

February COVID lockdown response

7pm, Sunday 31 January 2021

1. We have this afternoon reviewed the WA Government's lockdown restrictions and how they impact Chorus customers, employees and volunteers.
2. The risk to Chorus people of COVID infection remains very low, though is of course higher than it has been for many months.
3. Our overall goal is to both keep people safe AND meet needs, so adaptation is the name of the game.
4. **In line with WA Government directions, we will cancel all non-essential services, effective 6pm Sunday 31 January 2021 until 6pm Friday 5 February.**
5. A decision on what is "essential" will be made by those most familiar with the relevant service, and those people can exercise discretion based on specific circumstances.
6. By way of examples:
 - a. Domestic Assistance and Gardening / Home Maintenance services will be cancelled, though there may be circumstances under which they are deemed essential.
 - a. Meals on Wheels / Clinical / nursing visits and many mental health services will continue as planned, though not all will be deemed essential, and it may be possible to undertake them over the phone or via videoconference.
7. It is important that we communicate clearly about service cancellations and changes:
 - a. For all Customers expecting a service between now and 8am tomorrow, we will endeavour to contact them this evening to advise service status.
 - b. For all customers expecting a service after 8am tomorrow, we will endeavour to contact them in the morning to advise service status.
 - c. Employees should update and check SMS to see their latest schedule this evening and again in the morning. In addition, we will endeavour to contact employees whose services have been cancelled.
8. All Chorus people (employees and volunteers) over 70 or with an underlying condition will be stood down for the period of the lockdown. This reflects health guidance.
9. All other employees are expected to be available for work as directed, with exceptions in some circumstances for example to care for children not at school. Exceptions are by agreement with your leader.
10. All office-based staff are directed to work from home for the period of the lockdown. Exceptions (to be agreed with your leader) could include:
 - a. Visiting an office in order to collect WFH equipment (eg computers)
 - b. Employees unable to safely and productively work from home, eg no safe work space, small children
11. Notwithstanding stand-downs or cancelled services, employees' pay will be unchanged. For example, casual employees will be paid at their historical 13-week average.

12. In light of Government requirements, and in order to minimise risk, we will adopt the following **policy with respect to masks**:
 - a. Chorus people undertaking essential services are required to wear a mask while providing that service
 - b. It is necessary to wear a new mask for each customer service
 - c. We request that customers also wear a mask or face covering wherever possible, however we will not supply masks to customers
 - d. Employees working in offices are required to wear a mask where in contact with other people
 - e. In order to manage our supply of masks, Chorus is unable to supply masks to people for use in their private capacity, including staff working at Chorus offices
13. Chorus has an adequate supply of masks for at least the period of this week's lockdown, though that supply is of course not endless. Andy Harold and Niroshni Boyce are coordinating mask supply, including arranging for masks to be available at Mandurah Terrace, Safety Bay, Carlisle, North Perth and Currambine from early tomorrow.
14. Employees delivering services on Monday and Tuesday can arrange collection from these sites in discussion with their leader.
15. The situation is unfolding quickly, and our immediate priority is to get the above arrangements in place for Monday 1 February. We will review these decisions in the next 24-48 hours, keeping in mind that our intent is to both keep Chorus people safe AND meet customer and community needs.
16. The CEO will be the primary source of communications for Chorus-wide information and updates, which will be shared via email, Yammer and Facebook. For all queries, please first consult your leader, then contact a member of the COVID committee covid@chorus.org.au.
17. I would like to extend my gratitude to all of the Chorus people who have leapt into action this afternoon. We have done this before, and we can do it again.

Dan Minchin, CEO
7pm, 31 January 2021