

18 June 2020

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

Dear Consumers, families & friends,

Following my letter to you dated 12 June, I am pleased to advise that we have had a significant increase in availability for bookings this week, meaning that a number of people that had been booking multiple visits, have minimised them. I thank you for your consideration and assistance in ensuring that everyone can stay connected with their loved ones. We will continue to monitor this, but we are encouraged and greatly appreciative of the efforts everyone has made so far.

As we have mentioned throughout the COVID-19 period, we are navigating new territory and having to make decisions on unfamiliar issues. There are numerous sources of information that are being disseminated from the local, state and federal health authorities in regards to visitation. Anglican Care is basing their Connecting Families Program and visitation management on the recommendations outlined in the 'Industry Code for Visiting Residential Aged Care Homes'. This document can be found at <https://www.cota.org.au/policy/aged-care-reform/agedcarevisitors/>.

As an organisation, we feel we have reached a position where we can relax some of our current restrictions. Effective from Monday, 22nd June, 2020, we will be making the following changes to visitation across the organisation:

- Visits will now be extended to 1 hour
- 2 visitors are able to attend each visit
- Visits can be in a resident room, in a designated area or outside

The above changes apply to all current bookings without any further action from you. If you, or a family member, have multiple visits and are able to visit together, please cancel any additional bookings as able. We hope that these changes will assist in allowing increased access for everyone.

Further to the changes to visitation, I would like to reinforce Anglican Care's rules of entry. These predominately remain unchanged and are in line with the recommendations of the Code. Please be mindful that many of these rules are based on government legislation and are in place for the health and safety of all of our residents. The rules are:


- Visitation is by appointment only on Picktime.com or by prior approval from the Residential Care Manager
- All visitors are to adhere to screening processes and directions from Anglican Care employees
- No admittance for any visitor with any COVID-19 risk factors (i.e. temperature >37.5°, any cold/flu like symptoms, recent exposure to suspected or confirmed COVID-19 or recent international travel)
- Two visitors per resident.
- No visitors aged 16 or under unless prior approval by Residential Care Manager
- Proof of Influenza vaccination must be provided on entry
- All visitors are required to clean their hands with hand gel or soap and water on entry and exit of the facility
- All Visitors will be escorted into and out of the building and must remain in their designated area (i.e. resident room, designated visiting area or outside) throughout the visit. Visitors are not permitted in communal areas (i.e. dining rooms).

Head Office, 87 Toronto Road Booragul NSW 2284

P 02 4958 0000 F 02 4950 8156

E admin@anglicancare.com.au

www.anglicancare.com.au

 [anglicancarelifestyles](https://www.facebook.com/anglicancarelifestyles)

Providing Aged Care Services

Home Care - Residential Care - Retirement Living

Regions

Hunter - Central Coast - Mid Coast

ABN 94 273 103 460

We will continue to review our Connecting Families Program over the coming weeks. We thank everyone for their continued cooperation and understanding.

Kind regards,

A handwritten signature in blue ink, reading 'Colin Osborne'.

Colin Osborne
Chief Executive Officer

