



MHA CARE

Customer Newsletter

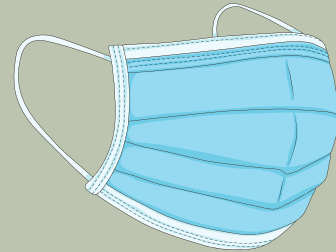
April/ May 2023

WELCOME

MHA Care recruits new staff to ensure we can continuously provide your services. New staff require orientation, guidance and support to be successful in their new role here at MHA Care. You may have been asked if your regular Care Worker can bring along a 'Buddy' or 'Trainee'. We appreciate your assistance in assisting us to welcome and show new staff how we work at MHA Care. Remember, the more knowledge our staff have, the better they can provide your services to you.



COVID 19



COVID 19 is still in our Community. The Department of Health & Aged Care still specify that our Care Workers must wear Personal Protective Equipment while working with clients. This includes wearing a face mask at all times while providing a service. To protect our staff and community, our Care Staff will continue to ask you Covid 19 screening questions before providing the service

OFFICE CLOSURE

Please note that the MHA Care Office in Yarrowonga will be closed on the upcoming Public Holidays

Did you know...

During the period January to March this year:

7,560 meals were delivered by our team of Volunteers across all of our delivery areas, to our Meals on Wheels Customers.

We have up to 18 volunteers per day picking up meals from the local hospitals and delivering the meals to those that use this service.

We appreciate all the time our Volunteers continue to donate, to keep this program working.



Don't forget



If you need to cancel your service for any reason, we appreciate you giving us a call 24 hours prior or as much notice as possible.

If the office is closed, leave a message and we will get to it the following morning.

Public Holiday

Reminder

Does your care service fall due on a Public Holiday? The next ones are:

Easter

- **Friday 7th April**
- **Saturday 8th April**
- **Sunday 9th April**
- **Monday 10th April**

ANZAC Day

- **Tuesday 25th April**



Please remember we don't automatically reschedule your Domestic Assistance service to another day. If we don't hear from you before the day, the service will resume from the next time due. Please call us if you would like to discuss rescheduling your missed service and we will do our best to assist you.

Personal hygiene, welfare checks, medication checks and meals on wheels are delivered on Public Holidays unless you tell us not too.