

23 July 2020

## COVID-19: CORONAVIRUS UPDATE

### Important Information for our Participants, their Families and Carers

With infection rates continuing to increase in Victoria and the current situation unfolding across NSW, it is clear that the spread of COVID remains a concern for the community.

Over the past four months we have all learned how to do things differently and we're going to have to continue to do things differently for a while longer.

The procedures and protocols DSA developed in the early days of the pandemic have served us well so far and it is really important that we remain vigilant and mindful of our site access controls, social distancing and enhanced hygiene requirements.

Our Number 1 priority is safeguarding our participants and our employees and we continue to closely follow the guidance of the Department of Health ([www.health.gov.au](http://www.health.gov.au)) and NSW Health ([www.nsw.gov.au/covid-19](http://www.nsw.gov.au/covid-19)) as we navigate the challenges COVID-19 brings.

#### Wearing face masks

We have recently received advice from NSW Health recommending staff involved in supporting our participants and any visitors to site must wear a mask to minimise the potential spread of infection. We are in the process of ensuring all sites have sufficient supplies.

Please do not be alarmed if support staff are wearing a mask, it does not mean they are unwell or have been in any way exposed to the virus, it is simply a responsible precaution we are taking in line with current health advice.

#### Access Control

Visitation rules for our Home Solutions and Mentoring Services sites remain in place.

- The following people must NOT enter DSA premises:
  - visitors with flu like symptoms
  - visitors returning from overseas or Victoria within the last 14 days
  - visitors who have been in close contact with a returned traveller from overseas or interstate to Victoria in the last 14 days
  - visitors who have been in any of the NSW Health Dept identified hotspots in NSW [www.nsw.gov.au/covid-19/latest-news-and-updates](http://www.nsw.gov.au/covid-19/latest-news-and-updates)
  - visitors who have been in close contact with someone confirmed to have COVID-19

- **A maximum of two visitors from the same household are allowed in the home at any one time**
- All visitors **must enter their details in a register at the site**
- All visitors will be required to wash their hands immediately upon entry to the house and to follow strict hygiene and distancing measures whilst on site.

Similarly, before entering any premises to provide drop-in support services or visit a participant's family, DSA staff will first check there is no-one on the premises who:

- has been required to self-isolate
- has flu like symptoms
- has returned from overseas or Victoria within the last 14 days
- has been in close contact with a returned traveller from overseas or interstate to Victoria in the last 14 days
- has visited any of the NSW Health Dept identified hotspots in NSW  
[www.nsw.gov.au/covid-19/latest-news-and-updates](http://www.nsw.gov.au/covid-19/latest-news-and-updates)
- has been in close contact with someone confirmed to have COVID-19

We will continue to post updates on our website [www.dsa.org.au/coronavirus-covid-19](http://www.dsa.org.au/coronavirus-covid-19) where there are a number of Easy Read resources available so please check the site regularly.

### **Other ways to stay in touch**

Measures such as phone or video calls may be utilised to ensure continuation of communication with family, friends or others and to assist in limiting visits to premises at this time.

As always, feel free to call your key contact person if you would like assistance accessing these resources or have any concerns about your family member or the service.

My priority remains the health, safety and wellbeing of our participants and employees and I appreciate your continued support and understanding during these challenging times.

Please stay safe and take care.



Leisa Hart - CEO