

# INFORMATION FOR A HOUSEHOLD THAT HAS A COVID-19 CASE



## ***You and your family***

- Your COVID-19 test is positive
- Because of the close contact between family members within households, everyone in your household now needs to follow the same isolation rules for at least the next 14 days
- All people in your household who do not have COVID-19 need to get tested on days 5 and 12

## ***Isolating at home***

- You and every person who lives in your home needs to isolate and stay in your home for at least 14 days until NSW Health say you can leave
- The people in your home while you isolate need to be the same people who usually live and sleep in your house every day. Now is not the time for family to move between houses
- Your whole household must stay at home and not have any visitors
- During this time, the only reason you can leave your home is, if you are asked to get another COVID-19 test or if it is an emergency. Wear a mask if you go outside

## ***Symptoms of COVID-19***

- Someone from your AMS will phone you every day to ask you how you are feeling and find out about the other people in your house.
- The symptoms you might feel include:
  - Fever: you might feel hot or cold or sweaty or feel body aches
  - Runny or blocked nose
  - Sore throat
  - Cough
  - Difficulty breathing (short of breath, tight chest)
  - Other symptoms can include, feeling tired, muscle and joint pain, headache, diarrhoea, vomiting, not feeling hungry
  - You might also feel sad, worried, frightened or lonely.
- Talk to the AMS worker who phones you each day about how you are feeling. A nurse or doctor can assess you over the phone if needed. We will drop off medication to your house to help with symptoms and arrange other treatment or health care you might need while in isolation
- If you start to feel really sick or you have difficulty with your breathing, don't wait for your daily phone call from your AMS, you should call 000, tell the ambulance that you have been diagnosed with COVID-19 and care will be arranged
- Keep your phone charged and on and answer your calls.

## ***Food and supplies***

- While you are staying at home, you don't need to worry about food for you and your family
- Food and supplies will be delivered to your home while you are isolating - enough for at least two weeks. The food/supplies will be dropped and left at your door. Do not open the door until the delivery person has gone
- Every day when your AMS phones you to ask you how you are feeling, they will also ask you if you are running low on supplies and if you need a top up. Top up supplies will be dropped off to your doorstep
- Be aware: Your mob and friends may offer to drop over food and supplies. But the best thing you can do is ask them to stay at home
- Even if you run out of any supplies, please don't leave home to go to the shop or go to other houses to borrow from other households.

## ***Tips for isolating at home with your family***

- As a family you can only try and do your best. Be kind to yourself and try these things:
  - The weather is warmer now, so keep the windows open to allow fresh air into the house
  - If you have a sunny place on your back veranda or in your backyard you might enjoy sitting outside for some time each day.
  - While outside don't talk with your neighbours and stay away from your neighbour's house/fence.
  - If you have children in the household keep the kids within your yard and don't let other kids into the yard to play.
  - Remember to wear a mask when you are outside.
- Keep up with good hygiene habits:
  - Wipe down benches.
  - Use hand sanitiser or wash your hands with soap and water for at least 20 seconds.
  - Clean things you touch after you use them.
  - Always wash your hands after using the toilet, coughing, sneezing, eating food, touching your face.
  - Try not to share things like dishes, cups, towels.



## ***Masks and social distancing***

- Even though you are staying at home, you will need to keep masks close by e.g. in your pocket and on a hook near your front door
- If anyone knocks on your door or comes into your yard don't go outside to talk with them. From a distance ask them to please go home
- If a visit by a nurse or doctor is required, they will be wearing full protective equipment including mask, face shield, cover gown, gloves. You and everyone in your house will also need to wear a mask while the nurse or doctor is in your house. If you have to open your door make sure you put your mask on first

## **CONTACT NUMBERS**

- If you or anyone in your house starts to develop symptoms you are worried about, phone the hospital 08 8083 8700
- If you have trouble with your breathing call 000
- Don't forgot these 24 hour phone services:
  - The National Coronavirus helpline 1800 020 080;
  - Beyond Blue 1300 224 636;
  - Lifeline 13 11 14;
  - Kids helpline 1800 551 800;
  - NSW Medical helpline 1800 022 222;
  - Thirrili 1800 805 801;
  - Suicide call back service 1300 659 467.