

3rd February, 2020

Dear Consumer/Family Member

Re: Novel Coronavirus

The Novel Coronavirus is a new strain of respiratory virus predominantly affecting people in mainland China. There is currently a small number of isolated cases in Australia and the risk to consumers, employees and volunteers is very low.

Family members & visitors of our home care consumers are advised, where possible, to avoid visiting your relative if you have travelled to mainland China within the past 14 days or have come into contact with a confirmed case of novel coronavirus within the past 14 days. If you are in either circumstance, please inform your Care Advisor.

Times such as these remind us that we must remain vigilant in the prevention of infectious disease transmission. Practising good hand hygiene and sneeze/cough hygiene is the best defence against the spread of respiratory diseases. When you are visiting your family member please remember to:

- Wash your hands with soap & water or use alcohol based hand rub:
 - On arrival & as you leave
 - Before & after eating
 - After attending the bathroom
- Cough and sneeze into their elbow or a tissue.
- Please avoid visiting your family member if you are unwell

Please see attached Department of Health Coronavirus Factsheet & for further information visit the department of health homepage – www.health.gov.au.

We will continue to keep you updated with any further directives from NSW Health as they come to hand. If you have any queries or concerns, please contact your Care Advisor.

Kind Regards,

A handwritten signature in blue ink, appearing to read 'Colin Osborne'.

Colin Osborne
Chief Executive Officer