



# Specialist Homelessness Services (SHS) Checklist

## Responding to a suspected or confirmed COVID-19 client case

*This checklist will support a robust and effective service response in the event of a suspected or confirmed COVID-19 case, within a Specialist Homelessness Service. Where suspected cases include staff, implement workforce contingency plan and contact DCJ Contract Manager if service delivery is likely to be impacted.*

### Suspected case checklist

- Identify appropriate Personal Protective Equipment (PPE) and provide to staff and clients as necessary.
- Provide staff with equipment/devices to support safe work practices, as needed, and quick reference information on use.
- Support suspected client case and all other service clients to undertake a COVID-19 test. Find a clinic [here](#). NSW Health has developed fact sheets providing advice dependant on circumstances, including for [people with COVID-19 symptoms](#); [close contacts](#); and [casual contacts](#).
- Identify whether client is likely to self-isolate on or off-site and provide support. Advice on managing challenging behaviours and non-compliance in relation to Public Health Orders can be found in the [DCJ SHS COVID-19 Guidelines](#).
- If relocating, identify what is needed to support isolation off-site (e.g. medication, food, case management, etc.).
- Inform all relevant staff, visitors and contractors of the situation and need for testing.
- Activate Business Continuity Plan (BCP) and COVID-19 Safety Plan, and ensure key activities are in place, as needed.
- Develop client list with details to provide to PHU.
- Contact PHU (Statewide: 1300 066 055) if advice is required (refer to *SHS Checklist: Contacting Public Health Unit (PHU) for advice or reporting of positive COVID-19 client case*, mention the service is funded by DCJ). Find local PHU contact details [here](#).
- Assess staff/client movements, minimise potential transmission, and cease non-essential visitors.
- Contact DCJ Contract Manager if additional funds are required for Emergency Accommodation, cleaning, or other support.



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- Provide client with necessary resources to support their wellbeing during isolation, including technology and phone credit to enable contact, entertainment, food and cleaning supplies.  
A listing of food relief services can be found [here](#).
- Maintain stocks of personal/household items for isolating clients.
- Monitor for symptoms and contact 000 if symptoms are severe.
- Continue to support self-isolation as needed.
- Carry out cleaning activities.
- Ensure record keeping processes are robust and up-to-date.



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## Confirmed case checklist

- Activate workforce contingency activities, as per service BCP.
- Report to PHU (refer to *SHS Checklist: Contacting Public Health Unit (PHU) for advice or reporting of positive COVID-19 client case*, mention the service is funded by DCJ).
- Report to DCJ Contract Manager immediately.
- Continue to support client wellbeing while in self-isolation during the isolation period as needed and/or guided by the health team providing clinical care. If client is isolating off-site, hand over to relevant PHU but continue to provide case management support. NSW Health has a fact sheet for confirmed cases, which can be found [here](#); along with advice on [release and recovery](#).
- Assess staff/client movements, minimise potential transmission, and cease non-essential visitors.
- Continuously monitor symptoms and contact 000 if symptoms are severe.
- Provide advice to PHU on client's specific needs, including those relating to current health status, vaccination status, pre-existing physical and mental health, alcohol and other drug use, culture and disability.
- Provide documents that outline the movements, times and dates of the positive case, to PHU.
- Provide list that includes staff/clients with possible exposure, to PHU, including vaccination status.
- Continuously assess and monitor infection control strategies, including appropriate use of PPE, hygiene, and physical distancing.
- Assess risks in relation to staff and other contacts, including likelihood of infection, spread to other sites, and staff absence.
- Being sure to maintain the privacy of relevant clients, advise other services and partner organisations to be alert to potential cases that may visit and to risk-reassess, as needed.
- Advise current and potential contractors and visitors to the service of the situation.
- Conduct venue risk assessment with PHU support.

***Following the incident, reflect on lessons learnt and revise/practise plans, processes and protocols, as necessary***