

Date: 31 March 2020

Re: Further precautions to protect Warrigal residents

This letter is to provide you with an update on the actions taken by Warrigal, since the last correspondence on 25th March 2020.

I understand that the current restrictions have been accepted by many, and caused concern for others who are worried about the impact that the lack of physical interactions will have on their family members. I do sincerely thank you for your understanding of these measures that Warrigal have implemented in our effort to ensure that we are protecting our residents and customers from COVID-19.

I appreciate this has been challenging for many families, but, our priority remains the safety and well-being of those that live in our homes, and the restrictions need to be consistently applied.

As previously advised, no visitors are currently allowed to enter any of our Warrigal care homes. The only exception is if visiting someone who is receiving last stage palliative care. In these cases, the restrictions of having two people visit at a time will be applied, and the visit needs to be pre-arranged with the Manager of the home.

In spite of these challenges, we do encourage you to reach out to the residents. We will be happy to help coordinate your communication with them in any way we can. We are still encouraging families to provide a tablet with a 4G service to enable regular communication assisted by our staff if necessary.

Other changes are outlined below:

- Commencing today, no laundry can be taken out, washed or returned. If you want to purchase any items for your loved one, they would need to be clearly marked and left at the front door and staff will ensure that all infection control procedures for hard surfaces are followed prior to delivering the items.
- We will be contacting the GPs that visit our homes and ask them minimise their visits by introducing video tele-health options. To facilitate this, we will be purchasing some additional tablet computers which will be compatible with the clinical and medication systems used at Warrigal. If it is essential to leave the home to attend an appointment in the community, it will be necessary to self-isolate in the person's room for 14 days when returning to the care home.



Warrigal

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In an effort to keep you updated we will soon begin making phone calls to the person responsible for each resident and consumer. This will provide you with some key information, and also give you the opportunity to address any enquiries you may have.

I will continue to keep you updated on a regular basis of any additional precautions that are being implemented. If you have any further enquiries, please call our customer relations information line on 1800 927 744, Monday to Friday between 8.30am -5pm. We will be increasing our resources to answer your calls, and support you through this challenging time. The national hotline number for general enquiries is 1800 020 080.

Yours sincerely,

Craig Smith

Executive Leader – Service Integrated Communities, Warrigal