

19<sup>th</sup> March 2020

To whom it may concern

As you know, there is ongoing and growing concern about the spread of COVID-19, also known as Coronavirus.

This is impacting on us here at Glenray, and as a disability support service, we have very specific vulnerabilities. These include:

- We support many people with suppressed or vulnerable immune systems
- Many of our services happen in group settings
- Our clients' support needs make social distancing difficult to implement
- Our clients may have multiple visitors in their home
- Our clients may not understand the risks and additional hygiene measures required
- Our clients may be dependent on others for basic activities of daily living
- Our clients may not have suitable support and/or accommodation contingencies available to them.

While none of this means we need to panic, it does mean we need to respond responsibly in line with government and medical advice and begin planning for a potential worsening of the situation. We urge you to stay vigilant. Please do not attend our site or services if you are showing signs of a runny nose, sore throat, cough, fever or difficulty breathing or have recently returned from overseas.

#### **What is Glenray doing to create a safe environment?**

- We have increased the frequency of environmental cleaning.
- We are running education sessions on the importance of good hygiene and will increase our supervision in this regard.
- Where possible, we have reduced overlap between our services – neither staff, nor clients will move between our sites. This not only reduces transmission, but also ensures that if one of our sites is directed to close, we will still be able to provide support at other sites.
- We will cease to provide out of centre based programs (programs within the community) to further reduce the potential exposure to our clients
- We are working with therapists and specialists to assist us by advising us if they have been in direct contact with a known case and/or are showing flu-like symptoms prior to entering our sites. We will encourage and provide telehealth services where available and applicable.
- We have cancelled all onsite meetings and video/teleconferencing will be utilised instead.
- Our staff will also not attend non-essential meetings or training at external sites.
- Staff not required to be physically present at the site will work from home.



- Staff or clients who have returned from any overseas travel will be excluded from the service for 14 days, and will require medical clearance before returning.
- Staff or clients displaying any symptoms of Coronavirus, will be isolated until they can be sent home and will require medical clearance before returning.

**If you are concerned that you or your loved one may be infected:**

- The national 24/7 hotline triages people with respiratory symptoms and those who are concerned about contact with a possible Coronavirus case. If you think you may be infected, you can call the triage hotline on 1800 020 080.
- Please notify us ASAP.

**What are the next steps?**

We are meeting regularly with senior management and our Board to discuss the current health advice and the impact on our service.

- As always, you should feel free to call your key contact person if you have any concerns about your family member or the service.
- We will be continuing to monitor the information provided by the government to ensure the best response in keeping people safe and infection free.
- We need to acknowledge that at some point, this may mean our service will need to close. We are working on contingency planning to reduce the impact on our clients and staff.
- We will keep you informed and provide as much lead-time possible if this is looking likely.

Regards

Kath Graham  
General Manager

