

10 March 2020

Dear Valued Client,

## **RE: Coronavirus (COVID-19) Update**

As the situation of Coronavirus (COVID-19) within Australia evolves, we want to reassure our clients, their carers and families that Calvary is preparing for the potential risk and requests your assistance.

Calvary is in regular contact with our employees, keeping them updated with the information and instructions provided by the Department of Health for care providers. We are closely monitoring the travel activities of our employees and are providing them with support to self-quarantine should they be identified in the high risk groups.

Calvary is following the updates and adhering to guidelines provided by the Commonwealth Department of Health, to minimise risk of infection – this is something Calvary does routinely, on a day-to-day basis.

The current advice (at 09:00 hrs, 6 March 2020) is that those returning from Mainland China, Iran, Republic of Korea (South Korea), or those that have been in contact with a confirmed case of COVID-19, must self-isolate for 14 days. Several other countries are also deemed a higher risk: Italy, Cambodia, Hong Kong, Indonesia, Singapore and Thailand.

If you or your family have travelled through any of the countries listed, we request that you contact us.

**This does not mean we will cease to provide services to you, rather we may change how we provide the service in order to prevent the spread of infection to our staff and other clients.**

We would encourage you to consider recommending to family and friends who have travelled through these countries, and/or are unwell, to refrain from visiting you in your home. Hand washing is vital in preventing the spread of illness. We would recommend you ask any visitors to wash their hands on entering your home.

Our aim is to keep you and our staff safe. If you have any questions regarding Coronavirus (COVID-19), please do not hesitate to contact Service Support on 1300 797 522 or your Case Manager.

Further information can be found at: [www.health.gov.au/health-topics/novel-coronavirus-2019-ncov](http://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov)

Sincerely,



**Martin Bowles**  
**National CEO**