

memo

memo no: 823
to: All Lifebridge Staff
from: Beverly Smallmon
date: 18 August 2021
subject: Shopping on behalf of Lifebridge customers during COVID lockdown

To all Lifebridge staff,

All decisions regarding service delivery to our customers have been made at the direction of the Government or the executive, to ensure that our customers and staff remain safe and risk is kept to a minimum.

There has been some confusion regarding taking customers out shopping during the current COVID lockdown.

Although shopping is not a social activity, it is a community based activity and the public health order is “to reduce movement and keep people at home where possible and practical”. As with the previous lockdown in 2020, for shopping services, you are encouraged to be provided with a shopping list and shop on behalf of the customer.

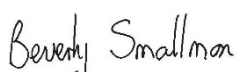
With the swiftness of this lockdown, we understand that it has caught a lot of people unawares. If there is a reason to take a customer shopping, please telephone Beverly Smallmon or Andrew Weir to discuss and give approval.

Attached is the Customer Financial Consent form and Customer Cash Transaction Sheet which are to be completed when providing unaccompanied shopping for customers and using the credit card. At no time are we to be given a customer’s Pin number, we can use Tap and Go.

Another alternative is a debit card that can be loaded with a set amount by the customer or family and funds loaded electronically for purchases when required.

I hope this clarifies any concerns or questions you have regarding shopping services.

Regards



Beverly Smallmon
General Manager Community Services