



Independent Health Care Service

NURSING ♦ PERSONAL CARE ♦ HOME HELP ♦ HANDYMAN

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23 March, 2020

Dear Sir/Madam,

I am writing to you in regards to the Coronavirus, COVID-19 and what you can expect from Independent Health Care Service (IHCS), along with matters for you to consider going forward.

Above all else we will work towards not introducing any virus into your home. When we visit:

1. Please expect that we will not send any employee that is currently unwell.
2. All employees will closely practice standard precautions, starting with washing their hands as their first duty upon entering your home. This may seem an unusual practice if you are not already used to it, however it is an extremely effective way of stopping transmission.

From there on, standard practice requires frequent handwashing and surface cleaning appropriate for the duties undertaken. Please see overleaf for a few protective tips. We have also made our Infection Control policy available on our website: www.independenthealth.com.au

In addition, we have dedicated a coronavirus section on our website in which we will place as much information as we can. You can look here to see the information we are providing to our personnel as well as advice and resources we are receiving from others.

Last week we suspended the need for you to sign timesheets. We highly value your endorsement and our personnel will still show you their progressive timesheet entries, but we are not asking you to risk touching them at the moment.

In terms of your service please consider how it might be changed, or limited, to those that are essential and which conform to social distancing within the community. For example, if we currently support you to go shopping, stay home and let our people do it for you. Social support and community access may need to change, be reduced or suspended. You may also need additional support, such as for in-home respite. I also ask that if you become unwell, for whatever reason, please let us know at your earliest opportunity. We need to respond quickly to your care at this time.

I anticipate a high level of employee leave but we will try and keep the same people coming to your homes. Our offices will also be effectively shut to all non-essential meetings and visitors. Please phone or email us, there is still the post and we can come and see you when needed.

Finally, on behalf of all at IHCS, I would like to thank you and assure you we will do our best. We understand our responsibilities and recognise the trust you place in us. Our service is very experienced, highly qualified and we are good at what we do. With you, working together, I am sure we will see the best in ourselves as we rise to the challenges ahead.

Yours faithfully

Matthew Vickers
Executive Director

'DO THE RIGHT THING'



www.independenthealth.com.au

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Wash your hands frequently and thoroughly, using soap and water for at least 15 seconds. Use alcohol-based hand sanitiser if soap and water aren't available.

Always Wash Your Hands



When you come in.



Before and after touching others.



For safe food handling.



After touching potentially contaminated objects.



Avoid touching your eyes, nose or mouth with unwashed hands.



Cough or sneeze into a tissue or flexed elbow, then throw the tissue in the trash.



Clean and disinfect surfaces and objects that people frequently touch.



Only wear a face mask if you have respiratory symptoms or are caring for someone with respiratory symptoms.