

Date: 06 April 2020

Re: Latest update on precautions to protect Warrigal residents

This letter is to provide you with a further update on the actions taken by Warrigal, to keep your loved ones protected, since the last correspondence on 31 March 2020.

I would like to thank all of you for your understanding of the current restrictions; - some of you have taken the time to respond with encouragement for the actions taken, and some have been seeking further clarification on the information provided on the updates. At this stage we remain committed to the existing restrictions and are pleased that there are currently no confirmed cases of COVID-19 in any Warrigal home.

The impact of COVID-19 entering into an aged care home is confronting for many families and residents, and while most of our residents have an Advanced Care Directive (ACD) to guide their end of life treatment, these were prepared prior to the current pandemic. I would now encourage you to ensure that you have an up-to-date ACD that reflects your unique wishes in this current environment. Just contact the manager at your home if you'd like to have it updated.

Recently it was announced by the Government that from the 1st May 2020, anyone entering into a Residential Aged Care Home needs to be vaccinated, this includes all staff, contractors, health practitioners and visitors. We have arranged for all of our staff and residents to be vaccinated, and we strongly encourage you to arrange a vaccination as soon as possible, particularly if you need to visit a family member receiving last stage palliative care.

Further updates are outlined below:

- We have increased the staff that undertake activities with our residents, due to the smaller group numbers that can now participate in these activities.
- We have commenced making phone calls to family members to provide them with a general update. We are utilising interpreter services and technology such as Google Translate to assist residents who previously relied on family members for support with communication.
- We are taking the temperature of all residents twice a day, as a precautionary measure, and any new person moving into the home will be isolated from others for 14 days. The exception will be if they have confirmation of a negative COVID-19 result taken in the 48 hours prior to moving into the home.

- We are providing more computer tablets to each home to facilitate telehealth consultations with doctors, but appreciate that there will be times, such as the flu vaccinations, when the GP needs to visit. In these cases we will be requesting that the GP use Personal Protective Equipment for the safety of everyone.

In response to my previous correspondence about food deliveries, we understand that you still want to provide some food items on occasion, this can still be done, providing it is pre-packaged food and can be left at the front door clearly marked where staff can then follow infection control procedures prior to taking it to your loved one. Unfortunately, this does not include home made food.

Once again, I do sincerely appreciate your understanding and I will continue to keep you updated on a regular basis. If you have any further enquiries or feedback, please call our Customer Relations Information Line on 1800 927 744, Monday to Friday between 8.30am - 5pm, or the 24-hour National Coronavirus Hotline on 1800 020 080.

Yours sincerely,

Craig Smith

Executive Leader – Service Integrated Communities, Warrigal