

IMPORTANT: Sydney Service Centre Community Care Staff requirements to wear masks during home care visits.

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To: Calvary Community Care Support Workers:

From: Bryan McLoughlin, Regional CEO NSW | Angie Robinson, General Manager Community Care

What's new?

- There has been local transmission of COVID-19 in NSW with close and casual contact locations identified. See <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/case-locations-and-alerts.aspx#close>
- Staff conducting home visits in the Greater Sydney area including metropolitan Sydney, Nepean Blue Mountains, Central Coast, and Wollongong, **MUST** wear a surgical mask at all times.
- A letter is available for clients explaining that the new requirement is done in the interests of maximising their safety and wellbeing.

NSW Health has also suggested these additional COVID-19 safety measures for home care service providers:

- Ensure staff actively ask clients about symptoms on arrival. If staff become aware of a client with symptoms, that client should be isolated from others and arrangements made for COVID-19 testing.
- The Commonwealth Department of Health has issued a Guide for Home Care Providers to assist staff in reducing the risk of COVID-19.
<https://www.health.gov.au/resources/publications/coronavirus-covid-19-guide-for-home-care-providers>
- More detailed advice for services who provide care in the home is at Guidance for risk screening and assessment for home visiting health services.
<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/outpatient.aspx>

- Please seek the advice of your local NSW Health Public Health Unit if you are in doubt about how to appropriately mitigate risk when providing home care services on 1300 066 055.

Thank you for all that you have done and continue to do to keep yourselves, our clients and their loved ones safe.

Who can I contact if I need support?

If for whatever reason you are finding this requirement distressing, please discuss your concerns with your Manager in the first instance. If you require additional support, please make contact with your Employee Assistance Program (EAP) provider at:

<http://connect.calvarycare.org.au/EmployeeEssentials/Conditions/pages/Employee-assistance-program.aspx>

For up-to-date information for all staff, check in to Calvary's COVID-19 Information and Resources site for staff regularly at: www.calvarystaffupdates.org.au