

13 March 2020

## **Important Information on Corona Virus (COVID-91)**

We know there's community concern about Coronavirus. The safety and wellbeing of our clients, families, volunteers and staff is always our highest priority. We want to explain what protocols we have put in place here at Marriott as a precaution to protect our clients, families, staff, volunteers and suppliers.

We are keeping up to date with developments on the virus by following the Commonwealth Government's Chief Medical Officer's advice. Guided by this, we are putting measures in place to lessen the risks and spread of the virus.

It is possible some of our operations and services in the future may be impacted and may require some immediate changes in the short term. If this occurs, we will be in immediate contact with those affected to advise of the changes.

The safety of the people we care for, our clients, families, staff and volunteers are our priority. At Marriott we already have very strong safety focus and implement risk management control measures accordingly.

We have taken extra measures as a response to COVID-19 which include:

- Continuing to review our programs and services with a focus on health and safety measures for all clients, families, staff, volunteers, suppliers and contractors
- We have a leadership Response Team regularly monitoring, reviewing and implementing tighter infection control measures
- Educating clients and staff across MSS that there is no handshaking or high fives
- Reinforcing good hand hygiene practices with regular hand washing
- Additional cleaning regimes each day cleaning hard surfaces, door handles, light switches and key hand touch point areas
- We are working with all our suppliers to ensure ongoing availability of essential items such as antiseptic for cleaning surfaces, hand sanitiser and personal protective equipment
- Sending any clients or staff who are sick with cold or flu like symptoms home
- Arrangements are being made for all staff (with the exception of those with an allergy) to have the influenza vaccination.

We are also increasing monitoring of visitors, staff, volunteers and clients who have recently travelled overseas or been exposed to people that may have the virus. Unfortunately, we cannot allow people at risk to enter our services or sites. **Clients, staff, contractors and volunteers who have travelled overseas recently will stay at home for 14 days upon return. Staff providing supports to clients in the community cannot visit the homes of people at risk.**

## **We need your help to keep everyone safe**

If you're sick in any way, especially if you have flu-like symptoms, please don't visit our sites.

- Adhere to good hand hygiene by washing your hands for at least 20 seconds before entering our services or eating; and after using the toilet.
- Use the hand sanitiser available at entry points to our services.
- If you need to cough or sneeze, do it into your elbow.
- Tell us if you been travelling overseas or been in contact with anyone at risk of having COVID-19 before visiting us. In a fast-changing environment, this will ensure that we adhere to the latest advice from the Department of Health.
- We recommend you get vaccinated for the flu for the coming flu season.
- Speak to our team if you have concerns about the health of someone in a Marriott service
- Go to the Department of Health website [www.health.vic.gov.au](http://www.health.vic.gov.au) for the latest information.

## **Keep up to date**

To share the latest developments about COVID-19 in Marriott services as quickly as possible, **we will send notifications via text message or email.**

**If you have any questions or concerns please contact our key services areas:-**

Reception: 9947 1101

Community Hub: 9578 7557

Roads to Independence: 9947 1147

Client Support Services: 9947 1101

Supported Employment & Marriott Industries: Rose 9947 1115 or 0418 109 596

Enviro Services: David 0413 054 009

**These measures will remain in place for the immediate future, however all services will continue business as usual with the appropriate safety processes in place.**

We thank you for your ongoing support to keep our Marriott community as safe as possible and we look forward to continuing our association with you.

Yours sincerely





Ann-Maree Colborne  
Chief Executive Officer