

COVID-19 (Coronavirus)

26 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 1st 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).

NSW Stoma Stomal Therapy Service

- On-site clinic has closed
- This is replaced by a phone and email service
- The clinic will run for the first 3 Thursdays of each month from 11am -1pm
- To make an appointment please email or text

Contact:

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PTO

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.
- Please be aware that most support groups have suspended their meetings but please check with your local support group for confirmation and advice.
- For more information on COVID-19 please go to: <https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources#posters>
- For tips on good handwashing technique go to: <https://youtu.be/cbX0xwKORjk>

Warm Regards,

Mary Egan
General Manager
NSW Stoma Ltd