# COVID-19 ALERT & SERVICE INFORMATION

To our valued clients

Currently in Australia we are facing challenges relating to minimising the spread of the corona virus called COVID-19.

Here at YOUR ORGANISATION NAME you can be assured that we are keeping up to date and complying with Commonwealth and State/Territory Government directives aimed at protecting the community and in particular vulnerable clients and individuals.

To do this effectively you will see some changes in the way we operate and interact with you, the consumers of our service.

The following modifications to our service and practices are designed to minimise spreading the virus in the wider community as well as between clients.

**Changes to Service Delivery**

* All large group activities will be suspended indefinitely.
* Small group activities (4 or less clients) will be carefully monitored and may be cancelled at short notice if there is any risk of infection to the clients or staff.
* One to one activities of an essential nature will continue e.g. assisted shopping trips and other social support like help to get to appointments or pay bills.
* All general services such as domestic assistance, personal care and transport will continue unless there is an identified risk to the client or staff member.
* Where you are unable to visit the shops, or have a preference to avoid crowds, we are able to amend your services to include shopping services, please contact us if you need this service. ***Note:*** *the organisation is unable to pay for groceries or other items as this falls outside funding guidelines.*

**Staying Safe**

* When our staff arrive at your home they must check that it is safe for them to enter. They will ask the person who answers the door:

*“Is there anyone here who is sick with a cold or the flu?”*

If they answer **YES** they may not enter the home and will not able to provide support that day.

* If you or anyone in your home has any of the following symptoms please call the clinic or your GP.
  + Sore throat, dry cough and shortness of breath with or without fever
  + Fever (high temperature)
* Where you or someone in your home is unwell with flu like symptoms or COVID-19 is suspected, all services will be suspended until a medical clearance is forwarded to the organisation.
* We will continue to support you in other ways where possible such as helping you with shopping and accessing meals.

**General Precautions**

* If you or a member of your household have or are suspected of having COVID-19 please call your doctor or clinic via phone to obtain advice and advise the office as soon as practical on:

Ph: Your preferred contact number

* Cough or sneeze into your elbow or a tissue and dispose of appropriately, teach others in your family to also do this.
* Try to avoid touching your face as this is a common way that the COVID-19 virus enters the body (e.g. you have touched a surface that an infected person has coughed or sneezed on and then rubbed your eyes.)
* Wash your hands often with soap and water for at least 20 seconds.
* Minimise the sharing of mobile phones with others, if you have a mobile phone clean it daily with an appropriate cleaner and after others have used it including children.
* When out in the community try to avoid directly touching public surfaces, like ATM machines and shopping trolleys – use wipes where provided or clean your hands immediately after with an alcohol based sanitiser, wet wipes or soap and water.

We are keeping informed of all updates relating to the COVID-19 outbreak and recommended responses.

Please be assured that we have your best interest in mind and will be updating our practices as and when required to ensure that the most vulnerable people are adequately protected.

Regards