



COVID-19 Update



Leap Occupational Therapy Pty Ltd

Our Commitment

During this unprecedented time, we would like to reassure all Leap's participants, families and staff that we are working hard to continue providing support in the safest possible way. We are committed to the health and safety of everyone and would like to take this opportunity to update you on what we have been doing to achieve this.

Keeping everyone safe

- Our Operation Team communicate 7 days per week to discuss latest updates and how these affect service provision.
- Management have regular communication with Team Leaders and Support Staff to keep up to date on individual support needs.
- It is compulsory for all staff to complete the online COVID-19 and infection control training.
- We are sourcing additional supplies of PPE including hand sanitiser, face masks, aprons, gloves, sleeve protectors, protective suits and face shields.
- Additional investments in IT to maintain information systems and increase capacity for operational and therapy supports to occur remotely.
- The option of therapeutic support being delivered via telehealth platforms.
- Additional therapy support over the phone and afterhours.
- Decreased face to face meetings and increased our use of online resources for communication.
- Decreased people working from our office and ceased walk in visitors.
- Live communication with staff utilising News Feeds.

What has changed with our supports?

We have made the decision to close our Day Service as an outcome of consultation with participants and support staff.

All other services remain in operation as they have been identified as essential services.

How can participants and their families help?

In this time, we feel it is of the utmost importance that participants and their families are still have choice and control over their supports and life decisions. We support participants to maintain supports provided by alternative organisations in line with recommendations from the Department of Health.

We ask participants and their families to follow the latest directives from Tasmanian Health Department regarding social distancing and non-essential community access and visitors to the home.

We ask families of participants living in shared accommodation to not visit shared accommodation. We can support participants to maintain contact with family and friends using, phone or video conferencing platforms. For participants that require visitors as part of maintaining their mental health or to decrease the likelihood of high-risk behaviours of concern we ask that family make contact with their Team Leaders or our Director, Paul Collins, to discuss a management plan. Call **(03)64 25 1545**

For all other enquiries please feel free to phone us on **(03)64 25 1545** or email Paul on paul@leapocc.com.au

Important Contacts

If you are experiencing fever or respiratory symptoms, we request you do not visit our supported accommodation and please cancel any 1:1 and therapeutic supports. Please phone your GP or call the Public Health Hotline on **1800 671 738**

Other important contacts if you are requiring additional support are available on Mental Health Helpline **1800 332 388**

Lifeline **13 11 14**

KIDS HELPLINE **1800 551 800**

Paul Collins

Director

Leap Occupational Therapy Pty Ltd