

19 March 2020

Dear Valued Team Member,

RE: INFINITE CARE CORONAVIRUS (COVID-19) UPDATE

Given the serious ramifications and risk to aged care residents and staff with the increasing number of coronavirus (COVID-19) cases, the Australian Government has put additional directives in place to protect the vulnerable that we care for. These increased precautionary measures are important to ensure that we also protect you as a valued team member.

These new precautionary measures mean that visitation for residents will be restricted. The precautions will include:

- making sure visits to residents are kept short (up to 15 minutes);
- allowing no more than two external visitors to our residents, including doctors, per day;
- encouraging visits to occur in a resident's room, outdoors, or in a specific area they designate - discouraging visiting in communal areas;
- encourage social distancing of 1.5 metres;
- ensuring there are no large group visits or gatherings, including social activities or entertainment;
- no school groups of any size are allowed to visit residential aged care facilities; and
- no children aged under 16 years are permitted to visit residential aged care facilities.

The above is to apply except in special circumstances on compassionate grounds.

As many of you appreciate this may be isolating for our residents and cause them to feel heightened anxiety and concern. They need the members of their extended care family now more than ever. We hired you for your heart and we need you to now stand tall in solidarity to provide the very highest levels of care to our residents. They need us all more now than ever before.

What we expect of you

Our employee screening requirements (including temperature checking for shift commencement) and need for Employee Health Declarations will continue. We ask that you continue to understand the importance of these at all times.

To help us protect our staff and residents we expect the following of you:

- notify your Manager immediately if you experience any cold, flu, dry cough, gastro, fever or other symptoms outlined below;
- notify your Manager immediately when you, someone you live with or someone you have had contact with has a suspected or confirmed case of Coronavirus, or have recently returned from overseas or disembarked from a cruise ship.
- notify your Manager immediately if you have attended an external location identified as an area of risk (for example a plane or an establishment where a person with a confirmed case of coronavirus was working);
- notify your Manager if you have a second job working in another aged care facility, medical centre or in an acute setting i.e. hospital;
- notify your Manager if any member of the Government has contacted you or someone you live with or have had close contact with in relation to your possible exposure to Coronavirus;

- notify your Manager immediately if you suspect a resident, colleague, visitor or contractor is exhibiting any cold, flu, dry cough, gastro or other symptoms;
- notify your Manager immediately if you know or suspect that you, a colleague or resident requires support, including mental health support, in relation to the Coronavirus situation and its effects on family, friends, colleagues or residents;
- notify your Manager when you travel or at the time you apply for leave of any intended travel outside of Australia and take into consideration that a mandatory isolation period of 14 days will be required upon your return (to be included as part of your leave) when seeking leave to travel (Please note, however the Government has put Level 4 travel restrictions in place and it is suggested that no Australian citizen should travel);
- notify your Manager immediately if you are currently overseas and unable to return;
- undergo our screening and assessment prior to recommencing work through the completion of a form on return from any period of travel;
- to obtain a medical certificate certifying your fitness for work, if requested at any time; and
- seek immediate medical attention if you become unwell with cold, flu, dry cough, gastro, fever, respiratory illness (even if mild), or other symptoms outlined;
- understand that if you plan to travel overseas, the subsequent required self-isolation period will be taken from personal and annual leave entitlements or in the event there is no entitlement will be unpaid; and
- understand that we will enforce a mandatory exclusion period if deemed appropriate for the health and safety of staff or residents, this exclusion may be paid or unpaid depending on case by case circumstances.

Keep in mind Doctors are very difficult to access at this time. If required call the Healthdirect helpline for advice on 1800 022 222 or in an emergency call 000 emergency services, or attend your local emergency department after ringing before you attend.

When not to attend work

It is important **not to** attend a facility, prior to consulting with your Manager or a member of the HR team) if you, a person you live with or you have had close contact:

- have a suspected or confirmed case of Coronavirus;
- have any flu, cold, gastro, fever or symptoms outlined below;
- you or a member of your household (who is displaying symptoms) have returned from overseas or disembarked from a cruise within the last 14 days;
- attended a location where there was a person with a confirmed or suspected case of coronavirus such as a plane, beautician or other public place; or
- there are any other circumstances that could potentially affect the health and safety of our staff or residents.

How else can you help?

- Ensure you complete the Employee Health Declarations and screens when required;
- Stay aware of the latest information on the Coronavirus outbreak.
- Maintain hyper vigilance towards hand sanitization and infection control.
- Undertake any additional infection control, PPE or other relevant training or updates that you may be required to undertake or updated as quickly as possible.
- Use a tissue and cover your mouth when you cough or sneeze.

- Avoid unnecessarily touching others and if possible reinforcing the safe social distance for 1.5 metre from other residents, staff or visitors especially those exhibiting cold and flu symptoms.
- Understand if you are denied access to the facility or asked at any stage to self-isolate that it is in the best interest of staff and other residents.
- Do not travel overseas.
- Get the flu shot – the company paid program will be accessible shortly.

What are the symptoms?

- Respiratory symptoms.
- Flu like symptoms like fever, headaches; coughing, sore throat and fatigue.
- Shortness of breath or breathing difficulties; and in more serious cases pneumonia.

If you require more information on Coronavirus reliable information can be accessed from the following places:

- Australian Department of Health: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
- World Health Organisation: <https://www.who.int/>
- Call Healthdirect helpline for advice on 1800 022 222.
- Smart Traveller <https://www.smarttraveller.gov.au/>
- Australia Home Affairs: <https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus>

We can appreciate that issues of this nature can cause additional concern for you as a team member. If you require additional support at any time, please feel free to contact our 24/7 Employee Assistance Program (EAP). The service is provided by an independent organisation and is a confidential service for all employees. The provider is Converge International who can be contacted via phone 1300 687 327 or through an online booking system at www.convergeinternational.com.au.

If you would like to discuss we suggest that you speak with your Manager or a member of the HR team at any stage directly about any concerns or additional updates you may require.

At no time do we wish to cause any additional concern or distress. We do however take our role in protecting our team and residents very seriously and where possible will take all measures to manage any risk that may present in relation to this virus.

Finally, be kinder, more generous, and more compassionate towards others. Most people right now are doing the very best they can in an environment where many feel fear and heightened anxiety because they can't have any control of the current unknown. We all need to stay deliberately calm. Our residents need that from us. It is up to each and every one of you as a proud Infinite team member to be a leader – whether that is within your work team, your family or your community and be an example to others.

Yours sincerely,

Rebecca Pacey

Director People & Corporate Services