionally devised and prepared by Michael, will be complemented by a piece of fruit and either morning or afternoon tea each day. Meals will be pre-packed and delivered to your house 3 times per week.

Fina is happy to provide this service to your family at a cost of \$15 per person per day.

Additional items may be ordered as well.



*A Community of Care*

Fina Park  
30-54 Aquatic Centre Drive  
Burpengary Queensland 4505

PO Box 621  
Morayfield Queensland 4506

T 07 5428 0155  
E [fina@fina.org.au](mailto:fina@fina.org.au)  
W [fina.org.au](http://fina.org.au)