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Dear Village Resident

I hope that you are all staying safe during these challenging times. Like myself, I know that Anzac Day is a very special day for many of you, and I hope you were able to find time last Saturday to remember our Diggers and recognise the importance of the day.

Even though it has not been possible to hold any meetings, I have been getting regular updates from the Village Services Team and the Community Facilitators, and I am pleased that you are keeping well and that, so far, none of our village residents have tested positive to COVID-19.

The restrictions on visiting family members are being relaxed in NSW from tomorrow and, while this is a positive sign from the Government, we are still recommending that you limit the number of visitors that you have, continue to practice social distancing along with other measures including regular hand washing and limiting the number of times you go shopping. We want you to stay healthy, and utilise the services that Warrigal can provide to limit any risk of exposure.

I realise that some of you may have friends and family members residing in one of our care homes, and while the Prime Minister has made some strong comments about visiting restrictions being lifted, at this stage we still consider the risk is too high. We are only permitting visits where the resident is at the end stage of palliative care or if there are other clinical concerns, such as significant weight loss where the family member was previously supporting staff to feed the resident.

One of the positives at the moment is that due to the isolation, respiratory illnesses are lower in the community, however, the flu season is upon us and from 1 May 2020, any person entering into an aged care home must provide proof of a current flu vaccination before entering. While this may not apply to you, I would still encourage you to get yourself vaccinated.

To help reduce the risk of cross-contamination only 'essential and emergency' maintenance inside your villa or apartment will be carried out during this time. Your maintenance requests will remain in the system and will be attended to once restrictions are lifted.

The COVIDSafe App has now been launched and we are encouraging our staff to download this, as it will provide notification to you if you have been in contact with someone who has tested positive, providing they also have the App downloaded. If you would like to download this to your phone and need assistance, we would be pleased to assist. There is also a free COVID-19 support line set up for Senior Australians which is aimed at supporting the mental health of those impacted by COVID-19. Don't feel that you are alone – people are waiting and wanting to talk with you. The number is 1800 171 866.

Don't forget that you can contact our Village Services Team or the Community Facilitator at Shell Cove or Queanbeyan, or our Home Services team if your circumstances have changed - we can help you in any way. You can also call the Warrigal Information Line on 1800 927 744 which now operates from 9am-9pm, seven days a week if you need more information.

Thank you for your patience and understanding during this time.

Yours Sincerely

Craig Smith
Executive Leader – Service Integrated Communities, Warrigal