



Email sent to SMR RACF's on 5 June 2020

Good Afternoon All

I am hoping you are all well and looking forward to a long weekend (for those of you lucky enough to get one).

Below is a document which has been developed by the World Health Organisation and is the current guidance on COVID-19. The older person section starts on page 44 but links to other aspects of the booklet.

[WHO Clinical Management Guidelines](#)

- **In addition**, I want to remind you all that there is a new *Palliative and End of Life Care Advice Line*. Anyone can ring and use this service and they are currently taking calls.

The Victorian Government has introduced a new advice service available to all Victorians where you can speak with a palliative care nurse or doctor about any aspect of a life-limiting illness.

The advice service will operate from 7am to 10pm, 7 days a week through the Parkville Integrated Palliative Care Service.

To contact the advice service call **1800 360 000**.

- **In addition ...**

Palliative Care Australia has released a new document and videos of "Self Care Matters". It is a great opportunity to look at this subject and maybe reflect a little on your own needs at this time. You can access the document and videos via the following link.

While you are there... have a look at some of their other resources.

<https://palliativecare.org.au/resources/self-care-matters>

- **Language around Covid-19 conversation**

Also below is a link to a document that outlines and suggest **language around COVID-19 conversation**. It is also relevant to your non COVID-19 care as well.

Remember the 3 golden rules of communication with residents and their representatives around disease, trajectory or end of life discussions

- What does the person know or understand about their condition? Listen to the language they use and respond using similar language.
- Do they have good understanding of what is currently happening and what will probably happen in the future? If not... educate++++++
- What do they want to know? – not everyone wants every detail. Ask them how much they want to know.
- How do they want that information? - do you need a translator or information in a language other than English? Would they prefer resources including videos or written material?

<https://swhpn.memberclicks.net/assets/COVIDLanguageGuideFinal.pdf>



If you are needing information about COVID-19 or dementia in other community languages, here are a few resources

- <https://movingpictures.org.au/>
- <https://www.semphn.org.au/resources/coronavirus/covid-19-information-for-community.html> scroll to the bottom of the page.
- South East Melbourne Primary Health Network
<https://www.semphn.org.au/resources/coronavirus.html> read through the whole page.

Some great stuff about our region here!

Keep sending through questions and I hope to start venturing out again soon. Stay well.

Jane

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