

CUSTOMER UPDATE

AUGUST 2020



MESSAGE FROM THE CEO

I am not going to use the word “unprecedented” however I am sure you will agree this year has been like no other – at least none that I have ever experienced.

Trying to find a “new normal” that allows us to return to activities that we enjoy and love whilst having the confidence that we will remain safe from COVID-19 is challenging for everyone.

At Lifebridge we are taking every precaution and ensuring that safety for our customers and staff remain our number one priority. We have gone against the norm and have not automatically returned to pre COVID-19 levels of activity. We have chosen to take a slow approach and to keep group sizes small and manageable. This allows us to respond quickly if health alerts change, to minimise the risk of infection spread should someone have the virus and it allows us to provide an environment that meets all the safety requirements recommended by the Department of Health. This means transport is limited, group sizes are limited, and activities are undertaken in a Covid safe way.

You may also notice that, at times, staff will be wearing a mask. This is for those situations where the 1.5m social distancing protocol cannot be implemented. As we all know, it is a virus that can spread very quickly if all precautions are not taken. All our decisions are based on the most recent health advice and recommendations from the Department of Health.

Lifebridge has a comprehensive Pandemic Plan and Covid Safety Plans. Your safety and that of our staff is always forefront of our minds. We have uploaded information to our Lifebridge website so you can see what we are implementing to keep you safe. This is also a way to keep you updated and fully informed of our actions.

During the shutdown period, we have been reviewing and revamping our program offerings. Disability have a brand-new format, offering 12-week programs that directly link to people’s goals and aspirations. Outcomes from these programs can be used in plan reviews to demonstrate goal attainment and assist with the planning process.

In Aged Care we have continued developing activities to meet identified needs that are also linked to individual goals. We are assisting customers to participate online with activities where it is appropriate. If you are interested in joining our online community, please register your interest with your Care Manager.

No matter what we do it is always our aim to offer activities and support that have true meaning and purpose for you. Lifebridge staff have continued working throughout this time to ensure that essential services were maintained and are now looking forward to seeing more group activity return. Working alongside you gives us just as much meaning and purpose and in partnership we will continue to explore new opportunities and possibilities.

Please be advised that Lifebridge have a new mailing address
PO Box 1403 KINGSLIFF NSW 2487

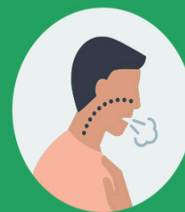
COVID-19 UPDATE



Fever



Cough



Shortness
of breath



Sore
throat

COVID SCREENING QUESTIONS

To ensure the ongoing safety of our staff and customers, Lifebridge support staff have been instructed to ask the following questions to customers before they enter their premises.

1. Are you feeling unwell with flu-like symptoms such as fever, cough, shortness of breath or sore throat?
2. Do you, or has someone you have had contact with, have a confirmed case of COVID-19?
3. Are you, or is someone you have had contact with, currently undergoing testing for COVID-19 and awaiting test results?
4. Have you or anyone you have been in contact with been told to be in self-isolation? When?
5. Have you or anyone you have been in contact with returned from overseas in the last 14 days?
6. Have you or anyone you have been in contact with returned from Victoria or Sydney in the last 14 days?
7. Are we able to maintain social distancing when we visit you? (1.5 m)
8. If the answer is NO to Q7 the worker must inform the customer that the support worker will be required to wear a mask.

If staff receive a positive response to any question, they have been instructed to consult with their Manager immediately for further advice.

WEARING OF MASKS

From 17th August 2020, Lifebridge support staff are required to wear a mask if they cannot reasonably maintain a 1.5 metre social distance with the customers they are supporting which may include and is not limited to transporting customers; assisting on and off buses, attending to personal care needs and when serving and supervising a meal.

LIFEBRIDGE WEBSITE COVID-19 GENERAL INFORMATION

Lifebridge have recently added a COVID-19 Information Section to our website under the resources tab - <https://lifebridge.org.au> which includes links to:

- Lifebridge Pandemic Response Plan
- Lifebridge Fact Sheets and Posters
- Department of Health Fact Sheets and Videos
- COVID-19 Training and eLearning Links
- COVID-19 Information Web Links
- Health Direct (COVID-19) Symptom Checker
- National Coronavirus Helpline Info

The COVID-19 Information page is a work in progress and we welcome your feedback as to what other information you would like to be able to access here as well. Also, if you come across any information about COVID-19 that you think we should share with the public, please let us know.

Please email any suggestion or thoughts to communications@lifebridge.org.au

ATTENDANCE AT LIFEBRIDGE SITES

Anyone attending a Lifebridge site must sign in and out using the sign in-out sheets which are available at the entrance to each Lifebridge building (this includes customers, staff members, contractors and visitors).

Please use the hand sanitiser provided before picking up a pen when you sign in and out of the site.

All attendees are required to add their name, contact number and the date and time they attended the site.

AGED CARE SERVICES NEWS



Lifefridge continues to provide services to customers during the COVID-19 pandemic that aligns with the Government legislation and restrictions.

In home services have continued throughout the pandemic, and those customers who have chosen to cancel services have been contacted regularly to ensure they are safe and well. From government directive our groups were cancelled on 23rd March, 2020 which gave us the opportunity to redeploy staff to provide in-home services. Groups have since recommenced on a limited basis for small groups within social distancing guidelines.

Work has been completed on the following to ensure that safety of our customers and staff:

- Clinical governance framework
- Pandemic plan
- Business continuity plan
- COVID Safe Work Plan

Administration staff have been given the flexibility to work from home to maintain contact with customers and ensure that any infection is not spread amongst the Aged Care Team. Support staff have also been given the opportunity to flex their work hours and availability to meet their personal needs.

To protect yourself and others, personal hygiene and social distancing are key components to prevent the spread of COVID-19. All staff in Lifefridge have been issued with personal protective equipment of gloves, hand sanitizer, masks, over the shoe booties and antiseptic wipes. Social distancing of 1.5 metres is to be practiced by staff and customers. Temperature checks are being completed on all customers attending social groups and the Cottage. The Cottage has been internally painted and daily cleaning is completed at the end of each day and continually during the day. Vehicles undergo a complete clean at the end of each day.

If you have any of the following symptoms:

- Fever
- Respiratory symptoms
- Coughing
- Sore throat
- Shortness of breath

You should be tested for COVID-19. Please advise Lifefridge Aged Care services if you are being tested, services will be cancelled until the results of your test are known. If support workers have been tested for COVID-19 their rosters are cleared and they are not rostered to work until the results of their test is known.

Please be assured that Lifefridge are doing all they can to ensure services to customers and their carers continue during this difficult time.

DISABILITY SERVICES NEWS



The last few months have been challenging for all.

The health, safety and wellbeing of Lifebridge customers, families, carers and staff has been our top priority. We will continue to do what is necessary to safeguard our customers and support staff in their roles as we slowly begin to resume full service.

What has Lifebridge Disability Service doing?

While our groups have been on hold, we have been doing a lot of work behind the scenes to make your community participation programs even better, with an exciting new range of activities and venues.

You should have received a copy of our new Social and Community Participation Booklet on your email or in the mail!

In the new Booklet you will notice that our programs have been redesigned to better meet your needs and support you to achieve your NDIS goals!

A safe and phased approach to our programs.

As excited as we are about our new look programs, safety always comes first. Our programs have been designed to better meet goals and to ensure we are meeting the new guidelines and work practices for a safe work environment. This means, programs will recommence through a phased and cautious approach, rather than a speedy return to large groups.

Whilst COVID19 regulations are in place, we will need to continually modify our work practices and the way we deliver our community participation programs, guided by Commonwealth and NSW Government guidelines.

Each program is being assessed on a case by case basis determined by customer numbers and the venue. We will implement those measures that can help protect our Lifebridge customers and staff, as well as reduce the spread of COVID19 in the community, including:

- Ongoing Risk Assessments of all our activities and venues.
- Having only small groups of customers and staff in carefully managed environments in line with current Government Guidelines.
- Ensuring safe social distancing between customers, staff and community members.
- Practicing of good personal hygiene.
- Avoiding physical contact with people, including handshaking and hugging.
- Cleaning our equipment and venues at the end of each day.

Our new look community participation program in smaller groups and in different venues.

This may mean that your day program looks and feels different, for a little while but it is important that we follow the health guidelines to protect ourselves and others in the community.

If you have not received a copy of the new Booklet or want to know more please don't hesitate to contact, Stacey, Martin and Andrew at any time for more information on 1800 043 186.

BUSINESS SERVICES NEWS



AUTOMATED RECEPTION

Lifebridge is currently in the process of trialling an automated reception from 1.30pm to 4.30pm Monday to Friday.

The trial will go for a couple of weeks and we appreciate any feedback from customers during this period by contacting us on 1800 043 186 or emailing admin@lifebridge.org.au.

The automated system will enable technology to help manage the large volume of incoming calls and customers to be directed to the department to best assist them.

Options via the automated system are Disability Services, Aged Care Services, Finance, Scheduling and other enquiries.

Customers will be given the Lifebridge mobile number of their Customer Care Manager to ring directly. Voice mail has been set up to leave a message if they are busy with another customer or out of the office.

COOLANGATTA OFFICE CLOSURE

Lifebridge has now closed our Coolangatta Office and all of our administration functions are based at our Kingscliff office. The Disability Services Team are now predominately based at our Kingscliff office.

The Disability Services Hubs have also changed locations to better suit the needs and goals of our customers. Disability Services activities are now being held at the following locations:

Murwillumbah Community Centre
Nullum Street, Murwillumbah

Cabarita Beach Sports Centre (Les Burger Field)
Lot 499 Tweed Coast Road, Cabarita

Chinderah Scout Hall
2A Chinderah Road, Chinderah

Kingscliff Cottage
Cudgen Road, Kingscliff

Pottsville House (Short Term Accommodation Stays)
7 Benaud Street, Pottsville

Have you changed your personal details lately?

It is very important that we have your correct personal information on our files. Any changes to your address, phone number, email address, emergency contacts or a name change needs to be communicated to us as soon as possible.

Please send through any changes to your personal information to admin@lifebridge.org.au or phone reception on 1800 043 186.