

# memo

memo no: 780  
to: All Lifebridge Staff and Volunteers  
from: Bronwyn Mitchell  
date: 27 March 2020  
subject: COVID19 Response Update – 27-3-2020

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Dear Lifebridge Staff and Volunteers,

As we all head into a very quiet weekend I take this opportunity to provide a summary of our communications from the previous couple of weeks:

## Social Distancing and Hygiene Practices

We remind staff and volunteers of their responsibility to adhere to all social distancing and hygiene protocols. Lifebridge have sourced and continue to make available personal protective equipment and product to be used in the provision of supports for the protection of our customers, co-workers and families.

Please be reminded that all Lifebridge staff and volunteers can access health and safety videos and related training programs through the Lifebridge Stream Service, which is available through your office 365 account. To access **Stream** you will need to go the app or play store and in the search function type Stream. The correct name is Microsoft Stream and once you have found this one tap on **get** or **install**. Once installed open the **Stream Application** - type in your Lifebridge email account and tap on sign in. You will then be directed to enter your password which will sign you into Stream. In here you can view all our training videos.

The Australian Department of Health Videos available in our Stream Training Channel regarding the Coronavirus are titled:

- Coronavirus video – Stay Informed
- Coronavirus video – Good Hygiene Starts Here
- Coronavirus video – Recent Traveller
- Coronavirus video – Help Stop the Spread
- Coronavirus video – Social Distancing
- Coronavirus video – Older Australians

The Australian Government Department of Health has made available a 30-minute online training module that is suitable for health care workers in all settings. The training module covers the fundamentals of infection prevention and control for COVID-19 including:

- COVID-19 – what is it?
- Signs and symptoms
- Keeping safe – protecting yourself and others
- Myth busting

Users must register, but registration is open to anyone - to register go to [covid-19training.gov.au](https://covid-19training.gov.au)

Please also find attached the following handy fact sheets for your information:

- How to wash your hands
- How to hand rub
- Information on Social Distancing
- Coronavirus – FAQ
- Coronavirus – What you need to know
- Coronavirus - Information on the use of surgical masks

A reminder to all staff to maintain vigilance over the weekend ensuring you exercise social distancing and hygiene protocols at all times. Please keep yourselves and your families safe. Adopting appropriate hygiene and social distancing practices will increase our chances of preventing exposure and infection in the community and in turn enable us to provide much needed supports to our aged and disability customers on an ongoing basis.

### Service Provision

The Lifebridge Executive Team is in daily contact with relevant government departments, agencies and peak bodies to understand and implement the latest advice and directives regarding COVID-19. We believe that our current service provision as detailed in yesterday's staff communication continues to meet or exceed the directives and recommendations for the provision of service in aged and disability services.

Risk assessments are performed on all services each and every day to ensure compliance with current advice and to respond to the dynamic and fluid environment in which we operate. We encourage staff who have any concerns, issues or suggestions to contact their Department Manager, Health & Safety Representative or any member of the Executive Team to discuss. The Executive Team continues to monitor and respond to CIL's on a daily basis.

### Staffing

We have a number of staff who have chosen to self-isolate or advised their unavailability to work during this time for personal reasons. Please be assured that all staff have a choice and you may choose not to work during this period. If this is the case, you can access your accrued annual leave or leave without pay. We encourage you to speak with your Service Manager.

We also remind staff to contact their Service Manager if they intend taking leave during the upcoming Easter and Term 1 school holidays so we may confirm service and staff rosters over this period.

The Executive Team will remain in contact over the weekend and will be monitoring the results, directions, advice and recommendations of all relevant government departments, agencies and peak bodies. We ask that all staff monitor their Lifebridge email address in the event of any significant changes that need to be implemented to services next week. On behalf of the Executive Team, we wish you good health and wellbeing. Stay safe, and in all the current uncertainty and confusion, please take time to enjoy some peacefulness and maintain positive thoughts. Be kind to yourself and others.

Kind regards,



Bronwyn Mitchell  
Chief Executive Officer