

18 March 2020

**Anglican Care Advice to Consumers, Families & Friends - COVID-19 Update**

Dear Consumers, family and friends,

Following our communication on 16<sup>th</sup> March 2020, we have decided to implement further strategies to protect our consumers, employees & volunteers from a potential COVID-19 outbreak. As you can imagine, this is a very dynamic situation & recommendations are changing daily. We will endeavour to keep you informed of changes as they occur. We appreciate your continued cooperation & understanding.

Our main priority is protecting the health & wellbeing of consumers within our care. Anglican Care is working closely with local authorities & any strategies implemented are based on recommendations from the Department of Health & the Hunter New England Local Health District. From the 19<sup>th</sup> March 2020 we will be applying further measures to those outline on 16<sup>th</sup> March to protect our consumers from a potential COVID-19 outbreak. These measures include:

1. Restricting visiting times to between 930am & 330pm daily
2. Only two visitor per consumer at a time for 30mins
3. No visitors under the age of 16yrs
4. All visitors should go directly to the consumers room. Visitors should not be in communal areas.

This is a very difficult & unprecedented time for the aged care industry. We do not take decisions to restrict visitation lightly, however we believe these measures are necessary to protect our vulnerable consumers. Our employees will keep you informed by phone of any changes in your relative or friend.

When visiting our homes we ask that you assist our employees with the screening process & please ensure that hand hygiene is performed on entry to the facility. We have a responsibility to do our very best to prevent the spread of COVID-19 within our homes. I will remind you again, please **do not enter our facilities if you:**

1. Have recently returned from international travel
2. If you have flu like symptoms and/or have a temperature greater than 38°
3. If you have been in contact with a confirmed or suspected case of COVID 19

We are doing all we can to plan to protect consumers receiving a home care package, attending one of our day therapy centres and residents living in our retirement villages or residential care homes, and anticipate your support with this public health issue.

If you would like further factual advice about the virus you may be interested in the information published on the Department of Health website:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-what-you-need-to-know>

Alternatively, contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

If you want to know more about the steps that we are taking please contact your service manager.

Anglican Care is using the "CDNA National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Residential Care Facilities in Australia" to guide its decision making in relation to the COVID-19 pandemic. As these guidelines are reviewed and reissued by the relevant authorities, Anglican Care will take actions to vary its response in line with those provisions.

Kind Regards,

A handwritten signature in blue ink, appearing to read 'Colin Osborne', with a stylized flourish at the end.

Colin Osborne  
**Chief Executive Officer**