

FOR HOME AND COMMUNITY SERVICES CLIENTS/PARTICIPANTS, AND RETIREMENT LIVING AND COMMUNITY HOUSING TENANTS

Reminder to remain vigilant

With new cases of the coronavirus reported every day, we are aware of the concern among the mecwacare community and would like to reassure you that we are following all advice and recommendations of the Department of Health and Chief Medical Officer.

This is a difficult time for everyone, but we urge you to remain calm, work together and support each other.

mecwacare is taking the necessary precautions to ensure the safety and wellbeing of our clients, residents, staff and volunteers.

We all have a responsibility to protect some of the most vulnerable people in our community. Therefore, we must be extremely vigilant and ensure that:

- Everyone entering your home and our community centres must follow strict infection control and hand-washing practices and use gloves when assisting with personal care.
- If you have been in contact with a person who has had a confirmed or suspected case of coronavirus, or who has declared that they have travelled overseas recently, please advise management immediately.
- If you have returned from overseas recently, we respectfully ask that you *POSTPONE* all non-essential visits to our community centres and/or aged care facilities for 14 days.
- This extends to any staff and volunteers who have recently returned or are planning to embark on overseas travel. They will be required to follow the 14-day isolation requirements, as recommended by the Australian Government.

If you have recently been ill, have symptoms of any respiratory illness (fever, sore throat, cough, muscle and joint pains, tiredness/exhaustion), have been in contact with someone who is ill or at risk if you become infected yourself, we strongly advise you **NOT** to visit any of our community centres.

If you or a family member receives a Home Care Service or Package, please phone our office on **1800 163 292** and speak to a service coordinator if you are exhibiting signs or symptoms of a respiratory illness.

If you are a member of our planned activity groups, community and disability services or reside in a mecwacare retirement village or community housing unit – and have travelled overseas recently– we ask that you email us the place of travel and date of return via the following email address: community@mecwacare.org.au

For general information regarding the coronavirus, please contact the Victorian Department of Health and Human Services hotline on 1800 675 398 or visit <https://www.dhhs.vic.gov.au/novelcoronavirus>. If you require translating or interpreting services, call 131 450.

We thank you for your cooperation and ongoing support.