

22 April 2020

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

Dear Consumer, families and Friends – COVID-19 Update

I am writing to provide a further update on the COVID-19 Pandemic. The current strategies implemented by the government have been effective in reducing the spread of the virus. While cases are currently stable, we urge all of our consumers to continue to be vigilant with hand hygiene, social distancing and only leaving your home for essential reasons. It is our utmost priority to keep our Anglican Care community informed about our planned strategies to protect our consumers, residential and retirement living residents, employees and visitors.

Quality and Safety

Understandably, there is some anxiety and concern from some of our consumers regarding continuing to receive care through their home care package. We are closely following the recommendations of the department of health so our response to COVID-19 supports the continued health and safety of our consumers. Please see attached information sheet 'It's ok to have home care'. All of our home care employees have recently completed mandatory infection control education outlining correct hygiene practice, appropriate use of personal protective equipment and how to identify symptoms of COVID-19. Every employee is also having one on one meetings with our Managers, Nurse Practitioner and Clinical Nurse Consultant to reiterate correct infection control practices and to ensure all employees are informed of the preventative strategies in place.

Your Health and Wellbeing is Important

All employees are discouraged to attend work if unwell and are to report any signs and symptoms of flu-like symptoms or the virus immediately to their supervisor. As a health care worker, all of our home care employees and clinicians are required to be tested for COVID-19 if displaying any symptoms of the virus and will remain off work until a negative result has been obtained.

Immunisation against influenza has been outlined by the government as a key strategy to protect those who are vulnerable in our community. We encourage all of our consumers to contact their GP to organise your influenza vaccination. Anglican Care is in the process of completing employee vaccination. To ensure the protection of our consumers and employees, we have made the influenza vaccination mandatory for all of our home care employees.

As you know, we have been screening our consumers for signs and symptoms of COVID-19 for a number of weeks now and this will continue for the foreseeable future. We rely on our consumers and their families to report any signs and symptoms of the virus immediately to your Care Advisor to ensure our employees are appropriately prepared to provide your care. Anglican Care is closely following the guidelines from the Department of Health regarding the use of personal protective equipment. Our employees are knowledgeable in appropriate use of PPE and will only wear PPE if:

- You (or someone you live with) has been diagnosed with COVID-19
- You (or someone you live with) is being tested for COVID-19
- You (or someone you live with) are displaying symptoms of COVID-19 or other infection

Preparedness for COVID-19

Anglican Care continues to prepare should an Outbreak of COVID-19 occur in one of our services. We are currently reviewing all contact details and confirming emergency contacts for all our consumers. It is vital that we have all of the correct details to ensure we can rapidly communicate efficiently to you or your nominated contact person. If you haven't already, please ensure you confirm your contact details with your Care Advisor or complete the form attached.

I would like to reassure you that the health, wellbeing and safety of our consumers is our utmost priority and we are doing all we can to continue to safely provide services to all of our consumer. We thank you for your cooperation and understanding during this difficult time.

It is pleasing to report that to date any resident or consumer requiring testing for COVID-19 has returned a negative result. This is a very reassuring sign that the safety measures we have in place are assisting to reduce the spread of COVID-19. Anglican Care is committed to continue to be vigilant in our practices and approach during the pandemic. Our Anglican Care Pandemic Plan details the management approach we will take in the event of a resident, consumer or employee testing positive for COVID-19 in line with advice from the Department of Health.

ABOUT ANGLICAN CARE: Established 1956, the organisation operates in the Hunter, Central Coast and Mid Coast regions of NSW, providing a complete range of services from community and home care to retirement living, residential, respite, palliative and dementia care to in excess of 1,400 older people by over 1000 staff members. Please note: we are not a part of, nor associated with Anglicare. The incorrect naming of our organisation can cause considerable confusion.

If you have any questions, concerns or you would like to access additional services please contact your Manager or Care Advisor.

I would love to hear from you if there are other ways that you think Anglican Care could provide support to our consumers during the next few months. Please contact me on 4958 0087 or email chrisgiles@anglicancare.com.au

Kind regards



Chris Giles
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Administration Contact Details:

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