

18 November 2020

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

Dear Clients, families and friends,

I hope this correspondence finds you safe and well. It is very reassuring that the rates of community transmission across NSW remain low. We continue to closely follow the advice issued by the Department of Health and NSW Health and are adjusting our COVID-19 response in line with this advice. While the new COVID-19 world is a significant adjustment for us all, and we are affected in many ways, it remains Anglican Care's priority to maintain the health and safety of our residents and clients.

As Christmas 2020 fast approaches, I thought it would be timely to communicate some information, as it will be a very different Christmas celebration for us in 2020. Unfortunately, we have had to make the difficult decision to cancel our traditional Christmas parties due to safety concerns.

Over the Christmas period, you will likely have an increased number of visitors attending your home. Please ensure you continue to keep your visitor/contractor register up to date. This is vital to ensure the safety of you, our employees and your visitors. To reiterate, your register is for completion by any visitor, including contractors that enter your home. The register should be located at your front door to keep a record of people entering and leaving your home and the times. This is important for you, your visitors and our employees to enable Anglican Care or other health professionals to trace any potential exposure.

Your health and safety while receiving home care services continues to be our ultimate goal. As has been our practice throughout the pandemic, we will adjust our services as required to ensure we provide care and support in line with government recommendations. Please be reassured that it is safe to continue to receive your home care services and clinical care.

If you feel like you need to talk to someone about COVID-19, COTA Australia has teamed up with the Older Persons Advocacy Network (OPAN), National Seniors and Dementia Australia to provide the Older Person's COVID-19 Support Line. Supported by the Federal Government, they are able to answer questions, provide help, support and resources to all older Australians who are affected by Covid-19. You can give them a call on 1800 171 866.

We will continue to keep you updated as the situation changes. If you have any concerns or queries, please contact your Care Advisor, Manager in the first instance or Kate McEwan, Infection Prevention Coordinator [katemcewan@anglicancare.com.au](mailto:katemcewan@anglicancare.com.au).

**Alkira and ELMDS Centres**

As you are aware, Anglican Care, along with other Aged Care Providers, were directed by the Department of Health to cease group activities in March 2020 due to COVID-19. This resulted in the closure of our Alkira Centre at Booragul and ELMDS Centre at Belmont and redirecting resources to provide care and support to clients in a variety of ways.

Anglican Care recently conducted a further risk assessment of centre based activities to determine the risks associated with re-opening the centres. With a range of infection control and safety measures in place ELMDS Centre at Belmont will re-open on Tuesday and Thursday for a limited number of clients initially. The maximum number of clients each day is limited to ten to ensure a COVID-19 safe environment.

Our team at the Centres will continue to liaise with clients and carers about the types of services they can access. They will also outline the infection control and other safety measures in place and the special requirements that clients need to agree to. This includes evidence of flu vaccination, willingness to undergo screening, temperature checks, wearing a surgical mask and observing social distancing. Whilst it is exciting to welcome clients back to the centres, it is also important to acknowledge the potential risk for clients and employees including being exposed or exposing others to the virus. This will be monitored closely over the coming weeks and expand to include additional days as it is safe to do so.

Anglican Care will continue to review advice from the Department of Health over the Christmas and holiday period to guide opening additional days and increasing the number of clients for Alkira and ELMDS Centres.

If you have any specific questions related to the Centres please contact Jennifer Cramp at Alkira on 4958 0021 or Tanya French at ELMDS on 4923 2820.

Please remember we welcome your ideas or feedback about our services. You can provide this information by completing a feedback form, contacting your Care Advisor, Manager or me directly on 02 4958 0087.

Wishing you a happy, peaceful and safe festive season.

Kind regards,

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

Chris Giles  
**General Manager**  
**Community Care Services**