

05 February 2021

Re: Latest Update on COVID-19

Dear resident representatives and relatives,

Many of you will be aware that the first confirmed case of novel coronavirus (COVID-19) in Australia was on 25 January 2020. I am pleased to confirm that there are still no positive cases of COVID-19 at Warrigal, which means that for over 12 months we have managed to keep the virus from reaching our care homes. It is a great achievement and it has only been possible with huge support from our whole community including; residents/customers, who have been patient and understanding; relatives and representatives who have been incredibly supportive and positive; staff who have remained vigilant, caring and dedicated; volunteers who have been a critical part of our response to the pandemic; allied health workers who have continued to provide essential services to residents; and contractors who followed Warrigal policies and procedures in an accepting and collaborative way.

The past week has seen 2 new cases in Western Australia transmitted through the community. There have been 42 positive cases identified from returning travellers who are in hotel quarantine. In NSW, there have now been 4,928 people test positive in NSW, with 11 active cases currently being treated.

You may recall that last week 52 residents/customers enjoyed a bus trip. This week we had 102 residents/customers enjoy 11 bus trips, and while it is very pleasing to see the number of trips almost double in a week we hope to see even more residents/customers take advantage of heading out of the care home in coming weeks.

On Tuesday this week all Residential Care Providers were issued an update from the Ministry of Health advising of further updates to restrictions including:

- All staff and visitors must wear a mask in all residential care homes;
- There are no areas of increased testing in New South Wales;
- Restrictions for visitors from New Zealand have been removed; and
- Areas of Increased Testing – Western Australia including suburbs of Perth, Peel and South West Regions, especially anyone who has returned to New South Wales since 25 January from these locations; and

In addition, physical distancing is being monitored in our care homes and the Government's requirement is you stay at least 1.5 metres away from other people. Thus, if you are visiting a loved one in their room please be mindful of this and if two or more people would like to visit consider options, such as, our safe visiting areas or meeting outdoors. Options can be discussed when booking in a visit, which we encourage you to do directly with the care home.

This week the Australian Government announced its plan to deliver Australia's COVID-19 vaccination program this year. The plan includes the announcement of an additional \$1.9 billion to go towards the COVID-19 vaccine rollout to help hospitals, GPs and pharmacies on the frontline deliver vaccinations to everyone in Australia. As previously advised aged care staff and residents are priorities for early access to the free vaccine. If you missed the online conversation yesterday covering what you need to know about the COVID-19 vaccine, a recording of the webinar 'COVID-19 Vaccine - What You Need to Know' is available for replay from the Older Persons Advocacy Network (OPAN) website. Go to opan.com.au to view it.

Over the next few weeks Warrigal will be introducing a QR Code in response to COVID Safe Procedures. We ask that all visitors sign in using the QR Code when arriving to the care home. We are placing the code and instructions on all the noticeboards at entry and exit points of the building. Please note you will still be required to proceed to reception for the remainder of the screening process including sign in and temperature check.

The QR Code is an excellent way to quickly enact contact tracing should this be required and is an important part of Warrigal's approach to continue ensuring we maintain the health and wellbeing of residents, families and visitors, staff, contractors and volunteers during the COVID19 Pandemic. In case you are wondering, a QR looks like the one I have attached and you may have used it when entering a Doctor's surgery, Golf Club or Government Office Block.



Please do not hesitate to contact Warrigal by email at warrigal@warrigal.com.au with any feedback you might have or by calling our information line on Customer Relations Information Line on 1800 927 744.

Yours Sincerely,

L McDonald

Lachlan McDonald
Acting Executive Leader - Service Integrated Communities