

## Information for Clients

### In the interests of your health and safety Colbrow recommends the following:

- Stop people from visiting your home unnecessarily. If you do have visitors, ensure they practice adequate hand hygiene. Please ensure that you also practise adequate hand hygiene, upon entering your house, before and after food preparation, using the bathroom and blowing your nose. That is, washing hands thoroughly with warm soapy water for between 40-60 seconds.
- If at all possible, have hand sanitiser available for yourself and all visitors.
- Avoid shops, restaurants, cafes and anywhere where large crowds of people gather, and consider if leaving the house is necessary.
- If you do need to go out, practise safe social distancing, that is staying 1.5 metres away from others.

***If there is any way to we can assist you with shopping or running errands, rather than you leaving the house, please contact your care coordinator on 1300 33 11 03.***

Please note: Coles and Woolworths are now open from 7am-8am exclusively for pensioners and those with a disability.

***As of 12 Midnight on 16 March, all persons returning from overseas travel as required to self-isolate for 14 days and as of Wednesday 18 March, all overseas travel is banned.***

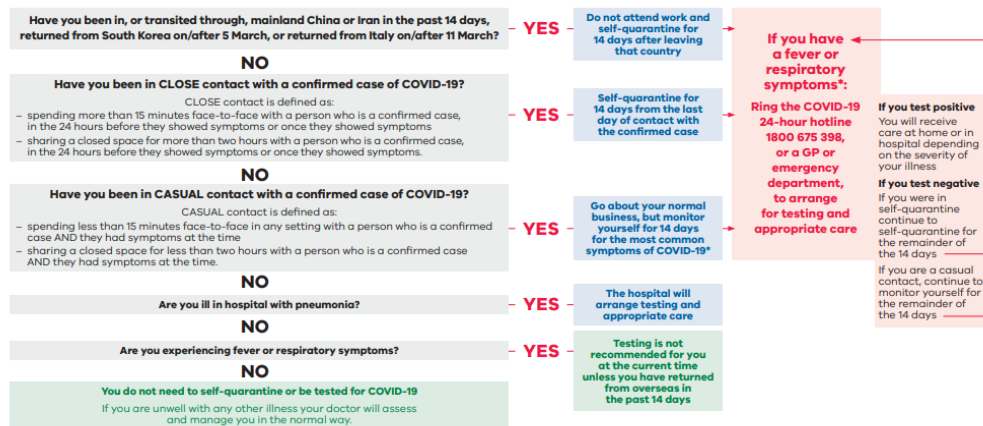
Daily updates are published through the following Government websites and can be accessed at any time:

- Australian Government Department of Health:  
<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
- Victorian Government Department of Health:  
<https://www2.health.vic.gov.au/about/news-and-events/healthalerts/2019-Coronavirus-disease--COVID-19>

Please refer to the following Self-Assessment Tool released by the Department of Health & Human Services. It gives very clear and concise instructions on assessing your health and if need to seek further medical assistance.



## Self-assessment for risk of coronavirus (COVID-19)



### Additional information for healthcare workers and residential care workers

In addition to the above steps, the following information applies to healthcare workers and residential care workers who have direct contact with patients or residents.

**If you have an influenza-like illness**, which is a fever above 37.5 and symptoms of an acute respiratory infection (shortness of breath, cough, coryza and/or sore throat):

- do not go to work
- ring the COVID-19, 24-hour hotline 1800 675 398, or a GP or emergency department, to arrange for testing and appropriate care.

If you test negative you can return to work when well, at the direction of your treating doctor.

A healthcare worker who has worn appropriate personal protective equipment while treating a patient does not become a close contact as a result of that care. They may be a casual contact as a result of that care so should monitor themselves for 14 days.

\*The most common symptoms of COVID-19 are fever, cough, shortness of breath, muscle pain and fatigue.

To receive this publication in an accessible format email [COVID-19@dhs.vic.gov.au](mailto:COVID-19@dhs.vic.gov.au)  
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## Symptoms

Symptoms can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

People with coronavirus may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

Recent information on the transmission of the virus suggests that cases may be infectious up to 24 hours before the onset of symptoms, until at least 24 hours after symptoms resolve.

The World Health Organization have confirmed that the main driver of transmission is from symptomatic patients through coughing and sneezing. Transmission by people without symptoms is possible, but likely to be rare.

## What do I do if I develop symptoms?

If you develop symptoms (fever, a cough, sore throat, tiredness or shortness of breath) within 14 days of returning from overseas or 14 days of contact with a last

confirmed case, you should arrange to see your doctor for urgent assessment and contact your care coordinator immediately or call the office on 1300 33 11 03.

You should telephone the health clinic or hospital before you arrive and tell them your travel history or that you may have been in contact with a potential case of COVID-19.

You must remain isolated either in your home or a healthcare setting until public health authorities inform you it is safe for you to return to your usual activities.

### **How can we help prevent the spread of COVID-19?**

Practising good hand and sneeze/cough hygiene is the best defence against most viruses.

You should:

- wash your hands frequently with soap and water for at least 40 seconds, before and after eating, and after going to the toilet.
- use tissues to cover your cough and sneeze and dispose of tissues. If tissues are unavailable, cough or sneeze into your elbow directing it away from other people, and use an alcohol-based hand sanitiser.
- if unwell, avoid contact with others (touching, kissing, hugging, and other intimate contact).

Please see the following for the correct hand washing technique:

# Hand-washing technique with soap and water



1 Well, I won't back down



2 No, I won't back down



3 You can stand me up at the gates of hell



4 But I won't back down



5 No, I'll stand my ground



6 Won't be turned around



7 And I'll keep this world from draggin' me down



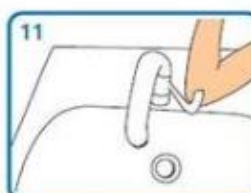
8 Gonna stand my ground



9 And I won't back down



10 I won't back down



11 Hey baby, there ain't no easy way out



12 I won't back down



13 Hey I will stand my ground

Create your own  
<https://washyourlyrics.com>

I Won't Back Down  
Tom Petty

Adapted from National Health Service, who adapted from the World Health Organization Guidelines on Hand Hygiene in Health Care.

## What does isolate in your home mean?

People who must isolate need to stay at home and must not attend public places, in particular work, school, childcare or university. Only people who usually live in the household should be in the home. Do not allow visitors into the home. Where possible, get others such as friends or family who are not required to be isolated to get food or other necessities for you. If you must leave the home, such as to seek medical care, wear a mask if you have one.

Please refer to the Australian Governments Self Isolation Guide:

[https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-isolation-guidance\\_3.pdf](https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-isolation-guidance_3.pdf)

More information and guidance material can be found here: <https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

### **Who is most at risk of a serious illness?**

Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly. From previous experience with other COVID-19, the people at most risk of serious infection are:

- people with compromised immune systems, such as people with cancer
- elderly people
- Aboriginal and Torres Strait Islander people
- very young children and babies, and
- people with diagnosed chronic medical conditions.

### **How is the virus treated?**

There is no specific treatment for COVID-19. Antibiotics are not effective against viruses. Most of the symptoms can be treated with supportive medical care.

### **More information**

Call the National COVID-19 Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

A public information hotline is provided by Nurse-on-Call – 1800 675 398.

If you have concerns about your health, speak to your doctor.