

12 June 2020

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

Dear Consumer, families and friends,

We are now two weeks into our Connecting Families visits across Anglican Care's residential aged care homes. Since commencing this service we have had over 2200 bookings. As you can imagine, the introduction of this program has not been without minor teething issues, and we thank everyone for their understanding and cooperation while we navigate this new method of connecting with each other.

As many of you now know, each visit is facilitated by a Connecting Families Assistant. This role is in place to ensure the continued safety of all of our consumers and employees. We understand that the screening process and entry requirements may be frustrating, but it is important to remember that many of these requirements are as per government directives, public health orders and legislation. We are bound by the recommendations and orders from the Department of Health and we are obligated to abide by these at all times. While the wider community is relaxing restrictions, the recommendations from the local and government authorities are unchanged. We have seen the catastrophic effects COVID-19 can have on residential aged care homes and until the directives from the Department of Health are reviewed, we will be continuing with current restrictions, visiting hours and screening processes.

The majority of the Anglican Care community has cooperated with our restrictions, entry requirements and have understood the need to be fair when booking a visit on Picktime. Unfortunately, some people have taken advantage of this system by booking multiple visits consecutively or across the week. This is resulting in many families missing out on bookings with their loved ones. The demand for visitation has been high, and, as an organisation, we are not in a position to increase visiting hours for the time being. Our priority is fairness for all of our residents to enable everyone to have access to at least one visit per week. Anyone making numerous or inappropriate bookings will be contacted and this may result in the cancellation of bookings. If people choose to continue to do this, we will have to reconsider an approach to visiting that eliminates the booking system. We are reluctant to do this as it may result in lengthy waiting times and no guarantee that you will be able to visit your relative.

With the introduction of the booking system, compassionate visits should now be reserved for those consumers who are unwell, receiving end of life care or are clinically assessed to have changes in their mental well-being. An inability to reserve a booking on Picktime is not a valid reason for a compassionate visit in most circumstances. Our Zoom video call bookings continue. This is the preferred option for visitation and we encourage everyone to take advantage of this option to remain connected with your family member.

I would like to take this opportunity to remind everyone of our 'Rules of Entry'. These are in place across the organisation and are in line with government requirements and the 'Industry Code for Visiting Residential Aged Care Homes during COVID-19'. The rules of entry 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)

- One visitor per resident. An additional visitor may be allowed in exceptional circumstances. Pre-approval from the Residential Care Manager is required before your arrival at the facility. (Max 2 visitors per consumer)
- 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 throughout their visit. Visitors are not permitted in communal areas (i.e. dining rooms).

We have the right to refuse entry or ask you to leave if you do not comply with these rules of entry. It is important that everyone is conscious that it is a difficult, stressful and unprecedented time for everyone. We ask that everyone be respectful to our employees. Any verbal aggression towards our employees will not be tolerated.

We appreciate that everyone is becoming increasingly anxious for further relaxation of restrictions. Our priority continues to be health, safety and wellbeing of all of our consumers and we will continue to be guided by the health authorities moving forward. We thank you for your continued understanding and patience as we continue to navigate the COVID-19 pandemic.

Kind regards,

A handwritten signature in blue ink, appearing to read 'Colin Osborne'.

Colin Osborne
Chief Executive Officer