McLean Care®

Dear ILU Residents, Carers & Families,

We are writing to you as we understand you may be concerned about your loved one and our readiness to cope with the Coronavirus. You probably are aware of media reports generally about virus and have heard reports today about an aged care worker in NSW being diagnosed with the virus.

Every year we prepare to manage any outbreak of infectious diseases such as the flu or gastro. We are implementing the same procedures now to ensure that our staff have up to date knowledge of infection control procedures and any directives issued by the government. We are following the advice from the health authorities and working with them to ensure we are as prepared as we can be. Our focus is on ensuring the health and wellbeing of our all of our residents, clients and staff. One way you can assist is to be aware of the advice that the Department of Health is publishing frequently, and to seek medical advice if you are unwell.

If you would like further factual advice about the virus you may be interested in the information published on the Department of Health website:
https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov

Alternatively, contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

We are doing all we can to protect our clients and are keen for your support with this public health issue.

If you want to know more about the steps we are taking please contact the Home and Community Care Manager.

Sincerely

Sue Thomson
**CEO**
**McLean Care**
Thursday 5th March 2020

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*Award winning aged care services*