

Client and Visitors COVID Safety Guidelines



Supporting our clients through the current challenging time while ensuring safety of our staff and the communities who use our service is our number one priority.

At Metro Assist, we have developed our COVID-19 safety plan and put in a number of safety measures in place to ensure a safe environment for you when you visit us. We have prepared this guideline to help you understand our COVID-19 safety procedures which we will expect you to follow when visiting our offices and using our service.

Booking an Appointment

To maintain physical distancing we have staggered client visits to our offices. Therefore, **you must book an appointment prior** to visiting us.

If you are another service or individual referring a client to us please advise the client to book an appointment.

Please **DO NOT DROP IN**. We will not be able to help you.

When you ring our service to book an appointment, our staff will ask you few questions to assess Covid19 safety. We expect you to answer these questions and cooperate with us.

Before visiting our service

We ask that you **do not attend your appointment** if you or anyone living in your home

- * are **unwell with flu-like symptoms** including runny nose, fever, cough or sore throat
- * have **recently travelled** from overseas and are under the mandatory quarantine
- * are waiting for **COVID-19 test** results
- * have come into **close contact** with any confirmed case of Covid-19
- * have **had a positive COVID-19** test result and yet not tested negative

If you are unable to visit, we can still have your appointment over the phone.

To avoid congestion in our office, where possible, please attend your appointment alone.



Safety at our offices

To ensure your safety while you are at our premise, we have put in following social distancing and best hygiene practice in place. Any individuals who visit our sites must follow below safety procedures.

If you have any questions about our COVID safety procedures please speak with our staff. They will be happy to explain you further.



We have rearranged our waiting room and office rooms to maintain social distancing. Only limited persons are allowed in waiting area and office rooms at any one time. We ask you to keep 1.5 metres away from those you do not live with.



We are regularly disinfecting surfaces in our waiting area and interview rooms including chairs, door handles, counter-tops, writing pens and the devices we use. We are also undergoing deep cleaning of the office space on a regular basis.



All clients, visitors and staff who visit our office are having their temperature checked daily. If you have temperature above 37.5 Celsius we will not be able to allow entry to our site. **We can always help you over the phone.**



Hand-sanitiser is readily available at the office premise and all clients/visitors are being encouraged to sanitise frequently. **On your arrival, please clean your hands with hand sanitiser available at the front desk.**



We have installed sneeze guard in our offices for your safety. If you need to cough or sneeze, please do it into **your arm or use a tissue.**



We have removed the Items from our sites that are generally touched by multiple people such as cups, water dispenser, toys etc. **If you require water please ask our receptionist**



Some of our staff **wear mask and gloves** as extra protection. You can wear one too if you have one available.



Safety during home visit

Home visit appointment

We ask that you cancel your home visit appointment if you or your family members living with you

- * become unwell with flu-like symptoms including runny nose, fever, cough or sore throat
- * have recently travelled from overseas and are under the mandatory quarantine
- * are tested for Covid-19 and waiting for results
- * have come into close contact with any confirmed case of Covid-19
- * have had a positive COVID-19 test result and yet not tested negative

Please let your caseworker know about your situation as soon as possible.

While visiting home

- * Our workers will always keep 1.5 metres away from you and your family members.
- * We expect you and your family members to keep the social distancing with our worker as well.
- * Our workers will not do the home visit if they or their family members are unwell with flu-like symptoms or they are being tested.
- * Hand-sanitiser is provided to our workers for their use during the home visit.
- * Some of our staff may wear masks for your and their protection.
- * We encourage our clients to practice best hand hygiene all the time.

We are committed to COVID Safety.

If you have any feedback about our safety plan and procedures, we would like to hear from you. Please email your feedback to metroassist@metroassist.org.au.