

10 March 2020

(Client / Key Person Name & Address)

Dear (Client),

I am writing to you about the Coronavirus (COVID-19). We understand there is a considerable amount of concern around Coronavirus. As older people are more vulnerable to this virus, it is important that you understand the steps we are taking, and how you can support our staff and help take care of your own health.

Wintringham have well developed policy and procedures to provide care for our clients. If there is an outbreak of any sort of infection we have policies and procedures that have been developed around government guidelines. These policies guide our staff on how to protect clients from cross infection. To ensure all Wintringham staff are kept informed and able to respond to any concerns we have adopted several measures

These include:

- Briefing our home care managers so that they are clear about our coronavirus plan.
- Updated quarantine measures which set out how we would manage any cases of coronavirus.
- Additional infection control management for staff.
- Continue to closely monitor and follow the advice of the Department of Health.

What can you do? Clients and families play an important role in minimising the impact of the virus.

Clients and families are requested to:

- Wash your hands often with soap and water before and after eating and after using the toilet.
- Notify Wintringham if family members with, including any children you live with are unwell.
- Discuss symptoms with your Doctor
- Cough and sneeze into your elbow, not your hands.

Please contact your Case Manager if you have any questions about any of the information provided.

Yours sincerely,

Duane Bell
Senior Manager Aged Care