

15 July 2020

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

Dear Residents, Families and Friends,

I am writing to provide a further update on the COVID-19 pandemic. This week we are increasingly concerned about the increase of COVID-19 community transmission in Victoria and now in NSW in South Western Sydney and Sydney Metropolitan areas. Over the last few weeks it has become very evident how extremely contagious this virus can be and how quickly things can change. If community transmission continues with similar momentum to Victoria, we are greatly concerned for the safety of our residents, consumers, employees and volunteers. There are currently 24 residential facilities in Victoria with confirmed COVID-19 outbreaks. While we are not currently making any further changes to our visitation in residential care, the situation in Victoria is foreshadowing events to unfold in NSW over the coming weeks. If the situation continues to develop in NSW, as an organisation, we may be required to re-introduce restrictions on visitation.

In an effort to keep everyone safe, please alert an Anglican Care employee if you, or a visitor to your unit has recently visited any of the identified locations. These hotspots, in addition to those in Victoria, are located in:

- | | |
|-------------------|---------------------|
| - Casula, NSW | - Villawood, NSW |
| - Picton, NSW | - Kurnell, NSW |
| - Pyrmont, NSW | - Caringbah, NSW |
| - Canterbury, NSW | - Merimbula, NSW |
| - Narellan, NSW | - Murray Downs, NSW |

If you have travelled to any of the above listed areas, please review the NSW Health website to determine if self-isolation and testing are required. Details can be found at:

https://www.health.nsw.gov.au/news/Pages/20200713_01.aspx or by contacting Service NSW 13 77 88.

Keeping COVID-19 Safe

Moving into this next phase of the pandemic, we would like to remind everyone to be cautious regarding group activities in the wider community. While the current government restrictions have been eased, it is extremely important to continue to be vigilant to protect yourself from the spread of the virus. Ensure social distancing of 1.5m is maintained at all times, attend hand hygiene, minimise activities in groups and only leave home if it is essential.

With further relaxations from the government, there have been increased numbers of visitors and contractors attending your units. Please ensure you continue to keep an up to date visitor/contractor register. This is vital for the safety of you, your visitors and our employees. This register should be completed by any visitor including contractors that enter your Unit. The register should be located at the front door to keep a record of people entering and leaving your home and the times they visit. This is important for visitors and yourself to enable Anglican Care or other health professionals to trace any potential exposure. It is important you check with visitors about recent travel in the last 14 days to identified COVID-19 hotspots such as Victoria or those

outlined above, if they have any cold or flu like symptoms, temperature of 37.5 degrees or over; or have had recent exposure with a confirmed or suspected case of COVID-19.

As an organisation, we have processes in place to ensure all employees and contractors have the necessary checks to assist in keeping you safe throughout the COVID-19 pandemic. Contractors provided by Anglican Care have been appropriately screened for COVID-19 risk factors prior to their arrival at your home. It is important that you continue to conduct your own screening questions and record on your visitor/contractor register.

Unlike earlier phases in the pandemic, there is now a worrying trend of community transmission of the virus. Now more than ever it is vital for us all work together to stop the spread. This includes regular hand hygiene, cough etiquette, if you are unwell get tested for COVID-19 and remain at home until symptoms have resolved and you have returned a NEGATIVE test result.

Working Together

While there is a focus on COVID-19, please remember we are now in the height of traditional flu season in Australia. The influenza vaccine is available from your GP or local pharmacist and we encourage all residents yet to be vaccinated to organise an appointment as soon as possible.

Based on recommendations from the Department of Health, it is still not possible to run bus outings due to social distancing requirements. We will keep you informed as soon as this service can recommence. If you need further assistance with shopping or registering for online shopping for groceries, please contact Denise Rickman on 4958 0091.

Yes Chef – New Menu

‘Yes Chef’ is an Anglican Care meal delivery service that provides fresh cooked meals for consumers in the Hunter Region who attend one of our centres (Alkira or ELMDs) or resides in one of our Retirement Living Villages. We hope to expand this to our other regions in the future. The cost of the meals is very reasonable and this is a great option to ensure you are meeting your nutritional needs. If you are on a home care package the administration cost of the meal delivery service can be paid through your package. If you would like further information on the meal service please speak with your care advisor. A menu and contact details are enclosed.

Your Health and Wellbeing is Important

COVID-19 pandemic is dynamic and changing rapidly. The current restrictions placed on the common rooms remain in place, however as the situation evolves in NSW there may be further restrictions required over the coming days or weeks. Please review any signage at the entry to common room prior to entry.

If you are feeling isolated or concerned about the pandemic please make sure you tell someone or contact Denise or me directly.

The Australian Government has the following mental health services to support people during the pandemic.

- The Head to Health website for people who need help coping with anxiety or worry

- Older Person's COVID-19 Support Line can provide help, support and resources to older Australians (1800 171 866).
- Beyond Blue offers dedicated COVID-19 resources and phone counselling service (1300 22 4636). Accredited mental health professionals staff this service 24 hours per day, seven days a week.
- Extra funding is available for phone and online support services, including Lifeline (13 11 14), to meet demand

Remember, if you have symptoms, contact your doctor, self-isolate, get tested for COVID-19 and notify Anglican Care.

We will continue to keep you updated as the situation changes. If you have any concerns or queries related to COVID-19, please contact Denise Rickman or Kate McEwan, Infection Prevention Coordinator (katemcewan@anglicancare.com.au).

Kind regards,

A handwritten signature in grey ink that reads 'Chris Giles'.

Chris Giles

General Manager

Community Care Services

Email: chrisgiles@anglicancare.com.au

Phone: 02 4958 0087 or Mobile: 0409 839 054

Encl.

Enclosed:

1. NSW Health Update 15 July 2020 – Latest COVID-19 case locations in NSW
2. Feedback Form
3. It's Ok to Have Home Care Flyer
4. Updated Visitor Checklist Register with new hotspots reported by Public Health
5. Yes Chef Menu and Order Form

Community Care Services: Key Contacts for Home Care and Home Support consumers during the Pandemic

Administration: achomecare@anglicancare.com.au

Hunter:	(02) 4958 0088
Alkira Centre:	(02) 4902 2833
ELMDS Centre:	(02) 4923 2820
Central Coast:	(02) 4393 8550
Mid Coast:	(02) 6592 8220
Retirement Living:	(02) 4958 0091