

memo

memo no: 841
to: All Staff and Volunteers
from: Bronwyn Mitchell, CEO
date: 19 January 2022
subject: COVID-19 Response Update – 19-1-2022

Dear Lifebridge Staff and Volunteers,

During the last fortnight several staff, volunteers and customers have tested positive to COVID-19 with dozens more having to isolate as close contacts.

As this virus bites deeper into our communities, our primary concern remains the health, safety and wellbeing of staff, customers and their families. We are experiencing the virus transmitting from customer to staff member and staff member to staff member. It is important to note that Lifebridge must report all instances of staff returning a positive COVID test to Safe Work NSW.

To avoid transmission of the virus in the workplace, all staff **must** adhere to the following protocols.

1. Prior to the commencement of service, staff **must** ask the following questions:

- Are you feeling unwell?
- Do you have any cold or flu-like symptoms: (headache, fever, sore/irritated throat, cough, runny nose)?
- Have you tested positive to COVID-19 or are you waiting on test results?
- Have you been in contact with anyone who is waiting for a COVID-19 test result?
- Have you been in contact with anyone who has tested positive to COVID-19?

If the customer answers “yes” to any of the above, please contact Bev Smallmon immediately for advice prior to providing service. If the customer is suspected of having Covid or is deemed high risk, alternative arrangements will be made. This includes experienced and trained staff providing essential services using the appropriate level of PPE until a negative test is returned.

2. Staff requested to provide essential services to confirmed COVID Positive or High-Risk customers will receive training from Danielle Burgess, Clinical Customer Care Manager on the use of next level PPE including N95 masks, protective eye goggles, face shields and other protective clothing. A COVID safe specific PPE pack will be provided to these trained staff providing services to suspected or confirmed COVID positive customers. Please refer to the flyer attached to this email demonstrating the correct technique for donning and doffing PPE.
3. Staff providing services to non-COVID positive customers must adhere to the correct use of PPE (as supplied by Lifebridge) and are to wear for the duration of the shift. Staff are encouraged to tie long hair up/back (behind ears) prior to applying PPE. Required PPE consists of booties, apron (if in wet area), regular surgical mask, protective eye wear (if dealing with bodily fluids) and gloves.

4. Wherever possible and appropriate, customers should be encouraged to wear a mask when receiving service. Please make sure you have enough masks for yourself and customers for each service.
5. All staff, volunteers, subcontractors and visitors entering the Kingscliff administration building and the Cottage must apply a fresh face mask and use the hand sanitizer now available at the entrance of each building. All are required to sign in and out and use the QR code located in Reception.
6. Staff returning from their COVID-19 related isolation period will be required to return a negative RAT test prior to commencing their first shift. These tests must be approved by Bev Smallmon and are facilitated by Emma at Reception ensuring all safety protocols and PPE are adhered to.
7. If staff are experiencing symptoms or are concerned about workplace exposure, please contact Bev Smallmon to determine whether they should take a RAT.
8. If your customer is experiencing symptoms, is concerned about exposure to COVID-19 and requires assistance to receive a PCR or RAT, please contact Bev Smallmon for assistance.

COVID-19 Related Isolation Periods & Return to Work Requirements

Please refer to the attached document Pol HRM08 - Infection Control – Addendum 3 (Version 4) which details the required isolation, notification and return to work requirements if you are deemed a Close or Casual Contact or have tested positive to COVID-19.

Booster Shots

The reporting of COVID-19 Booster Shots is now a requirement under our Aged Care and NDIS funding streams. Lifebridge encourage all staff to book their COVID-19 Booster Shot and to notify receipt of your booster with a copy of your updated certificate via email to human.resources@lifebridge.org.au

COVID-19 Payments

Please access this link - <https://www.servicesaustralia.gov.au/pandemic-leave-disaster-payment-new-south-wales> for information and advice regarding the Pandemic Leave Disaster Payment – New South Wales. This payment scheme is administered by Service Australia and individuals are responsible for making application for payment based on their personal circumstances and eligibility criteria.

Additional Information

All staff and volunteers are encouraged to access the recently updated Staff Portal located on the Lifebridge website. Updated COVID-19 relevant documents, information and links are available at this location. Password is **Bridge2487**

We also encourage you to contact our employee assistance provider EAPAssist if you feel some independent counselling may support you at this time. Please call EAPAssist on 0407 086 000 or book an appointment on-line at <https://eapassist.com.au/bookingform/>

Please take care and stay safe.

Regards,



Bronwyn Mitchell, CEO