

Dear Clients, Carers and Family Members,

I am delighted to send you what I hope is my last COVID -19 Update, at least for quite some time. No doubt we are now in a very different position worldwide and while we expect new viruses may emerge, we are much better prepared. With that said we will now welcome in the warmer weather and fewer colds and flu's for all our clients, families and team members.

Next Steps

While we continue to take all infection control precautions, we currently only require the wearing of masks for personal care services, or where safe distancing cannot be achieved.

As from Monday, 10th October, we will not require staff to wear face masks unless requested by you, or if there is another reason to do so. If you would prefer a member of staff wear a mask, please don't hesitate to ask, no offence will be taken.

We will also not require clients to notify us of their vaccination status to receive transport, or attend our Friendship Club.

Wellbeing Remains our Priority

Your wellbeing and the wellbeing of our team members, remains our priority. Although we see significantly reduced rates of COVID-19 infections in our community, it is still present. There are also other viruses that can have a significant impact on our wellbeing and we know that simple infection control principles provide the greatest protection.

We will therefore continue to be vigilant with our precautions such as regular and effective handwashing, staying away from others when unwell and keeping up to date with recommended vaccinations.

What if I get COVID-19, or my carer does?

Please remember if you feel unwell, or may be isolating with suspected COVID-19, or have tested positive, we have specialist trained COVID-19 Response Team members who can continue to support you with services. You may need no more than some groceries dropped off, or a check-in to see how you are. Others may require more support, particularly if you have family and friends also isolating and your usual support group is restricted. Please be assured that we are here to support and reassure you, so do not hesitate to contact us.

What about the safety of staff?

Our team members have all received infection control training, and have been provided with personal protective equipment. We have continued the policy of all staff being required to have up to date COVID-19 vaccinations.

Team members continue to undertake Rapid Antigen Tests (RATs), or PCR tests if they feel unwell and our Community Workers confirm that they do not have any symptoms before logging on each day.

We hope that this gives you peace of mind that when we enter your home, we are as safe as possible.

What do you require me to do?

Please continue to let us know if you have any cold like symptoms, are not feeling well, have been told you are a close contact, or advised to be tested for COVID-19 for any reason, so that we can work with you to provide the support you need in the safest way possible.

In summary, please be assured that we are taking all steps to maximise the safety of our clients and team members, while continuing to provide your usual services. As always, should you have any other questions or comments, I welcome them. My sincere appreciation to you for your ongoing flexibility and patience as we work together.

Kind regards,

Maria

Maria Davison
Chief Executive Officer