

COVID-19



update OCTOBER 2020

South Eastern Community Care is funded by the State and Federal Government through various programs to provide care within our communities.

Government advice has confirmed that the services South Eastern Community Care provide are considered essential and we will continue to provide support to those of you in the Community who need visits and assistance with various aspects of your daily lives.

For ANY queries or concerns please do not hesitate to contact your Coordinator who can talk you through any issue or problem solve during this difficult time.


Our priority is to keep clients, staff and volunteers safe during the ongoing COVID-19 pandemic

SUMMARY and UPDATE of actions SEC Care has taken

- Day Centre Programs have been gradually reintroduced with safety precautions in place. We have recommenced monthly weekend trips with small numbers of clients. Please contact our Day Centre staff on 62691264 for further information.
- Non-urgent volunteer Transport, cancelled in March, has now been reintroduced and we are able to transport approved clients to medical appointments. Volunteers have PPE and protocols to adhere to so as to keep you safe.
- Staff must ask client, before commencing care “are you or anyone in the home in self-isolation?” if yes – “is the self-isolating person displaying any flu-like symptoms, eg fever shortness of breath?” If yes- the visit cannot go ahead, and the client/household member is asked to seek urgent medical (phone) advice.
- Our office is now open and staff are working in the office at 12 Somerville Street. Staff undertake daily temperature checks and there are social distancing measures in the office environment.
- NO STAFF who are self-isolating due to travel or contact with confirmed COVID19 are able to enter the workplace during their isolation period.
- SEC Care have a good supply of hand sanitiser and gloves for all staff. Staff, where gloves are worn, change those gloves and wash hands between all clients.
- SEC Care have obtained a stock of gloves, masks, long gowns, sanitiser and face screens which can be deployed in the event of a local outbreak.

SOCIAL DISTANCING

Please be aware that ALL Australians are asked to practice social distancing. This means stay at least 1.5 metres away from others. Do not shake hands or hug staff.



Only touch where is it required for delivery of care – eg personal care, wound management is allowed.

Clients who are over 65 and have medical conditions, or clients who are over 70 have been advised by the Government to be mindful of their environment and surrounds. Government advice is also that in these circumstances you should still access your community services. If you have any queries or concerns- please contact your Coordinator to discuss.

TRAVEL IN VEHICLES

All Staff have been directed, if taking a client shopping or on an approved outing, that the client is to sit in the back of the vehicle- this will reduce the risk of droplet transmission and is for the safety of both staff and clients.

PAYMENT OF ACCOUNTS

South Eastern Community Care is open for physical payment of accounts, but we are discouraging cash payments.

Clients are able to pay over the phone (62691200), or online. **We are pleased to offer direct debit as our preferred payment method and forms are available from reception and/or can be posted to you for completion.**

Contact our finance staff on 62691200 if you wish to make arrangements for direct debit or other forms of payment of accounts.

FOR UP TO DATE INFORMATION

The Government is continually updating information for all Australians, including health-workers. Please do NOT rely on social media or unofficial sites for all of your information- many sites do have misleading information. For the latest info and updates- you can find it on www.health.gov.au

FINALLY

Stay safe, and be mindful of your environment and situation. Continue to seek advice and have a COVID test if you have any symptoms (and remember you have to isolate while waiting for results). SEC Care Management are closely monitoring the situation in Australia and Tasmania. We are committed to keeping staff and clients up to date, and will inform you if there are any local changes. If the situation in Tasmania changes and we need to further alter our operations we will send further information to all staff and clients as a priority.

Helen Pollard, on behalf of all the SEC Care Team.