

2<sup>nd</sup> September, 2020

## **Celebrating Father's Day & Ongoing Visitation!**

Dear Consumer, families and friends,

Community transmission of COVID-19 continues to considerably ease across our region. There have been no further cases recorded in the Newcastle, Hunter & Mid Coast regions for some time. I would like to take this opportunity to urge our Anglican Care community to continue to be vigilant. COVID-19 is easily transmitted and it does not take much for outbreaks to develop in the region. As per NSW Health recommendations, we would encourage everyone to utilise a face mask when in public, particularly in locations where physical distancing is not possible, for example shopping centres or on public transport.

Last week, our COVID-19 response team made the decision to recommence visitation to our Mid Coast homes, Bishop Tyrrell Place and Storm Village. We have decided to extend visitation further to include our Newcastle (including Cedar Wharf Lodge) and Hunter facilities from next Monday, 7<sup>th</sup> September, 2020.

NSW Health have issued further advice extending the COVID-19 'at risk' locations to include the Central Coast, metropolitan Sydney and Blue Mountains regions. Following these recommendations, our Central Coast facility, Warnervale Gardens, will remain closed for visitation until further notice. To view the most recent correspondence from the NSW Health Chief Medical Officer, please visit: <https://www.health.nsw.gov.au/Infectious/covid-19/Documents/covid-19-racfs-advice.pdf>

### **Celebrating Father's Day:**

As with all special days throughout 2020, Father's Day this year will be very different for us all. In recognition of this, each of our facilities will have plans in place to celebrate Father's Day. There will be a small number of in person visits and zoom video calls available in each facility. For further enquiries and bookings, please contact your facility. Please note: there will be no available bookings on Picktime for in person or zoom visits on Sunday.

Due to high demand and our available resources, there may be some residents who miss out on a zoom video call or in person visit. You will still be able to connect with your family member in other ways. You will be able to call the home at any time on Sunday and we will assist in facilitating a voice call with your family member. We will also be accepting care packages and gifts at our homes. We ask that you minimize any perishable items in the gifts or care packages. If you wish to give your loved one a gift, you can drop it off at the front reception of the home and an Anglican Care employee will ensure your family member receives your gift.

### **Ongoing Visitation:**

Following our Father's Day celebrations, we will resume in person visitation in our facilities from next Monday, 7<sup>th</sup> September, 2020. There have been changes to visitation schedules, please see the Picktime booking schedule for specific days and times. Please note: visitation will not recommence at Warnervale Gardens as per NSW Health recommendations. The Picktime booking system will be

open for in person visitation from 9am, Friday 4<sup>th</sup> September, 2020. As there have been throughout the COVID-19 pandemic period, rules of entry remain in place. There have been some minor changes:

- Visitation is only by appointment via Picktime: (<https://anglicancare.com.au/picktime/>).
- Maximum of 2 visitors for 30 minutes
- Visitors are required to wear a mask and adhere to physical distancing throughout the visit
- Visitors are to adhere to screening processes & 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)
- No admittance if you have attended a COVID-19 hot spot location or an identified at risk local government area or local health district
- Proof of Influenza vaccination must be provided on entry
- 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 ask everyone to please be conscious of booking fairly. Please minimize your visitation to once a week. We have a number of visitors who are missing out on time with their loved ones due to other people booking 3 or more visits in a week. Our Connecting Families Assistants will continue to monitor this, and you may be required to cancel additional bookings. While in person visitation is recommencing, we still encourage everyone to continue to take advantage of our zoom video calls. This is the safest way to keep connected with your family.

**Please note:** there have been some changes to the Picktime booking system. Each facility now has their own dedicated site on Picktime for all in person and zoom bookings. Please ensure you visit <https://anglicancare.com.au/picktime/> to access Picktime.

We thank you all for your patience and understanding as we continue to navigate the challenging COVID-19 landscape. As we all know, this is a very dynamic and rapidly evolving situation. There will be ongoing circumstances where we will be required to make changes or suspend visitation. We will continue to keep you updated with any changes as they occur. 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](mailto:katemcewan@anglicancare.com.au).

I would like to take this opportunity to wish all of the fathers in our Anglican Care community a happy, safe and restful Father's day.

Kind regards,

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

Colin Osborne,  
**Chief Executive Officer**