

## ACRO COVID-19 INFORMATION FOR CLIENTS

ACRO is adapting its delivery methodology to meet the challenges that COVID-19 presents to our community.

Our goal is to continue to safely deliver services that are vital to the ongoing well-being of our society.

Some Home Maintenance and Modifications have to be done for the safety of our older citizens. We recognize, however, the concerns that older people may hold about contractors undertaking this work in their homes at this time.

Our contractors have undertaken to implement wide-ranging preventative procedures designed to minimize the risk to older clients and themselves.

These include, but are not limited to:

- i. Contractors will **NOT** attend any job if they are ill in **ANY** way;
- ii. Constant and regular use of hand sanitizer;
- iii. Constant and regular hand washing;
- iv. Social distancing of at least 3 meters;
- v. Prioritize outside work;
- vi. Determine if clients are ill. **If YES, DO NOT ENTER;**
- vii. Insist that clients remain in another room;
- viii. Wear disposable gloves if possible;
- ix. Spray sanitizer on all services to be touched;
- x. Attempt to complete jobs in the fastest possible manner;
- xi. Sanitize after leaving and before entering your vehicle;
- xii. Sanitize before entry to ACRO Office.

For our Housing Clients, arrangements have been made for regular contact via telephone and, preferably, social media connectivity (WhatsApp, zoom, chat time etc.). Case Management will continue during this crisis. Any payments will be via EFT.

Emergency Relief support will be facilitated via telephone contact from other Agencies or directly. Vouchers will be forwarded via mail and payment on behalf of creditors will be done (if applicable) via EFT.

All other programs undertaken by the organisation will **NOT** include face to face contact but will be facilitated via telephonic or electronic devices.

Contact with ACRO continues via our main phone numbers (Head Office 07 3256 6111; HAS Office 07 3856 6222). ACRO can also be contacted via email ([acro@acro.com.au](mailto:acro@acro.com.au) )