

# COVID-19 Guidelines for Supporting Customers



If a person is displaying COVID-like symptoms OR they are a close contact OR they have tested positive for COVID-19, you must undertake the following steps:



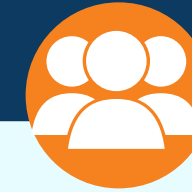
## Employment customers

- If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help
- Staff supporting a person with symptoms should wear Level 3 PPE
- Keep the person away from others
- Organise transportation off site and encourage COVID-19 testing, with the support of the customer's family or accommodation provider
- Supported employees must then follow the COVID-19 Guidelines for Staff
- Close off affected areas and prevent access until they have been cleaned and disinfected
- Determine possible close contacts and notify people accordingly



## Accommodation customers

- If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help
- Staff supporting a person with symptoms should wear Level 3 PPE
- Isolate the customer in a single room immediately, where possible
- Organise testing by doctor or at a testing facility
- Ensure strict cleaning, hand hygiene and PPE protocols are implemented
- If the test is positive, report via the COVID-19 Hub and activate the Outbreak Management Plan which includes the **24hr response plan** and **COVID-19 positive isolation manual**
- If the customer is a close contact, report via the COVID-19 Hub and follow all PHU protocols



## Community customers

- If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help
- Staff supporting a person with symptoms should wear Level 3 PPE
- Keep the person away from others
- Organise transportation off site and encourage COVID-19 testing, with the support of the customer's family or accommodation provider
- Close off affected areas and prevent access until they have been cleaned and disinfected
- Determine possible close contacts and notify people accordingly
- Follow up with the customer regarding testing outcomes. If the test is positive, report via the COVID-19 Hub and follow all PHU protocols
- If the customer is a close contact, report via the COVID-19 Hub and follow all PHU protocols

### Symptoms include:



Fever



Fatigue



Sore/ scratchy throat



Shortness of breath



Runny nose



Dry cough

### Close contacts:



A household member or intimate partner of an infectious case.



15 mins face-to-face or 2 hours in a room where you and the infectious case have been without a mask.



Someone who has been notified by WA Health that they are a close contact.