

memo

memo no: 777
to: All Lifebridge Staff and Volunteers
from: Bronwyn Mitchell
date: 20 March 2020
subject: Coronavirus Update

Dear Lifebridge Staff & Volunteers,

The following is an update regarding the evolving situation of the COVID – 19 pandemic and the response from the Lifebridge Executive.

The Executive Team have been meeting daily and we take this opportunity to update you on the following:

1. As of today, 20th 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. Your well-being is extremely important. If you are worried or concerned, please contact our Employee Assistance Provider – Kaye Laemmle on 0410 618 330 for a private and confidential consultation.
3. Remember to always practice good personal hygiene techniques. Stocks are available at the Kingscliff Offices including hand sanitiser, disinfectant, PPE, anti-bacterial wipes, Glen 20 sprays for work purposes.
4. Personal vehicles used to transport customers and Lifebridge vehicles should be sanitised prior to and at the completion of every shift. Product is available at Kingscliff and we are in the process of equipping Lifebridge vehicles with product so that you can wipe down all surfaces at the commencement and conclusion of every shift.
5. Lifebridge is constantly in contact with our suppliers to ensure ongoing availability and supply of sanitising and PPE related products. If you happen to come across any products required for use at work (particularly hand sanitiser) please purchase and Lifebridge will reimburse you with the provision of a receipt.
6. Prior to undertaking service - remember to ask your customers 3 key questions – have they returned from overseas? Have they been in contact with a diagnosed case of Covid-19, are they experiencing any cold or flu like symptoms? Record answers in the progress notes in Visicase. If you have any concerns, contact your Service Manager immediately.
7. 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.
8. Remember to wash your hands at the commencement of supports, during provision of supports and at the conclusion of each shift. Remind and encourage your customers to be doing the same thing. This includes in home services.
9. Lifebridge continue to complete and review detailed risk assessments of all programs, activities and service delivery. Any suggestions, questions or concerns should be raised immediately with your Service Manager.

10. If required, staff will be rostered to work in both aged care and disability services to meet customer demand and/or to maintain staff contract hours.
11. Until it becomes necessary for mandatory cross rostering, those who are interested in providing supports in aged care and disability are encouraged to contact Amanda Chadwick Business Services. Supplementary training will be provided in the provision of domestic support and personal care depending upon the individual customer needs.
12. Staff are reminded that it is essential you check your Lifebridge emails daily to review regular communications.

On a personal note, I would like to thank all staff for their professionalism and dedication during these uncertain times. I am very much aware that people are feeling anxious and concerned. Please rest assured that the Executive is focussed on ensuring the best outcome for customers, employees and volunteers. Your safety, health and well-being are our priority. Based on the work that has been done to date and the information that I have today, I am confident that by working as a team and supporting each other, Lifebridge will come through this latest challenge.

Enjoy your weekend. Stay safe and healthy.



Bronwyn Mitchell
CEO -Lifebridge