

Coronavirus (COVID-19) Update



Much has and will be written about Coronavirus – (known as 'COVID-19') and it is a serious issue we as a community need to manage and respond to.

Please rest assured that Mercy Services have and will continue to plan for the possibility of an outbreak of COVID-19 in the local community, including the possible effects on our residential facility in Singleton.

We, of course, do this with the support of the Aged Care Quality & Safety Commission, the Commonwealth Department of Health and Hunter New England Health.

At a local level please know that all of our staff and volunteers have the appropriate training and are given personal protective equipment (PPE) to care for you or your family member not only with COVID-19 but other infectious viruses like influenza.

The focus of this newsletter as we approach the COVID-19 impact and the traditional cold and flu season is to reinforce the best way of protecting yourself and those around you. That is:

- Hand hygiene
- Managing coughing and sneezing
- Seeing your GP, or as directed by NSW Health, if you have symptoms

The attached posters are designed to give you clear and simple instructions on how to do the above well.

If one of our staff members or volunteers suggest that you wash your hands before or after eating, or after a toilet break, please don't be offended they are just trying to protect you, and everyone else they care for.

If you require more detailed information, please access the attached links to the internet or just make a call or speak to one of the Mercy Services team members. We can organise to mail information to you if you don't have access to the internet.

- Advice from the Australian Department of Health: <https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>
- Advice from the NSW Department of Health <https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx>

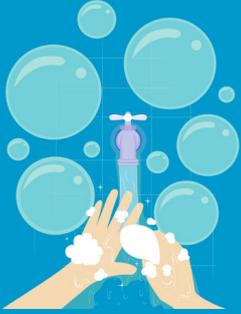
As always please let anyone at Mercy Services know if you have any further questions and I know together we will be able to get through not only the increasing risk of COVID-19, but also the upcoming cold and influenza season.

Tony Bidstrup, CEO

Protecting Yourself and Others ... is as easy as 1, 2, 3

Protect yourself and others from getting sick

Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



1

Wash your hands

2

Cover your mouth and nose when coughing and sneezing

Protect others from getting sick

When coughing and sneezing **cover mouth and nose** with flexed elbow or tissue



Throw tissue into closed bin immediately after use

Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick



Protect others from getting sick



Avoid close contact when you are experiencing cough and fever

Avoid spitting in public



If you have fever, cough and difficulty breathing **seek medical care early** and share previous travel history with your health care provider

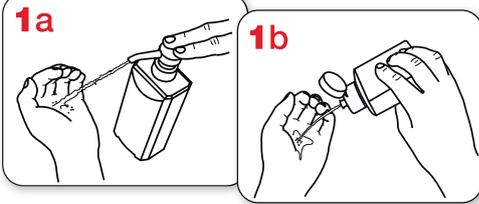


3

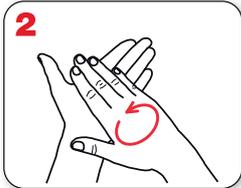
Seek medical care early

*"In all our work we strive to provide compassionate, respectful, high quality and environmentally sustainable practices."
Part of Mercy Services Mission Statement*

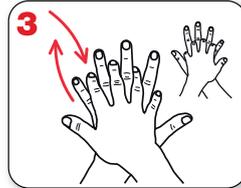
How to handrub? WITH ALCOHOL-BASED FORMULATION



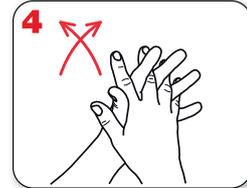
Apply a palmful of the product in a cupped hand and cover all surfaces.



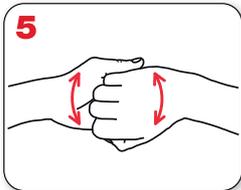
Rub hands palm to palm



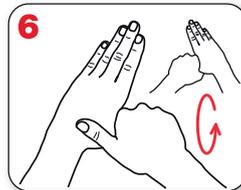
right palm over left dorsum with interlaced fingers and vice versa



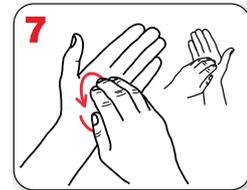
palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



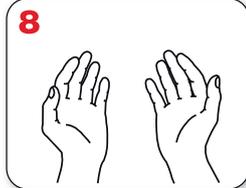
rotational rubbing of left thumb clasped in right palm and vice versa



rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa

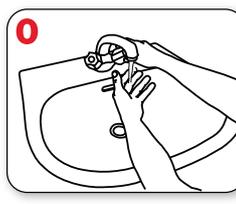


20-30 sec

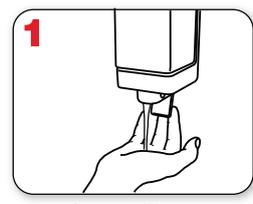


...once dry, your hands are safe.

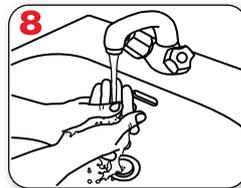
How to handwash? WITH SOAP AND WATER



Wet hands with water



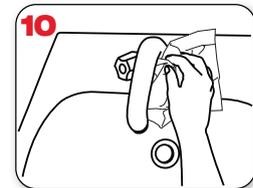
apply enough soap to cover all hand surfaces.



rinse hands with water



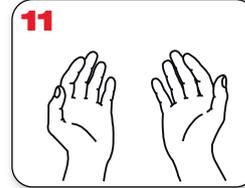
dry thoroughly with a single use towel



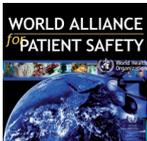
use towel to turn off faucet



40-60 sec



...and your hands are safe.



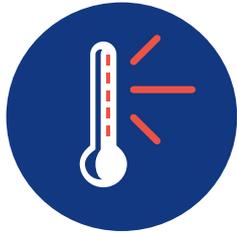
WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.



October 2006, version 1.

*"We must strive to do ordinary things extraordinarily well."
Catherine McAuley, Foundress, Sisters of Mercy*

Tell staff immediately if...



you have a **fever, cough, sore throat** or **shortness of breath** and you have been **overseas** in the last 14 days



www.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.

"We believe in offering services that recognise and honour the whole person: body, mind, heart and spirit"
Part of the Mercy Services Philosophy Statement