



Attendant Care services – COVID-19 (Coronavirus)

What is Coronavirus

The Coronavirus is a serious illness that can make you sick with:



Cough



Sore throat



Fever



Trouble breathing

How the virus spreads

The Coronavirus spreads easily and is passed on by close contact with other people. Some ways to help stop the spread include:

- Practicing 'social distancing' which means staying away from other people but if you are near other people you should stay at least 1.5 metres (two steps) from each other
- Support workers will follow all government recommended infection control measures when delivering direct care. This allows them to be closer than 1.5m when necessary
- Support workers follow NSW Health advice about using masks. If you are well, support workers do not need to wear a surgical mask. Masks only need to be worn if you are sick
- Everyone staying at home. People are only able to go out for essential services
- Washing our hands often, with soap and water for at least 20 seconds at a time
- Trying not to touch your eyes, nose or mouth.

Important rules which may change the support you normally get

To stop the spread of the Coronavirus, the Government has put in place a number of restrictions. These may impact on the activities you can do and the attendant care services you receive.

You can only leave your house and access the community for tasks that are essential based on the current Government guidelines. Your support worker can continue to assist you to:

- shop for your groceries and medicines
- go to medical appointments
- attend work where your work is an essential service and you cannot work from home.
- exercise e.g. taking a walk around the block.

Lots of community activities are not possible at the moment. Gyms, clubs, cinemas, restaurants, bars and a lot of shops are closed. Government guidelines mean that your support worker cannot assist you to go out for non-essential activities or social gatherings.

This includes, supporting you to go to social groups or meet up with friends or family that do not live with you. The current Government guidelines have banned gatherings of more than 2 people. This means that if you are with your support worker outside the home you will not be able to meet up with anyone else. Remember that you will only be able to be outside your home with your support worker for essential activities as listed above.

Getting other health services you need

If you are receiving allied health services such as physiotherapy, occupational therapy, speech pathology, psychology etc you may need to discuss with your provider how their services may be affected by the Coronavirus. Some of these professionals are now offering services via telehealth where they can do so (appointments over the phone or computer). Your support workers may be able to assist you to use telehealth services. This will depend on the availability of support workers.

Getting more information

If you have questions about your attendant care services, please get in touch with your icare contact or attendant care provider. There is also information available at www.icare.nsw.gov.au.

