

Dear RCC Community Member

I am writing to you to let you know what RCC is doing to support our staff, clients, volunteers and community during the global Coronavirus pandemic.

We have already made a number of changes to our services to minimise the potential transfer of Coronavirus and we continue to remain informed and up to date with information from the State and Federal Health Authorities, Peak bodies and relevant Funding bodies.

Our priority is to continue to support the many vulnerable clients and community members that rely on us each day for services while minimising the risk for our staff, volunteers, clients and the community.

What we are doing:

- We are screening all people that enter our Centre or contact us for services
- We are implementing best hygiene and social distancing practice, including:
 - disinfecting all touch points and surfaces in the building and vehicles regularly
 - regular washing of hands and use of hand sanitizer
 - correct use of gloves
 - regular reminders about social distancing – visual and verbal
- Anyone entering the building is asked to wash their hands or use hand sanitizer on entry and throughout their stay
- We have signs on display in multiple languages and in picture form to inform community members about the COVID-19 and safe practices
- Staff are providing client services over the phone where possible and for anyone who is unable to attend our offices due to self-isolation or health issues
- Staff providing in-home support will ring before attending and are using all necessary infection control precautions
- Our staff and volunteers are continuously updated with any relevant health information as it becomes available
- Some small group activities are continuing with limited numbers and outdoor activities
- Our Long Day Care and Before and After School Care is continuing with all necessary precautions as guided by Dept of Health and the Dept of Education
- Our Vacation Care program will be in-centre with incursions and limited numbers
- Our Youth Drop-in program is operating with reduced hours and numbers
- Our Aged Care social groups and bus shopping have been temporarily suspended
- We will continue to offer individual aged care services, including list shopping, transport to medical appointments and other essential services
- Our Parent Support Group and Play-time groups have been temporarily suspended
- All events and large group meetings/activities have been suspended
- We have developed plans for staff to work remotely and provide client support over the telephone, via email and Face to face where necessary.

We will continue to monitor advice and updates from the relevant Federal and State authorities to determine our ongoing services. We will communicate any changes to you via your RCC contact and through our Website and social media <http://riverwoodcommunity.org.au/>

Thank you for your support and we wish you all good health and safety during this uncertain time. If you have any questions or require our assistance please contact us on 95330100.

For information specific to you on the coronavirus disease (COVID-19), call the Australian Government's National Coronavirus Helpline on 1800 020 080. If you are sick contact your GP, in an emergency go to your local hospital.