

1 April 2020

Dear Customers,

I hope you are well and managing the changes that we are currently experiencing.

Our COVID-19 Service Delivery and Business Continuity Plan are both fully operational with no impact to essential personal care and drop-in services. Thankfully we have the capacity, capability and infrastructure to continue these important services.

During the last 10 days our team have been in contact with all our customers to gain better understanding of what alternate support options are available to them, if any. The purpose of this was to put plans in place should several staff become unavailable due to illness, caring responsibilities, isolation etc. Whilst we have things in place to mitigate a staff shortage, here at MACS we are preparing for various scenarios to ensure those most vulnerable continue to receive services. In troubling times, we have always been there to help those in the MACS community and now is no different.

MACS have exercised all precautionary measures in line with Government advice relating to the health and wellbeing of our customers, staff and wider community and will continue to do so.

A big thanks goes out to all affected by the temporary suspension of non-essential community supports. Your understanding means the world to us.

All of us at MACS are committed to supporting you during this time. We are here and available so please get in touch if you need to.

Until next time, keep washing those hands.

Regards,
Alison