

30 November 2020

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

Dear Consumer, families and friends,

I hope this letter finds you well as we issue our latest COVID-19 Update to you, prompted by NSW Health advice for aged care providers.

### **Visitation**

From Monday, 7 December we will no longer be using the Picktime booking system for visitation. All of our residential aged care homes will be open seven days a week from 9.00am – 12.00noon and 1.00pm – 5.00pm. No bookings are required. This includes the Christmas period and associated public holidays.

We will continue to employ our Connecting Families Assistants during visitor opening times and they will screen visitors for the following requirements:

- Proof of vaccination required on arrival
- COVID-19 screening & temperature taken on arrival
- Maximum of 2 visitors per consumer at any time
- Visitors are to remain in consumers rooms for the duration of the visit
- Masks are to be worn and 1.5m physical distancing to be maintained at all times.

Other key points from the NSW Health advice are to:

- Exclude staff and visitors who:
  - have a fever (37.5°C or higher) or symptoms of COVID-19
  - have in the last 14 days been identified as a close contact of a COVID-19 case
  - have in the last 14 days been in any of the locations on the self-isolate and get tested immediately list, at the times and dates listed
  - On the monitor for symptoms list, at the times and dates listed except where noted otherwise on the webpage (<https://www.nsw.gov.au/covid-19/latest-news-and-updates>)
  - have in the last 14 days been in a location of interest in New Zealand
  - on or after 7 November 2020 have been in a contact tracing location in South Australia.
- Use extra precaution for visitors and staff in or from areas with increased testing (Liverpool LGA)
- Victorian residents can now visit residential aged care facilities.

We do need to be aware that visitation requirements could change or need to be revised dependent on the COVID-19 situation within the community, i.e. if there is an increased number of localised outbreaks within the areas in which we operate.

### **Zoom**

With the removal of the Picktime booking system, for those people wanting to connect with a consumer via Zoom, please contact the home directly to discuss your requirements so that we can organise a team member to facilitate.

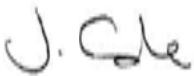
### **Bus Outings**

We will be re-introducing group bus outings for consumers from Monday, 7 December. As per advice from NSW Health, where possible consumers are encouraged to wear face masks when physical distancing cannot be maintained, including on shared transport.

We remain mindful that all of our residential aged care homes must maintain vigilance to prevent the introduction of COVID-19 and appreciate the ongoing support of our Anglican Care community in assisting to keep our consumers, staff and volunteers safe.

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).

Kind regards,

A handwritten signature in black ink, appearing to read 'J. Cole'.

Janean Cole  
**General Manager Residential Care Services**