



13 March 2020

Coronavirus (COVID-19)

Dear clients and family members

I want to update you on Kalyra's preparations for coronavirus (COVID-19), and what it means for those receiving support from us in the community.

While the number of cases in Australia is still extremely small, our planning is already well underway should the situation change.

Kalyra is highly experienced in preparing for and managing a range of epidemic diseases and we are working with state and federal health departments to ensure we have the best available advice.

You can rest assured Kalyra has strict protocols in place to ensure all members of staff are following the latest guidelines from the Department of Health. As per normal, if for any reason your nominated home care worker or contractor is unable to visit, you will be notified of an alternative arrangement prior to the appointment.

While the use of masks can help to prevent transmission of disease from an infected person to others, masks are not currently recommended for use by healthy members of the public for the prevention of infections like coronavirus. Therefore, Kalyra staff will NOT be wearing a mask in your home.

What to do if you are feeling unwell with cold/flu symptoms

If you are severely unwell, such as having difficulty breathing, call 000 (Triple Zero).

If you have travelled anywhere overseas in the past 14 days and have COVID-19 symptoms, seek testing at a COVID-19 clinic or contact your GP and isolate yourself.

If you have NOT travelled overseas recently, but are feeling unwell, visit your usual health care provider. Avoid contact with others if you are unwell.

Remember to contact your Kalyra Help at Home coordinator before your scheduled visit for advice if you feel unwell.

Important advice for those who have travelled

As of 16 March 2020, anyone returning to Australia from international travel must self-isolate for 14 days—you must not enter any Kalyra facilities.

Annual flu vaccine

As a general measure to support a healthy Kalyra community, you are also encouraged to have the annual flu vaccine (not effective for Covid-19) to minimise influenza this season.

Universal infection control is critical

Remember: good hygiene can help prevent infection. Kalyra Help at Home staff practise universal infection control as a fundamental part of their role every day—not only handwashing and food safety but also knowing how to respond quickly and effectively if someone presents with an infectious disease.

- wash your hands often with soap and water
- use a tissue and cover your mouth when you cough or sneeze
- avoid close contact with others

Be aware not alarmed

The message is clear: Kalyra has plans in place to deal with Coronavirus (COVID-19) and other epidemic diseases.

Good hygiene can prevent the spread of infection and we all have a role to play in protecting our own health and that of the Kalyra community more broadly.

If you have any questions or concerns, please contact us on **8278 0390**.

Best wishes

Sara



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Contact

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