

## **Peninsula Home Hospice announcement regarding COVID-19 and service provision. July 2020.**

As we continue to live with the ongoing reality of COVID-19, we're wanting to let our community know that PHH is continuing to focus on how best to provide support and care to our clients and their families. Our challenge is to find ways to ensure we minimise any risks of virus transmission amongst our clients, their family members, staff and volunteers, while also providing the best possible care and support.

Our staff and volunteers are monitoring their own health (including being tested for COVID-19 if they have any symptoms at all) and are continuing to provide care and support to people in their homes, wherever needed. Staff and volunteers make a phone call prior to any home visits to screen for any risks of COVID-19. We are following DHHS guidelines, both prior to and in between visits, ensuring that if 1.5meter physical distance can't take place then further precautions are taken. We are also providing some forms of support via phone or video calls to people, where this is appropriate or has been requested by the individual.

The PHH management team continue to meet fortnightly (or more often as needed) to monitor the circumstances we are working in and to plan responses to any issues that might arise in these changing circumstances. Many of the PHH staff are continuing to start and finish their work day from home, while other staff continue to start and finish their day from the office in Mornington. We have learnt to make good use of technology to help staff and volunteers stay in touch with each other and be supported in the work they do, with video conference calls now a regular part of each day.

All in all, we are doing our best to continue providing our services in a safe and supportive way, while being mindful of the effect these current circumstances have on everyone connected to our service.