

Tuesday 11 August 2020

## **UPDATE: Community Inclusion and Support (Day Program) Risk Strategies (COVID-19)**

During the COVID-19 pandemic we have made a number of changes to the way we support you. I would like to take this opportunity to update you on our risk strategies, but more importantly, I want to thank you for your understanding and support during this difficult time.

I am happy to report that people are staying home if they feel unwell. Staying home when unwell is one of the most important strategies in keeping us all healthy and I thank you for your ongoing support and cooperation. Even so, our staff are alert for signs of people becoming unwell. If our staff suspect someone is unwell, they act quickly, isolate the person from others and organise their safe return home.

Recently, we made it compulsory for MDS staff to wear facemasks whilst working. Although it is not a requirement, we have also seen a number of participants take up our offer to wear a mask. If you would like to wear a mask, please ask, and staff will ensure a mask is available during your support.

MDS is a registered COVID SAFE business. We have comprehensive COVID-SAFE plans for all our services and each plan is registered with the NSW Government.

Apart from the above, we continue to implement the following strategies:

- All staff and participants have access to alcohol hand sanitiser and regularly wash their hands.
- We provide all necessary Personal Protective Equipment (PPE) for example masks, gloves, aprons, and safety glasses. Staff adhere to strict PPE guidelines.
- Our staff maintain social distancing between each other and participants. Where this is not possible, PPE is available to maintain everyone's safety.
- We conduct temperature checks on all staff and participants prior to entering a service. Any person who is 37.5 degrees or above, does not attend the service.
- CIS programs are focused on facilitating activities at MDS venues. We no longer attend large public places like shopping centres.
- We have rostered direct support staff to ensure they do not work across multiple MDS service/programs.
- As an alternative to your regular service you can request 1:1 support. If you require in-home 1:1 support, we conduct a thorough risk assessment prior to delivering service.
- Participants doing cooking activities prepare and eat their own food.



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- Staff conduct hourly cleaning of hard surfaces within the sites and the vehicles. Staff sanitise hard surfaces after each activity.
- All staff have completed COVID-19 specific infection control online training.
- All MDS staff are encouraged to download the COVIDSafe App.

Continuing to provide a safe service is always front and centre in our minds. Thankfully we have not had a confirmed case of COVID-19 across all our services.

We will continue to adjust our programs and support based on the latest information and advice from health authorities. Be assured that we will keep you updated on any developments

If you have any questions regarding your services or our safety precautions at MDS, please contact your service coordinator directly and/or our Head Office on 4621 8400.

Kind Regards,

A handwritten signature in black ink, appearing to read 'Mark Donachie', with a long horizontal line extending to the right.

Mark Donachie

General Manager Community Inclusion and Support