Letter to Home Care Clients and Families

I want to assure you that your health is our priority and that includes protecting you from COVID-19. We are continuing to provide Home Care services to all our clients and taking all necessary measures to keep both our clients and staff safe during this time. This includes following advice from Australia’s Chief Medical Officer about when to use protective equipment.

Most of the time your Care Worker does not have to wear personal protective equipment such as masks, gloves, aprons or gowns, and protective eyewear.

Personal protective equipment must be worn by your Care Worker if:

• You have been diagnosed with COVID-19
• You are suspected of having COVID-19
• You are displaying symptoms of COVID-19

Any Care Worker displaying symptoms of COVID-19 is not allowed to work - and just to be sure, workers with symptoms are being tested.

Our Care Workers have all undertaken the Department of Health Infection Control training, so they are well equipped and will follow the best medical advice to protect you and themselves from COVID-19.

Protecting yourself against Coronavirus

Good hygiene and taking care when interacting with other people are the best defences for you and your family against coronavirus. This includes:

• covering your coughs and sneezes with your elbow or a tissue
• disposing of used tissues immediately into a rubbish bin and washing your hands
• washing your hands often with soap and water, including before and after eating and after going to the toilet, and when you have been out to shops or other places
• using alcohol-based hand sanitisers (60% alcohol), where available
• cleaning and disinfecting frequently used surfaces and objects
• stay at home and avoid physical contact with others, except when you need assistance or care
• avoid non-essential travel
• consider having the chemist deliver your medicines
• consider having your groceries and essential items delivered to your home or we can shop for you.
• stay 1.5 metres away — 2 arms’ length — from other people, when you can

Look after your health

You should keep up your regular home care and health care. This is just as important as protecting yourself from coronavirus.

Have regular contact with your doctor and call them if you are concerned about any of your health conditions. They may be able to provide care over the phone or via tele-conference, and face to face care is still available.

Living Choice has also established an email address for any questions you may have in regards to Coronavirus (COVID-19) covid19@livingchoice.com.au.

Living Choice has also created a webpage to keep residents, their families, our clients and staff members updated on the latest COVID-19 information. See https://www.livingchoice.com.au/we-are-here-for-you/

You can also find out more about COVID-19 by phoning the National Coronavirus Helpline on 1800 020 080 or go to health.gov.au and If you need to find out more about support services, contact My Aged Care by phoning 1800 200 422.

If you have any concerns about your care services, or carer, please contact me on 0455 400 788 or kjohnson@livingchoice.com.au

Yours Sincerely

Kylie Johnson
Home Care Operations Manager