

10 August 2020

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

Dear Consumers, families and friends,

Following recommendations from NSW Health & in the context of increased COVID-19 case locations in the Newcastle & Hunter regions, the COVID-19 response team has made the decision to implement mandatory face masks for all employees working in our residential care facilities and home care services. Home Care Employees are required to apply a mask prior to entering your home and it must remain in place for the duration of their visit. We feel this is an important step to maintain the health, safety & wellbeing of our consumers and employees.

Anglican Care is encouraging consumers to wear a face mask when in public areas such as supermarkets or any location where physical distancing cannot be maintained.

There are increasing numbers of COVID-19 'Hot Spots' in our region as well as areas in the Greater Sydney region. Due to the increased risk, Hunter New England Health has recommended that non-essential travel to south of the Hawkesbury should be avoided at this time. COVID-19 'hot spots' are changing daily and to keep up to date you can visit: <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>. If you have visited a hot spot or have travelled south of the Hawkesbury, please let your Care Advisor know as soon as possible.

With the increased COVID-19 case locations in our region, it is important that you remain vigilant and seek advice if you become unwell. If you do become unwell even with the mildest symptoms of cold or flu, it is important that you contact your doctor to get tested for COVID-19. Once you have been tested you are required to isolate at home until you return a negative test result and your symptoms have resolved.

Enclosed you will find a 'Frequently Asked Questions' (FAQs) sheet that has been developed based on questions consumers have asked? Please let the team know if you have any other questions.

If you require testing for COVID-19 or are isolating due attending an identified positive COVID-19 case location, please inform your Manager or Care Advisor immediately. This is important to ensure we are appropriately prepared with personal protective equipment prior to attending your home.

We will continue to keep you updated as the COVID-19 situation continues to evolve. If you have any concerns or queries, please contact me directly or Kate McEwan (Infection Prevention Coordinator) via email katemcewan@anglicancare.com.au.

Kind regards,



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