

4th of February 2022

Dear Your Health Navigator (YHN) clients and families,

Re: Coronavirus (COVID-19) update

We write to update you on our management measures in relation to Coronavirus (COVID-19). YHN continue to deliver in-home services to our clients. We are frequently reviewing health alerts and updates and are committed to informing you if changes to our current services are required. We continue to screen clients on admission and prior to each in-home visit. YHN is following the South Australian [Emergency Management \(Healthcare Setting Workers Vaccination\) \(COVID-19\) Direction 2022](#). Our staff receive regular training in infection prevention and control and are also screened prior to each shift to confirm they are fit to work. All clinical staff are wearing a higher level of Personal Protective Equipment (PPE) at each in home visit which includes a professionally fit tested N95 mask and eye protection. Using this level of PPE significantly mitigates the risk of exposure and transference of the virus. Our aim is to keep our clients, their families and staff at YHN safe.

There are a number of protective measures against the virus that we are asking all clients to follow during this time, which include:

1. If you, or another person who will be present during a YHN in-home visit, are experiencing symptoms of the virus such as fever (a temperature of 37.5°C or higher) or chills, cough, loss of taste or smell, sore throat, tiredness (fatigue), runny or blocked nose, shortness of breath (difficulty breathing), nausea, vomiting, diarrhoea, headache, muscle or joint pain and/or loss of appetite you **must** advise a YHN staff member as soon as possible. Clinicians will seek further guidance before entering your home.
2. If you, or another person who will be present during a YHN in-home visit, have been in contact with someone who has a suspected or a confirmed case of the virus you **must** advise a YHN staff member as soon as possible. Clinicians will seek further guidance before entering your home.
3. If you, or another person who will be present during a YHN in-home visit are currently in self-isolation or quarantine you **must** advise a YHN staff member as soon as possible. Clinicians will seek further guidance before entering your home.
4. If you, or another person who will be present during a YHN in-home visit has recently had (within the last fortnight) or is waiting on the results of a Coronavirus (COVID-19) test you **must** advise a YHN staff member as soon as possible. Clinicians will seek further guidance before entering your home.
5. There is current evidence that suggests the virus is spread from person to person via droplet transmission. Droplet transmission occurs when infected droplets generated during coughing, sneezing and talking are propelled short distances through the air and enter the nasal or oral mucosa of another person. Droplets can also survive for periods of time on objects. It is important that everyone continues to stop the spread of the virus including:
 - a. Practicing good hygiene such as washing your hands frequently with soap and water (you can also use an alcohol-based hand rub);
 - b. Getting tested as soon as symptoms appear;
 - c. Maintaining a distance of 1.5 metres from others; and
 - d. Wearing a mask including during a YHN in-home visit.

If you are concerned or have questions, please contact the SA Health COVID-19 Information Line on 1800 253 787 (8 am to 8 pm 7 days per week). We encourage you to stay informed by regularly checking the latest updates on the SA Health website:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19>

If you are generally unwell, please contact YHN on 1300 145 126 to discuss your in-home visit appointment.

Please take all the necessary precautions to stay healthy.

Yours sincerely,

Jane Carlin and Jo Francis
Managing Directors
Your Health Navigator