

30 March 2020

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

Dear Consumers, family and friends,

We are writing to give you a further update on COVID-19 and our planned strategies to protect our consumers, employees and visitors.

As you know, we have already implemented restrictions on visiting our homes in line with government recommendations. The health and wellbeing of our resident/consumers, their families and our employees continues to be our utmost priority, and as such, we have made the difficult decision to put in place further restrictions on visitors into our homes.

Anglican Care will be stopping all general visitors from entering our homes effective from 330pm on 30 March 2020.

This is not a decision that has been made lightly & we appreciate that this is a difficult and stressful time. COVID-19 has been found to be an extremely high risk for those over 80 years old and the department of health overnight has instructed that anyone aged over 70 should self isolate. It is our utmost priority to provide a safe environment for all of our residents and restricting visitation is an important measure to ensure all residents are protected from the spread of this virus.

We are conscious of the effect social isolation may have on our consumers. Our Lifestyle and Wellbeing officers are redeveloping the activity calendar to ensure the continued engagement and quality of life of our residents. We are also exploring strategies to keep residents and their families connected. Our IT services team are investigating mechanisms to implement video chat across our homes. We will keep you updated as this develops.

Our employees will keep you informed if there is any change in your family member. If your relative becomes unwell, we will contact their nominated person via phone. You are also able to contact the facility to receive regular updates. Even though general visitation is restricted, we will make exemptions on compassionate grounds. We will allow you to visit your relative if they're at end of life or receiving palliative care.

Across our service we have been working tirelessly to ensure we are prepared for a potential outbreak. Some of these strategies include:

- **Infection control education** – an understanding of correct infection control practices is our best defence against this virus. We have implemented mandatory infection control education for all employees and volunteers across our service.
- **Screening of consumers** – every day each consumer is having their temperature recorded and assessed for presence of flu like symptoms.
- **Screening of employees** - All employees are required to be screened at the start of each shift. Employees who have a temperature more than 37.5° will be reviewed by the shift supervisor to determine if it is suitable for them to remain at work.

- ***Accessing personal protective equipment (PPE)*** – many healthcare providers are having difficulty accessing vital PPE. We have reviewed all available stock across our service and are working with our suppliers and the government to ensure adequate stock is available in the event of an outbreak.

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.

A representative from Anglican Care will be in contact with you to discuss this further. 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