

2 March 2020

CORONAVIRUS UPDATE #2

FOR ALL UNITING AGEWELL CLIENTS, FAMILIES, VOLUNTEERS AND VISITORS

The following is an important update regarding coronavirus and the precautionary measures being implemented by Uniting AgeWell, and the actions you can take to reduce the risk of infection.

There is currently a global outbreak of coronavirus (COVID-19). While the majority of confirmed cases have been reported from mainland China, the number of countries with reported cases is increasing on a daily basis.

The Australian Government Department of Health is providing daily alerts with the latest medical advice and official reports which we are monitoring closely.

What we know today is that the incubation period for the coronavirus is 14 days, although there are some reports of a longer incubation period. Symptoms may include fever, flu-like symptoms such as coughing, sore throat, headaches and difficulty breathing.

Older people are particularly susceptible to any infection, including coronavirus, with those in residential aged care settings some of the most vulnerable in our community.

It is very important that we all work together to reduce the risk of spread of any infection. We urge you to read and follow the guidelines below to help reduce the risk to all in our community.

If you have recently travelled or transited through China or Iran

To help limit the spread of coronavirus, we request that all staff, volunteers and visitors to a Uniting AgeWell residential care facility, service or program (including family, friends and contractors) who have recently visited or transited through mainland China or Iran OR been in close contact with someone who is a confirmed case of coronavirus, that you:

Do not visit any of our residential care facilities, services or programs for a period of 14 days OR until you have been tested for the virus and received a negative result.

If you have recently returned from overseas travel

If you have returned from a country or region that is at higher risk for COVID-19, you should monitor your health for 14 days and refrain from visiting a Uniting AgeWell facility, service or program during this period. This is particularly important given the vulnerability of our clients.

For the best protection of those around you, it is also recommended that you practise social distancing and avoid crowds for 14 days after leaving the higher risk country or region.

Please go to www.health.gov.au/covid19-travellers for the current list of higher risk countries (noting this list continues to evolve), and other important information sheets.

If you become unwell

If you become unwell for any reason, please do not attend a Uniting AgeWell facility, service or program. If you suspect you may have symptoms of the coronavirus or influenza, please seek medical attention.

How you can help prevent the spread of infection

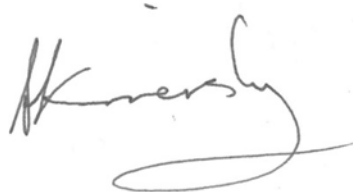
Everyone should practise good hand hygiene and other measures to protect against infections. These measures include:

- Regularly washing your hands with soap and water or alcohol-based hand rub, before and after eating, and after going to the toilet
- Covering your mouth and nose with tissues or inside of elbow when coughing or sneezing
- Avoid touching your face and mouth after touching surfaces
- If unwell, avoid contact with others (touching, kissing, hugging and other intimate contact)

For the latest advice, information and resources, go to www.health.gov.au or call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

We recognise that we have taken a conservative approach regarding returning travellers, however 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