

24th March 2020



Covid-19 Update – Kern continuity of supports plan

As stated in our communications last week, we are closely monitoring the coronavirus (COVID-19) situation as it unfolds and will take any necessary steps to keep those we work with safe and informed. We also recognise the part everyone in the community must play to help slow the spread of the virus and we take this responsibility seriously.

Your therapy services

In light of this, Kern is planning to suspended direct face-to-face therapy session from next week.

We are committed to continuing therapy and have offered our participants the option to access services via tele-health (Health Direct), phone calls or skype.. There are a number of alternative options for ways your therapy team can continue to provide benefit and value from your therapy supports. These will vary depending on your individual circumstances and preferences but some examples include:

- Teleconferencing consultations using Health Direct, the Health Department platform or Skype
- Developing resources and strategies to be implemented at home with frequent therapist telephone support
- Education and training for teachers, carers or support staff

Your key worker will be making contact with you either in your next planned therapy session or phoning you directly to discuss your options for the transition to non-face to face therapy delivery and to answer any questions you have.

What we are doing?

We are determined to be part of the whole of community response to slow this virus down – and in doing so, help the broader community and our health systems to cope.

The health and safety of our clients and staff is priority at this time and as such we will:

- Follow all recommendations issued by the Australian Government as well as the state and federal Health Departments.
- Transition to alternative, non-face to face therapy sessions to help slow the spread of COVID-19 and to minimise any disruption to therapy services.
- Review our position daily and take appropriate action if the current situation or government advice changes.
- Effectively communicate to participants and staff any important developments or changes in our ability to safely deliver therapy services, including advising you if any of your therapists become unwell, develop symptoms or are suspected of being infected.

What you can do?

Consider how you would like to receive therapy services over the coming months and be prepared with any questions at your next appointed therapy session or when you liaise with your key worker

To prevent the spread of COVID-19 the Department of Health has advised that people should practice:

Good hygiene habits:

- covering your coughs and sneezes with your elbow or a tissue
- disposing of tissues properly
- washing your hands often with soap and water
- using alcohol-based hand sanitisers
- cleaning and disinfecting surfaces

Social distancing:

- staying at home when you are unwell
- avoiding large public gatherings if they're not essential
- keeping a distance of 1.5 metres between you and other people whenever possible
- minimising physical contact, especially with people at higher risk if infected

How we will keep you informed

Keeping up-to-date with the current situation and any government directives is essential for a coordinated community response to slowing the spread of COVID-19. We will continue to update the information on our website as the situation develops and encourage you to regularly check this page for more information. Please contact us or your key worker directly if you have any specific questions or concerns.

More information

The links below provide further up-to-date information about COVID-19.

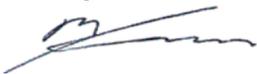
<https://www.healthywa.wa.gov.au/coronavirus>

https://www.healthywa.wa.gov.au/~/_media/Files/Corporate/general%20documents/Infectious%20diseases/PDF/Coronaviruses/coronavirus-faqs-6-Feb.pdf

<https://www.ndis.gov.au/understanding/ndis-and-other-government-services/ndis-and-disaster-response?sfns=mo>

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Kind regards



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