



## Special Notice – COVID-19

We would like to reassure our staff, clients and their family members that we are following public health guidelines and we are monitoring the situation on COVID-19 closely. We are working closely with the HSE and other relevant authorities to protect our staff and clients. Every Caremark office has an up to date Business Continuity Plan in place and are continually reviewing this so that service delivery can continue without risk. We will provide regular updates as they become available.

### COVID-19

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus.

### Symptoms of coronavirus

It can take up to 14 days for symptoms of coronavirus to appear.

The most common symptoms of coronavirus are:

- a cough - this can be any kind of cough, not just dry
- shortness of breath
- breathing difficulties
- fever (high temperature)

### When you may need to call a doctor

For most people who have these symptoms now, it is more likely to be an infection that is not coronavirus.

You only need to phone a doctor if you have symptoms and any of the following apply to you:

- they are the type of symptoms you would usually contact a GP about
- you have travelled from an affected area
- you are a close contact of a confirmed case in Ireland - if you are, the Department of Public Health will contact you

### Protect Yourself and Others

- [Wash your hands properly and often](#)
- Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze
- Put used tissues into a bin and wash your hands
- Clean and disinfect frequently touch ed objects and surfaces
- Avoid close contact with people who are not well
- [Follow travel advice from the Department of Foreign Affairs](#)
- Stay at home if you are sick to help stop the spread of whatever infection you may have.

### Useful Resources

[Click here for live updated information from the HSE](#)

[COVID-19 The Facts](#)

[HSE Hand Hygiene](#)

[HSE Live Helpline](#)

[Coronavirus Helpline for Older People](#)