

7 January 2021

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

Dear Residents, families and friends,

Happy new year to our residents, families and friends and wishing you all a happy and safe 2021.

As we continue to manage issues around the ongoing COVID-19 pandemic into 2021, I would like to update you on some changes to our visitation processes that will be implemented effective from Friday, 8 January 2021. As at this date we will be introducing the use of a QR Code for people visiting our residential aged care homes. This will replace the current paper based system we have in place wherein visitors are required to write their details onto a registration form.

The process from 8 January when visiting one of our homes will be as follows:

1. Upon arrival you will scan the QR code with the camera on your mobile phone. The QR code will be displayed at the entry of the service
2. You will be taken to an online check in form to complete.
3. A Connecting Families & Friends Assistant or other staff member will check your successful sign in on your phone.

The introduction of the QR Code will assist in streamlining processes for our visitors. Please be assured that your privacy is maintained at all times and your details are held in a centralised database accessible by appropriate key personnel within organisation. In the event that someone may have been in contact with a person with COVID-19 before visiting one of our homes, it will allow fast access to accurate and complete electronic records which will assist Anglican Care and NSW Health to quickly alert the appropriate people.

For those visitors that do not have a mobile phone, please notify the Connecting Families Assistant and they will assist you to register electronically via an alternate method.

Visitation times remain the same as advised in my correspondence dated 30 December i.e. all of our residential aged care homes will continue to be open seven days a week from 9.00am – 12.00noon and 1.00pm – 5.00pm. This is with the exception of Warnervale Gardens Central Coast which has currently been required to cease visitation. As a reminder, all staff and visitors must continue to wear a surgical mask whilst in the residential aged care home.

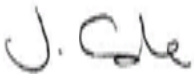
Staff and visitors will continue to be excluded who:

- 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
- have in the last 14 days been in a location of interest which can be found on NSW COVID-19 website <https://www.nsw.gov.au/covid-19/latest-news-and-updates>

We remain mindful that all of our residential aged care homes must maintain vigilance to prevent the introduction of COVID-19. We thank our Anglican Care community for your ongoing patience and support as we navigate these changes.

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 myself, Janean Cole (General Manager Residential Care Services) via email janeancole@anglicancare.com.au.

Kind regards,

A handwritten signature in blue ink that reads 'J. Cole'.

Janean Cole
General Manager Residential Care Services