

19th August, 2020

Dear Valued Client,

This is a further update to our last letter regarding Coronavirus (COVID-19).

What are we doing to stop the spread of COVID-19?

- Throughout this evolving time, we have implemented our COVID-19 policy, outlining our strong expectations of our staff, including our newly implemented COVID-19 procedures. Please note our policy is mandatory for staff to read and sign should they wish to accept a shift with Caring for You.
- Ensuring our staff have completed training in COVID-19 Infection control procedures as well as Donning and Doffing procedures;
- Our Allocations department have implemented a question process strategy, prior to accepting any staff member into a shift which is inclusive of:
 - Confirming staff have not returned from any travel overseas or domestic travel in last 14 days or had any contact with anyone who has travelled;
 - Confirming staff have not had any contact with any suspected or confirmed cases of COVID-19;
 - Confirming staff have not had any symptoms of feeling unwell, being tested for COVID-19 and ensuring it is reported if so;
 - Confirming staff do not work for another healthcare provider where they may have been exposed to COVID-19 unknowingly to Caring for You;

How do we manage and minimise the risk to our clients:

We have a devoted 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 is immediately inactivated and followed up on.

Our COVID-19 team are also completing Contact Tracing where required, we encourage you to contact them at covid-19@caringforyou.net.au should this be a service you require.

As per the recommendations from The Department of Health and Human Services, Caring for You have implemented processes to limit our staff working across multiple sites.

To ensure we are complying with these recommendations, we are aiming to provide staff with multiple shifts at the one client site and to remove the possibility of our staff visiting multiple clients.

As always, supplying staff to our clients is of the highest priority therefore, in between working from one site to another and to ensure the safety of the future client, staff will be required to provide a negative COVID-19 result prior to them attending the next client.

Further COVID-19 information:

- We have implemented extensive measures to ensure we have a large amount of compliant staff, should any of our clients require assistance with COVID-19 operations we have a wide range of qualified clinical staff ready and willing to assist, many who have expressed a willingness to do so where opportunities arise;
- We have supported many clients with a vast array of COVID-19 services, whilst always maintaining stringent monitoring processes to ensure infection control measures are of the highest priority these include but are not limited to:
 - Short term placement of staff for facilities requiring continuity of care;
 - Replacing entire workforces where required;
 - Staffing Temperature monitoring at site entry;
 - Contact tracing staff at site level;
- We have a contract with Ikon cleaning services and now have the ability to provide specific COVID cleaning services for any facility who may require this service.

Caring for you have increased our internal resources to ensure we can assist any of our facilities in need. We are here to support you in anyway, so please feel free to contact us at any time regarding surge workforce, allied health support or any other services you may require.

We appreciate your assistance with this matter and thank you for your ongoing support. If you require any further information, please do not hesitate to contact me.

Thank you for your kind understanding and co-operation.

Kind Regards,

Laura Stetter

People and Culture Manager