Person-Centred Emergency Preparedness Planning for COVID-19 – For People with Disability

A GUIDE TO ASSIST YOU TO DEVELOP YOUR OWN EMERGENCY PREPAREDNESS PLAN FOR COVID-19

WITH THANKS

Australian Government
Department of Health

Queensland Government

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QUEENSLANDERS WITH DISABILITY NETWORK
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A GUIDE TO ASSIST YOU TO DEVELOP YOUR OWN EMERGENCY PREPAREDNESS PLAN FOR COVID-19

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Person-Centred Emergency Preparedness Planning for COVID-19 – For People with Disability

This is a guide to help people with disability to get the facts about Coronavirus (COVID-19) and make a plan for how they will manage the impact of this situation. People with disability need a plan that is tailored to their unique support needs.

Who developed this guide?

Queenslanders with Disability Network is working with a team at The University of Sydney who lead research on Disability Inclusive Disaster Risk Reduction. We work together to make sure people with disability are aware and prepared for all emergencies. This resource was funded by the Queensland Government Department of Communities, Disability Services and Seniors and developed in partnership with The University of Sydney and Queenslanders with Disability Network.

We work in partnership with people with disability to make sure they are included in all decisions about emergency management and disaster risk. We are working together during this public health emergency because we know that some people with disability are at greater risk of contracting COVID-19 and may develop more severe symptoms.

The Australian Government Department of Health would like to acknowledge and thank the Queensland Government, The University of Sydney, and the Queenslanders with Disability Network for developing this valuable resource.

What is in this guide?

This guide provides links to trusted sources of information about COVID-19 that have been made available in different formats to help people with disability get the information they need. It includes information about:

- **understanding COVID-19 and how to protect yourself;**
- **making a plan for how you will manage during this public health emergency;**
- **knowing what to do if you or someone who supports you experience symptoms of COVID-19.**

In this guide, we are using the Person-Centred Emergency Preparedness (PCEP) Toolkit[1]. The PCEP helps people with disability to tailor emergency preparedness planning to their capabilities and function-based support needs. The PCEP was developed by researchers at The University of Sydney through a co-design process involving people with disability and the services that support them.

Why is this guide important?

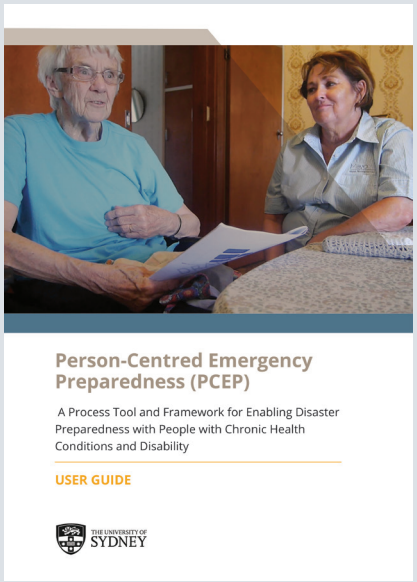
People with disability, their family and carers need the facts about COVID-19. Once they have the facts, they need to make a plan for how they will act together with their support network.

Some people with disability:

- have trouble getting the facts about emergencies and making a plan because information is not always accessible.
- need to adapt public health prevention strategies for COVID-19 to their abilities and living situation.

Until recently, there were no tools for people with disability to make emergency preparedness plans tailored to their support needs.

The PCEP (Villeneuve et al., 2019) is an Australian-designed toolkit that helps people with disability to make a plan for how they will act together with their support network during emergencies.



The PCEP Toolkit has a series of three videos to show the PCEP in action.

The PCEP Toolkit can be accessed here: www.collaborating4inclusion.org/prepare-nsw/

[1] Villeneuve, M. (2019). Increasing involvement of people with disability. *Australian Journal of Emergency Management, 34*(4), 16 - 17.

What should I do?

There are two things you can do now to keep yourself safe:

1. **Get the facts** about COVID-19 so you understand your risks and can take steps to protect yourself.

2. **Make a plan** for how you will manage the risks to your health and well-being during this period of uncertainty. This includes knowing what you will do if you or someone who supports you experience symptoms of COVID-19.

We all need to be prepared and know what to do before, during, and after an emergency. People with disability may need additional support, resources, or advocacy during this health emergency.

Public health emergencies are unpredictable. COVID-19 is a new virus that has no treatment at this time. This can make people feel worried or anxious.

Having a plan means knowing how you will:

- manage your own needs;
- stay in touch with family, friends and workers in different ways to help stop the spread of the virus;
- know where to get help; and
- support others during this period of uncertainty.

Having a plan helps:

- people to manage their mental health and wellbeing;
- build individual and community resilience.

Get COVID-19 Facts

You might catch COVID-19 if:

Someone with the virus sneezes or coughs onto you.

Someone with the virus coughed or sneezed onto a surface (like a door handle) that you touched, and you get infected droplets on your hands and then transfer them to your mouth, nose, or eyes when you touch your face or eat.

There are 5 ways that we can all help stop the spread of viruses:

1. Clean your hands regularly with soap and water or alcohol-based hand rubs.

2. Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing.

3. Avoid touching your face, nose and mouth. Do not shake hands.

4. Stay home if you are unwell.

5. Practice social distancing, which includes staying 1.5 metres away from others as much as you can.

Household cleaning is also important:

Germs can live outside of the body, on surfaces, after a person coughs or sneezes.

Regular cleaning is important for:

- reducing the spread of germs; and
- minimising the number of germs surviving on surfaces.

How do I get information about COVID-19?

Get the facts from trusted sites.

Australian Government Department of Health	https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert
Australian Government Department of Social Services	https://www.dss.gov.au/disability-and-carers/information-and-referrals-for-people-with-disability-and-their-supporters-about-coronavirus-covid-19
NDIS Quality and Safeguards Commission	https://www.ndiscommission.gov.au/resources/coronavirus-covid-19-information
National Disability Insurance Agency (NDIA)	https://www.ndis.gov.au/coronavirus
Healthdirect Coronavirus Hub	https://www.healthdirect.gov.au/coronavirus

Have a conversation:

Find people who can help you to get started - this may be your house mates, family or friends. These are the people you should talk with.

You do not have to plan alone, and it is important to reach out to others for support.

Communication is key. Talk with the people who support you, including your paid staff about how you will keep each other safe from COVID-19.

> "I've had a lot of questions about re-arranging support workers. When thinking about arranging things for maximum safety, I found it helpful to know that I have to make arrangements that could work for at least 6 months and potentially 18 or more. There's a big difference between a change I can maybe cope with for 2 weeks or 2 months, and a change I can cope with for many months. Knowing I may need to manage these changes to my support services for a long time helped me to make a better plan."
>
> **Disability Advocate**

Make a Plan

What am I planning for?

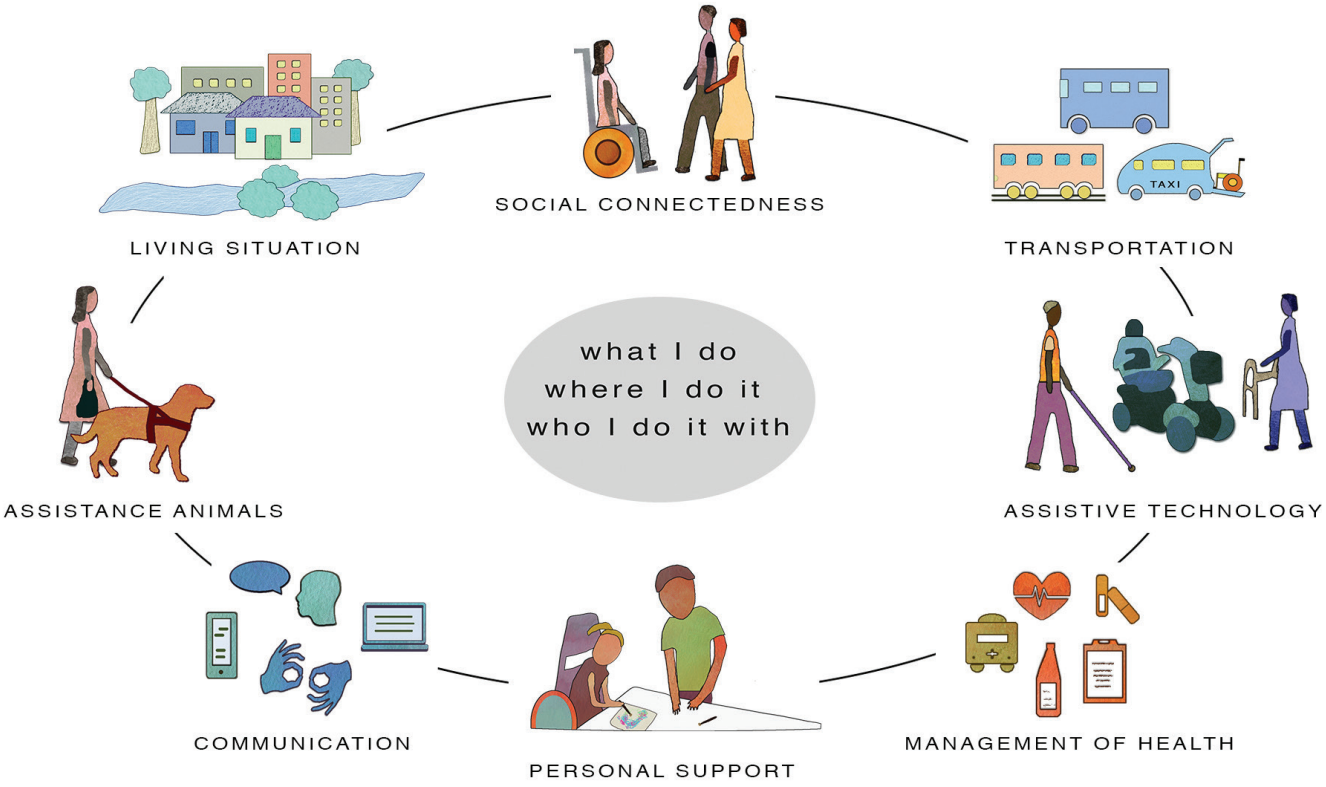
1. **Plan to stay at home for a long period of time**

2. **Plan what you will do if you or someone who supports you gets COVID-19 symptoms**

How do I make a plan?

STEP 1. Identify your strengths and support needs

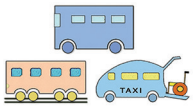
The PCEP helps you break down planning into eight areas:



Person-Centred Emergency Preparedness Capability Wheel (re-printed with permission)

- Think about what you do, where you do it and who you do it with.
- Consider your roles and responsibilities to others (e.g, partner, children, parents) that you support.
- Make a list of the things you need support for in each of the 8 areas.

Table 1. My Support Needs

Element		Write down things you need support for
Communication	Getting, giving and understanding information.	
Management of Health	Taking care of your health.	
Assistive Technology	The help you get from equipment, but not people.	
Personal Support	Help you get from other people.	
Assistance Animals	Help from animals. How you care for them.	
Transportation 	How you travel where you want or need to go (e.g., car, bus, train, taxi, walking).	
Living Situation	Where you live and who you live with.	
Social Connectedness	The people you do things with. Your relationships with friends, family and other people. Help you give to other people.	

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Make a Plan

What am I planning for?

1. **Plan to stay at home for a long period of time**

2. **Plan what you will do if you or someone who supports you gets COVID-19 symptoms**

How do I make a plan?

STEP 2. **Use the following information starting from page 12 to plan how you will do things differently during COVID-19.**

The questions and tips to help you to plan for:

- How you will manage your support needs while isolating at home.
- Ways to reduce your risk of getting COVID-19.
- What you will do if you or someone who supports you gets COVID-19.

Share your plan with the people who support you – family, friends and your support service and workers.

There are several resources that you can download, print and use to help you be safe. Links to resources are also provided.

Table 2. My PCEP plan during COVID-19

Communication

Things to consider

- **What devices do I use to keep in touch with people? (e.g. landline, mobile, computer, tablet etc.)**
- **How do I pay my bills?**
- **How do I best communicate? (e.g. Auslan, written communication, braille etc.)**
- **Do I have a pre-paid or post-paid plan?**
- **How will I keep in touch with others?**

Tips

- ☑ If you normally go to the shop to top up your phone, or the post-office to pay your bills, contact your provider about other options (phone or online).
- ☑ Check that you have enough data and credit to keep in touch with people.
- ☑ Now is the time to ask for help around learning how to use technology. Think about what you might like to know (e.g. how to use FaceTime, WhatsApp, Facebook Messenger etc.) and who could help you learn.
- ☑ Think about what back-up devices you could organise now and maybe if you only have a landline, is there a family member or friend who has a spare mobile phone they could loan to you?
- ☑ Make a plan for how you will receive mail and packages to reduce the spread of germs.
- ☑ Wipe down packages and clean your hands.
- ☑ Information on Australia Post and mail deliveries are available on this here.

Management of Health

Things to consider

- **What critical health information do I need to share in an emergency?**
- **What are the options in my area for having my prescriptions delivered?**
- **What supplies do I need? How will I get them?**
- **What other things will I need to maintain my health and wellbeing for two weeks?**
- **How will I take care of my mental health?**
- **How will I take care of my physical health?**
- **Do I have anyone who helps me with decisions around my health?**

Tips

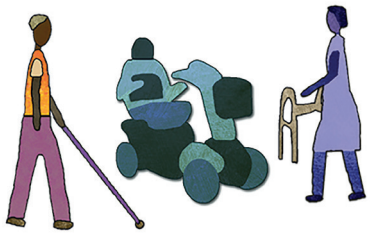
- ☑ It is important you can continue to get the support you need and **have your essential daily needs met.**
  - The National Disability Insurance Agency (NDIA) will make sure that NDIS participants affected by COVID-19 will continue to have their essential needs met.
  - If you run out of essentials (food, medication) and you don't have anyone to help you, please call the Department of Social Services (DSS) Disability Information Helpline on (free call) 1800 643 787.

Management of Health (continued)

Tips

- ☑ Do a stocktake of what you currently have.
  - Check that you have enough of your prescription medication for 14 days or more
  - Non-prescription medication like aspirin, Panadol, ibuprofen, continence aids, gloves, catheters, PEG feeding equipment and formulas, dressings, any other supplies relating to your disability.
  - Make a list of your important health information, current medication and essential supplies. Keep it somewhere that you can grab it easily or share with staff if you need to.
  - If you have someone who normally helps you with making decisions around your health, or is your statutory health attorney (SHA), please make sure their name and contact number is written in your list.
- ☑ If you have a health diary or way of sharing your important health information, make sure others who support you know where it is.
- ☑ Check you have any special foods you might need on hand. Try to maintain healthy eating.
- ☑ Make a plan for what you can do if the gym and normal exercises and classes are cancelled. Think about what you can do from home to keep up your exercise routine. Think outside the box and maybe link into an online class or get some dumbbells to use at home.
- ☑ Talk to your service provider about the different ways they can support you with your therapy or services to help you maintain your health and wellbeing. Some are starting to offer phone or video appointments, so ask your provider.
- ☑ Make sure you have the phone numbers written down somewhere handy to call if you start to feel sick with COVID-19 symptoms. Call your doctor, the National Coronavirus Helpline on 1800 020 080, or the DSS Disability Information Helpline on 1800 643 787.
- ☑ Let your support workers know that you have COVID-19 symptoms.
- ☑ Call 000 if you get very sick.
- ☑ If someone who supports you gets sick, call your service provider. If you are an NDIS participant, you can call the NDIA on 1800 800 110.

Assistive Technology (AT)



Things to consider

- **What AT do I use?**
- **How will I clean my assistive technology to prevent the spread of germs?**
- **If my wheelchair or other AT breaks down, who do I call?**
- **What back up equipment do I need?**

Tips

- ☑ Have telephone or computer power cords or spare batteries/re-charging stations for your hearing aids.
- ☑ Make a list of items you other items you would need to take with you if you needed to leave your home (e.g. specific utensils, shower chair)
- ☑ Check your power sources and back-up power supplies.
- ☑ Review your current AT maintenance schedule and check it is up to date
- ☑ If your AT breaks down and it is an emergency urgent repair, you can call the National Disability Insurance Agency (NDIA). Visit the website here.
- ☑ Think about how everyday technology could help you to manage by yourself. For example, home technology (e.g. Google Home) could assist you with voice commands for turning off lights, listening to music, getting news updates etc.

Personal Support

Things to consider

- **What are my essential supports that I need each day?**
- **What supports must I have?**
- **What can I live without at this time?**

Tips

- ☑ Make a front door sign. This sign asks visitors to stop and consider whether their visit is essential.
- ☑ You can leave instructions for visitors or mail deliveries.
- ☑ A printable version is available at the end of this resource.
- ☑ Have clear COVID-19 personal support instructions for your support staff: Including any new support staff.
- ☑ Write COVID-19 care instructions down and post them in an accessible location at home.
- ☑ Talk to your support staff about the 5 steps to keep you all safe from spreading the virus.
- ☑ You can download and print this infographic to put up on the wall so your support workers can follow the 5 steps to stop the spread of COVID-19. Please find the infographic located here: https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/take-action/coronavirus-prevention
- ☑ If you are an NDIS participant, the NDIA has introduced greater flexibility in how you use your plan so that your essential needs are met during the outbreak. Go to the NDIS website to read about these changes, and contact the NDIA on 1800 800 110 if you think you need to change your plan.
- ☑ **Frequent updates on the NDIS disaster response and FAQs here**
- ☑ For older persons with disability - the Australian Government has measures in place for older persons receiving aged care supports to continue to receive the essential services they need.
- ☑ Have a back-up list of support workers. There are some agencies that may provide back-up staff like: Hireup, Mable, Careseekers.
- ☑ Keep phone numbers of your service providers handy.
- ☑ Know who you will call in an emergency and discuss your plan with your emergency contacts.
- ☑ Have a printed or digital back up copy of:
  - My NDIS plan or My Aged Care plan;
  - COVID-19 care instructions for support staff; and
  - any information or materials that you may need to share so new staff know how to support you the best.
- ☑ **Urgent Assistance – Phone Numbers**
  If it is not a medical emergency but you need urgent assistance or urgent supplies if you don't have anyone to help you, you can call the DSS Disability Information Helpline on **1800 643 787** or the National Coronavirus Helpline on **1800 020 080**.

Assistance Animals and Pets

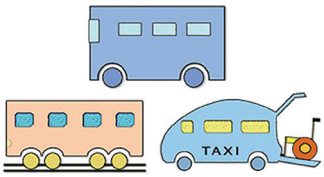
Things to consider

- **What care does my assistance animal or pet need?**
- **What will I do if my animal needs to see the veterinarian?**
- **Am I stocked up on supplies, food, medicines for my animal?**

Tips

- ☑ If your assistance animal becomes unwell and needs to go to the veterinarian, please call your vet first before visiting in person.
- ☑ Check supplies and stock up on what you need for your animal or pet.
- ☑ Do not forget any medications your animal needs.
- ☑ Check food and medication supplies and stock up on what you need for your assistance animal for 14 days. Find information on preparedness planning for your assistance animal or pet here.

Transportation



Things to consider

- **What are my options if I need to travel safely during COVID-19?**
- **If public transport service isn't an option, how can I get to my essential services if I need to go to the doctors or shopping?**
- **Can I call my doctor, family or friends instead of going in person?**

Tips

- ☑ Stop and think about whether you need to leave the house.
  - Can someone else go for you?
  - Can you call instead?
- ☑ If you need to go, consider the safest way to travel where you need to go.
- ☑ If you need to see the doctor or other medical health specialist telehealth may be available.
- ☑ Telehealth happens by video or telephone attendance instead of face-to-face appointments and may be bulk-billed. Check with your doctor or health professional.
- ☑ Ensure you have a taxi subsidy card somewhere with your other health information if you need to travel in a taxi.
- ☑ If you are using ride shares like Uber, check that you have their booking apps on your phone if you need to book with them.

Living Situation

Things to consider

- **Think about where you live and your home situation. Think about who you live with and arrangements you can make now to ensure your safety at home.**
- **Where do I spend most of my time?**
- **Who lives nearby that can help me when needed?**
- **If public transport services are not an option, how can I get to my essential services if I need to go to the doctors or shopping?**
- **Can I call my doctor, family, or friends instead of going in person?**

Tips

- ☑ Make a plan if you have to stay in your home with those you live with and how you could keep safe distances from each other.
- ☑ Plan now for how you can keep surfaces clean and how you will manage to support each other with meal preparation, laundry, house cleaning, and other home maintenance.
- ☑ Think about if someone you lived with had to self-isolate somewhere else, and how you can support each other during this period.
- ☑ **Read and print these** tips for household cleaning
- ☑ Take time to review your fire safety at home. Information and preparedness tips can be found here.

Social Connectedness

Things to consider

- **How can I maintain social connectedness while physically distancing from others?**
- **Who is in my circles of support both in person and virtually - who do I count on, and who counts on me?**
- **Who else is nearby that you could call on? Think broadly about this, not only who you see in person, but who else do you have social connections with (e.g. online groups)**
- **What other ways could I feel connected to others?**
- **If you got sick, are there people who rely on you to contact them? Who else could they connect with?**

Tips

- ☑ Make a list of people who are important to notify of your whereabouts, including phone numbers, addresses and email addresses.

Social Connectedness (continued)

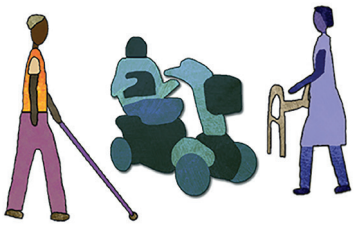
Tips

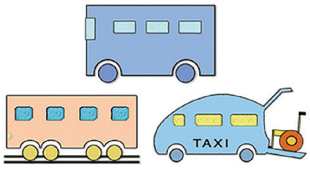
- Make a plan for staying connected and in touch with people.
  Think about:
  - speaking to someone you know at the same time each day (a check-in phone call)
  - using FaceTime or other applications to speak with people;
  - starting a group with friends or family through social media (Facebook, Messenger, WhatsApp);
  - speaking with friends or neighbours over the fence or balcony;
  - calling friends and family regularly;
  - start an over the phone movie or book club;
  - write letters to people that you haven't seen in a while; or
  - make video calls and text friends and family.
- Find tips for looking after your health and wellbeing here.
- Reach out and get help for social and emotional support when you need it.
  Contact numbers are below.
  - **National Coronavirus Helpline**
    Phone: 1800 020 080 (24 hours, seven days)
  - **Disability Information Helpline**
    Phone: 1800 643 787 (Monday-Friday 8am-8pm)
  - **Lifeline**
    Phone: 13 11 14 (24 hours, seven days)
    Text: 0477 131 114 (6pm – midnight AEDT, 7 nights)
    Chat online: www.lifeline.org.au/crisischat
    (7pm - midnight AEDT, 7 nights)
    Website: https://www.lifeline.org.au/
  - **Beyond Blue (free)**
    Phone: 1300 224 636 (24 hours, seven days)
    Chat online: https://online.beyondblue.org.au/#/chat/start
    (3pm – 12pm AEDT 7 days)
    Website: https://beyondblue.org.au

Table 3: My COVID-19 Plan. Complete the following plan and put it in a safe and easy to find place in your home

My COVID-19 Plan	
 Communication ☐ I have my phone, computer or tablet to be able to stay in touch with people or call people in emergency? ☐ I have enough data and credit to keep in touch? ☐ Other things I need to do?	Write the name or your phone company here: Write the name of the company the data for your computer is with here: Other important information about my communication:
 Management of Health ☐ I have my list of who to call? ☐ I know if I'm in an medical emergency – call 000. ☐ If I develop COVID-19 symptoms, I will call my doctor first or the National Coronavirus Helpline on 1800 020 080 *(continued over)*	Write your list of emergency contacts here: Write down the name of your support person for making health decisions:

My COVID-19 Plan	
Management of Health *(continued)* ☐ Then call my service provider to let my support workers know that I have COVID-19 symptoms. ☐ Have my important health information printed and accessible including my medications, blister packs, essential supplies and contact information if I have someone who helps me with my health decisions ☐ I have a plan for looking after my mental and physical health and wellbeing if I have to stay home for a long time? ☐ I know if I run out of essentials (food, medication) and there is nobody to help me, I can call the Disability Information Helpline on **1800 643 787** or the National Coronavirus Helpline on **1800 020 080**.	Write down a list of your current medications: Write down a list of essential supplies you need: Things I am going to do to look after my mental and physical health and wellbeing:

My COVID-19 Plan	
 ## Assistive Technology (AT) ☐ I have my power sources and back-up power supplies ☐ Other: **Notes:** Repairs to AT in an emergency are considered by the National Disability Insurance Agency (NDIA) as urgent repairs. More information can be found here.	Write down your current assistive technology maintenance people:
 ## Personal Support ☐ I have clear COVID-19 personal support instructions for my support staff, including any new support staff? ☐ I have communicated my COVID-19 care instructions to all of my support staff? ☐ I have written COVID-19 care instructions down and posted them in an accessible location at home? ☐ I have discussed my plan with my emergency contact? ☐ I have a copy of my NDIS plan or My Aged Care support plan?	Write down where copies of your important documents are kept: Write down the names of your back-up list of support workers here: Write down the name and phone number of who you will call in an emergency: Write down phone numbers of service providers, NDIA and other supports here:

My COVID-19 Plan	
 Assistance animals and pets ☐ I have a plan for who will look after my animal if I become unwell? ☐ I can develop a detailed preparedness plan for my assistance animal or pet using this information.	Write down the name and phone number of your vet here: Write down the name of people who will help you with your animals if needed: Write down your animals needs here:
 **Transportation** ☐ I will call ahead to plan appointments? ☐ I will make different plans to make sure I don't have to leave home? ☐ I have a plan for different ways to travel if I need to go out? ☐ I have someone who can help me make decisions about transport?	Write down your transport options here: Write down the contact details of who can assist you with transport:

My COVID-19 Plan	
 ## Living Situation ☐ I have made or checked my home safety plan? ☐ I have considered ways to protect me and others at home if we need to isolate from each other if someone gets sick? ☐ I have a plan to increase household cleaning so that surfaces are wiped down regularly to decrease spread of germs?	Write any notes here:
 ## Social Connectedness ☐ I have an emergency contact list? ☐ I shared my emergency contact list with my support network? ☐ I have a plan for staying connected and in touch with people?	Write down your contact list of name and phone numbers here: Write down your plan for staying connected and in touch with other people here:

Frequently Asked Questions

Question:

I can't isolate myself from other people because I need help with personal care including things like transfers, toileting, and bathing. What should I do to reduce my risk?

Answer:

Be proactive. Keep lines of communication open with the people who support you. It is your right!

Make sure that all the people who support you follow the 5 steps to stop the spread of viruses.

The 5 steps are:

1. Clean your hands regularly with soap and water or alcohol-based hand rubs.

2. Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing.

3. Avoid touching your face, nose and mouth. Avoid shaking hands.

4. Stay home if you are unwell.

5. Practice social distancing, which includes staying 1.5 metres away from others as much as you can.

"I've discussed with support workers who have other high-risk jobs (e.g. hospitals, nursing homes) about how we might need to change things in future. They are already good at letting me know if they're sick or have been knowingly exposed to illnesses. I have also had conversations with all my support workers about if anything changes for them they will let me know. They all know I may have to change things up at any minute because everything changes. I have committed to being as open with everybody as possible."

Question:

I rely on others to get my groceries, to prepare meals and to clean my house. How do I minimise my contact with germs?

Answer:

Negotiate new routines to minimise your contact with germs to reduce their spread.

"I've changed some of my support worker routines – more hand washing and gloves for some things, wiping down surfaces with soapy water daily, they will open mail/parcels carefully and wash afterwards. We will keep re-evaluating if more changes are needed."

"For my shopping person we've arranged he will leave the shopping on the front porch instead of bringing them in and putting things away – he brings it at a time there's already another support worker here. So, that support worker will bring things in, rinse them down, and put them away."

Question:

I have health/medical appointments and selfcare activities that require attendance in person (e.g. blood tests, scans, manual therapy sessions, hydrotherapy, home-based assessments for the NDIS). How do I weigh-up the risks versus benefits of appointments? What measures can I take if I need to attend things in the community?

Answer:

Some people will need to attend medical or other specialist appointments in person. Always call ahead to make a plan for your visit. Learn what to expect on arrival and follow the requested procedures.

Ask your provider if they can provide alternative formats such as telehealth or video conference as a substitute for face-to-face visits. Many service providers are increasing their capacity to deliver their services in novel formats that are helpful for people with disability. Check with your provider about the options they are developing for receiving services and supports.

Always take precautions to keep yourself safe before, during, and after appointments. This includes washing hands and cleaning surfaces (e.g. wheelchair).

Some providers may cancel services and this may impact your physical or mental health and wellbeing. Talk with your service provider about what alternatives you could put in place to maintain your health and wellbeing. For example, can your physiotherapist provide home exercises and check in with you by telephone? Will your counsellor provide online sessions?

Question:

How do I look after my mental health and well-being during this time?

Answer:

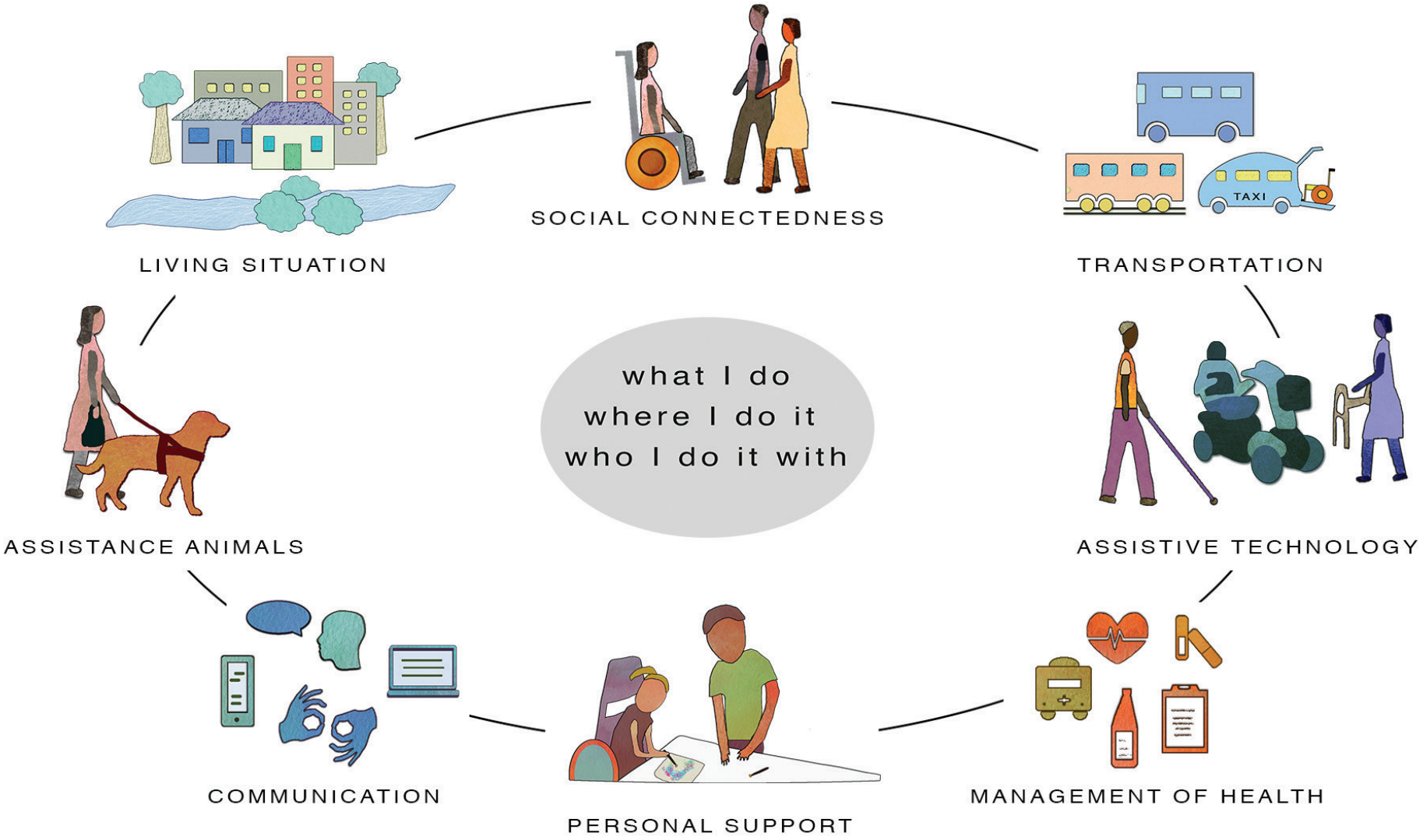
There are many ways we can support ourselves and others to look after our mental health and well-being at this time.

Some of these suggestions are to:

- Structure your day and keep routines where possible.
- Do things that you enjoy and that are good for you.
- Keep socially connected.
- Keep things in perspective.
- Find a healthy balance with media coverage.
- Remind yourself that this is temporary.
- Reach out to others
- Call support and helplines if you need to reach out. These are listed in the social connectedness section.

On the next page is a printable sign which says, “STOP. Someone in this house is at higher risk of COVID-19.” You could print it and put it on your front door.

Person-Centred Emergency Preparedness Capability Wheel



Person-Centred Emergency Preparedness Capability Wheel (Re-printed with permission)

Someone in this house is at higher risk of Coronavirus (COVID-19)

Please consider if your visit is essential

If you are showing any of these symptoms DO NOT VISIT

cough | sore throat | runny nose | fever | shortness of breath

If your visit is essential please wash your hands immediately for 20 seconds upon entering

You can contact us on: _____

Leave any packages at the door

This is a sign that you can use to place on your front door to help people stop and think before they knock. There is space at the bottom of the sign so that you can write any further instructions to visitors, or support workers.