

5 March 2020

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

Dear Retirement Living Residents, family and friends,

We are writing to you as we understand you may be concerned about yourself, your family or other residents and readiness to cope with the Coronavirus. You probably are aware of media reports generally about the virus around the World and here in Australian and have heard reports this week about an aged care worker in NSW being diagnosed with the virus.

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, residents, employees and volunteers.

One way you can assist is not visit family and friends if you are unwell. Also ask your family and friends if they are unwell to refrain from visiting you in the village until they are feeling better. Where you are unsure you should seek medical advice. There are many ways to stay connected through phone and social media and these can be used if you find you are unable to visit or have visitors.

Such times remind us that we must remain vigilant in the prevention of infectious disease transmission. Practising good hand hygiene and sneeze/cough hygiene is the best defence against the spread of respiratory disease and remember to:

- Wash your hands with soap and water or use alcohol based hand rub regularly
  - Before and after eating
  - After attending the bathroom
- Cough and sneeze into the elbow or a tissue that can be disposed of, use hand hygiene, and
- Avoid contact with others if they are unwell

We are doing all we can to plan to protect our home care consumers, people attending our centres, living in our retirement villages or residential care homes and are keen for your support with this public health issue.

To mitigate risks, we ask that you notify Anglican Care if you or your family has travelled from overseas within the past 14 days or have come in contact with a confirmed case of novel coronavirus. The Department of Health has recommended assessing the risk of exposure of our employees and volunteers to the coronavirus in the community, i.e. community aged care employees visiting consumers in their homes, attending one of our centres, or in their retirement living village.

As a precautionary and health and safety measure, we will ask you questions regarding overseas travel including recent visits to China, Iran, Italy, South Korea, Thailand, Singapore, Japan, Indonesia and other travel by plane or ship; or any contact with a confirmed coronavirus case.

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 we are taking please contact Denise Rickman, Retirement Living Coordinator or myself.

**Sincerely**

A handwritten signature in black ink that reads 'Chris Giles'.

**Chris Giles**  
**General Manager Community Care Services**

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