

21th December, 2020

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

Dear Consumer, families and friends,

Following the correspondence issued last night, we are providing a further clarification of changes to visitation processes in our Residential Aged Care Facilities. There was a delay in the advice being updated on the NSW Health website, the updated advice from NSW Health is now available on the NSW Health Website by visiting <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/home-care-latest-advice.aspx>.

As per NSW Health advice, until at least 11.59pm on Wednesday 23 December 2020, residents from residential aged care facilities in NSW should not leave the facility to attend family gatherings and group excursions unless the visit is essential (such as a medical appointment). We have sought advice from Hunter New England Health regarding quarantine requirements, and it is their advice that any consumer leaving the facility to attend social events or gatherings is required to quarantine on return to the facility and undertake COVID-19 testing.

We understand that many of our consumers, families and friends will be anxious to remain connected with their families throughout this week. Zoom video and voice calls will be available from today to assist you with communicating with your loved one. Bookings will be available via visiting the Anglican Care website <https://anglicancare.com.au/picktime/>.

These new restrictions are in response to the current outbreak and are very concerning and disappointing for us all. We are closely following the advice and will do all we can to protect our consumers from the outbreak. We will continue to provide you with updates as they occur. If you have any questions or concerns 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 "J. Cole".

Janean Cole
General Manager Residential Care Services