

# memo

memo no: 870  
to: All Lifebridge Staff and Volunteers  
from: Amanda Chadwick, General Manager  
date: 30 March 2023  
subject: COVID-19 Response Update 30<sup>th</sup> March 2023

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Hi everyone,

Over recent weeks Lifebridge has experienced an increased number of staff and customers falling ill with Covid-19. With a predicted harsh flu season already upon us and the prevalence of Covid in the community we take this opportunity to remind all our wonderful staff and volunteers to remain vigilant and follow correct Covid/Influenza related protocols.

**Mask wearing** - All Community Support Workers must wear a surgical mask covering their nose and mouth whilst providing in-home care and customer transport. A staff member may remove their mask:

- while communicating with another person who is deaf or hard of hearing,
- if wearing a mask creates a risk to health and safety,
- if they are working in an indoor area and there is no other person in the area.

Anyone removing a mask for one of these reasons should remain 1.5 meters from others, particularly when indoors or in confined areas. Staff performing DA services can remove their mask providing social distancing with the customer is maintained. Staff and participants should not attend if they have tested positive to COVID-19, have any COVID-19, cold or influenza like symptoms.

**When performing work or activities with customers, staff should maintain COVID-19 safe practices including:**

- wear a mask when indoors as applicable,
- regular hand washing and use of alcohol-based hand sanitizer,
- regularly wipe down surfaces with disinfectant spray or wipes,
- maintain a distance of at least 1.5 meters from other people.

**Staff should not provide service if they:**

- Have tested positive for COVID-19. Staff **should not attend work** for 7 days after their positive test and must not return to work until symptom free.
- Have respiratory, cold or influenza-like symptoms.
- Essential services **WILL** still be provided to customers with the CSW using correct PPE.

Customers should not attend groups if they have symptoms. Our vaccination policy remains 2+1 and staff are strongly encouraged to receive the 2023 booster as recommended by the Department of Health. If anyone has any further questions or concerns, please feel free to contact me. Also please ensure all COVID cases are reported to reception, rosters and myself (you can email me).

Thank you for all you do.

Amanda Chadwick  
General Manager

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