



## COVID-19 Safe Care at Home

This storyboard is designed to explain how safe care can be delivered in your home while protecting you from COVID-19. This is important as COVID-19 can be more serious for some older people.

**Frame 1:** Some people may be concerned about continuing to receive care from support workers during the COVID-19 outbreak. It's only natural to be concerned at this time, but it's ok for your aged care services to continue even during the COVID-19 outbreak. You might notice that some things are different. These changes have been put in place to protect you and the care staff who support you.

**Frame 2:** Your support worker will make sure they are well before they conduct a support visit by monitoring their health status and they may ask you some basic questions about your health and the health of other people living in your home or staying with you.

**Frame 3:** Care staff will normally wear personal protective equipment (PPE) when they clean your home or assist with personal care tasks. They may be required to use additional PPE during this time.

**Frame 4:** Even though both you and the support worker may appear to be well, it is still best to practice social distancing where you can, even in your own home. Try to always keep at least 1.5m away from the support worker where possible.

**Frame 5:** When using transport services maintain a safe distance from the driver and other passengers. This might mean sitting in the back seat of a car, diagonally opposite the driver, or leaving spaces in alternate seats when on a bus.

**Frame 6:** When you attend group activities try to maintain a distance of at least 1.5m from staff and other participants. Regularly wash your hands and use sanitiser as required. Remember to greet friends with a wave rather than a hug.

**Frame 7:** It's important that you get good nutrition. You can still have meals delivered to your door through the meals on wheels program. Your delivery driver will maintain the correct social distancing. To help you could place a small table or chair next to your front door where your meals can be dropped off.

**Frame 8:** Many seniors are choosing to go online and have started using online shopping or banking services. If you would like to do the same and need help to set up online services your care provider may be able to assist you. Alternatively, you can get some assistance through the Digital Inclusion programme for older people - [Be Connected](#).

**Frame 9:** If you choose to defer your aged care support at this time, it is important to put in place arrangements to keep you safe. You can arrange to receive a regular wellbeing phone call from your aged care provider or from the Older Person Advocacy Network (OPAN). These calls will help your aged care provider make sure that everything is ok and can be used to put you in touch with services and supports if you need them.

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