

30 March 2020

Anglican Care Advice to Retirement Living Residents & Families - Coronavirus update

Dear Retirement Living Residents, family and friends,

Further to our previous correspondence to you, we are committed to keeping the Anglican Care community updated on COVID-19 and our planned strategies to protect our consumers, residential and retirement living residents, employees and visitors and will continue to send you regular updates. We believe this is important given the fast moving nature and changes that are currently occurring within this pandemic.

As residents living in a retirement living village, you are independent to make choices about your day to day life and caring for your own health and well-being. Times such as these remind us of our social responsibility as a member of the Anglican Care and broader communities.

1. Activities held in Common Rooms

Anglican Care Property Services Team has placed signage in office spaces and meeting and common rooms to indicate the number of people who can use a space to comply with the social distancing requirements of one (1) person per four (4) square metres. In regard to meetings and happy hours at your specific village it would be expected that you follow the Australian Government and Department of Health advice i.e. no social gatherings, stay at home and only go out when it is necessary such as a medical appointment or if you need to buy essential items. The signage is to guide anyone using a space to the maximum number of people allowed. We ask you to comply with the advice from the Department of Health at there are no more than two (2) people in any common room, communal area, or community centre at your village at any one time.

2. Weekly Shopping Bus:

Anglican Care is unable to continue to support bus outings or shopping or social events at this time. Transport on the bus would not meet the requirements for social distancing and the restrictions related to social gatherings. To do so would place our employees and our retirement living residents at risk. If any resident needs assistance with shopping please advise Denise Rickman, Retirement Living Coordinator, who will work with individual residents and the Anglican Care Community Team to ensure you have access to shopping options. You are able to register with Woolworths for on-line home deliveries. Access to this service is to ensure vulnerable customers in the community have access to delivery services at this time. Woolworths will be providing a Priority Assistance Service with dedicated delivery windows. Eligible customers include seniors, people with a disability and those with compromised immunity or who are required to self isolate. To register for Woolworths Priority Assistance you can log in to the link below and complete the form and include any supporting documentation to help their team assess your request. Their team will review your request and contact you within 48 hours to confirm your request status.

<https://www.woolworths.com.au/shop/discover/priorityassistance>

Department of Health and Public Health recommend no person over the age of 60 should go to the supermarket. Attached you will find a guide for how to clean your shopping items that are delivered.

3. **Day Trips** – Unfortunately the same applies for day trips and social activities. We understand it is disappointing that regular bus trips are unable to occur, however it is required at this time for the safety of Anglican Care employees and our retirement living residents. Prime Minister Scott Morrison announced on 29 March 2020 that public gatherings are now limited to two (2) people. Based on the advice of Public Health, the Prime Minister asked people aged 70, those with chronic illnesses aged over 60, and Indigenous people aged over 50 to stay home to the maximum extent practical.
4. **Visitors to the Village** – Anglican Care outlined in previous communication the recommendation to restricting visitors. In addition the government has made further recommendations regarding no more than 2 visitors to your home. As previously advised you should not allow anyone to visit your unit if they:
 - Recently returned from overseas travel or cruise
 - Has symptoms of cold or flu
 - Recently been exposed to someone with a confirmed or suspected case of COVID-19
 - Has a temperature over 37.5 degrees

It is vital that we ensure the safety of those providing essential services to you. Please ensure you inform any service provider entering your unit if you've recently had any visitors. Enclosed with this letter is a Visitor Register. We ask that you have this located at your front door to keep a record of people entering and leaving your unit and the times. This is important for visitors and yourself to enable Anglican Care or other health professional to trace any potential exposure.

5. **Hand Sanitiser for Common Rooms** – these will be made available when Anglican Care receives supplies. Many of the items remain on back order and delivery dates are being monitored daily by our Hospitality Services Manager. Denise Rickman, Retirement Living Coordinator will deliver to the common rooms as soon as the stock arrives. Security of the supplies on delivery will be the responsibility of the retirement living residents.
6. **Hand Hygiene & Cough Etiquette** – hand hygiene is the single most important thing you can do to protect yourself from the spread of this virus. Wash your hands regularly with soap and water. Respiratory viruses, like COVID-19, are spread through coughs and sneezes. Practising cough etiquette involves ensuring you cough into your elbow or into a tissue. Please see attached information regarding hand hygiene and cough/sneeze etiquette.
7. **Transport** – Anglican Care employees are no longer able to transport retirement living residents or home care package consumers in an Anglican Care motor vehicle or their own personal motor vehicle, as it would not meet the social distancing requirements. If a retirement living resident is receiving a home care package and they need to attend an urgent medical appointment or compassionate reasons, and there is no other means of transport, such as a family member, the relevant care advisor would determine if an Anglican Care bus and driver is available. Transport may be to attend dialysis, chemotherapy or similar but not if a consumer is unwell, or has flu-like symptoms, in this instance the care advisor would ask you to contact your GP or with your permission contact the GP directly on your behalf.

It can be difficult to remain positive at such a difficult time. Beyond Blue has developed some valuable resources that people may be interested in accessing including a fact sheet or looking after your mental health during the coronavirus and a course that has been developed for people 60+ years which aims to help older adults learn to manage stress, anxiety, worry, low mood and depression. To access these resources you can visit the Beyond Blue website beyondblue.org.au.

It is important that you remain in contact with your family and friends via safe social distancing, phone calls or there are various other options such as FaceTime, and advise them immediately if you are not feeling well or develop cold or flu like symptoms.

In our last correspondence we asked that you provide updated contact details for you and an emergency contact, such as a family member, as this will allow us to communicate more effectively in a timely manner. Please submit this information to Denise Rickman as soon as possible.

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 want to know more about the steps that we are taking please contact Denise Rickman, Retirement Living Coordinator directly on 4958 0091 or via email below.

Yours sincerely



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Key Contacts for Retirement Living during the Pandemic

Denise Rickman, Retirement Living Coordinator: deniserickman@anglicancare.com.au
Administration: achomecare@anglicancare.com.au
Customer Support Team: ACCareEnquiry@anglicancare.com.au
Maintenance: 4958 0000 to report a request or 0400 366 976 for after hours emergencies