

28 January 2020

CORONAVIRUS – AN IMPORTANT MESSAGE TO ALL UNITING AGEWELL CLIENTS, FAMILIES, VOLUNTEERS AND VISITORS

As you may be aware, there is considerable concern across the globe regarding the novel coronavirus (2019-nCoV) outbreak in China and many countries, including Australia, are closely monitoring the virus and putting in place measures to control its spread.

While the coronavirus outbreak emerged in the Chinese city of Wuhan in Hubei Province, it has now spread through China and to a number of countries across the world. Australia's extensive links with China mean we will see infections here. Already, there is one confirmed case in Melbourne.

The incubation period for the coronavirus is two weeks (14 days). Symptoms may include fever, flu-like symptoms such as coughing, sore throat and headaches and difficulty breathing.

Older people are particularly susceptible to any infection, including coronavirus. Please help us protect some of the most vulnerable people in our community by reading and following the information below:

If you have recently travelled to China

If you have recently travelled to Wuhan or other parts of China, or you have had contact with someone who has been diagnosed with the coronavirus, **we urge you to stay at home and not to visit any of our aged care facilities or services for at least TWO weeks OR until you have been tested for the virus and received a negative result.**

We recognise that our request for you not to visit any Uniting AgeWell facility or service is a conservative approach; we choose, however, to be cautious in these circumstances to ensure the health and safety of all within our care.

If you become unwell

If you become unwell and suspect you may have symptoms of the virus, you must seek medical attention.

Please ring ahead of time to book your appointment. This will help make your doctor aware of your symptoms and your travel history and will help minimise the spread of infection. Call 000 if you need urgent medical help.

How is coronavirus treated?

Specialist infectious diseases teams will isolate people with symptoms of coronavirus and provide medical care to treat any symptoms.

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How you can help prevent novel coronavirus

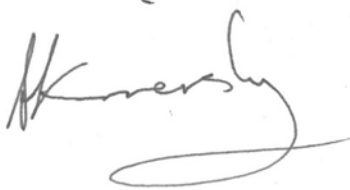
Everyone should practise hygiene and other measures to protect against infections. These measures include:

- Regularly washing your hands
- Covering your mouth while coughing or sneezing
- Wearing a face mask
- Avoid touching your face and mouth after touching surfaces
- Avoiding contact with wild or farm animals

Further information about the novel coronavirus can be obtained from the Communicable Disease Prevention and Control section at the Department of Health and Human Services on 1300 651 160 (24 hours) or <https://www.dhhs.vic.gov.au/information-public-novel-coronavirus>

We all have a responsibility for protecting our residents, clients, staff and each other against the spread of infection and we thank you for your cooperation.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Kinnersly', with a large, sweeping loop at the end.

**Andrew Kinnersly
Chief Executive Officer
Uniting AgeWell**