

Home Care Services Enquiry: 9784 0848

Dear consumers,

RE: Important health news: Coronavirus information and recommended health care actions

There is a new coronavirus affecting people who have recently been in the area of Wuhan, Hubei province China. This virus is called novel coronavirus or 2019n- COV. As of 9pm 28 January 2020, there are four confirmed cases for 2019-nCoV in NSW and six cases under investigation. The Australian Health care authority has implemented a range of measures to promptly identify cases of novel coronavirus infection and prevent transmission in NSW. For further updates, please refer to <https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx>

The ANHF Community team understands the concern from our consumers as well as the wellbeing of our staff.

Please be advised that the following measures have been implemented:

- All home care employees will be issued with extra personal protective equipment, ie, surgical face masks, goggles, disposable gloves, aprons and shoe covers. All HCE are required to put on a face mask and sanitize their hands with the provided sanitizer before they start their shift. HCE is also required to put on the full set of PPE when they are attending to personal care and wash their hands thoroughly and dispose of the equipment properly.
- All employees are advised to follow the advice from the department of health if they have returned from China. We also advised that all staff who have returned from Hubei province not to return to work for 14 days to ensure that they are free of any symptom.
- We are also monitoring consumers who have recently returned from China of any symptoms.
- We have postponed some of our functions in order to avoid large congregation of people to minimize exposure to potential contagion and public space. We apologize for the inconvenience, as your health and safety is our first priority.

For consumers, carers, volunteers, visitors, and staff who are coming to our Senior Wellness centres, they will be subjected to temperature and general health / travel history check. These tests will be performed by our Site coordinators/ SWC coordinators/ Drivers to use a NON-CONTACT thermometer to check all visitor's body temperature "forehead" on arrival.

Please contact your doctor and inform the home care team if you have returned from China and experience symptoms of fever, cough, running nose, or generally unwell.

In order to avoid contracting the virus, please stay away from crowded areas and put on a face mask and wash hands with soap or use an alcohol-based sanitizer when going out.

Please see the attached information provided by the department and contact the home care team if you need any assistance.

Yours sincerely



James Lim General
Manager Community Care