

17 December 2020

COMMUNITY HOME CARE COVID-19 UPDATE

Dear valued client,

I would like to provide you with an update on UnitingSA's COVID-19 response measures, in light of recent changes to State Government directions.

UnitingSA is relieved that the risk of COVID-19 in our community has reduced significantly and, accordingly, many restrictions across our state were eased this week.

In mid-November, at the height of the outbreak, we notified you that we would be reducing face-to-face contact and focusing on delivering essential services only in order to keep our clients, staff and broader community safe.

I am now pleased to inform you that we have recommenced full face-to-face service delivery, with continued safety precautions in place.

I have summarised our full program of current COVID-19 response measures for you below:

- Commencement of full **face-to-face service delivery** from Wednesday, 16 December 2020.
- Resumption of **group programs** early in the New Year.
- Continued **client transport restrictions** due to physical distancing requirements, including:
 - In a five-seater vehicle – a driver and up to two clients on either side of the rear seat are permitted
 - In a 10-seater vehicle – a driver and up to one client per double seat are permitted
- Continued wearing of **face masks** by all staff (until 23 December) when delivering care and services to our clients, including transport. Please note, clients do not need to wear a mask.
- Ongoing **COVID-19 screening** at the commencement of all visits, including a screening questionnaire and temperature check.

We are delighted to be in the position to resume our full program of services and thank you for your ongoing understanding during what has been a challenging year for many.

Finally, I would like to wish you and your loved ones a very merry Christmas and a happy and safe New Year.

Thank you again and please take care.

Yours sincerely,



Sue Krake
Executive Manager Aged Care
UnitingSA