

Rural Financial Counselling Service NSW

NORTHERN REGION

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A division of
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Counselling
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Coronavirus Disease (COVID-19) Controlling Risks to Health

Dear RFCSNSW-NR Clients,

You would be well aware of the crisis caused by Coronavirus (COVID-19). RFCSNSW-NR has implemented precautions to help ensure the safety of our employees and clients.

Accordingly, we will ensure that our employees are obligated to:

- report to us if they or their family have flu like symptoms or if they have been in contact with a person diagnosed with COVID-19, we will then take steps to adjust any existing arrangements
- ensure that all employees are vigilant with their hygiene, at home, in the workplace and during appointments/meetings
- follow the Governments advice, guidelines and recommendations
- not shake hands or have other physical greeting with clients
- ensure the office spaces and surfaces are regularly sanitised and PPE is available to both clients and employees
- practice social distancing by staying a minimum of 1.5 meters away from other people.

When confirming or scheduling with clients of appointments/meetings, we kindly request being advised if you have had any Coronavirus event at your home or premises or if there is any known risk that we should be aware of or if you or anyone in your home or premises has visited any part of Victoria, Greater Sydney, returned home from overseas or visited any known COVID-19 Hotspots in the last 14 days or more.

We trust you will assist us by responding accordingly.

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. It is recommended to:

- thoroughly wash your hands frequently with soap and water or rub hands with hand sanitiser, before and after eating, after going to the toilet and being in public places
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- and if unwell, avoid contact with others
- practice social distancing by staying 1.5 meters away from other people
- wear a face mask in situations where social distancing measures are compromised or as directed by the Dept of Health.

For the latest advice, information and resources, go to www.health.gov.au or call the National Coronavirus Health Information Line on 1800 020 080.

We appreciate your assistance during this time and apologise for any inconvenience that may be caused by COVID-19.

Yours sincerely,

Gary Goldberg

Gary Goldberg
Chief Executive Officer.