

memo

memo no: 838
to: All Lifebridge Staff and Volunteers
from: Bronwyn Mitchell, CEO
date: 22 December 2021
subject: COVID-19 Outbreak Planning Process - 22-12-2021

To all staff and volunteers,

Unfortunately, as we enter the festive season, we face a growing concern around COVID-19.

As an Approved Provider there is an expectation that Lifebridge will continue to deliver agreed service even when the customer is in:

- Lockdown,
- Quarantine or isolation, or
- Has tested positive for COVID-19.

It is also an expectation that Lifebridge is prepared to continue service should an outbreak occur among our staff.

As part of our planning process customers are being contacted and informed that, should there be a Covid-19 outbreak amongst staff, the following actions will be taken:

1. Service delivery will be prioritised. Non-essential activities will be cancelled, whilst other activities may be rearranged or delivered differently.
2. Those customers requiring essential service will have their emergency plans activated.
3. Lifebridge have partnership arrangements with agencies and other organisations for extra staff which we will deploy as needed and if available.
4. You may receive updates and notifications through SMS on the mobile phone number you have registered with us

If there is an outbreak amongst staff, all employees not affected will be required to work flexibly across all service types. This will also apply to office staff. Staff will only be deployed to activities within their skill set however, there will be an expectation that we all jump in and assist where possible.

Please note that the office will be closed on Friday 24th December 2021 and will reopen on Tuesday 4 January, 2022. During the closure time if your matter is urgent, please contact, on non-public holidays, Victoria Renwick on 0400 087 077 for all Aged Care and NDIS enquiries or Sharon Muntelwit on 0457 357 165 for rostering changes.

It is essential that when working with customers you use masks when working indoors and if you are unable to maintain 1.5 metres social distancing outdoors.

Prior to service you must ask each customer the following questions:

- a) Have you tested positive for COVID-19?
- b) Are you feeling unwell?
- c) Have you been in contact with anyone who is waiting for a COVID-19 test result?
- d) Have you been in contact with anyone who has tested positive to COVID-19?

If they answer “yes” to any of these questions, service is to continue if you have the appropriate PPE and it is safe to do so. Please notify your supervisor/Victoria and report the situation. Follow the attached guidelines for donning and doffing PPE when working with COVID positive customers.

Please maintain high hygiene standards and if you are unwell do not come to work until you receive a negative COVID test.

Remember to always practice COVID Safe practices, even when not at work. Stay safe everyone so you can enjoy this time with family and friends.

Kind regards

B. Mitchell

Bronwyn