

memo

memo no: 776
to: All Lifebridge Staff and Volunteers
from: Bronwyn Mitchell, CEO
date: 17 March 2020
subject: COVID19 – Update from the CEO

Dear Lifebridge Staff & Volunteers,

I would like to reassure all staff and volunteers that the Lifebridge Board and Executive Team are communicating daily and closely monitoring the evolving situation regarding the COVID-19 pandemic.

We are in regular contact with our peak bodies and associations and responding to the advice of the federal and state health departments as it relates to our circumstances.

Following a meeting of the Executive Team this morning, we take this opportunity to update you on the following:

1. As of today, 17th March 2020, Lifebridge has received NO advice regarding a confirmed case of, or direct exposure to, COVID-19 from either a member of staff, volunteer, customer or family/carer.
2. To avoid large gatherings and reduce the risk of exposure - the Disability Services All Staff Meeting scheduled for Wednesday 18th March 2020 has been postponed until further notice.
3. We have several staff who have elected to self-quarantine due to family members returning home from overseas or because they have family members who have compromised immune systems.
4. We have aged care volunteers who have elected to cease volunteering for the next several weeks as they are in a high-risk age group. Activities will be adjusted accordingly.
5. The Kingscliff Office will remain open and attended by staff as usual. Where possible and practical office-based staff will work from home on a rotational basis to support efforts of social distancing and reduce gatherings.
6. Through the remainder of this week the Disability Services Manager and the Aged Care Services Manager will be leading their teams in conducting detailed risk assessments of all programs, activities and means of service delivery to; reduce exposure and implement recommendations and guidelines for social distancing, group gatherings and infection control including avoiding large shopping centres, movie theatres, theme parks etc.
7. Extra efforts will be required of Support Staff to ensure Lifebridge buses and private vehicles used to transport customers are appropriately disinfected (all surfaces wiped down) at the beginning and end of each shift. Product is on order and we will advise its availability as soon as it is delivered.
8. Staff and volunteers are reminded of their obligation to adhere to all guidelines, protocols, policies and procedures relating to good hygiene, infection control and using PPE as detailed in our email to you on 12th March 2020. Staff & volunteers must remain at home if they are feeling unwell or experiencing any flu or cold like symptoms and advise their Service Manager accordingly.

9. All staff are encouraged to complete the infection control training module developed by the Department of Health, *"How to protect yourself and the people you are caring for from infection with COVID-19"* which is available and may be accessed using the following link.

<https://covid-19training.com.au/login.php>

You will need to register to participate - <https://covid-19training.com.au/register.php>

If you are unable to access this link using your smartphone, please contact your Supervisor who will make a laptop available in either Kingscliff or Coolangatta.

Please be assured that the Lifebridge Board and Executive Team are meeting regularly, working through various scenarios and developing contingency plans to effectively manage potential situations such as a confirmed case, widespread school closures, customer cancellations, travel restrictions, further limitations to group gatherings etc.

It is essential you check your Lifebridge emails daily to review regular communications. Further updates will be provided towards the end of the week following participation in several webinars being hosted by Aged and Community Services Australia (ACSA), the National Disability Insurance Agency (NDIS), Department of FairWork, Department of Health & other leading bodies.

Please contact your Departmental Manager if you have any concerns or questions regarding the above.

We are living in unprecedented times and we encourage all to take the best of care and every precaution to ensure the safety and wellbeing of yourself, your families and your customers.

Regards,



Bronwyn Mitchell
CEO