Dear valued partner,

We value the relationship we have with you, along with the important services that you provide to our residents, clients and/or employees.

In light of the Coronavirus (COVID-19) situation, we are writing to you with some important information and requirements that you and your organisation need to be aware of before visiting a Whiddon aged care home or service.

At Whiddon, we are committed to ensuring our residents, volunteers, families, team members and visitors live, work and visit an environment that is safe and places their interest first.

Elderly people are vulnerable and at a higher risk of serious disease from COVID-19 and residential aged care facilities have been advised to have appropriate precautions in place to ensure residents continue to remain safe from coronavirus.

The information below is very important and we ask you to take the time to read it through and follow the advice set out, to help us control the spread of the virus. We thank you in advance for your help and support in this situation.

Important information on Coronavirus (COVID-19)

COVID-19 is a new strain of coronavirus that has not previously been identified in humans. Scientists are still learning about how it is spread, its severity and other characteristics of the virus.

As the number of cases around the world continue to increase, it is important to monitor and follow advice from the Australian Government, NSW Health, QLD Health and the World Health Organisation, and help to take steps to control the spread of the virus.

As a contractor, visitor, guest or supplier coming into our home, it is important that you also check the latest advice being issued by government authorities before visiting any of our homes and services.

You must not present to Whiddon, and need to tell us immediately if you have been diagnosed with COVID-19, have been in contact with a confirmed case of COVID-19 or are at high risk. You can contact us on **1300 738 388** or after hours please Emilia Graham **(0447 685 013)** or Stacy Wake **(0438 119 031)**.

There are also certain restrictions and advice in place for people who have travelled to high-risk countries. Any person who has recently travelled overseas is now asked to monitor their health for cold or flu-like symptoms. Please note that this may be updated at any time, so it is important that you check the latest advice.

These can be found at the following web sites:

https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov
https://www.health.nsw.gov.au/Infectious/alerts/Pages/coronavirus-faqs.aspx

We ask that you help us to keep our residents, families, employees and visitors safe by taking steps such as regularly washing your hands, avoiding close contact with anyone with cold or flu-like symptoms and **not visiting any aged care home if you are unwell**.

As the flu season is just around the corner, we encourage you to speak with your GP early about getting a flu vaccination to protect you and your loved ones, and to continue to take precautions to

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control the spread of viruses.

Who is at most at risk for COVID-19?

The people most at risk of getting the virus are those who have:

- Recently been in **mainland China or Iran** (you should self-isolate for 14 days).
- **Italy or South Korea** (if you have visited there, or transited through, will not be able to visit our homes for at least 14 days from the day of arrival back in Australia).
- **Japan, Mongolia and any other countries of interest**, you should monitor your health for symptoms and visit your GP immediately if you develop symptoms.
- Have been in close contact with someone who is a confirmed case of coronavirus.

It is essential that you follow advice and any isolation requirements if you are at risk from any of the above.

Steps you can take to help limit the spread

- Make sure you thoroughly wash your hands with running water and soap, or an alcohol-based hand gel for at least 20 seconds.
- Keep away from other people and cover your nose and mouth when coughing and sneezing with a tissue or a flexed elbow. Place your tissue in a closed bin.
- Avoid close contact with anyone with cold or flu-like symptoms.
- Stay home if you are sick.

What are the symptoms of COVID-19?

People with COVID-19 may have a fever, cough, runny nose, shortness of breath and other symptoms. In more severe cases, infection can cause pneumonia with severe acute respiratory distress. As always if you are unwell and concerned about your health, please seek advice from a medical practitioner.

Please be advised that this communication is not meant to be alarmist, rather we just want to ensure that we are taking the best preventative steps to protect all those connected with our homes and services.

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