

12 August 2021

Dear Home Care Clients, Carers and Families

By now you would be aware that on Monday 9 August the NSW Government enacted a lockdown order for the Byron, Ballina, Lismore and Richmond Valley Local Government Areas. These restrictions will be in place until 12.01am Tuesday 17 August.

The lockdown order was put in place following the identification of a positive case of COVID-19 here in the Northern Rivers. The purpose of the order is to protect the Northern Rivers community whilst NSW Health and Police do their important tracing work to ensure they have identified all contact locations.

These orders are important to keep our community and clients safe and well however our region is in a period of great uncertainty and our vigilance in caring for our vulnerable clients is paramount.

### **Stay at home**

You should not leave your home or community unless it is for an essential reason.

You can leave your home for;

- Food or other goods and services within 10km from your home.
- Work or Education when you cannot work from home
- Outdoor exercise and recreation up to 10km from your home
- Medical and caring reasons, including getting a COVID-19 vaccination, test or for compassionate reasons.

### **Covid-19 precautions in the community**

- Limit your movements, social activities and physical contact with people who do not live with you.
- Carry a face mask with you at all times.
- Maintain vigilant hand hygiene and social distancing at all times.
- Remember to QR Check in/out if you go out and enter public or business premises. Please ask our staff if you are requiring any assistance with this.
- If you are unwell - Remember to keep your GP Central with managing any symptoms or if you require testing or vaccination. Medical centres request that you make telephone contact in the first instance and they will advise you how they will assist you further.

### **Crowley Safety precautions**

**Pre visit staff calls** will continue prior to each service to determine if clients are not experiencing any symptoms. If clients are unwell with symptoms our staff will contact

our office for further advice in regards to case by case assessment, management, GP and family contact.

**Clients are to wear a mask whilst staff are in attendance** as per the current recommendations. Those clients living with Dementia and or Lung disease and who are unable to wear a mask are asked to maintain the 1.5m distance from staff during the service.

**Staff health screening** is attended daily to ensure our staff are well to attend services.

### **Essential Services**

**We will continue to provide your services as planned.** However during this time, we ask that all clients and families consider if you have others close by that can support you and if a service is essential for you. Please contact one of our friendly Home care office if you need advice & or our Customer service team to notify of any cancellations.

**Escorted Essential transport services** - clients will be required to maintain a safe distance and travel in the back seat wearing a mask.

**Shopping Services** - we recommend that where possible staff provide an unaccompanied shopping service for you, if you can provide them with a list or your requirements we can continue to support you with the provisions you need.

**Telephone Wellness Checks and Telephone Medication Prompt services** - can be provided by our staff via telephone if this is your preference. Please contact the Home care office staff directly should you wish to discuss and arrange.

So far the case numbers are promising and for that we are all very grateful. We will continue to monitor the situation carefully and update you should we have further information.

Regards



Michael Penhey  
**CHIEF EXECUTIVE OFFICER**