

16 July 2020

Dear Residents and Families,

As communities have begun to re-open following the initial peak of COVID-19, we have continued to closely monitor the situation across New South Wales. We thank you for your support as we have adjusted visitor arrangements in line with advice from Commonwealth and State authorities.

Current situation

Unfortunately, we are starting to see renewed risk in areas of our State, with an increasing number of COVID-19 cases in Sydney, where NSW Health has declared a number of COVID-19 clusters.

Our actions to protect residents and team

Given this escalation over the past week, we have made the difficult decision to again reduce visitors coming into our home -effective from Friday July 17th. We believe this is necessary while investigations continue into community transmission.

Aged Care Visits

Visits will occur under the following conditions:

- **Visits will need to be booked with the facility and with the agreement of the resident**
- *Visits should be brief (up to 30mins) and be conducted in the designated area only.*
- *The Visit area will be cleaned between every visit to minimise the possibility of virus transmission*
- *Visits will be between 10am and 3pm every day except Saturdays, where there will be no visits permitted*
- *Social Distancing guidelines will need to be followed during visits*
- *Visitors should arrive before their booking time to undertake screening, which will include:*
 - *Name, Address and region lived for last 14 days*
 - *Confirmation visitors have not been overseas in the last 14 days*
 - *Confirmation visitors have not been in contact with a confirmed case of COVID-19 in the last 14 days*
 - *Confirmation visitors have not been in hot spot areas listed by the Health Department*
 - *Confirmation visitors have no COVID-19 or influenza-like symptoms*
 - *Temperature screening*
- *Visitors are to enter and exit our services through one entry point at the front door and to use our hand sanitising stations.*
- *Visitors must have been vaccinated against influenza and provide evidence of the vaccination prior to the visit. (including children over 6 months).*
- *1 care and support visit per resident a day with 2 visitors present maximum*
- *For individual residents with very specific needs, creating an exception category that enables visits under prescribed conditions, for example enabling a support person to visit to reduce distress or confusion of a resident with certain conditions, such as dementia.*

Our visitor arrangements are consistent with the Australian Health Protection Principal Committee and the Industry Code for Visiting Aged Care Homes during COVID-19.

Reviewing the situation

We will provide further advice on visitor arrangements taking into account daily case numbers of COVID-19 together with advice from NSW Health.

Caring for our residents

Regular checks for every resident for any symptoms of respiratory illness, including temperature checks, and Covid19 testing as appropriate.

It is vital that we continue to enable our residents to engage in stimulating and enjoyable activities each day. We are supporting residents to connect with loved ones via video calls via Zoom, Skype and Facetime and regular update phone calls from our team to families. Please let us know how these channels are working for you and if there's anything more we can do to help you stay closely in touch.

Thank you again for your patience and cooperation. We have learned through this pandemic that the situation can change quickly. We will act equally quickly in response to any increasing risk. If you have any questions or concerns, or would like to discuss your loved one's care, please don't hesitate to call the facility

Kind Regards

A handwritten signature in dark ink, appearing to read 'Chalker', with a stylized flourish at the end.

Bronwyn Chalker

General Manager

St Agnes Care and Community Services