

Dear Valued Customer

We would like to update you around steps that we are taking at Interchange to keep you safe and well during the current global outbreak of Coronavirus (COVID-19).

Most importantly, we want to reassure you that we will continue to provide face to face supports to you at this time, however you may experience some changes to how we support you. The wellbeing of you and our staff are our main priority and we are currently putting measures in place to protect your health and to minimize the chances of spreading the virus.

Coronavirus – What we are doing?

The [World Health Organization \(WHO\)](#) recently declared the novel coronavirus outbreak a pandemic. We do want to ensure you that the [Department of Health](#) advises the risk of transmission in Australia still remains low, however, the situation is rapidly changing. All West Australians should remain alert, but not be alarmed.

Interchange has appointed a Crisis Management Team to oversee the situation, monitor the updates and act accordingly. We are following the regular updates and recommendations of the [Australia Govt](#), [Department of Health](#) and [WA's Health Department](#).

Changes to your supports

Your wellbeing remains our top priority. Whilst we are continuing to provide support, certain activities will change to keep you safe.

At this time we will not provide supports within groups and avoid activities where people come together. We are also staying away from heavily populated areas and social gatherings like shopping centres, bowling alleys, cooking groups etc.

Head Office

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Where possible supports will be within your homes and in your local areas.
The use of public transport will also be limited.

If you need help to stock up on essential items, please talk to your Support Worker so they can help you out. [Certain supermarkets](#) now also have exclusive shopping hours for people with disabilities. Essential items may include:

- Dry goods such as pasta, rice
- Canned foods, beans, tuna etc
- Fresh foods, fruit, vegetables
- Frozen foods
- Personal hygiene products
- Cleaning products and laundry detergent
- Medication prescription and over the counter
- Pet food

Preventing spread of infection

Our staff have been advised to continue to practice good hygiene and other measures to protect themselves and you against infection. All staff will soon be completing an on-line refresher course around infection control.

We know the most effective ways of preventing transmission are handwashing with soap and social distancing. Staff are being provided with soap for themselves, we would also encourage you to bring out hand wash/soap to supports so that you can wash your hands regularly too.

On the advice of the Department of Health we are not requesting our staff to wear masks at this time.

If you can please inform us if you are feeling unwell or show flu like symptoms such as fever, sore throat, cough and/or shortness of breath. If you are concerned, contact your Doctor and the **Coronavirus Health Information Line on 1800 020 080.**

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How you can help keep safe and healthy

- Wash your hands frequently.
- Avoid touching your eyes, nose and mouth.
- Maintain “social distancing” - keep at least a one metre distance between yourself and anyone who is coughing or sneezing.
- Practice good hygiene - cover your mouth and nose when you cough or sneeze and dispose of tissues appropriately.
- If you have a fever, cough and difficulty breathing, please seek medical care early (calling in advance is recommended).
- Follow the advice given by your health care professional.
- If you are feeling unwell please speak to your Team Leader to discuss your supports.

Keeping you updated

We want to provide you with timely and accurate updates as we receive information. To help us to reach you quickly please email us at hello@interchangewa.org.au with your name, email address and contact number. You can also stay up to date through our Facebook Page [@InterchangeWA](https://www.facebook.com/InterchangeWA) and our website www.interchangewa.org.au

We will continue to watch and monitor the situation and will keep you updated.

Thank you for your understanding and for your cooperation, please let us know if you have any questions.

Kind regards



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