



JANUARY 2022

# COVID-19: Our Approach



## To prevent transmission

- We will encourage and support our customers to be vaccinated.
- Our workforce is vaccinated and we will continue to follow Government advice.
- We are checking temperatures and wellness of all employees, customers and visitors to our facilities, and ensuring those who have symptoms stay home.
- We will offer therapy services outdoors and online.
- All employees are undertaking refresher training in infection control and hygiene measures and we are encouraging customers to follow safe hygiene etiquette.
- We are enhancing our cleaning protocols for our vehicles and facilities.

## To prepare for community transmission

- We have an Outbreak Management Plan, and our teams are ready to respond.
- We have a good supply of personal protective equipment.
- We will discuss continuity of support and emergency planning with customers.
- We are assessing air quality in all of our facilities.
- We have a 24/7 hotline for COVID-19 isolation & testing queries and a COVID-19 email address for all other COVID-19 related matters.

## To respond to suspected and confirmed cases

- We have an outbreak response team, and exposure assessment teams ready to respond.
- We will work collaboratively with the Department of Health.
- Our employees are trained in the correct use of personal protective equipment, which will be provided when required.
- Our Supported Independent Living customers will have daily wellness checks overseen by a nurse.

## How we will manage an outbreak and deliver services

- We will follow our outbreak management plan, including increasing our cleaning and enhancing infection control protocols.
- We will monitor Supported Independent Living customer's health observations & restrict visitors.
- Testing kits will be available where appropriate.
- We will provide customers with access to services to support their wellbeing, including social work support.



**24/7 COVID Hotline 0448 481 100**  
Notify if you are tested/isolating or to advise of test results.

If you are a customer and you or someone in your home has COVID symptoms - call scheduling to change your therapy session to teletherapy.



COVID email: [covid19@abilitywa.com.au](mailto:covid19@abilitywa.com.au) If you have COVID-19 related questions or contact your Key Worker/Line Manager



All customer communications are available on the website.  
All employee communications are available on Workplace & Intranet