



16 March 2020

On behalf of Mel Kubisa, Community Living Options' CEO and myself, Acting CEO in her absence, I want to discuss our plan around the novel coronavirus (COVID-19) and steps we have taken so far to minimise the risk of exposure to our clients and staff.

Staff that have been exposed to a known case or have recently visited any overseas country have been asked to contact their coordinator and stay home until cleared; following the government guidelines on overseas travel. CLO will support the staff with access to annual leave and sick leave.

Our organisational wide response has also included:

- Easy read documentation has been sent out to all clients and all sites regarding preventative measures - support staff will assist clients to go through this information and provide support where needed to put these actions into place.
- All CLO employees are to complete, or have completed, a 30 minute on-line training infection control module that provides extra training and information in regard to the current situation.
- We have an Infection Control Policy that all employees have access to and have read and implemented into daily supports.
- There will be regular updates to family members regarding CLO's organisational response from the Operations Team.
- There are systems in place to allow key personnel to work from home to ensure business continuity (for example payroll, rostering, management support) in case of self-isolation.
- Communication with day options and client workplaces providers to ensure we deliver continuity of support to our clients in cases of day options or work closures
- Workplace planning to ensure we have staffing and backfill capacity at all sites.
- Increased rates and frequency of cleaning in homes as per SA Health recommendations.
- Increased deployment of hand sanitisers, hand wash and PPE equipment.
- Sourcing supplies where possible through CLO's supply chains – minimising the wait time between orders and stock running out.
- Monitoring key information from World Health Organisation and Government Departments.
- Cancelled non-essential face to face meetings and trainings.

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- The operation team is ensuring that client emergency responses at site are specific for client needs and risk of exposure. Staff are liaising with local health networks so an interagency response can be in place for clients with an increased risk of serious infection consequences.

We also recommend that staff and clients limit exposure to large crowds as per SA Government recommendations from Monday 16 March 2020.

If you require further information the following websites have up to date information.

Kind Regards
Tiff Hodge
Acting CEO

Further information can be found on the following websites:

https://www.nds.org.au/resources/all-resources/coronavirus-covid-19?_cldee=bC5ob2RnZUBjbG8ub3JnLmF1&recipientid=contact-a97ca8924910e71182310050568e2189-2d43f1b3414d485eaf8dcc243f788416&esid=e0146284-8d62-ea11-80e5-005056ac7853

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>

<https://www.safework.sa.gov.au/news/coronavirus-covid-19-workplace-information#>

<https://www.sa.gov.au/topics/emergencies-and-safety/types/human-disease>