

# memo

memo no: 779  
to: All Staff and Volunteers  
from: Bronwyn Mitchell  
date: 26 March 2020  
subject: COVID19 - Response Update

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Dear Lifebridge Staff and Volunteers,

As of today, Thursday 26<sup>th</sup> March 2020 we are pleased to advise there are no reported or confirmed cases of COVID-19 amongst our staff, customer and carer population. We have been notified that 2 customers, recently hospitalised, have returned negative results and two support workers who self-isolated have also returned negative results. We have several staff and customers currently self-isolating due to contact with family returning from overseas; none of whom are displaying any symptoms.

The Board and the Executive Team would like to thank all our staff for responding to the current situation in a professional, calm and responsible manner doing everything they can to ensure the safety and wellbeing of their co-workers, customers and families.

Our thanks also extend to the Work Health & Safety Committee for their diligence, support and responsiveness during this time. Along with your Departmental Managers, the WHS Committee and your elected HSR's remain a source of escalation for any issues, concerns or suggestions you may have during this time. The Committee have agreed to meet on a weekly basis and any matters needing to be dealt with are immediately escalated to the Executive Team.

If you are feeling particularly anxious or overwhelmed during these uncertain times; staff are encouraged to contact our Employee Assistance Provider – Kaye Laemmle – who is available to provide free over the phone advice and consultations. Kaye can be contacted on 0410 618 330.

## **Personal Protective Equipment & Hygiene Products**

As you can appreciate the availability and sourcing of PPE and hygiene product is an enormous challenge worldwide. Once again we would like to reassure all our staff that the organisation is working diligently to source and secure equipment and products. We are in daily contact with our suppliers, peak bodies and government agencies and have standing orders for all our requirements. Staff have been thinking outside the box and, in the last two days, have sourced and secured equipment and product. Please be advised that the following is currently available at Kingscliff:

- Bulk hand sanitiser that can be decanted into smaller bottles.
- Disinfectant that can be decanted into empty spray bottles.
- Gloves and shoe covers.
- Face masks – have been sourced and are on their way down from Brisbane.

We do need your help though. We ask all staff, where-ever possible, to source spray bottles and dispensers that can be used and filled from our bulk supplies. Any purchase of dispensing equipment will be reimbursed with a receipt. We also ask that these products are used in accordance with our infection control protocols and remain in the vehicles and hubs for use by Lifebridge staff and customers as required.

Please contact your Service Manager if you require any equipment or product to be delivered to your nearest hub.

## Service Provision

In response to advice and direction from government and peak bodies representing both aged and disability services, the following changes have been made to Lifebridge services:

1. Aged Care have suspended all group and social activities. Services continue to be provided in home to both our HCP and CHSP customers.
2. Disability Services have reduced all activities to 1:1 and 1:2 services that are delivered in home or in our hubs maintaining strict hygiene and social distancing protocols.
3. If required to provide transport, customers are asked to sit in the back seat creating as much distance between them and the driver.
4. When the shift is finished, staff are required to wipe the vehicle down with antiseptic wipes or disinfectant including the outside car door handles.
5. Office staff have been directed to work from home with skeleton staff located at Kingscliff and Coolangatta ensuring hygiene and social distancing protocols.
6. The Coral Fern Supported Independent Living facility has been placed into “lock-down” following consultation with customers, staff and families.

Lifebridge staff are conducting daily risk assessments on all activities and services to ensure we are adhering to government and health directives and guidelines to ensure the safety and well-being of staff, customers and families. Advice and directives change daily and we endeavour to respond to these changes and communicate to all in a timely manner.

## Important Phone Numbers

We remind all staff to immediately contact your Department Manager if you or any of your family members, customers/carers are unwell, displaying any COVID-19 related symptoms, have themselves or family members who have returned from overseas or have any concerns that need to be escalated.

Lifebridge Reception – 1800 043 186

Bronwyn Mitchell, Chief Executive Officer – 0436 662 156

Amanda Chadwick, Business Services Manager – 0436 664 408

Beverly Smallmon, Aged Care Services Manager – 0436 656 237

Andrew Weir, Disability Services Manager – 0436 662 172

Michelle Kirkland, Finance and Administration Manager – 0436 662 177

Aged Care Services On-Call - 0400 087 077

Disability Services On-Call - 0400 288 344

Ben Simpson, Chair, Work Health & Safety Committee – 0407 880 307

Kaye Laemmle (EAP Provider) - 0410 618 330

Lifebridge Australia Ltd – ABN 35 023 657 150

PO Box 338, Tweed Heads 2485 ☎ 1800 043 186

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📘 [facebook.com/lifebridgeaustralia](https://facebook.com/lifebridgeaustralia)

Please be advised that the April Aged Care Staff meeting has been postponed with regular updates and information provided via Lifebridge emails.

In order to manage service provision during the Term 1 school holidays, we ask staff to contact their Department Manager as soon as possible if you intend taking leave to look after children.

Please contact your Department Manager if you have any concerns, issues or recommendations regarding the above.

Once again, I wish to express my gratitude and thanks to the extended Lifebridge family for your ongoing professionalism, diligence, respect, calmness and kindness to each other during these challenging times.

Yours sincerely,



Bronwyn Mitchell  
Chief Executive Officer