

Happy May 2020 to you,

All of us here at Country Home Services extend our best wishes to you, hoping that you are keeping well and looking after yourselves as we all work through this very different coronavirus experience.

On behalf of our Chairman, Margaret Zweck and myself, I would like to extend our sincere appreciation to all our customers, contractors and employees for your responsible approach to this extraordinary situation that we find ourselves in.

As a result, we (SA as a state) can be congratulated on the actions we have taken to help minimise the spread of this virus. This approach has supported us (CHS) to continue providing the many required services that assist you to live independently in your home – almost business as usual.

We may soon see some relaxing of the restrictions that have been in place over the last 5 – 6 weeks. Whilst this will be a great step forward, we still need to be diligent around our activities and continue to implement the ongoing restriction strategies, importantly social distancing requirements. At all times please maintain a certain degree of caution as the virus is still circulating.

Stay well and in good spirit, Craig Stanbridge (CEO)

IT'S OK TO HAVE HOME CARE

As we learn to live with the coronavirus (COVID-19), did you know that it is ok to have home care? It is OK to have home care because your contractor is taking all the necessary measures to ensure you stay safe. This includes following advice from Australia's Chief Medical Officer about when to use protective equipment.

Most of the time your contractor does not have to wear personal protective equipment such as masks, gloves, aprons or gowns and protective eye wear. However, personal protective equipment will be used if:

1. You have been diagnosed with COVID-19.
2. You are suspected of having COVID-19.
3. You are displaying symptoms of COVID-19.

It is extremely important that you inform both Country Home Services and your contractor if any of these 3 points apply to you at any given time. Information provided by you helps us to deliver our annual Infection Prevention and Control Plan. This includes the detecting, preventing and controlling the spread of infection, be that COVID-19 or any other infectious agent. Also contractors or employees displaying symptoms of COVID-19 are not allowed to work. Anyone with symptoms can be tested for COVID-19 and we can assure you that our contractors and employees have taken a proactive approach in remaining safe during this period.

This information has been reproduced from the Fact Sheet 'It's ok to have home care', Department of Health (Australian Government). If you have internet access and would like to share it with family members, the link is <https://www.health.gov.au/resources/publications/its-ok-to-have-home-care>

WHAT DOES IT MEAN?

Courtesy of SA Health, (who we all seem to agree have done a marvellous job at helping our State keep safe), are terms that you may hear often and what they mean.

- **Close Contact.** A person who may be at risk of contracting COVID-19 because of their close proximity or prolonged exposure to a known case.
- **Clusters/ Outbreaks.** A group of cases linked in time and place, for example - a group of people who visited an area or attended the same event.
- **Community Transmission.** When COVID-19 is circulating in the community but contact tracing cannot identify the source of infection (where the people caught it from).

If you have internet access, either yourself or a family member or friend, the SA Health COVID-19 webpage is worth visiting. Head to <https://www.covid-19.sa.gov.au/>

PROTECTING YOURSELF AGAINST THE CORONAVIRUS

It is said often but always a good reminder, you can protect yourself by keeping up the good hygiene approach and taking care when interacting with others. Examples of how you may do this include:

- covering your coughs and sneezes with your elbow or a tissue
- 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
- consider having your medicines and your groceries delivered to your home
- stay 1.5 metres away — 2 arms' length — from other people, when you can

We can help you access home deliveries, please contact us if you would like more information.

MAKING THE MOST OF HOME CARE PACKAGES (HCP)

During the next six months, we are trialling a new role at Country Home Services - the HCP Enquiry Advisor. Tammy (pictured right) can assist you and those important to you, to understand HCP. Advising you on how you can make the most of your HCP and letting you know the measures you should have in place to ensure an easy transfer when you receive your notification.

Based in Nuriootpa and a regular holiday maker to the Yorke Peninsula and Clare Valley, Tammy has worked in the Veteran's Home Care, CHSP and the HCP program so has an in-depth knowledge of how everything fits together. Tammy has also provided in-home support as a contractor so has experience with what it feels like to deliver services and what it means to customers.



WONDERING ABOUT THE BEST TIME TO CALL?

Getting hold of your advisor can be difficult especially as services change because of COVID-19. If you are looking to contact your advisor, a good time to call would be before 9.30am and after 11.30am in the morning. Our reception opens at 8.30am. If you call and would like to speak to your advisor and reception cannot transfer the call, an email notification will be sent to them for follow up. Advisors will return your call as soon as they can but please be aware this may not occur on the day. Emergency matters including you not answering the door at the time of a scheduled visit, will be managed as they always have been, as a priority. Please call us if you would like any extra information about returning phone calls on [1300 773 202](tel:1300773202).

IMPORTANT COVID-19 PHONE NUMBERS

- **Coronavirus (COVID-19) Health Information Line.** [1800 020 080](tel:1800020080). Call this line if you are seeking information on coronavirus (COVID-19). This line operates 24 hours a day, 7 days a week.
- **SA COVID-19 Information Line.** [1800 253 787](tel:1800253787). Offers local information and advice on general COVID-19 information for South Australians. Operates 8am to 8pm, 7 days a week.
- **SA COVID-19 Mental Health Support Line.** [1800 632 753](tel:1800632753). Provides mental health support for people surrounding COVID-19.
- **Red Cross Telecross REDi service.** [1800 188 071](tel:1800188071). Register for a free, daily phone call checking the welfare of vulnerable South Australians in response to COVID-19
- If you are deaf, hard of hearing, or have a speech or communication impairment, contact National Relay Service on [1800 55 677](tel:180055677).
- **Country Home Services.** [1300 773 202](tel:1300773202). Call us if you need to update your health status.



Phone: 1300 773 202

www.countryhomeservices.org.au

Email: admin@countryhomeservices.org.au

The funding for these services is supported by the Australian Government Department of Health. Visit the Department's website (www.health.gov.au) for more information.

