

10 July 2020

Dear Valued Client,

## **RE: Coronavirus (COVID-19) Update - Melbourne Metropolitan area and Mitchell Shire Community Care**

As the Coronavirus (COVID -19) situation evolves within Victoria, and in particular the Melbourne Metropolitan area and Mitchell Shire, we want to reassure our clients residing in those areas, their carers and families that Calvary is ready to respond quickly to the potential risks that may arise.

Calvary is in regular contact with our employees, providing information and instructions on how to deliver safe appropriate care. Our employees undertake daily self-screening questions prior to commencing their work day. In the event that they are unwell, staff are directed and supported not to attend work and to seek medical attention. Clients are asked screening questions prior to each visit. We thank you for your patience and understanding in helping us carry out this screening to ensure we maintain a safe environment for everyone.

A team of Support Workers have been trained to care and support clients who are either suspected or confirmed cases of COVID-19 and are able to remain at home. In a situation where a client has symptoms or is awaiting test results, this team will be equipped and deployed to provide care.

On the advice of our Chief Medical Advisor, Calvary is providing Support Workers and Nurses with personal protective equipment (PPE). Disposable aprons and gloves will be worn when delivering care where social/physical distancing can be maintained, for example in providing domestic assistance. When social/physical distancing requirements are not possible, for example, personal care, our Support Workers and Nurses will wear masks.

If you require additional support and assistance during this period, our team of Client Service Officers will be able to support you. Calvary has developed alternate ways to deliver services and care to ensure we maintain the Victorian Government directives. Please contact the office to discuss your needs. We are here to support you through this challenging period.

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

Further information about COVID-19 can be found at: [www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)

For up-to-date information for all Clients and their loved ones, please visit Calvary's COVID-19 updates site regularly at: [www.calvarycoronavirusupdates.org.au](http://www.calvarycoronavirusupdates.org.au)

Yours sincerely,



**Martin Bowles**  
National CEO



**Cynthia Dowell**  
Regional CEO - Victoria & Tasmania