

16 March 2020

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

Every year we prepare to manage any outbreak of infectious diseases such as the flu or gastroenteritis. We are implementing the same procedures now to try and prevent the virus from entering our centres, villages or residential care homes and containing it if and as needed. We are following the advice from the health authorities and working with them to ensure we are as prepared as we can be. Our focus is on ensuring the health and wellbeing of our consumers and employees.

COVID-19 has been found to be an extremely high risk for those over 80 years old. Anglican Care has taken some significant measures to ensure the safety and wellbeing of our consumers is maintained. Following the recommendations from the Australian Government and the Department of Health, ***we ask that you minimise visiting consumers within our service.*** Our employees will contact you via phone if there is any change in condition of your relative. If you decide to visit your relative or friend, we have implemented the following strategies to protect our consumers:

1. All entry points to the facility will remain locked other than the main entrance which will be secured.
2. The main entrance will be the sole entry point for all people entering the facility (ie. including staff).
3. Visitors will be required to speak to a staff member prior to being able to access the facility. During this discussion each visitor will be asked:
 - Have you recently returned from international travel including cruises?
 - Do you have any flu like symptoms?
 - Do you have a fever?
 - Have you been in contact with a confirmed or suspected case of COVID-19?A positive answer to any of these questions will result in access to the facility being denied.
4. As soon as supplies of infrared medical grade thermometers are available at a site, the screening is to include the recording of a temperature. Any person with a temperature in excess of 38 degrees Celsius is not to be admitted except with the express approval of the facility manager who should consult with Anglican Care's infection control specialist.

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 that reads "Colin Osborne". The signature is stylized and cursive.

Colin Osborne
Chief Executive Officer