



3 April 2020

**MESSAGE FROM THE CEO:  
ISOLATED POSITIVE COVID-19 CASE**

As a community based organisation, Warrigal is committed to openness and transparency. In light of this Warrigal is able to disclose that one of our Home Care clients has tested positive to COVID-19; however I want to assure you that as no Warrigal staff member has had any contact with this client for over two weeks no staff need to be in isolation.

Whilst there have been no staff, residents or other customers that have tested positive, or no evidence of having been put in harms way of being exposed to COVID-19 to date, the nature of this pandemic has required us to continue to take strong precautionary action to ensure everyone in our large community of services remains safe.

I want to reassure everyone associated with Warrigal that we are implementing all possible methods to prevent the spread of this new, evolving health issue in our community. Our initial strategies have included:

- An established COVID-19 prevention and response team that meets multiple times a week.
- All our Home Care clients are receiving telephone welfare checks prior to visits in order to assess risks and we are then ready to take any appropriate measures to protect Warrigal clients and staff.
- Our Residential Care Homes have visitor restrictions and we have implemented increased resident and staff screening procedures, and
- Elimination of unnecessary travel between sites and services to prevent cross contamination risks.

I will continue to communicate updates as I receive new information, and let you know if anything changes. We are determined to protect the whole Warrigal community including our residents, other customers, families, other visitors and all our staff and volunteers.

The person who has the illness has been checked at hospital, is under the supervision of their GP and the public health unit and is being called by us daily to ensure they are recovering well at home. We wish them a speedy recovery and good health in the future.

If you would like further information you can contact the 24-hour National Coronavirus Health Information Line on 1800 020 080 or us at Warrigal on 1800 927 744, Monday to Friday between 8.30am -5pm.

Thank you for your ongoing support.

Yours Sincerely

Mark Sewell  
CEO, Warrigal