**Script - calling a family member/guardian of a customer who is a confirmed COVID-19 case in an accommodation service**

Hello. My name is NAME.

I am the JOB TITLE from the Northcott SITE ADDRESS accommodation service. Unfortunately I am calling you today to inform you that your family member/loved one CUSTOMER NAME has tested positive for COVID-19.

INSERT SOMETHING HERE ABOUT THE STATUS OF THEIR HEALTH.

We are liaising with NSW Public Health and they have advised us to XXXXXX.

We need to quarantine CUSTOMER NAME so staff at SITE ADDRESS are currently packing clothes, personal items and food that can be taken to the quarantine location with CUSTOMER NAME which will be SITE ADDRESS OF QUARANTINE LOCATION.

CUSTOMER NAME will need to stay at this location until they have recovered from the virus and is no longer infectious.

During that time, CUSTOMER NAME will:

* Need to wear a face mask
* Likely be supported by staff they are not normally supported by and who will also be wearing PPE.
* These staff will be briefed with information to ensure they can support CUSTOMER NAME appropriately, with sensitivity and with understanding that this is likely a difficult time for them.
* These staff members are part of Northcott’s Special Response Team (SRT) – generous Northcott staff who volunteered to be part of the team to support customers who are confirmed COVID-19 cases.
* Staff appointed will be appropriately trained and qualified to support CUSTOMER NAME.
* CUSTOMER NAME will not be allowed visitors during the isolation period.

Please rest assured that CUSTOMER NAME will continue to receive medical support and we will very closely monitor their health. If there is any increase in health concerns we will contact our doctor and/or the Public Health Unit for advice and support.

I will contact you at least twice a week on INSERT DAY and INSERT DAY to update you on the health of CUSTOMER NAME. However, please feel free to contact me at any time if you have any questions or want more information.

Do you have any questions?

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I will send you an email which reiterates this process so you can read over it and come back to me if you have any questions.

Take care and I’ll talk to you on INSERT DAY unless you call me before then.

STAFF NAME