

### When should I wear PPE?

All shifts require PPE to keep you and the customer safe from the spread of COVID-19. You must wear a mask, gloves, use hand sanitiser and practise physical distancing when possible.

### What if there is a known risk of COVID-19?

You will be informed by the Zest Care Operations Team if there is a COVID-19 risk present. Full PPE must be worn if the customer has had a high-risk exposure as per the health guidelines. Our team will assess the customer's situation and advise you of the risk.

### What is full PPE?

Full PPE includes a mask, face shield, gloves and gown. You will also need hand sanitiser.

### How to safely put on and remove PPE

#### After sanitising your hands, put on your PPE in this order:

1. Gown
2. Mask
3. Face Shield
4. Gloves

*Once your shift has finished, carefully remove and discard your gloves without touching the outsides, then sanitise your hands.*

#### Remove PPE in this order:

1. Gloves
2. Wash hands/sanitise
3. Face Shield
4. Gown
5. Mask
6. Wash hands/sanitise

#### POINTS TO REMEMBER:

- Do not touch the outside of your PPE
- Wash or sanitise your hands when appropriate
- Always remove your gloves first and your mask last
- Place PPE in plastic bag, then in second plastic bag and dispose appropriately.

For a step-by-step guide for putting on and removing PPE correctly, [CLICK HERE.](#)



### Where can I get PPE?

To place an order for a PPE pack, email [operations@zestcare.com.au](mailto:operations@zestcare.com.au).

If there is a known risk of COVID-19 the Operations Team will send a full PPE kit to you or arrange a drop off to the customer directly.

### What should I ask before beginning my shift/visit?

Before entering your customer's home, you must determine that it is safe by asking these questions:

1. Does anyone in the household have flu-like symptoms?
2. Has anyone in the household been in contact with a suspected or confirmed COVID case?

If they answer 'yes' to either question, please remain outside and contact us on 1300 844 127.

If you have COVID or flu-like symptoms do not attend your shift. Please call us as soon as possible on 1300 844 127 so alternative care can be arranged.



### What if a customer asks me not to wear PPE?

Please explain that currently all team members must wear PPE. This is to protect the customer, the community and you.

We know this can be uncomfortable and please thank your customer for their understanding.

### How can I prevent the spread?

Here are some other steps you can take to help prevent the spread of viruses like COVID-19 and the flu.

#### Hand hygiene

Washing your hands regularly with warm water and soap is important. If there is no water or soap available, using hand sanitiser is recommended.

See [this fact sheet](#) from NSW health about simple hand hygiene.



### Cough etiquette

Remember to always cover your mouth when you cough, either with a tissue or by coughing into your elbow. Please read [this fact sheet](#) from NSW health about cough etiquette.

### Respiratory hygiene

Respiratory hygiene is similar to cough hygiene but also includes sneezing. Always cover your sneeze with a tissue or by sneezing into your elbow. After you have disposed of the tissue wash your hands.

### What else should I do?

1. Complete the following mandatory short course on [eTrainu](#):

*Coronavirus (COVID-19) Wearing Personal Protective Equipment for Disability Support Workers.*

You must complete the assessment questions at the end of the video in order to be deemed compliant with this training.

**Note:** Zest Care will provide you with a disposable face shield which is equivalent to the goggles shown in the short course.

**Note:** The video also says for some customers you don't need to wear PPE. When on a Zest Care shift you must always wear PPE.

2. Advise Zest Care immediately if you have symptoms, have been tested for COVID, or have been in contact with a confirmed or suspected case.

Thank you for your commitment to the safety of our customers and community.

For more information email [operations@zestcare.com.au](mailto:operations@zestcare.com.au) or call us on 1300 844 127.

