

CORONAVIRUS STRATEGY

Instructions for Reception Staff :

Reception plays a very important role at Knox Infolink, providing a friendly and welcoming face to the organisation. In these times of uncertainty about the Coronavirus (COVID-19), your role is even more important to ensure a calm, fair and reasonable approach to all people as we instigate strategies suggested by the government to minimise risk to all. The key strategies are 'social distancing' and personal hygiene. It is suggested that people keep a distance of 1 – 2 metres from each other. To facilitate this we have reduced the number of seats in reception and interview rooms. We ask that when working at reception you exercise 'social distancing' strategies and move further back from the window.

The following are the procedures to follow for:

FRUIT, VEGETABLE & BREAD COLLECTION:

- There will be a sign on the front door that says something like:
'Please collect fruit and veg from reception in pre-packaged bags. We ask that you approach reception when no one else is being assisted to ensure you keep a 1-2 metre distance between yourself and others as suggested by the State Chief Health Officer'. This may mean you have to wait outside the door for your turn. Thank you for your understanding.
- Ask if the client is here for an interview/appointment or to collect fruit, veg or bread.
- Fruit and vegetables will be pre-packaged in bags at reception along with bread
- Clients will be handed a bag of mixed fruit and a bag of mixed vegetables at reception (*this is to avoid multiple people gathering at the fruit and veg table in our confined space*) Multiple bags may be given if they are feeding a family.
- Bread will also be handed to clients from the reception window.

INTERVIEWS/APPOINTMENTS:

- If the client is wanting an appointment, ask them to wait in an interview room.
- When all interview rooms are full, there are 4 seats in reception strategically placed, ask them to take a seat in reception.
- When all interview rooms and seats in reception are taken, it will be necessary to advise the client at reception that 'to ensure the safety of all, we are instigating a social distancing policy and we do not have enough space for them to wait in reception and ask if they could come back at a set time and make them an appointment'.
- When working at reception, be mindful of appointments made and ensure space in interview rooms are kept for the appointments made to avoid clients becoming upset that they have had to return and there is no space for them.

- This may require you to interrupt an existing interview that may be taking a long time and ask them to wind it up for the next appointment.

There will be information sheets about 'Social Distancing' and other strategies that you can hand out to clients or they can pick up from the 'old' food table. There will be signs on doors and walls explaining as best we can these safety measures.

This is going to be a challenging time for all of us. Clients will be stressed and upset with the new processes and it will be necessary for reception to remain calm and explain as best you can why we are doing this. Anne, Glenn and myself will be on standby all the time to assist with explanations to clients and will step in and do reception duties when necessary.

These are the strategies that we need to instigate to ensure we can remain open and protect the wellbeing of all and continue to provide the essential emergency relief that we do.

If you are uncomfortable with these changes, or do not feel able to fulfil this important role, please speak immediately to Anne, Denise or Glenn.

DENISE BUDGE

CENTRE MANAGER