



## How WE will support YOU

### Our Plan

Mercy Services wishes to update our clients on the measures we have implemented to protect you in response to the outbreak of COVID-19 in Australia and also moving into the annual cold and flu season. We have followed the most up-to-date guidelines prepared by the Commonwealth Department of Health, New South Wales Health, and the Aged Care Quality and Safety Commission to ensure the safety of both our clients and staff in preparing this information. We also ask for your understanding during this difficult period as there may be disruptions to the day to day support we provide to you and this could change on a day-to-day basis.

### Community Transport

Mercy Services wishes to assure our clients who use our Community Transport Service that the following measures will be put in place to protect from COVID-19, Flu & Colds moving into this critical period.

1. First let us assure you that all of our vehicles are currently cleaned and sterilised twice a day. Our air conditioners are also cleaned as per guidelines from the Commonwealth and State Health Departments.

[www.mercyservices.org.au](http://www.mercyservices.org.au)

2. Hand sanitisers and tissues will be available on board our transport fleet to be used as required.
3. Our drivers and volunteers will receive a call every morning to ensure that they are well. Staff who become unwell during the course of the day will be sent home as required.
4. As a client you will also receive a phone call prior to your trip to check if you have any cold or flu like symptoms. Your trip may be cancelled as necessary to ensure the safety of other clients and staff, but this will depend on your individual circumstances.
5. Mercy Services will be prioritising transport for medical and food shopping on an individual basis and all of our group outings will be postponed from 23 March 2020. If you are transported by one of our buses, all clients will be separated by at least one row of seats between each client, known as Social Distancing. Clients who are transported by car will be taken individually.

Mercy Services appreciates your support during this time of rapid change, but rest assured the adjustments we are implementing are entirely focussed on ensuring that your health and well-being remains our highest priority.

If you have any questions or concerns, please call our Community Transport Team on 4961 3113.

# Protect yourself from viruses



**Clean** your hands with soap and water, or hand sanitiser.



**Cover** your nose and mouth when you cough or sneeze.



**Avoid** close contact with anyone with cold or flu-like symptoms.



**Stay home** if you are sick.



**Find the facts**

[health.nsw.gov.au/coronavirus](http://health.nsw.gov.au/coronavirus)

## REMEMBER

If you have any further questions please contact us at  
Mercy Services on 4962 6680.

Together we will get through not only the increasing risk of COVID-19,  
but also the upcoming cold and influenza season.