

24 July 2020

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

Dear Consumer, families and friends,

I am writing to advise that following a meeting of the COVID-19 Response Team this morning we have made the difficult decision to stop all visitation to our residential aged care home as at 5pm Saturday, 25 July, in an effort to minimize the risk of COVID-19 entering our facilities. We have made this decision following advice and information from the local Population Health clinicians. This is not a decision that has been made lightly and is one that has been made with our consumers continued safety, health and wellbeing at the forefront.

We are closely monitoring transmission of COVID-19 in our community. As this continues to grow, the risk of COVID-19 entering our residential aged care homes is rapidly increasing. We have made this decision preemptively as we watch the distressing situation in more than 40 Victorian aged care homes unfold. We are hopeful that community transmission will ease and this situation can be avoided in our region, but we feel this is a necessary step at this time.

Our Connecting Families Program will continue with our Connecting Families Assistants redirecting their services towards assisting you to stay connected to your loved one via voice or zoom calls. We will be expanding our voice and video call hours with additional bookings gradually becoming available from Monday, 27th July, 2020.

The decision to implement strict visitation restrictions also extends to those consumers who attended the facility as part of established patterns of care and support. At this time, we will be limiting all visitation to all consumers except those receiving end of life care.

In addition to suspending visitation at this time, as an organization we have made the additional decision to purchase reusable masks for all employees as another strategy to minimize the risk of COVID-19 from entering our residential aged care homes. These masks will be issued in the coming weeks and each employee will be allocated three masks which they will be required to wear as a preventative measure when at work.

As we have been doing throughout the pandemic, we will communicate with you on an ongoing basis in this rapidly moving situation. Our COVID-19 Response Team continues to meet daily. We will be reviewing our visitation restrictions on a regular basis and will communicate as soon as any changes occur. Please be assured that the care and support of our residents is our utmost priority.

We appreciate that news of these increased restrictions will be upsetting and disappointing for many of you. We are endeavoring to do our best to protect our consumers from this virus. We will be honoring any bookings for tomorrow, but will not allow any additional visitors into the facility. Please do not attend any of our facilities if you do not have a booking.

If you have any concerns or queries, please contact your Residential Care Manager or Kate McEwan (Infection Prevention Coordinator) via email katemcewan@anglicancare.com.au.

Kind regards,

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

Colin Osborne,
Chief Executive Officer