

COVID-19 NOTICE – 4 MAY 2020

To: Brighter Access Participants, Families, Support Coordinators, staff & stakeholders

From: Tanya Fox, Chief Executive Officer

I write to update you about continuing actions that Brighter Access is taking to support participants, staff and volunteers in addition to standard precautions in relation to the current pandemic.

Brighter Access has reviewed our protocols about visitors to Supported Independent Living (SIL) homes. This follows Health Order restrictions in NSW commencing 2/5/2020 and in line with current health advice about visitors to Residential Aged Care Facilities.

Brighter Access encourages all staff, participants and visitors to download the CovidSafe App recommended by government and health officials. This will assist with contact tracing in the event of an infection and helps to keep visitors, participants and staff safe.

Regular reviewing of health recommendations and government guidelines will be considered in further decisions regarding SIL homes and other services delivered by Brighter Access.

For visitors

- People with disability, especially those in shared residential arrangements, are deemed as vulnerable as residents in aged care residential arrangements. I ask that you reconsider or limit your physical visit.
- Brighter Access can support you with a virtual visit through technology.
- Brighter Access is implementing visitation protocols in keeping with the Australian Chief Health Officer's recommendations for visits to residential aged care. This is in recognition of the vulnerability of people with disability in group homes.

Conditions of entry

- ✓ A maximum of two visitors at one time per day of no more than 30 minutes in duration.
 - ✓ Visits will be scheduled separately in consideration of other house mates as a maximum total of two visit per day can be accommodated at the house.
 - ✓ Visits are **only by appointment** and must be **made with the Accommodation Manager NOT directly with the house staff.**
 - ✓ The Accommodation manager who will ask COVID screening questions and arrange a suitable time (daytime) for the visit based on the household routine. Visitors will be requested to not access the community on their way to visiting a participant to minimise exposure to Covid 19.
 - ✓ Anyone who has been in contact with someone who has coronavirus or has respiratory symptoms will be unable to visit.
 - ✓ Children under 16 will be unable to visit because they may be asymptomatic.
 - ✓ We recommend anyone visiting has the annual flu vaccination.
- Visitors will be required to agree the following entry protocols beforehand in order to keep all participants and Brighter Access staff safe and well:
 - ✓ Covid 19 precaution question screening, Consent to have their temperature scanned on arrival for the visit.
 - ✓ Follow safe hygiene practices and sanitise hands on arrival and departure.
 - ✓ Maintain social distance at all times.
 - ✓ Remain in the designated visitor area.

- ✓ Treat staff on shift with dignity and respect, and comply with their requests, especially when they advise you the visit is over

For staff:

- Thank you for all you have been doing and continue to do to keep participants happy, well and safe.
- Visits must only occur in the designated visitor space. Visitors are not to enter other areas of the house during visits.
- Undertake pre-visit cleaning and post-visit cleaning in line with cleaning schedule.
- Ensure the entry protocol is followed: record visitor name, scan temperature and record in visitor log, hand hygiene, reminder about physical distancing and timing of visit.
- Provide privacy for the participant and family to enjoy their time together.
- Family visit time is short and precious so please do not over engage with them in order to maximise their time with their loved one. Minimising contact with visitors and visitor time in the house keeps everyone safe, including you.

The situation is fluid and Brighter Access's responses are being reviewed daily. The relaxing or strengthening of these measures will be amended, under advice from relevant industry and/or Government authorities and may change without notice.

Brighter Access has remained free from any confirmed Covid 19 cases, although there have been several participants and staff tested and self isolation measures have been put in place when circumstances required.

We are still facing the same threats to the vulnerable people we support and I thank you for your consideration and assistance in maintaining the safety of participants and staff during this difficult time.

Brighter Access is still limiting all non-essential appointments including home visits. Which will be to the discretion of the Operations Manager of the region in consultation with the participant and family/advocate, with a focus on health and safety. Where possible all appointments will be done via phone, skype or other medium that doesn't require face to face.

We are asking all participants to remain cautious for the next two weeks until we see some of the effects of the easing of social distancing laws.

Yours sincerely,

Tanya Fox
CEO