

4 December 2020

Re: Latest Update on COVID-19

Dear resident representatives and relatives

I am pleased to confirm that there are still currently no confirmed cases of COVID-19 at Warrigal.

Christmas is fast approaching, and visiting loved ones, or taking them home will be even more important this year, than in previous years. In view of this, and the tiered escalation model that the Government released, below is a summary of the current arrangements for all of our homes that remain in the lowest category (Tier 1):

- All visits to every home still need to be arranged with directly with the home.
- Visits can be in the resident's room, outdoors or in the Safe Visiting Areas.
- All visitors still need to be screened on arrival.
- It is still a requirement from NSW Health for all visitors, except children under 6 months to provide evidence of having the flu vaccination. This is due to be reviewed on 17 December 2020.
- There is no time limit on visits inside the rooms.
- The number of visitors inside a room is still limited at two each visit.
- It is still a requirement to wear a face mask through the home, but this can be removed in the room with social distancing of 1.5m being followed; this requirement will be reviewed in the coming weeks.
- All social outings will still be risk assessed, and the resident will be reviewed when returning to the home, but they will not be required to stay in their room if the gathering is outdoors or the number of people indoors is less than 20. If there are larger numbers indoors, the assessment would involve the size of the area, ventilation and if social distancing can be facilitated.
- All gifts that are purchased will be wiped down at reception, but they will no longer be quarantined for any period of time.
- Food made at home can now be brought in for your loved ones, with the containers being wiped down.
- Clothes can be taken home and laundered if this is your preference.

There have been a number of requests received following the update last week for residents to leave the home on Christmas Day, or for families to come into the home and share a meal on Christmas Day. It will

be important for us to ensure that we have the meals prepared and the staff available to undertake the reviewing of visitors as they arrive, so could you please let the staff at the care home know of your intentions for Christmas week.

We understand how important it is to spend time with your loved ones, particularly this year, and we do not want to interfere with these plans.

This week we held Zoom meetings with relatives at Warilla and Shell Cove. Similar to previous meetings, the relatives that attended provided very good feedback on the approach that has been adopted with a focus on safety, and offered some suggestions on areas for improvement and the need for consistency in communication, which is so important particularly for families that reside interstate.

The number of outdoor visits across Warrigal decreased this week from 367 to 301, as families commenced visiting in the residents' rooms, while the number leaving for a social outing remains consistent, with 62 going out with family or friends for an outing this past week. We will be looking to increase the number of residents that can go on bus outings next week in the lead up to Christmas.

While there is no evidence of community transmission of COVID-19 in NSW, Residential Aged Care Homes are still required to be on alert, and we have been advised from the Public Health Unit that there have been other viral illnesses in the community. It is therefore important that if you are taking your loved one home, that the following is observed:

- Hand hygiene is important, wash your hands often, before food preparation, before eating and more.
- Use separate serving spoons for shared dishes.
- Maintain safe distance of 1.5m.
- If anyone is unwell, please stay away from the home and don't put others at risk.

I will continue to keep you updated regularly and again, thank you for your support, understanding and the feedback that you have provided.

You can call our Customer Relations Information Line on 1800 927 744, operating seven days a week between 9am to 9pm, if you have any further enquiries. You can also email us at warrigal@warrigal.com.au with any feedback you might have or for more general advice you may want to contact the Older Persons Advocacy Network on 1800 700 600.

Yours Sincerely,



Craig Smith
Executive Leader - Service Integrated Communities