

UnitingCare Queensland prepares for Coronavirus

Purpose

To communicate with the Congregations and Presbyteries about Uniting Care's response to the Corona Virus Pandemic

- The health and wellbeing of UnitingCare Queensland's employees, volunteers, clients, residents and patients is our number one priority as we prepare for the continued spread of Coronavirus across Queensland.
- We have been undertaking significant pandemic preparedness and scenario planning activities to ensure we are as prepared as possible for any community outbreak of COVID-19 or transmission of the virus to any of our employees, volunteers, residents or clients.
- UnitingCare Queensland has stood up a central pre-outbreak Crisis Management Team in recent weeks per standard company protocol in preparation for pandemics, and we are following our COVID-19 response plan. Key clinical Blue Care and UnitingCare officers are in regular contact with Queensland Health and other public health officials to ensure our response preparedness and outbreak response strategies are aligned to Federal and State Government agency planning.
- We are communicating organisation-wide with all of our employees and volunteers at regular planned intervals with clear direction and updates per current Federal Department of Health and Queensland Health advice.

Residential Aged Care Sites - Bluecare

- **Effective as at 16/03:** Visiting hours at our aged care sites are now limited to between the hours of **10am – 12pm**, and **3pm to 6pm**. This is to ensure a more controlled flow of visitors. Those who have been regularly visiting routinely outside of these hours may be accommodated on approval from their relevant service manager. These visiting hours are subject to change as the situation evolves.

Respite Centre Sites - Bluecare

- **Effective as at 16/03:** Centre-based respite activities where social distancing can't be maintained, will be minimised. In doing this, we also aim to find a way to enhance the socialisation of clients and their carers. This will need to be an individual approach for each client. Our aim is to ensure each client continues to receive as many of their Blue Care support services as possible during this challenging time.

Uniting Care Hospitals

- **Visitors to hospitals** should be limited to two visitors per patient, and must maintain 1.5m social distancing. Children should be discouraged from visiting unless absolutely necessary.

Uniting Care staff and volunteers

- Internal support to staff and volunteers if the COVID-19 Coronavirus situation is causing distress, please remember you can call our **Employee Assistance Program (EAP)** provider 24/7 for a confidential conversation on **1300 360 364**. Pastoral care services are also available through your local chaplaincy / pastoral care team, or by contacting the UnitingCare Mission Team via email at: mission@ucareqld.com.au
- All non-essential meetings will be cancelled. Essential meetings mean those that ensure the continued the operation of our services.

Visitors to other Uniting Care Services

- **Visitors to other services** should be by appointment and restricted as far as practical.
- **Visitors who have travelled interstate or overseas** in the past 14 days should be refused entry, as they carry a higher risk of carrying the virus.