

To our valued Customers, Carers & Families,

This letter explains what QLD Meals on Wheels is doing to reduce the potential spread of novel coronavirus (COVID-19) and ensure our service to you can continue. We are following advice from the health authorities, recognising that older people may be more at risk.

All volunteers and staff are following our standard food safety procedures and good hand hygiene. We have also asked our volunteers to maintain an arm's length distance away from you when delivering your meal.

You can help, too.

If you are able to come to the door, we will deliver your meal either onto a tray or place on a chair or table just inside your door. We will make arrangements if you cannot easily get to the door to receive your meal.

If you are unwell, have recently returned from an overseas trip, or have been told that you have been in contact with a person known to have the coronavirus please let us know by calling us. We will make arrangements to ensure that you can still receive your home delivered meals, with some extra steps to keep our volunteers safe and well.

If you have any questions or concerns about how we are managing the coronavirus, please ring your service.

If you would like further factual advice about the coronavirus you can contact the 24-hour National Coronavirus Health Information Line on 1800 020 080 or read the information published on the Department of Health website:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-what-you-need-to-know>

If you would like further information on social distancing, please go to the link below:
<https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-on-social-distancing.pdf>

During this public health emergency we are doing all we can to protect our Meals on Wheels community and are asking for your support.

Sincerely

Queensland Meals on Wheels

Please visit QMOW.ORG and use the Find Us feature to find your nearest Service