

10 July 2020

## Re: Latest Update on COVID-19

Dear resident representatives and relatives

As we continue to remain focused on safety while planning for the second phase of easing restrictions in August, I am pleased to advise that there are still no confirmed cases of COVID-19 at Warrigal.

This week has again reminded us all that the COVID-19 pandemic is far from over as metropolitan Melbourne goes back into Stage 3 restrictions, and Victorian borders are closed to prevent the spread into other states. Unfortunately, the spread of the virus has also resulted in five aged care homes in Melbourne being impacted, and there have also been some confirmed cases in both NSW and ACT in the past week.

The Minister for Aged Care and Senior Services wrote to all aged care providers earlier this week confirming that the Industry Code on visiting Residential Aged Care Homes has been revised. A new factsheet on actions to be undertaken within the first 24 hours of an outbreak has been provided. Warrigal has incorporated this factsheet into our existing plans and this has been discussed with all of our Residential Care Managers during the week.

In relation to the updated Industry Code, the main changes were that:

- The number of hours spent visiting is no longer limited, which is particularly relevant for families that travel a considerable distance for a restricted visit
- Children under 16 are now able to visit, and
- Residents are able to leave to attend family gatherings subject to a risk assessment being undertaken by the provider

All visitors are still required to be vaccinated against influenza and practice social distancing, as the changes in the Industry Code are implemented consistent with our phased approach to easing restrictions.

The trial of the Special Care Unit at Warilla will commence on Monday and will be operating for two weeks. This week all of the staff that will be working in this unit have received intensive training and have been wearing full PPE. At the completion of the trial we will be in a better position to understand the demands of operating a Special Care Unit, and will be able to mobilise the required workforce at short notice.

We have continued to recruit staff to ensure that we have the resources required in the event of an outbreak. Since the beginning of March, we have employed an additional 247 staff, and there were a further 13 interviews this week to continue the recruitment. The majority of the staff are casual or part-time, but will have all been trained and orientated to Warrigal.

I will continue to keep you updated regularly and again, thank you for your continued support and understanding. You can, if you have any further enquiries call our Customer Relations Information Line on 1800 927 744, operating seven days a week between 9am to 9pm. You can also email us at [warrigal@warrigal.com.au](mailto:warrigal@warrigal.com.au) or alternatively for more general COVID19 advice please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'CS' or similar initials, positioned below the 'Yours Sincerely,' text.

Craig Smith  
Executive Leader - Service Integrated Communities