



Eat 'n' Grow

Growing Healthy Habits

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Valued Clients and Plan Managers,

The ongoing concern about the spread of COVID-19 is impacting on us here at Eat 'n' Grow. With many of our clients having specific vulnerabilities we have amended our procedures to ensure everyone remains healthy and well.

While none of this means we need to panic, it does mean we need to respond responsibly in line with government and medical advice. We urge you to stay vigilant. Please do not attend our rooms, and request a video or telephone session if you are showing signs of a runny nose, sore throat, cough, fever or difficulty breathing. Please wash your hands thoroughly before any our sessions.

To keep our staff and other clients safe, if you present at the beginning of any session with symptoms of illness we will immediately cease the session.

What is Eat 'n' Grow doing to create a safe environment?

- Staff have conducted Department of Health COVID-19 education and training.
- We have increased the frequency of environmental cleaning in rooms, and have increased the use of Personal Protective Equipment when conducting home visits.
- Where possible we will cancel onsite meetings and utilise video/teleconferencing instead.
- Where possible face to face sessions will maintain a 2m physical distance
- Staff not required to be physically present at the site will work from home.
- Staff or clients displaying any symptoms of illness, will be sent home and isolated.

Telehealth Services Available and should utilised by people who:

- are self-isolating according to medical advice
- have chronic health conditions or who are immunocompromised
- are parents who are pregnant or have with new babies
- over 70 or are Aboriginal and/or Torres Strait Islander and over 50
- anyone nervous about leaving home, or feels unwell

What are the next steps?

- We will be continuing to monitor the information provided by the government to ensure the best response in keeping people safe and infection free.
- We need to acknowledge that at some point, this may mean the way that some of our services will need to cease. We are working on contingency planning to reduce the impact on our clients and staff.
- We will keep you informed and provide as much lead-time possible if this is looking likely.

Eat 'n' Grow is committed to the health of our clients and wish to ensure that as long as possible we can continue to provide ongoing care and support. We wish you and your family all the best in this stressful and anxious time.

Regards

Vikki Nash
Director