

18/3/2020

Dear InHome Care SA Consumer,

Re: CORONA VIRUS (COVID-19)

During this time of increasing community concern about the Corona virus, we would like to provide you with some information about the strategies we have put in place to keep you and our staff as well as possible throughout the coming weeks.

As an organisation we are monitoring the Department of Health and Aged Care Quality and Safety Commission websites twice daily for instructions and advice. We are also liaising with our peak body, Aged and Community Services, to ensure we remain up to date.

As we get new information, we are sharing it with our staff.

Additionally:

- We have a stock of gloves, gowns etc, for staff use and more on backorder
- All staff are completing CORONA Virus Specific training, as well as update training in hand hygiene and infection control
- Staff have been instructed not to attend work if they are unwell, unless they have been advised by a Doctor or the Corona Virus hotline that it is safe to do so
- Staff have been given instructions about social distancing; this will mean that they will not be able to kiss or hug consumers or hold hands with consumers as they normally might
- We are recruiting extra staff to help ensure the ongoing availability of our services
- We are maintaining contact with agencies and contractors who work for us, to ensure they have sound infection control practices in place
- We have taken steps to ensure that our office staff, who manage rosters etc, can work at home if we need them to.

It is possible that, at some point in the future, we may have to limit our services to only those which are essential. This includes showering, helping with meals, medications and continence care.

It is also possible that we may have to change the way we do some things, for example we may have to go shopping *for* a consumer rather than *with* them.

However, these things will depend very much on the instructions that we are given by the government. We will not make any changes without letting you or your family know in advance.

In the meantime, you can help us by:

- Practicing good hand washing at home, and properly covering your nose and mouth if you cough or sneeze
- Keeping surfaces such as door and tap handles clean – our staff may be able to help you with this as part of their usual service

- Letting us know if you are not well before staff visit if possible
- Agreeing to sit in the back seat of a staff members car if they are transporting you
- Letting us know if you, or someone that you have had recent contact with, are told to isolate themselves, or are tested for CORONA Virus
- Letting us know if you have had close recent contact with anyone who just returned from overseas.

There are some things that you can do to stay as safe and healthy as possible. These include:

- Drinking plenty of water
- Maintaining your usual diet, and taking your regular medications
- Trying to stay active – even if this is only moving in and around your house or garden
- Limiting your contact with others in accordance with government guidelines; currently these guidelines are no gatherings of more than 500 people outdoors, and no gatherings of more than 100 people indoors
- Delaying any contact with anyone who has come back from overseas travel until they have completed their isolation period
- Having your flu injection when they become available (unless your GP advises you against this) and a pneumonia vaccination if you are eligible.

Please be assured that we are doing our very best to support you during this challenging time, and that your welfare, and the welfare of our staff are our top priorities.

We would like to take this opportunity to thank you for your continued trust in InHome Care SA and hope that we will continue to have the privilege of providing you with the services you require to stay at home.

If you have any other concerns or would like to speak to someone about this, please feel free to call the office on 7200 5432 or the COVID-19 Hotline on 1800 020 080.

Yours sincerely

Karen Field

Operations Manager