



# Coronavirus (COVID-19)

HSS are committed to the safety and health of consumers, employees and the community at large



The rapid spread of coronavirus (COVID-19) is unsettling, but we want you to know that our priority during this time is the health and wellbeing of our clients and our people.

We are following all of the recommended infection control protocols which is enabling us to continue to provide our services to you. We have assembled a team from across the business which is monitoring the situation closely with information from the Australian Government, the World Health Organization and state and territory health authorities.

## What are we doing to reduce the spread of the virus?

At HSS, we have implemented a range of measures to reduce potential risks associated with coronavirus, with a particular focus on reducing the risk of transmission.

- All of our team members are maintaining strict hand hygiene. Washing hands with liquid soap and running water and drying with a clean paper towel, before and after providing clinical care, and using antibacterial hand gel between clients.
- Team members are practicing social distancing measures in our workplace
- Appropriate protective clothing - aprons, masks, glasses and gloves - is being worn in line with CDNA guidelines
- All equipment and surface areas are cleaned and disinfected after they have been used
- We have incorporated additional screening questions when booking client appointments to gain a better understanding of their general health and wellbeing, and identify clients at risk for coronavirus
- A reporting process is in place to advise if a client has any suspected symptoms of coronavirus
- We are communicating regularly with our team members to ensure everyone is updated with the latest information.

## What is Coronavirus?

For the most up-to-date information and advice, please visit the Department of Health and relevant state and territory health department websites.

Coronaviruses are a large family of viruses which may cause illness in animals or humans.

The most recently discovered coronavirus strain (COVID-19) is a new virus that causes fever and flu like symptoms including cough, sore throat, fatigue and shortness of breath.

## Who is at risk?

Early indications are that people over 65 and people with compromised immune systems and pre-existing medical conditions are more at risk of experiencing severe symptoms.

## How does COVID-19 spread?

The virus can spread from person to person through:

- close contact with an infectious person (including in the 24 hours before they started showing symptoms)
- contact with droplets from an infected person's cough or sneeze

The virus can survive on hard surfaces for a period of time, so it is important to regularly wash hands, use hand sanitizer, and clean hard surfaces with disinfectant.

## How do I reduce my risk of contracting COVID-19?

- Wash hands often with soap and running water, for at least 20 seconds. Dry with paper towel or hand dryer
- Try not to touch your eyes, nose or mouth
- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow
- Clean and disinfect surfaces and frequently used objects such as mobiles, keys and wallets
- stay more than 2 metres away from people (social distancing) and isolate yourself at home if you feel sick. If you take medication ensure you have adequate supplies
- Phone your GP first if you need medical attention. They will tell you what to do
- Continue healthy habits: exercise, drink water, get plenty of sleep, and now is the time to quit smoking. Call the Quitline 137 848
- Don't wear a face mask if you are well
- Buy an alcohol-based hand sanitiser with over 60 per cent alcohol and use regularly
- Get the flu shot (available April). This won't protect you from coronavirus, but it will reduce your risk of getting the flu

## Further info

For further information regarding the coronavirus, we highly recommend information and updates from SA Health, Department of Health and the World Health Organisation (WHO).

Some helpful documents include World Health Organisations Hand Hygiene Guide and Department of Health FAQs.

Thank you for your patience and understanding during these times of rapid change, we will continue to keep you updated with any new developments as they arise. We assure you that care at home is where our heart is.