

23 March 2020

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

Dear Consumers, family and friends,

The COVID-19 virus is continuing to develop across New South Wales. We are continuing to adjust our services with the health & wellbeing of our consumers in mind. Over the coming weeks we will continue to implement strategies in line with recommendations for the state & government health authorities. Outlined below are the most recent changes to our service:

Visiting Hours

Last Wednesday 18th March 2020, the Government announced increased restrictions to aged care facilities. Following this, Anglican Care implemented visiting hours in line with these recommendations. We understand the concerns you may have around not seeing your relative, however these strategies have been put in place for the protection of all of our consumers. Many of our visitors have cooperated with these recommendations & we thank you for your support. Unfortunately there have been some visitors who have not been complying with these recommendations. If you do not comply with visitation restrictions you will be asked to leave the facility. We have again reviewed our visiting hours & they are as follows:

1. Monday to Friday **strict** visiting hours from 930am – 1130am & 130pm – 330pm
2. Saturday & Sunday **strict** visiting hours from 130pm – 330pm
3. Only two visitors per consumer at a time for no more than 30mins
4. No visitors under the age of 16yrs
5. All visitors should go directly to the consumers room. Visitors should not be in communal areas (including dining rooms).

Anyone who enters an Anglican Care will be screened including employees. If you do not meet the screening criteria, we have the right to deny entry to the facility. 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°. Thermometers will be available to check your temperature
3. If you have been in contact with a confirmed or suspected case of COVID 19

Consumers Attending Social Outings & Medical Appointments

From Monday 23 March 2020 all social outings should be suspended. If a consumer decides to leave the facility for a social outing, they must observe a 7day quarantine on their return to the facility. Essential medical treatment (i.e. dialysis) is the only exception. It is at the managers discretion to determine if a quarantine is required following attending a medical appointment (i.e. dentist) which is deemed not essential at this current time. If you wish to take your relative out of the facility, please discuss this with the service manager in advance.

Lifestyle & Wellbeing Programs

Due to restrictions on large group activities, we have had to review our lifestyle & well being calendar across our service. Unfortunately, we have had to suspend any external providers for the time being. This includes entertainers, hair dressers & other volunteer services. We appreciate that this is very disappointing for our consumers & are redesigning our program to maintain the wellbeing of our consumers. We are working with our IT team to develop strategies to utilize video calls & will keep you updated as this progresses.

Influenza Vaccination

Every year we prepare for the seasonal flu within our services, this year is going to be an extremely challenging flu season with the addition of COVID-19. Following Department of Health recommendations, from 1st May 2020 **anyone** entering an Anglican Care service **must** be immunized against the influenza. This include staff, visitors & contractors. Anglican Care's immunisation coordinator is developing a plan to ensure all employees and residential care consumers are vaccinated prior to this date. After 1st May 2020, you will be required to provide a letter from your GP confirming that you have been vaccinated.

Please see attached information sheet from the Department of Health.

As you can imagine, this is a rapidly evolving situation & we are doing our best to keep everyone informed as required. We will be updating our website & facebook pages with any changes as they occur.

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/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

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.

Kind Regards,

A handwritten signature in blue ink, appearing to read 'Colin Osborne'.

Colin Osborne
Chief Executive Officer