

23 April 2020

SERVICES AND SUPPORTS AVAILABLE TO ASSIST YOU THROUGH COVID-19

These are challenging times for everyone. The impact of COVID-19 is far reaching and has affected individuals and communities on a scale we have not experienced in over 100 years.

Uniting AgeWell's service commitment to our clients remains an absolute priority. Our aim during this time is to reduce the risk of infection, slow the spread and support you to not only remain safe, but maintain your independence and wellbeing at home.

We write to provide you with an update on the ways Uniting AgeWell can assist you.

Supporting Uniting AgeWell Home Care and AgeWell Centre Clients

Uniting AgeWell continues to deliver services during this pandemic. Our well trained and committed workforce are here to assist you to remain safe and well at home.

Below are some examples of services we currently provide and will continue to provide during COVID-19, noting that some may change on future advice of government and medical authorities:

- Personal care and domestic assistance
- Escorted travel to essential medical appointments such as for flu vaccinations, radiology, pathology or transfusions
- Escorted visits for essential supplies e.g. for goods that can only be found in pharmacies
- Support with accessing on-line shopping and the delivery and packing away of shopping
- Arrangement for meals on wheels and the pick-up and delivery of meals from friends and family
- Garden maintenance with one of our quality assured gardening team members, who have been trained in no contact and social distancing requirements
- Nursing and allied health services including occupational therapy and physiotherapy
- Development of exercise programs to stay active and healthy at home

What's new?

Since our last update there have been a number of developments we would like to share with you which we have included with this letter:

1. A COVID-19 Services Guide and contact details for your local team, which will be added to as additional services are introduced to meet the evolving COVID-19 situation. This edition of the guide includes detailed information on essential shopping and transport assistance.
2. A special Information Sheet from the Department of Health titled: ***It's okay to have home care***. This information sheet provides valuable information on hand hygiene and when staff will be required A COVID-19 Services Guide and contact details for your local team, which will be added to as to wear Personal Protective Equipment (PPE).

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3. A letter from the Uniting AgeWell Board Chair Raelene Thompson and CEO Andrew Kinnersly to Residents, Clients and their Families.

I would like to take this opportunity to thank you for your ongoing trust and support of Uniting AgeWell and our staff and we look forward to continuing to provide you with the services you require to maintain your health and wellbeing.

If at any time you have any queries or concerns about your services, please don't hesitate to contact your local Uniting AgeWell home care team.

With best wishes

A handwritten signature in purple ink, appearing to read 'FV', with a small flourish at the end.

Mr Fonda Voukelatos
General Manager Strategy & Business Development
and Community Services
Uniting AgeWell