



## Coronavirus: FAQs for family of residents and customers

We understand that this is a time of heightened anxiety and you may want contact or have your questions answered quickly on what is happening at the care home of your loved one.

While caring for them is our number one priority, you are important members of our community too and we understand that you need to be kept informed.

We have provided answers to some of your most frequently asked questions.

Question	Answer
What steps does Warrigal take when there is a positive case in the care home?	Residents/customers who have tested positive for COVID-19 will be moved into isolation in their rooms, and all other residents will also be isolated as a precaution. All close-contact residents/customers and staff will be undertaking frequent Rapid Antigen Tests. Staff are continuing services with additional safety measures in place and wearing full PPE. Our outbreak Rapid Response Team will work around the clock to ensure the virus is contained, and our residents/customers and staff are kept safe.
Who will let me know what's going on?	<p><b>IF YOU ARE THE NOMINATED REPRESENTATIVE:</b> You will be sent regular communication from both the care home and our Executive Leader, Craig Smith, regarding any updates as they happen.</p> <p><b>IF YOU ARE NOT A NOMINATED REPRESENTATIVE:</b> As we are communicating directly with the nominated representative, please ask them to share this information with yourself, and other family members and friends of your loved one.</p>
Who will contact me if my loved one tests positive for COVID?	<p><b>IF YOU ARE THE NOMINATED REPRESENTATIVE:</b> You will be contacted directly from the care home.</p> <p><b>IF YOU ARE NOT A NOMINATED REPRESENTATIVE:</b> Please ask the nominated representative of your loved one to share this information and any updates with you regularly.</p>
Can I visit my loved one at the care home?	<p>We understand it's important for you to see your loved one. Unfortunately visitation will be cancelled for duration of the outbreak while we manage the virus, unless it is an exceptional circumstance such as an end of life visit. We will provide updates on when visits can recommence. This will be reviewed on an ongoing basis as per the recommendations of the NSW Public Health Unit.</p> <p>Partnering in Care Program</p> <p>With the current COVID-19 outbreaks across our Warrigal care homes, and subsequent lockdowns, we understand this is a</p>

	<p>challenging time in regards to not being able to see your loved ones.</p> <p>With this in mind, we have developed a special Warrigal Partnering In Care (PINC) program which will allow eligible people who complete the COVID-19 infection control training provided, to be able to go in and support their loved ones in the care home, even in a lockdown situation.</p> <p>We have provided further information in the Partnering in Care document attached, however if you have any questions please do not hesitate to contact us by emailing <a href="mailto:pinc@warrigal.com.au">pinc@warrigal.com.au</a></p>
<p>Can primary contacts and family members talk to someone about end-of-life arrangements?</p>	<p>We can talk about end-of-life or palliative care arrangements with the person's nominated representative, please call the care home directly to do so.</p>
<p>Can I call the home and talk to my loved one?</p>	<p>We understand it is important for you to speak to your loved one. Arrangements are being made to ensure families, loved ones and friends can talk to residents/customers via telephone and video. Please call the care home directly to organise this.</p>
<p>Will my loved one get the care they need during the outbreak?</p>	<p>All residents/customers will be provided with the care most appropriate to their needs, within the restrictions the Public Health Unit puts in place to stop the spread of the virus. We will ensure residents/customers are updated on any changes to their care routines. Some changes you can expect will be in relation to meal services, hygiene procedures such as wearing full personal protective equipment, and a reduction in visiting services such as hairdressing.</p>
<p>Is there any other way I can get in contact to get more information?</p>	<p>Please email <a href="mailto:warrigal@warrigal.com.au">warrigal@warrigal.com.au</a> for any further questions, and someone will get in contact with the appropriate information.</p>