

19th of November 2020

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 the Coronavirus (COVID-19) outbreak in Australia. 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. 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. Our aim is to keep our clients, their families and staff at YHN safe during this pandemic.

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, cough, sore throat, shortness of breath, runny nose, headache, muscle or joint pains, nausea, vomiting, diarrhoea, loss of sense of smell, altered sense of taste, loss of appetite and/or fatigue you **must** advise a YHN staff member as soon as possible. Clinicians will refrain from entering your home until further guidance has been provided.
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 refrain from entering your home until further guidance has been provided.
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 refrain from entering your home until further guidance has been provided.
4. If you, or another person who will be present during a YHN in-home visit is waiting on the results of a Coronavirus (COVID-19) test you **must** advise a YHN staff member as soon as possible. Clinicians will refrain from entering your home until further guidance has been provided.
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 good hygiene practices at all times to prevent the virus spreading including:
 - a. Wash your hands frequently with soap and water (you can also use an alcohol-based hand rub);
 - b. Cover your coughs and sneezes with your elbow or a tissue (put used tissues straight into the bin) and perform hand hygiene afterwards;
 - c. Avoid touching your eyes, nose and mouth;
 - d. Maintain a distance of 1.5 metres from others wherever possible; and
 - e. Avoid physical greetings such as handshaking and other close contact.

If you are concerned or have questions, please contact the National Coronavirus Helpline on **1800 020 080**. This is a 24/7 hotline where people can seek information on Coronavirus (COVID-19). We encourage you to stay informed by regularly checking the latest updates on The Australian Government Department of Health website: <https://www.health.gov.au/>

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