

**Date: 17 April 2020**

Dear

I am writing to provide you with an update on the actions that Warrigal has undertaken regarding COVID-19 since my previous correspondence on 3 April 2019.

It has now been three weeks since restrictions were implemented preventing someone from leaving their home unless it was essential and encouraging people over the age of 70 to remain at home. This has resulted in a number of customers cancelling some services, in particular transport or social services. We are aware that many of you may still require support with maintaining social connections or other essential services, and would encourage you to continue your services and contact your Coordinator who can provide you with support.

Warrigal has been sourcing Protective Personal Equipment for staff to use as both a preventative and protective measure. We have also purchased digital thermometers for all staff who work in the Community to use on themselves before each shift and on you when they arrive to provide services. This check can indicate if a someone has a fever or is becoming ill. We also understand that some customers may have experienced difficulty purchasing toilet paper, and rather than putting yourselves at risk by going to multiple shops, these can be purchased through Warrigal.

Prior to COVID-19, there was a number of staff that worked in both the Community and either in a Care Home or with another Service Provider. These staff have been advised that for the safety of our customers, they will no longer be allowed to work at other locations. It can be comforting to know that we have stopped this risk of cross contamination.

We are preparing a "Special Care Unit" inside one of our Residential Care Homes that will have dedicated staff working only in this area, and will be available for any Warrigal resident or customer that contracts COVID-19. If you become ill with the virus you may be able to choose to stay where you are, relocate to a Warrigal Special Care Unit for treatment or be admitted to hospital. Your doctors would assist you with this decision. Our staff can also assist you at this time. We of course hope that you don't get ill and you stay healthy and safe at all times.

We are conducting over 30 staff interviews a week as we look to increase the number of staff that will be available to meet the needs of you and our community if the current restrictions are extended.



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The hours of operation of our Warrigal information Line on the 1800 927 744 number have been extended, and will now be operational from 9am-9pm, seven days a week. Don't hesitate to call if you have any need or enquiry that we may be able to assist you with.

Our purpose at Warrigal is to create inspiring communities for older people, and we appreciate that the current environment is very challenging and has been constantly changing. To support you through this, we strongly encourage those essential services such as cleaning, shopping and general maintenance should continue as it may be very important for your wellbeing and general health.

Please stay safe, and if you have any concerns regarding COVID-19, there is a National Information Line you can call on 1800 020 080 or you can call us for information too on 1800 927 744.

Yours sincerely

**Craig Smith**

**Executive Leader – Service Integrated Communities, Warrigal**