

20 July 2020

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

Dear Consumers, 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 consumers, employees and volunteers. There are currently 24 residential aged care homes in Victoria with confirmed COVID-19 outbreaks.

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

Local Government Areas in NSW

- Liverpool
- Camden
- Wingecarribee
- Campbelltown
- Wollindilly

Suburbs in NSW

- Albion Park
- Batemans Bay
- Bowral
- Caringbah
- Chippendale
- North Wollongong
- Pyrmont
- Revesby
- Villawood
- Belfield
- Wetherill Park
- Parramatta
- Belmore
- Milperra
- Brighton Le Sands
- Merimbula
- Murray Downs

States

- Victoria

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 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, you may have had an increased number of visitors and contractors attending your home. Please ensure you continue to keep an up to date visitor/contractor register. This is vital for your safety and that of your visitors and our employees. The register should be completed by any visitor including contractors and employees that enter your Home. 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 consumers safe throughout the COVID-19 pandemic. Contractors provided by Anglican Care have been appropriately screened for COVID-19 risk factors. It is important that you continue to conduct your own screening questions and record on your visitor/contractor register in your home.

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 to 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 consumers who are not yet vaccinated to organise an appointment as soon as possible.

If you attend our respite and day therapy centres, it is mandatory for consumers and visitors to provide proof of vaccination prior to returning to ELMDS or Alkira Centres when they are able to reopen. Based on current recommendations from the Department of Health, the Centres will continue to remain closed, bus trips and transport cannot be offered due to social distancing requirements. We will keep you informed as soon as these services can recommence.

If a home care package consumer needs to attend an urgent medical appointment or compassionate reasons, and there is no other means of transport, such as a family member, the relevant care advisor will determine if an Anglican Care bus and driver is available. Transport may be to attend dialysis, chemotherapy or similar but not if a consumer is unwell, or has flu-like symptoms.

Currently centre staff are maintaining contact by phone and activity packs. If you have any suggestions please complete the feedback form included in the pack or contact the centres directly. A feedback form is also enclosed with this letter.

COVID-19 Action Plan

Enclosed you will find a COVID-19 Action Plan that is designed to help you manage your risk related to COVID-19 as circumstances change. You can discuss your action plan with your GP, family members or your care advisor. The plan includes useful information on things you need to consider, high risk activities to avoid to reduce your risk of exposure and tips for you to stay safe.

Your Health and Wellbeing is Important

COVID-19 pandemic is dynamic and changing rapidly. Your health and safety while receiving home care services is our ultimate goal. Throughout the pandemic period we will continue to adjust our service to ensure we are providing care and services in line with government recommendations and your wishes. Please be reassured that it is safe to continue with home care and health care services. For more information see attached 'It's Ok to Have Home Care' Flyer. If you need assistance of any kind please contact your care advisor. We are monitoring closely the recommendations being made in Victoria for health and aged care environments in relation to personal protective equipment in our preparation.

Importantly, if you are feeling isolated or concerned about the pandemic please make sure you tell someone or contact your care advisor 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 immediately and notify Anglican Care.

We will continue to keep you updated as the situation changes. If you have any concerns or queries, please contact your Care Advisor 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

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. COVID-19 Action Plan for individuals

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

Answering Your Questions

Yes Chef

‘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.

Transport in Anglican Care or staff motor vehicles and buses

Anglican Care employees are no longer able to transport consumers receiving a home care package, or attending ALKIRA or ELMDS in an Anglican Care motor vehicle or their own personal motor vehicle, as it does not meet the social distancing requirements. If a home care package consumer needs to attend an urgent medical appointment or compassionate reasons, and there is no other means of transport, such as a family member, the relevant care advisor would determine if an Anglican Care bus and driver is available. Transport may be to attend dialysis, chemotherapy or similar but not if a consumer is unwell, or has flu-like symptoms. In this instance the care advisor would ask you to contact your GP or with your permission the care advisor will contact the GP directly on your behalf.