

memo

memo no: 789
to: All Lifebridge Staff and Volunteers
from: Bronwyn Mitchell
date: 22 May 2020
subject: COVID-19 Response Update

Dear Lifebridge Staff and Volunteers,

Aged Care Groups

We received some good news this week regarding the gradual return of Aged Care Groups from 1st June 2020. Guidelines for supporting groups will be strict to ensure social distancing and hygiene protocols are always adhered to. We will start slowly with prioritised CHSP customers being contacted, small groups designed, risk assessments performed and cleaning regimes developed to ensure the mitigation of risk to our staff, customers and families.

Kingscliff Refurbishment

Staff have been busy cleaning, decluttering and sanitising the administration building and the Cottage to provide for better spacing and social distancing and ease of increased cleaning regimes. We are taking advantage of this time to repaint and reorganise the Cottage in anticipation of small groups returning allowing separate rooms and activities for 1:2 supported customers. Please see pictures attached. We hope you can notice the difference. Please be advised that all PPE and product are available as you walk through the back door of the Administration Building.

Staff Communications

We anticipate that this weekly and extraordinary All Staff & Volunteers Communication will cease in its current format as the critical nature of managing our Pandemic Plan eases and we return to a new normal. From next week communications will be provided based on any significant change to Covid-19 transmissions or infection rates (a second wave) or important information and updates received from State and Federal governments, regarding JobKeeper, new information from the Department of Health and Safe Work Australia.

On-Line Training Opportunity

Dementia Australia are providing a wonderful opportunity for staff to refresh their knowledge about our customers living with dementia. The following two modules are being offered for free up until June 30, 2020.

1. What is Dementia
2. A Problem-Solving Approach to Behaviours

https://dementialearning.org.au/freecourse/?utm_source=CDL&utm_medium=CDLhomepage&utm_campaign=MKTtopic=freemodules

Important Reminders

- We are grateful to advise no reported cases of COVID-19 amongst our staff, customer and/or carer population.
- As restrictions ease it remains critical that staff and customers remain vigilant in adhering to all social distancing and hygiene protocols. Please do not become complacent. Wherever possible maintain social distancing (1.5 metres) and observe strict hygiene protocols to ensure we keep each other as safe as possible.
- PPE and products including gloves, face masks, waterproof booties, hand sanitiser, disinfectant and hand towels are available at our Kingscliff office, Monday – Friday 8.30am – 3.30pm. Please bring your own dispensers to be refilled from the bulk products we have sourced.
- Please continue to check your Lifebridge email address for regular staff communications and updates. Please check your VisiCase roster daily in the event of any significant changes to services.
- The Work, Health & Safety Committee continues to meet on a regular basis and your HSR's are available if you wish to escalate any WHS and/or COVID-19 related issues or concerns.
- Staff are strongly encouraged to download the COVIDSafe app onto their phones.
- All staff and volunteers are encouraged to receive the current influenza vaccination (flu shot). Certificates should be forwarded to human.resources@lifebridge.org.au to be retained on your file.
- All staff are reminded that if you are feeling unwell, no matter how slight the symptoms, you must avoid contact with others and stay at home. If you have been in contact with a confirmed case of COVID-19 you must self-isolate from work for a period of 14 days. **Please do not come to work.**
- A reminder to all staff of our Employee Assistance Provider, Kaye Laemmle who is available to provide confidential counselling services if you are feeling overwhelmed. Please call Kaye on 0410 618 330.

I hope this is our last COVID-19 emergency message. It has certainly been an unusual and very different experience.

I would like to take the opportunity to thank each one of you for your commitment and diligence during this time. The level of support that you have continued to offer our customers through such difficult times has been commendable and very much appreciated. You should take pride in the fact that you have offered a lifeline to those in our community who are the most vulnerable. You have kept them connected, you have kept them safe and you have given them hope. You have shown compassion and kindness at a time when it was needed the most.

I am extremely proud to be representing and leading such a wonderful group of people.

Continue to take care and stay safe.

Regards,



Bronwyn Mitchell
Chief Executive Officer