

Dear Valued Client,

UPDATE: CHANGES TO COVID19 SERVICE DELIVERY EFFECTIVE FROM 1/12/2020

As a result of the Direction #14 of the South Australian Government in response to COVID19, please be aware of the immediate changes that affects **your services/supports from Assured Home Care**. These changes will be in place by 4/12/20 and include:

- **The use of Face Masks**
- **Collection of PPE**
- **Contact Tracing**

As directed – your support workers are required to wear Face Masks for all your services both inside and outside your home.

Face Masks

Assured Home Care staff can only use masks provided by Assured Home Care which meet the government standards.

The supplied masks will be:

- Single Use
- Surgical Type
- Fully cover the mouth and nose
- Disposed of at the end of each of your services.

Our staff must wear masks for all services inside your home, for example:

- Domestic Support – including Spring Clean/ Windows
- Personal Care
- Meal Preparation/ Support
- Medication Administration/ Support
- Mobility and Transfers

Our staff must wear masks for all services outside your home for example:

- Transport
- Community Access
- Social Support
- Shopping – all types
- Attending all appointments
- Garden and Maintenance Services

These changes will remain in place until further notice.

Supported Independent Living - Contract Tracing Requirements:

When anyone attends an Assured Home Care Supported Independent Living location, they will be required to use the SA Government COVID Safe Check in system from their mobile device.

Should the person be unable to use their device to enter contact details – they will be required to complete the provided Contact Tracing Record Form– located at each site.

For the latest information regarding COVID 19:

- Visit the SA Government COVID-19 website www.covid-19.sa.gov.au
- Call the SA COVID-19 Information Line on 1800 253 787
9.00 am to 5.00 pm, 7 days
- Call the SA COVID-19 Mental Health Support Line on 1800 632 753
8.00 am to 8.00 pm 7 days.

Additionally, you may like to check out the Assured Home Care website www.assuredhomecare.com.au or follow the Assured Home Care Facebook page for more updates.

Thank you for your cooperation with these changes. We continue to hold your safety, the safety of our staff and the community as very important.

Sincerely



Anna Hughes (Senior Manager Client Services)

on behalf of

Julie De Jong

Chief Executive Officer

Assured Home Care