

6th July 2021

Dear Valued Client,

Caring for You Nursing Agency is committed to providing regular updates to all clients from our Nurse led COVID19 response team of our evolving measures in response to the Department of Health's requirements 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 are 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 COVID19 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 COVID19 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 COVID19 symptoms or close contact.
- Employee is immediately suspended from picking up future shifts, pending test results.
- Employee is required to complete COVID19 testing.
- COVID19 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. Members will only be activated upon evidence of negative results and if required clearance documentation from Department of Health.
- 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.

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

In addition to the above, our Nurse led Allocations Department implement a thorough question strategy prior to any member accepting a shift. **COVID19 questions are uploaded to our members app each morning where all members are required to read and answer NO to the COVID-9 questions.** They are unable to accept any shifts if YES is answered. They are suspended and must call our Allocations team immediately. A negative COVID19 test is requested. These questions are reviewed daily via updates from Department of Health in each state.

Our current questions include:

- 1.1. Have you visited any Tier 1 or Tier 2 exposure sites/locations or Red Zones in VIC, NSW, QLD, W.A. or N.T?

<https://www.coronavirus.vic.gov.au/exposure-sites#public-exposure-sites-in-victoria>

<https://www.nsw.gov.au/covid-19/latest-news-and-updates#search-suburbs>

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/contact-tracing>

https://healthywa.wa.gov.au/Articles/A_E/Coronavirus/Locations-visited-by-confirmed-cases

<https://coronavirus.nt.gov.au/stay-safe/case-location-alerts-and-public-exposure-sites>

- 1.2. Do you have any symptoms of COVID19?
- 1.3. Have you been in contact with any suspected or confirmed cases of COVID19?
- 1.4. Have you worked or had any contact with anyone working in hotel quarantine in the last 14 days?
- 1.5. Have you worked in a respiratory clinic?

As of 01.07.2021 we have communicated to all our members the following:

- Increased screening and testing will be conducted on admission at all facilities.
- All our agency workers are required to wear face masks at all times, from the moment they enter a facility and must remain in place during their entire shift.
- PPE guidelines must be followed as per Department of Health Guidelines and Caring for You Donning and Doffing Policy. <https://www.dhhs.vic.gov.au/aged-care-sector-coronavirus-disease-covid-19#personal-protective-equipment-ppe>
- Negative COVID19 tests are required after working blocks of COVID19 swabbing shifts. No other shifts can be worked elsewhere until Negative COVID19 test received.

Furthermore, in continuing our up-to-date processes, Caring for You is committed to providing 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, as cases of community transmission have again been 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 COVID19 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 contact the COVID19 team at covid19@caringforyou.net.au.

Kind Regards,

COVID19 TEAM

Caring for You Nursing Agency