



Information for families in Children, Youth and Families about COVID-19 (coronavirus)

Information for Visitors to Life Without Barriers Residential Care Homes in Queensland

25 August 2020

Our priority at Life Without Barriers is protecting the safety and wellbeing of young people in residential care and our staff including by keeping a focus on cleaning, hygiene and physical distancing, where possible, within each home.

Due to recent cases of COVID-19 in the Greater Brisbane and Ipswich areas, we are taking some extra safety measures our residential care homes in Queensland:

- **Temperature testing:** all staff, residents and essential visitors will have their temperature checked before entering the home.
- **Staff will be wearing single use surgical masks** when working in Life Without Barriers homes located in restricted local government areas, as listed on the [Queensland Health website](#)

Visitors

For everyone's safety, we are still asking that **only essential visitors and family members** of children and young people visit our Residential Care Homes at this time. Before visiting, we ask that you:

- Call your Life Without Barriers key worker beforehand to let them know you wish to visit
- Consider if the visit is essential or if we can support you to connect with your family member in other ways such as over the phone
- Make sure you do not arrive if you are sick, especially symptoms such as a sore throat, cough, or fever
- We ask that all essential visitors do the following before entering:
 - Answer some screening questions about your health and recent places you have travelled to. If you have any symptoms of COVID-19, unfortunately you will not be able to enter
 - Allow our staff to check your temperature before you enter. If your temperature is more than 37.5 degrees after two checks, you will not be able to enter.
 - Complete the sign-in sheet with your personal contact details
- During your visit, please follow hygiene and physical distancing and keep 1.5m apart from everyone in the home.

We understand how important relationships with family are and we will do everything we can to enable this to continue using technology if face to face contact is not possible, such as phone calls or video calls.

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For everyone's safety our staff will continue to:

- Stay home if they are sick or have symptoms of COVID-19; get tested; and will not return to work until they have received a negative test result.
- Report any suspected or confirmed cases of COVID-19 immediately. This applies for staff, children and young people in the home, or anyone else in the home.
- Check on the health and wellbeing of children and ask them about any concerns they may have. Staff will talk to them about how to stay safe and maintain good hygiene and physical distancing.
- Ensure children have alternate ways to communicate with their loved ones e.g. FaceTime.
- Follow strict hygiene, cleaning and physical distancing protocols.
- Keep their knowledge and understanding of infection control up to date with mandatory training.

More information:

If you have any questions, please call your local team, or Life Without Barriers National COVID-19 Response Call Centre on 1800 313 117 or check our website at www.lwb.org.au.

- [Queensland Health website](#)
- Translated COVID-19 resources: [Information for multicultural communities – coronavirus \(COVID-19\)](#)