

memo

memo no: 837
to: All Lifebridge staff and volunteers
from: Bronwyn Mitchell, CEO
date: 15 December 2021
subject: COVID-19 Response Update - 15-12-2021

To all Lifebridge Staff and Volunteers

As previously communicated, although the general community in NSW has had further COVID-19 restrictions lifted, Lifebridge will not be changing all our rules or practices at this time. We have been waiting for the final notifications to be published as Aged Care and Disability Service providers are still considered high risk businesses and different rules apply.

In the meantime please see below updated protocols to be followed by all Lifebridge Staff:

1. The use of QR codes can now cease within Lifebridge. They must still be used in other venues where there is a requirement and a request to do so.
2. All staff, volunteers and visitors **must** sign in and out at reception or the Cottage. Sign in sheets will be used for contact tracing should it be required.
3. Prior to service you **must** ask each customer the following questions:
 - a. Are you feeling unwell?
 - b. Have you been in contact with anyone who is waiting for a COVID-19 test result?
 - c. Have you been in contact with anyone who has tested positive to COVID-19?

If they answer “yes” to any of these questions they are to remain at home and you are to contact your supervisor immediately.

4. During service if you become aware of a customer with symptoms, that customer should be isolated from others and arrangements made for COVID-19 testing. Please ring your supervisor.
5. If a worker is unwell, they should remain at home, get tested and not return to work until they receive a negative test result.
6. Unvaccinated customers are to continue receiving flexible individual service and not be attending groups.
7. Masks are to continue being worn indoors (you may remove masks when doing domestic duties).
8. You must maintain a distance of at least 1.5 metres from other people wherever possible. Where this is not possible you are to wear a mask (indoors and outdoors).
9. Masks are to be worn whilst transporting customers.
10. General hygiene and high levels of hand sanitizing should be maintained.

11. Staff numbers attending the office will be limited and all staff are to use the booking sheet on Teams and sign in and out at Reception.
12. Departmental teams are not to meet or come together as a full group.
13. Office staff are to continue wearing masks where a distance of 1.5 metres cannot be maintained with others.
14. PPE is available at the Kingscliff Office and all staff are encouraged to take required supplies. Please note the office will be closed on Friday 24th December until Tuesday 4th January. Please ensure you have enough supplies to provide safe service during this period.

Attached are the responses and actions to be taken if you are classified as a casual or close COVID-19 contact or if you test positive to COVID-19.

It is important that you continue to read these updates as the situation is changing rapidly. As COVID-19 numbers increase, so too will the rules and regulations. Lifebridge will need to respond differently to the general community in an endeavor to keep volunteers, employees, customers and families safe. The important message is that although restrictions are easing, the pandemic is still very much with us and we cannot be complacent. The health precautions are still valid and required.

I thank you all for your efforts and commitment to keeping yourself and our customers safe. I will keep you informed as things progress.

If you have any questions or suggestions, please discuss them with your manager.

Kind regards



Bronwyn Mitchell, CEO