



Frequently Asked Questions for Home Care

What is COVID-19 (coronavirus)?

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is the disease caused by a new coronavirus (SARS-COV-2). It was first reported in December 2019 in Wuhan City in China. It has now become a global pandemic.

How is it spread?

The virus can spread from person to person through:

- contact with droplets from an infected person coughing or sneezing
- touching objects or surfaces (like doorknobs or tables) that have droplets on them from an infected person, and then touching your mouth or face
- people with COVID-19 who are infectious from approximately 48 hours before they get symptoms

What are the symptoms?

The symptoms of COVID-19 are similar to colds and flus and can include:

- Fever
- Sore throat
- Cough
- Shortness of breath or difficulty breathing
- Fatigue

Do I need to be tested if I have those symptoms?

Yes. We recommend you are tested as soon as possible. There are a number of clinics locally where you can be tested for COVID 19. You do not have to go and see the Doctor to get a test.

How will I get to a testing clinic?

If you do not have family to take you please ring the Home Care Office. Your Case Coordinator will assist you in getting to a testing clinic.

Why is COVID-19 so dangerous for older people?

The risk of serious illness from COVID-19 increases with age. The highest rate of fatalities is among older people, particularly those with serious health conditions or a weakened immune system. There is currently no cure or vaccine for COVID-19.

What can I do to stay safe?

Even if you are feeling well it is important to take steps to prevent the spread of this virus.

- Stay at home unless it is for essential purposes like food shopping, medical appointments and exercise.
- Avoid large crowds where you can not socially distance – be 1.5 meters away from other people.
- Be aware of where potential visitors have been, for example Victoria, Southern Sydney and do not be afraid to ask them not to visit.

Will my Home Care services be cancelled if I get COVID 19?

No. In fact your services may be increased in order to support you throughout your illness. During this time some people are very unwell whilst others have a mild illness. Your Home Care Coordinator will tailor a package of care to suit your needs. You may need extra help with cleaning, shopping, personal care and social support whilst you are in isolation.

Should I wear a mask?

Wearing a mask in our areas is currently personal decision. There is no mandate that we must wear a mask, unlike in Victoria.

There are places such as medical centers and pharmacies which are now requiring you to wear a mask to enter.

NSW Health's current advice is to wear a mask if you are in crowded situations where you are unable to socially distance (remain more than 1.5 meters from another person).

I want to wear a mask. Should I wear a cloth mask or a surgical mask?

The purpose of a mask is to protect other people from you. The only mask which provides any level of protection to you from other people is a TGA approved surgical mask or P2/N95 mask as these masks have filtration capabilities.

The NSW Health Department advises that whatever mask you choose to wear it should be the most comfortable mask you can find. This is because COVID-19 travels on unwashed hands and if you touch your face you will infect yourself. The secret to wearing a mask is not to touch your face.

Should I go to Sydney for a holiday?

For your own safety please stay as close to home at the moment.

Who do I contact if I have further questions?

Please call Adventist Senior Living on 4977 0000 or send any query to pandemicquestions@adventistseniorliving.com.au