

Our COVID-19 Response Factsheet



Information for clients, their families and carers

The safety and wellbeing of our clients and employees are our highest priorities.

Allcare is closely monitoring, and proactively responding to the developments in Australia associated with coronavirus (COVID-19), in conjunction with both the Australian Government authorities and local public health units.

We understand the rapidly evolving and unprecedented and widespread effects of COVID-19 may result in high levels of concern and anxiety to our clients and their families, however we want to reassure you that we are well-prepared and well-resourced to manage the impacts.

We are working hard to ensure the mental health of our clients and employees is front-of-mind throughout these challenging times. A number of initiatives are being rolled out over the coming days and weeks to ensure our clients and employees feel supported and secure. This includes regular updates and wellness checks.

The symptoms of COVID-19 are documented on the Australian Government's Department of Health website: www.health.gov.au

If you are unwell and require urgent medical attention you should contact your GP or call 000 for an ambulance.

1 What happens if we become totally isolated?

Most people are social creatures. Our connection to others enables us to survive and thrive. Research has linked social isolation and loneliness to higher risks for a variety of physical and mental conditions: high blood pressure, heart disease, obesity, a weakened immune system, anxiety, depression, likelihood of falls, cognitive decline, dementia, even death.

Clients who engage in meaningful, productive activities with others tend to live longer, boost their mood, and have a sense of purpose. These activities seem to help maintain their well-being and may improve their cognitive function, wellbeing and mobility.

Continued next page

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2 The actions allcare is taking to keep our community safe

We have strict infection control and prevention protocols in place to protect clients and our workers to minimise the risk of any infection, including COVID-19. We are taking the following steps to ensure the safety of our community:

- ✓ We recently required our entire team of over 100 employees to participate in infection control training and assessment and we were extremely pleased that 100% of allcare employees completed this training in under a week.
- ✓ We have briefed all staff on how to prevent the spread of COVID-19. This includes all contract staff and cleaning staff. Ongoing additional education around infection control and hand hygiene is being delivered to ensure all employees remain cognisant of the best practice standards.
- ✓ We have enough supplies to ensure our employees and clients are equipped to assist in preventing the spread of diseases and are constantly reviewing stock availability.
- ✓ All CSW staff are required to take their own temperature in the morning, closely monitor any changes, and report regular updates.
- ✓ Provide our clients and staff reliable, up-to-date information from the Government Department of Health.
- ✓ We have stopped organising and facilitating social groups and outings.
- ✓ We recommend our clients to stay at home and let us shop for them.
- ✓ We are supporting our clients to social distance themselves, and stay within their own homes.

3 Keeping you or a loved one connected, healthy and safe

We have stopped all social groups and outing however we have developed a number of activities that may interest you and stop both physical and mental deterioration from isolation.

Additional electronic devices such as iPads have been ordered so that there are more options to connect. Please remember that phone calls, emails, and video connections are crucial at this time. Physical distance does not need to equate to social isolation.

- ✓ Develop tailored exercise programs to keep muscles strong
- ✓ Collate your family recipes and make a unique family cookbook
- ✓ Gather your family photos and create a photo album
- ✓ Gardening, perhaps plant a veggie garden
- ✓ Go for a walk or a drive
- ✓ Pick up drive-through coffee
- ✓ Enjoy board games, puzzles and crosswords to keep mentally active
- ✓ Use iPads to Skype friends and family
- ✓ Have your nails painted
- ✓ Clean out that junk drawer
- ✓ Listen to audiobooks and podcasts
- ✓ Use video conferencing technology to join a virtual cooking class or card game

**Please feel free to contact our friendly team if you have any concerns or questions.
We are here to help you through this challenging time.**