

# **CORONAVIRUS (COVID-19) HEALTH ADVICE**



**hendercare**

Giving our all for health  
and community care.

# Important health advice

## **COVID-19 (novel coronavirus)**

The Australian Department of Health is continuing to monitor the respiratory illness coronavirus (COVID-19).

To help protect your health and that of our community, please take some time to review the information contained in this booklet (correct as at 13 August 2020). We encourage you to regularly consult the Department of Health website ([www.health.gov.au](http://www.health.gov.au)) for the latest health updates.

If you have concerns about your health or believe you have been in contact with someone with the virus, please contact your GP as soon as possible.



## **What is coronavirus?**

Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans.

## **What are the symptoms of coronavirus?**

Common signs of infection include fever, cough, sore throat, shortness of breath, breathing difficulties and loss of taste or smell. Symptoms can range from mild illness to pneumonia.

## **What do I do if I suspect I have coronavirus?**

If you develop any symptoms (even if mild) you should arrange to see your doctor for urgent assessment or attend a COVID-19 testing station. You may also call the National Coronavirus Helpline on 1800 020 080.

If you suspect you have the virus, we ask that you call your HenderCare Coordinator on 1300 764 433 to reschedule your services. This is essential to help protect the health of our community.

## **What steps are HenderCare taking to protect my health?**

As a health care provider, we are closely monitoring updates regarding the virus and are following advice provided by the Department of Health. Should advice levels be raised, we are ready to respond in accordance with our



Business Continuity Policy and we will keep you informed.

We are also proactively working with our team members to ensure they are stocked with the required personal protective equipment (PPE). In addition we are providing team members with additional training in hygiene processes to prevent the spread of infection. Any team member with symptoms is not permitted to work until they have a medical clearance to do so.

If you have questions regarding any of the above, please contact HenderCare on 1300 764 433.

## **What can I do to protect my health?**

In addition to practising social distancing and good hygiene, we strongly encourage everyone with a smart device to download the COVIDSafe app to assist with contact tracing.



To download, please head to [www.health.gov.au](https://www.health.gov.au).

# Clean hands protect against infection

Washing hands properly takes about as long as singing 'Happy Birthday' twice. Please consult the below images.



1. Wet hands and apply enough soap to cover all hand surfaces



2. Rub hands palm to palm



3. Right palm over left with interlaced fingers & vice versa



4. Rub fingernails



5. Back of interlocking fingers & vice versa



6. Rotational rubbing of left thumb & vice versa



7. Rub wrists



8. Rinse hands



9. Dry hands with a paper towel



10. Hands are clean

# Cover your sneeze/cough hygiene

Good hygiene can help protect you and our community.



Cover your mouth and nose with a tissue when your cough or sneeze.



Cough or sneeze into your sleeve or elbow, not your hands.



Wash your hands with soap and water, or sanitise with alcohol based hand gel.



Place your used tissues in the rubbish bin.

## Useful contact information

To stay updated with the latest coronavirus information, we recommend you refer to:

**Australian Government Department of Health**

[www.health.gov.au](http://www.health.gov.au)

**Healthdirect**

[www.healthdirect.gov.au](http://www.healthdirect.gov.au)

**World Health Organization**

[www.who.int](http://www.who.int)

**Coronavirus Health Information Line**

1800 020 080

If you need to reschedule or cancel a service or have any other questions relating to your HenderCare service, please call us on 1300 764 433. We're here 24/7 to take your call.