

A message to Everyone

My goodness me what a challenge COVID-19 has brought to this company and many others.

Social distancing is now a fact of life for all of us. Every single day, millions of us are doing all that we can to contain the spread of COVID-19.

Whether it is keeping two metres apart, avoiding public transport at busy times, self-isolating, everyone has a part to play.

Although much of this is mandated, we also know it is something within our power to do. More than that – we know it is the right thing to do.

Our amazing care staff, however, cannot avoid these higher risk situations.

Day in day out, Teloepa Staff are caring for the vulnerable, elderly and unwell, in close proximity, for extended periods of time. Staying two metres apart, or working from home, simply is not an option.

That is why we have invested time, effort and spend into providing personal protective equipment. There is always an order going in for gloves and aprons, masks are also available. PPE and the wearing of masks is a mandatory requirement. Infection Control must be rigidly adhered to.

If this pandemic has taught us one thing, it is that we are all in this together, whoever we are and wherever we come from. That is why Teloepa is committed to protection, support and the provision of a service that leave no one behind.

All of us have worked tirelessly for our clients and our clients have sent in some amazing thankyou's.

At times through no fault of the company we have been short staff, in most cases for everyone's protection and on these occasions our clients have been truly understanding in accepting the late or earlier call.

Also, if you see that a box of gloves is nearly empty in your clients home please don't let them run out, pop in and get a box between 9am and 5pm so no-one is ever put at risk.

Finally our Location App is currently being launched we expect a few hiccups but then your arrival will tell the office the call has been done and alert the office quickly if it is missed or you are stuck in traffic or some other reason so we can quickly sort the problem.

Well done everyone and thankyou

Brenda 07.10.20