

Macarthur Companion Services

Infection Prevention & Control Policy

(Your official logo will appear in the header & footer on export)

Infection Prevention & Control Policy

1. Cover Page

Macarthur Companion Services

Infection Prevention & Control Policy

Health • Hygiene • Safety

2. Purpose

The purpose of this policy is to protect clients, staff, volunteers, and the community from the risk of infection by ensuring safe and effective infection prevention and control measures across all Macarthur Companion Services (MCS) activities.

3. Policy Statement

MCS is committed to: - Minimising the risk of infection transmission - Promoting a clean, hygienic, and safe environment - Ensuring staff follow evidence-based infection prevention practices - Meeting all Australian health and safety standards

This policy applies during all service delivery, including transport, community access, shopping assistance, and companionship support.

4. Scope

This policy applies to: - All employees - Volunteers - Contractors - Any individual providing services under MCS

5. Key Principles of Infection Control

- Good **hand hygiene** is the single most important practice
 - Use **PPE** (gloves, masks) when required
 - Maintain **cleanliness** of vehicles and equipment used in service delivery
 - Follow **standard precautions** at all times
 - Stay home if unwell
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6. Hand Hygiene Requirements

Staff must wash or sanitise their hands: - Before and after contact with clients - After touching shared surfaces - Before assisting with shopping or handling items - After coughing, sneezing, or blowing their nose - After using the toilet

7. Personal Protective Equipment (PPE)

PPE is required when: - A client is unwell or showing symptoms - Staff are cleaning bodily fluids - A government directive is in place (e.g., during outbreaks)

PPE includes: - Gloves - Masks - Hand sanitiser - Cleaning wipes or sprays

8. Cleaning & Sanitisation

Vehicles Used for Transport:

- High-touch areas wiped daily (handles, seatbelts, dashboard)
- Clean spills immediately

Client Service Environments:

- Use disinfectants on shared surfaces
 - Avoid clutter and ensure clean working areas
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9. Staff Illness Requirements

Staff must **not** attend work if they have: - Fever - Flu-like symptoms - Gastrointestinal symptoms - Any contagious condition

They must notify management immediately and may require clearance before returning.

10. Infection During Service Delivery

If a client becomes unwell during support: 1. Maintain distance where safe 2. Provide assistance as appropriate 3. Notify the Manager 4. Encourage the client to seek medical help 5. Record the incident if required

11. Outbreak Management

During community outbreaks (e.g., influenza, COVID-19): - Follow government health advice - Increase cleaning frequency - Use masks when recommended - Limit unnecessary contact where appropriate

12. Training Requirements

All MCS staff must complete: - Infection control awareness training - Annual refresher training

13. Documentation & Record Keeping

- Cleaning logs must be maintained
 - Incident reports filed for infection-related issues
 - Staff illness records kept confidentially
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14. Header & Footer Instructions (For PDF Export)

Header:

Macarthur Companion Services – Infection Prevention & Control Policy (logo right)

Footer:

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If you'd like, I will now generate the next policy: **Risk Management Policy**.