



LIVING CONNECTED COVID19 PROTOCOLS

Living Connected is a not-for profit community enterprise providing services for the social well-being of elders helping them to remain independent, connected and engaged through digital inclusion.

Advice for Face-to-Face Sessions between Clients and Helpers

Last updated on June 22 2020 and subject to change.

From July 1 2020 Living Connected plans to take its first steps towards resuming limited 1 on 1 face-to-face help sessions between Living Connected team members (helpers) and clients. Initially the following protocols will be observed and subject to rules established at each venue. We are guided by the following advice: <https://www.beconnectednetwork.org.au/coronavirus-and-your-organisation>

Bookings are Essential

For those in the Illawarra, we will initially take bookings for 1 on 1 sessions at iAccelerate on the University of Wollongong Innovation Campus. Our regular meeting room will be used and available to book for an hour at any time during the week for just 2 people (1 client and 1 helper). The screen on the client's device will be displayed on the TV screen so that the helper can see from the required distance. Other centres across our whole network may be used as they become available and home visits may be possible.

Physical Distancing

The NSW Government prescribed physically distancing rules will be observed at all times

Good Hygiene

Again we follow the prescribed rules for NSW and the venue. Hand sanitiser and disinfectant wipes or spray for equipment will be provided. Both Clients and helpers must notify us and not attend if they are at all unwell.

Record Keeping

Contact details for both client and helper must be kept in case tracing is needed. We advise and will help clients to install the COVID safe app on their phones.

Preparing for future eventualities.

We will encourage all clients to learn how to contact us via video calls, particularly the use of Skype, Zoom etc., which the client can use for online help if needed in the future.

In normal times, seniors thrive on regular social interactions in groups. Contact us if you know a club or groups that would like our help to run meetings online. Living Connected has NSW state government funding to support groups to continue to meet using online technology. We can provide assistance with the technical set-up, training the host or hosting meetings for the group, designing engaging sessions and upskills novice users to join so no-one misses out. There is no cost.

Contact us by: Phone: 0409 753 808 ; Email: admin@livingconnected.org.au or Skype: livingconnectednow@gmail.com

For more information see our Website: <https://livingconnected.org.au/>