

## COVID-19 (Coronavirus)

23 March 2020

Dear members,

Because of the spread of COVID-19 in the community I want to inform all our members of the precautions we have taken to ensure the continuation of our operations and the delivery of essential supplies to all our members.

### Supply chain:

- We are in constant contact with our suppliers and they are constantly updating us on their supply situation and we will continue to update you.
- To date there are no issues with supply and none of the products we supply are made in any of the worse affected areas.
- Every brand sources their product from different countries around the world and to-date shipping has not been affected.
- At this time no supply of any product has been impacted by the spread of COVID-19.

### Staff & NSW Stoma Premises

- If you have recently travelled outside of Australia please DO NOT come into our premises. It is important you stay at home and prevent spreading the virus through the community.
- All staff should remain at home if they have any flu-like symptoms.
- We have additional cleaning procedures in place to protect our staff and our service
- Reception and **Pick-Up service will close on 1<sup>st</sup> April**
- If you currently pick up from our premises, **you will need to have your supplies delivered.**
- Please make yourself aware of our delivery procedures and associated costs (please see enclosed order form).

### Your Role

- Do not order more than you need. You should continue to place your normal order. Ordering more than you need can cause a shortage and adversely affect all members.
- You should remain at home in isolation even if you have a mild cough or low-grade fever or have been in contact with someone who has tested positive.
- For more information on COVID-19 please go to:

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources#posters>

Warm Regards,  
Mary Egan  
General Manager