

Friday 14th January 2022

Dear Clients, Families and Guardians,

Re: CLS COVID Management Planning

I'm writing to provide you with a brief overview of all of the activities CLS has been undertaking since last year to prepare for and respond to the current levels of community transmission we are seeing. This is obviously a stressful time for our community given such limited experiences of the virus to date. It is doubly-so for those of us who support or care about people with disabilities given their increased vulnerability.

We are continuously reviewing and improving our Outbreak Prevention and Management plan to evolve with the changing situation. Below I have attempted to summarise as best I can the key actions we are taking:

- PPE Stock: we continue to monitor and maintain high levels of PPE stock (including n95 masks). We currently have no concerns regarding our ability to deliver PPE to our teams as required.
- Consultation with Relevant Health Authorities: Since November 2021, we have been regularly consulting with the local Public Health Unit (PHU), and have provided them with advice of our preparation and to inform how they will support people with disabilities who are exposed to and/or contract COVID-19. This liaison continues.
- Rapid Antigen Tests: as we work through this new phase of “living with the virus”, we are keen to employ the use of RAT tests (for clients and support teams) as much as possible to prevent transmission and allow for early detection where there has been an exposure. We have ordered 1200 tests, and were initially advised they would arrive this week. However events outside of ours and the companies control mean we are yet to receive them. We are hopeful they will arrive next week and will deploy them ASAP.
- Communication regarding close contacts and cases: we're mindful that receiving the advice that someone has been identified as a close contact or a case can raise distress. When this happens, we will endeavour to be as transparent as possible regarding the details. You will receive initial advice via the phone and then a follow-up email with more information. Where there is a risk of exposure to the household, we will deploy RAT tests (once available) and increased PPE in the interim while we await further testing and advice.
- Business continuity: we continue to work hard to ensure that we can maintain services in the event of an outbreak.
- Monitoring changing information: we are mindful that as the pandemic evolves, so does the advice. We continuously are liaising with and referring to Queensland

Health and NDIS guidance in how to respond, and we appreciate your patience when information changes at short notice.

In order to keep you informed, we will be setting up a dedicated section of our website for COVID-19 updates. We hope this will become live next week and will let you know how to access it once it's up and working. You can also email us directly with any questions you may have via COVIDSupport@cls.org.au, and as always you can make contact directly with the relevant Service Delivery Manager if you wish to discuss any concerns you may have.

Thank you for continuing to place your trust in CLS to provide supports.

Sincerely,

A handwritten signature in black ink, appearing to be 'D. Tracey', written in a cursive style.

Damien Tracey
Chief Executive Officer
Community Lifestyle Support Ltd.