



12 March 2020

Dear Valued Customer

I am writing to advise that if the threat of Coronavirus (COVID-19) becomes realised from either staff or customers, there is a potential for disruption of our services. It's important not to be alarmed and understand the facts about the virus, as released from the World Health Organisation. I have attached a fact sheet for your reference.

It is important to seek medical assistance if you suspect you may have the virus.

What to do if you think you may have the virus:

- 1) Telephone 13 43 25 84 (13 Health) and speak to a nurse about your symptoms.
- 2) Follow the nurse's advice. This may mean you are required to see a doctor or go to the hospital or self-quarantine.
- 3) Before going to the doctor, telephone the surgery to ensure they are accepting patients who may have Coronavirus.
- 4) The nurse may tell you to quarantine yourself for 14 days. This means you cannot leave your home during this period and no one can visit.
- 5) It is important that you notify us as soon as possible if you think you may have been exposed to, or have contracted the virus so we can commence our own internal protocols. We can be contacted on 07 5426 - 8314, or by email at [admin@tarampaassist.com.au](mailto:admin@tarampaassist.com.au)
- 6) After 14 days your services may be reinstated, if cleared by a doctor to do so.

At Tarampa Assist we are working hard to ensure the safety of everyone within our service and we will advise you if there is any changes to your service schedule due to the virus.

If you have any queries, please feel free to contact us on 07 5426-8314.

Kind regards

Marcelle Young  
Manager

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