

Stepping Up and COVID-19 (Coronavirus)

Date: March 25th 2020

Changes to our services

As the COVID-19 pandemic evolves, we know that many people are experiencing significant uncertainty about what the immediate future holds and the potential impact on them and their families.

At Stepping Up, we're closely monitoring the advice from health authorities and recommendations by the Victorian State Government. Our top priority is ensuring the health and safety of our staff and everyone who uses our services.

To best minimise the spread of the virus whilst maximising ongoing service delivery to our communities, we're making a few adjustments to our operations and services.

How we're working to reduce your risk

- We are limiting face to face contact between service users and enforcing social distancing
- All Stepping Up staff are trained in Hand Hygiene and Infection Control in response to COVID-19
- We have hand sanitisers at all of our sites
- We have an increased focus on the hygiene and cleanliness of our sites
- We have issued our internal COVID-19 policy which ensures that any at-risk staff do not attend and will require medical clearance prior to returning to work (Currently there are no cases of COVID-19 within the Stepping Up Healthcare team)

What this means for you

Stepping Up is determined to keep delivering services to our clients as much as possible, however need to minimise physical contact between clients and staff in order to keep everyone safe. We will be moving to phone and online delivery of as many of our services as possible for now.

Day Program and Groups

As a health precaution, we have unfortunately had to suspend our day program and other groups, but are investigating ways to support you via phone and online.

Outreach

To keep both you and our staff safe, we will be suspending the provision of outreach services, including transporting you around the community.

On Site Appointments

As advised by the Chief Medical Officer, if you use our Stepping Up services and have an appointment that is unable to be delivered via the phone, you will be asked the following screening questions before you can attend our sites.

- Have you or a member of your household returned from overseas?
- Have you or a member of your household become ill over including fever, a dry cough, fatigue \ tiredness, breathing difficulties such as breathlessness or a sore throat?
- Have you been in contact with anyone who has been confirmed as having Coronavirus?

If you answer yes to any of these questions, you will need to self-isolate and cannot access Stepping Up sites or have direct contact with staff until you have written medical clearance. Our staff will continue to support you via the phone and online during this time.

You will also be required to sanitise your hands with the provided hand sanitiser before entering any Stepping Up sites, and to abide by the Department of Health and Human Services recommendations to keep at least 1.5 metres from other people.

Any face to face contact will be time limited.

Where to find the latest health advice about COVID-19

The Department of Health and Human services (DHHS) is providing daily updates on its website: <https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19>.

We're still here

Stepping Up will continue to alter our practices as new information and recommendations are announced by authorities.

We will remain in contact with you throughout this crisis, and although we have to reduce our face to face contact, please remember that we are still here to help, via phone, email or online.

Phone: 1800 828 466 (8:30am – 4:30pm Weekdays)

Email: inquiry@stepping-up.org.au

Website: <http://stepping-up.org.au/>