

Date: 24 March 2020

KEEPING CONNECTED WITH THE HELP OF TECHNOLOGY

You would be aware that the Department of Health has announced new visitation guidelines which Warrigal have implemented and communicated to you, which are aimed at protecting those living in aged care homes from exposure to COVID-19.

The new guidelines limit how often and how many are able to visit your loved ones, and we anticipate that these restrictions will increase in the coming days and months. In view of this, we would like to work with you on technology solutions to help you keep in contact.

For families who want to use technology to keep in virtual contact, we recommend the family provides their relative in the home with a tablet 10 inches or larger, such as an iPad, Samsung or any other reputable brand.

We further recommend the tablet has a 4G service to ensure the best experience using the technology and to not be affected by shared network congestion.

The tablet should have a common, free cloud service such as Facebook Messenger, Skype, FaceTime, etc installed ready for use. Paid services such as GoToMeeting, Zoom, LogMeIn, or Bluejeans are also a good option.

It is important that the service you choose is common and not difficult to use so that our care staff can provide support to facilitate a virtual call from you without any undue stress.

Whilst we have strong care and infection control protocols in place at all of our homes, we are recommending that you provide a device with a 4G service for use only by your family member as it will reduce the chance of cross contamination compared to use of shared devices made available by our homes.

Please refer to our website, warrigal.com.au for the latest updates. To ensure we can communicate promptly with members of our community, please make sure we have your current email address and/or phone number(s).

Yours Sincerely

Craig Smith

Executive Leader – Service Integrated Communities, Warrigal