

# Information for clients and families about COVID-19

23/07/2020

**WE  
LIFE WITHOUT BARRIERS  
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Dear Clients and Families,

I hope you are staying safe and well. I have an important update about the way we are continuing care during the return to Stage 3 restrictions in metropolitan Melbourne and Mitchell Shire.

Following the most recent advice from the Department of Health and Human Services, Life Without Barriers has introduced the following **additional safeguards**:

- All staff working in disability residential homes in Metropolitan Melbourne and Mitchell Shire are required to **wear a mask at all times whilst working in the home, when travelling to and from work and when leaving the home** for essential reasons with residents.
- Like people in the wider community residents in our residential services are not currently required by the Victorian Government to wear a mask in their own home. However if you or your family member want to wear a mask, your Life Without Barriers team will provide support based on your choice. Staff will not force a resident to wear a mask.
- People with a disability must wear a face covering unless it is impractical or unsafe to do so for medical, communication or other individual risk factors. Included in this letter is an Easy English guide about how to wear a mask.
- Staff are undertaking a temperature check daily and not entering the home if they have a temperature of 37.5 degrees or higher
- Based on the latest Victorian Government requirements, only one visitor will be allowed at any one time in the home. Please contact your key worker before you visit so that we ensure we comply with this requirement.
- Staff are continuing wellness checks with all residents to ensure their health and safety with support for medical assistance being provided where needed.

For up-to-date information about the restrictions in place in Victoria, please visit the Department of Health and Human Services website – [www.dhhs.vic.gov.au/](http://www.dhhs.vic.gov.au/). Also included in this letter is an Easy English explanation of the new restrictions and temperature checking of visitors.

If you have any questions, please connect with your local Life Without Barriers team. Thank you for your cooperation and understanding as we work hard to protect everyone.

Warm regards,

**Sue Thomas**

**Director, Disability, Aged Care, Mental Health – VIC, TAS, SA**