

COVID-19 SAFETY INFORMATION FOR CLIENTS



As we reopen our offices the safety of our clients, visitors and employees is of paramount importance. We have put measures in place to prioritise the health and wellbeing of everyone.

The core principles adopted at CatholicCare sites are:

- **Creating safe environments** – including observing current COVID-19 protocols, ensuring all employees and visitors are following hygiene processes (washing hands, wiping down surfaces), and maintaining physical distancing where possible.
- **Vigilance in adhering to the most up-to-date state and federal government instructions and guidelines** – our commitment is to stay up to date with all information to ensure safety.
- **Facilities to be closely maintained and monitored** – including ongoing revision of hygiene protocols, increased cleaning and disinfecting, and providing additional hand sanitiser.

The conditions of entry for visitors to our properties have been updated to reflect these core principles and are outlined below. These same conditions of entry will also apply to employees.

CONDITIONS OF ENTRY

People are not permitted to enter any CatholicCare property if they:

- are feeling unwell or have flu-like symptoms (sore throat, runny nose, persistent cough, shortness of breath, fever);
- are currently positive for COVID-19 or are awaiting the results of a COVID-19 test;
- if you have been identified as being a close contact with someone who is positive for COVID-19 you must follow the current close contact advice: <https://www.nsw.gov.au/covid-19/management/household-contacts>
 - you must follow these Guidelines for 7 days from the last time someone in your household tested positive for COVID-19, or as otherwise directed by NSW Health if you are a close contact.
 - if symptoms present do not attend, and undertake a COVID-19 test, as advised by NSW Government
 - must wear a mask
 - ensure all usual COVID processes are followed such as distancing and sanitising
 - if possible complete a RAT prior to coming to the service (not mandatory)

People who are not subject to any of the above conditions for exclusion must be willing and able to agree to the following requirements to:

- leave the site immediately if they become unwell, after notifying a CatholicCare employee;
- at all times, maintain physical distancing measures (as per the NSW Health guidelines) with respect to other visitors and employees;
- maintain good personal hand hygiene by washing their hands regularly and thoroughly and/or using hand sanitiser;
- maintain good respiratory hygiene by coughing or sneezing into their elbow or a tissue, and then disposing of tissues immediately;
- respond accurately to questions regarding your health & contacts in relation to COVID-19 if asked by employees
- at all times, treat employees and other visitors with respect
- follow all reasonable instructions given by CatholicCare employees while on site.