

18th February 2021

Dear Valued Client,

Caring for You Nursing Agency is committed to providing regular updates to all clients from our Nurse led COVID-19 response team of our evolving measures in response to the Department of Health's requirement, and best practice guidelines.

Our Team will continue to provide regular updates of our procedures every 28 days or as the situation changes.

The safety of our Clients, their Residents and staff is paramount, therefore Caring for You have implemented measures above and beyond the Government recommendations and guidelines as our commitment to our clients.

How we manage and minimise the risk to our clients:

We have a devoted Nurse led COVID-19 team, available 24 hours a day, 7 days a week to manage the evolving situation, this ensures we are aware of any suspected or confirmed cases within any facility we provide to and ensures any staff member who submits concerns of COVID-19 symptoms or has been identified as a close contact is immediately inactivated and followed up on using the following process:

- Employee or Department of Health notifies Caring for You of COVID-19 symptoms or close contact.
- Employee is immediately suspended from picking up future shifts, pending testing results.
- Employee is required to complete COVID-19 testing.
- COVID-19 team complete assessment of shifts worked by the employee within previous 14 days and notify any clients and the Department of Health immediately.
- Clients are kept up to date on any testing outcomes or changes.
- Upon receiving results, clients are informed immediately, and employee will only be activated upon evidence received of negative results. Employment will only be reinstated when the clearance documentation from the Department of Health is received and added to the member file.
- Furthermore, if Caring for You receives notification from the Department of Health or a client pertaining our member as a close contact, Caring for You will follow the above procedure and additionally any further measures required by the department of Health.

Our team is in daily contact with the Department of Health and is provided the most up to date information and requirements which is reflective in our evolving processes to ensure the highest level of safety of our clients.

How our daily operations ensure the highest level of safety of our clients:

- Our COVID-19 policy continues to be updated with the latest Department of Health requirements and recommendations- this policy outlines our strong expectation of our staff and is mandatory for all staff to read and sign should they wish to accept shifts with Caring for You.

- Our staff are providing with the most up to date available education detailing PPE donning and doffing procedures and Infection control measures. Additional to the provided government education, Caring for You has invested in resources for our staff to ensure they have access to the most up to date infection control training.
- Our Nurse led Allocations Department continue to implement a thorough 4 question strategy with each member prior to accepting any shift.
 - Current questions at time of publishing include.
 - 1) Do you have any symptoms of COVID19?
 - 2) Have you been in contact with any suspected or confirmed cases of COVID19?
 - 3) Have you been to any Department of Health listed 'hotspots' or exposure sites?
 - 4) Have you worked or had any contact with anyone working in hotel quarantine in the last 14 days?

If members answer YES to any of the above questions, they are immediately suspended pending confirmation of negative COVID test. We also require clearance documentation from the Department of Health if they have tested positive along with clearance documentation post quarantine if provided by their state.

Furthermore, in continuing our up-to-date processes, Caring for You is committed to proving a rapid response to staffing requests for all clients. Therefore, if a State or Territory does not record any cases of community transmission for a period of 28 days, Caring for You will cease to ask these questions in the particular state or territory.

However, should any cases of community transmission again be reported, Caring for You will immediately revert to diligently screening members in line with the latest government advice and requirements and additionally will scrupulously screen all members what have previously been booked for upcoming shifts.

To date, Caring for You has partnered with clients to support their workforce COVID-19 contingency plans and continues to offer clients complete staffing solutions of all qualifications whilst always maintaining stringent monitoring processes to ensure infection control measures are of the highest standard.

Caring for You has been recognised by the Department of Health and Work Safe Victoria for our excellence of practice in response to the COVID-19 pandemic.

We look forward to supporting you now and into the future.

If you require any further information, please don't hesitate to contact me.

Kind regards,

Joanne Wilson – COO

On behalf of the COVID-19 Response team