

Enriching later life

Dear Client,

With the evolving situation around COVID-19, Jubilee Community Care is well prepared to act. We have a strong business continuity plan and Infectious Disease Outbreak Plan in place to ensure that our clients continue to receive the services they are expecting to receive.

Jubilee Community Care is committed to providing a safe and healthy working environment for all of our staff to ensure that we continue to provide the highest levels of in-home care services.

Are Jubilee Community Care staff trained in Infection Control?

Yes. Staff are trained and their competencies assessed in Infection Control on commencement of employment and at annual mandatory education that all support workers attend. Infection control training covers correct hand hygiene procedures to be followed.

Does Jubilee Community Care have a defined Business Continuity Plan in place?

Yes, we have an extensive Business Continuity and Disaster Recovery Plan.

Do you have an Infectious Disease Outbreak Plan?

Yes. We have a comprehensive Infectious Disease Outbreak Plan that is aligned to our Business Continuity process.

Has your Infectious Disease Outbreak Plan been triggered?

Yes. Jubilee Community Care has moved into the 3rd Stage of our Infectious Disease Outbreak Plan. Measures taken will ensure our ability to operationally respond to the needs of staff and clients in dealing with COVID-19. In Stages 1 and 2 we identified vulnerable clients, essential services and planned for increased absenteeism/cancelled services.

The Jubilee Community Care Critical Incident Team (CIT) has been enacted to cover off on tasks such as: rostering, communication with clients/staff, purchase and distribution of personal protective equipment, Workplace Health and Safety, support of staff and arranging home working for office-based staff. The CIT team consists of a GP (member of our management committee), myself, Client Care and Coordination Manager (Registered Nurse) and senior members of staff.

We have arranged for a significant number of office-based staff to work from home.

We have cancelled our Activities and Events Program until further notice.

Client reviews of their care plan will be conducted by Client Support Coordinators by telephone.

In consultation with Management Committee of Jubilee Community Care we have introduced a "Quarantine Payment" for **permanent and casually employed staff**. A member of staff (**permanent and casual**) who self-isolates due to COVID-19 symptoms will be paid at the permanent rate of pay (also applied to casual employees who would otherwise not receive payment) for up to 2 days from the date of isolation.

If a member of staff (**permanent and casual**) is confirmed as having COVID-19 they will be paid at the permanent rate of pay (also applied to casual employees who would otherwise not receive payment) for their usual/average rostered hours of work for 2 weeks.

Our planning is designed to continue to provide the highest quality in-home care and support services to our clients through our wonderful staff.

Kind regards

Darren Sonter
Executive Director

COVID-19

Covid-19 can affect anyone, but people with pre-existing health problems and older people are thought to be at greater risk of developing severe symptoms.

What should I do if I feel ill?

The symptoms of COVID-19 are:

- a cough
- a high temperature
- shortness of breath

If you have symptoms of COVID-19 or have been in contact with someone with these symptoms, please contact your GP immediately and inform Jubilee Community Care office 3871 3220.

Here's what experts are advising.

Who is at risk?

Having a health condition does not make you more likely than anyone else to contract coronavirus, but it is important that you take precautions to avoid the infection because your symptoms could be more severe should you get sick.

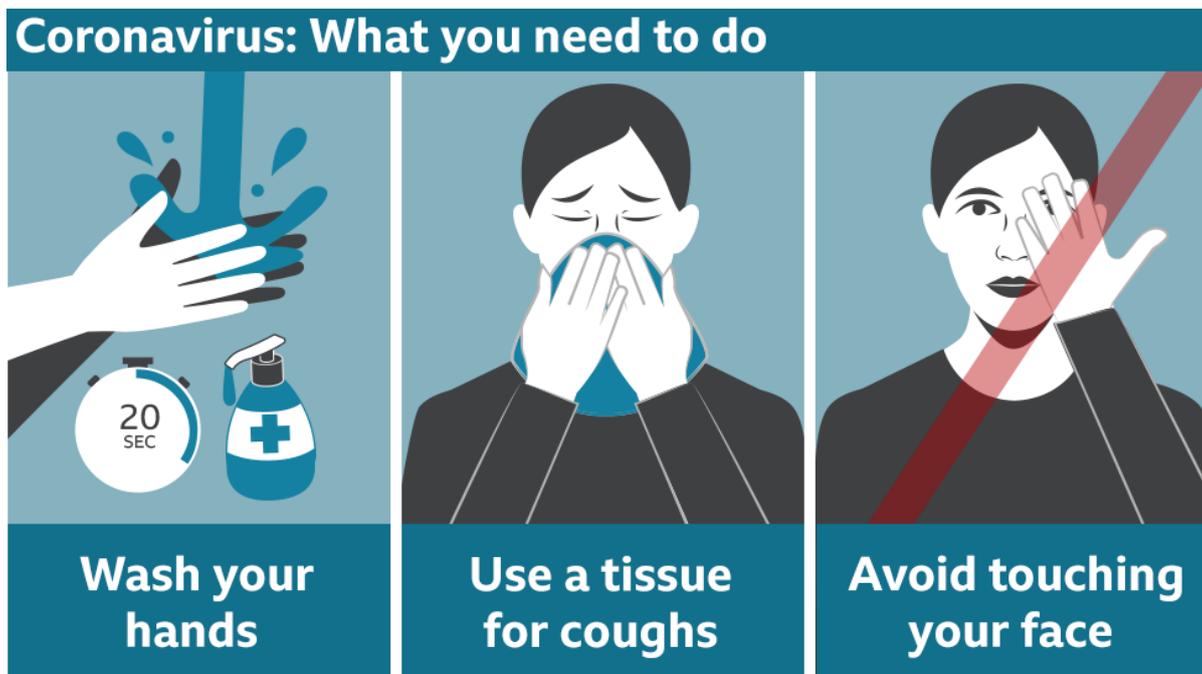
It appears that people who are older, those with weakened immune systems and people who have underlying chronic conditions including asthma, diabetes or heart disease are more at risk of severe effects.

Most people recover from coronavirus quickly after a few days' rest. For some people, it can be more severe and, in rare cases, life-threatening

How can I stay safe?

The main practical thing now is to carry on taking sensible steps to reduce your risk of picking up infections.

The virus is thought to be spread by coughs and via contaminated surfaces, such as handrails and door handles in public places.



Good hygiene can stop the virus spreading between people:

- Cover your nose and mouth with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately
- Wash your hands with soap and water often - use hand sanitiser gel if soap and water are not available
- Try to avoid close contact with people who are unwell
- Don't touch your eyes, nose or mouth if your hands are not clean

Should I use a face mask?

Please refer to the latest Queensland Government guidelines about the use of face masks. These guidelines can be found under the Public Health and Safety section of the website link below. Click on the link to visit the website.

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions>

What about my medication?

It is important that even if you are unwell, you continue to take your prescribed medication. If you need to collect prescriptions while unwell, ask a friend or family member to collect them for you.

Do I need a flu vaccination?

Coronavirus is an entirely different virus to flu, but flu can also make you sick and can be severe in certain people.

Everyone is encouraged to get a flu vaccination particularly people aged 65 and over, pregnant women and children and adults with underlying health conditions or weakened immune systems.

I have asthma. What should I do?

Keep taking your preventer inhaler as prescribed. This will help cut your risk of an asthma attack being triggered by any respiratory virus, including coronavirus.

I have diabetes. What should I do?

Those living with either type 1 or type 2 diabetes could be at greater risk of more severe symptoms. Coronavirus or Covid-19 can cause complications in people with diabetes.

If you have diabetes and you have symptoms such as cough, high temperature and feeling short of breath, you need to monitor your blood sugar closely and call you GP.

What if I have a different chronic health issue?

Those with underlying medical issues like high blood pressure, lung complaints and weakened or compromised immune systems are more likely to develop serious illness if being infected with Coronavirus.

To lower their risk of catching Coronavirus, follow good hygiene guidelines.

If you begin to show symptoms should immediately telephone your GP.