![OPAN | Older Persons Advocacy Network] ![Seniors Rights Service]

You might have noticed some changes around your aged care home.

That's because there is a new illness called COVID-19.

COVID-19 spreads very easily, so we've had to make some changes to make sure everyone stays healthy. Your safety is our biggest priority.

To protect everyone from COVID-19, these are some of the changes you might notice.

- Staff might be wearing new uniforms, masks or protective equipment, and you might be asked to wear them too.

- We might move you or your friends in the facility to a different room.

- Your family and friends might not be able to visit you as often as they normally do, or in the same way they normally would. They might visit you by standing outside a window and talking to you from outside, or they might use technology like a phone or iPad instead of visiting in person.

We know these changes can be challenging, but there is help available!

Even though there might be a lot of things changing, you still have the same rights as always and it's important that you understand your rights and know about other support available during COVID-19.

You can always talk to our staff and ask them questions. There is also help available from people who don't work for your aged care home.

Aged Care Advocates - Call 1800 700 600

Aged care advocates are available to help you. The role of an aged care advocate is to work with you and your family to make sure your voice is heard, and to make sure your rights are being maintained. Aged care advocates are independent from aged care providers and government, and work at your direction. OPAN (Older Persons Advocacy Network) is a national aged care advocacy organisation that can provide you with free, confidential aged care advocacy services and information. Seniors Rights Service is the NSW OPAN member.

If you would like more information or help from an advocate, call OPAN on 1800 700 600.

This phone line is active 6am-10pm every day. Calling this number from NSW will connect you to Seniors Rights Service, OPAN's NSW member.

If you prefer you can also send an email to **covid@opan.com.au** and someone will get back to you within 24 hours.

We know this is can be a very challenging time. We thank you for your patience, as we all work together to keep everyone healthy. We're in this together, and we're all here to help.

For more information or support call: **1800 700 600** or email **covid@opan.com.au**