



Client and Visitor COVID Protocol

At WestCASA we have a number of health and safety obligations with respect to our worksites, including legislative obligations to provide a safe workplace for our staff, our clients, and any visitors to WestCASA, so far as is reasonably practicable.

WestCASA's obligations extend to providing, insofar as reasonably practicable, a safe workplace in the context of the ongoing COVID-19 pandemic.

It is not a requirement that our clients are vaccinated against COVID-19 to access our services – everyone is able to access the essential services that WestCASA provides.

However, WestCASA does have certain COVID-Safe protocols applying to all clients and visitors attending WestCASA, in light of our workplace health and safety obligations.

We ask that all clients and visitors to WestCASA sites abide by the following protocols:

- 1. Anyone who has any COVID-19 symptoms, such as a cough, fever, sore throat, loss of taste or smell, shortness of breath or runny nose, even if they are mild, are not to attend WestCASA's premises – we can either reschedule your appointment or hold it via telephone or videocall, as you prefer.***
- 2. All clients and visitors must wear a mask in the WestCASA reception area.***
- 3. If you are fully vaccinated against COVID-19 and are willing to disclose that to WestCASA, please show us proof of vaccination upon arrival.***
- 4. If you are either not fully vaccinated against COVID-19 or would prefer not to disclose your vaccination status, then we require you to wear a mask when on site, including during your appointment.***

We thank you for your co-operation with our COVID-safe measures.