

Date: 03 April 2020

Dear

As you receive services from Warrigal Home Services, I am writing to provide you with an update on the actions that Warrigal has undertaken regarding the COVID-19 health issue. I want to give you reassurance that in these challenging times, we are still conscious of your needs and acknowledge these are changing as the community comes to terms with the Government's restrictions being implemented on the whole community due to COVID-19.

On 29 March 2020, the National Cabinet made a decision that people over the age of 70 are to remain at home where possible. This has implications for many of you that were receiving transport services to attend medical appointments or social engagements, or to go shopping. As a result, we will only be providing essential transport services, which includes transport for medical appointments and banking. We encourage you to consider other options now available to you such as; writing a shopping list for our staff to attend on your behalf, or online shopping through Coles and Woolworths.

To assist with your requests, this week we altered our policy to allow staff to take your money to buy things for you or to now use your credit or debit card to payWave for up to \$100 at a time. Staff are not permitted to withdraw money on your behalf or have access to your Personal Identification Number (PIN). Warrigal staff are able to discuss these changes with you in person or over the phone and assist you with these choices.

If you are not currently using these valuable services that we offer, they can be made available to you such as shopping and transport should you need them.

With no more than two people permitted to attend social gatherings we have had to modify our social services and are able to offer this with you one on one in your home. Warrigal staff may be contacting you to ask if there are any other visitors in your home. If there are other people we may not be able to enter your home to provide the service, as it breaches the Government's current guidelines.

You may notice that Warrigal staff have been contacting you by phone more than usual. Our focus is on your well-being and supporting you and your family through this difficult time. We are also regularly screening our staff for COVID-19 factors and making sure staff are only working if they are well. Personal protective equipment such as gloves, aprons, shoe covers and hand sanitisers are provided to our staff to use if you are unwell when we visit.

We understand that you may be a little worried about our staff visiting you, but rest assured, we have taken steps to ensure that staff working with you in the community do not work in any aged care home, and that all Warrigal social group activities have been



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suspended. All staff that attend your home have completed a hand washing competency and additional infection control training has been provided to them to ensure you and them are kept safe.

Our purpose at Warrigal is to create inspiring communities for older people, and we appreciate that the current environment is very challenging and has been constantly changing. To support you through this, we strongly encourage those essential services such as cleaning, shopping and general maintenance should continue as it is important for your wellbeing and general health.

Please stay safe, and if you have any concerns regarding COVID-19, there is a National Information Line you can call on 1800 020 080 or you can call us for information too on 1800WARRIGAL. To ensure we can communicate promptly with you, please make sure we have your current email address and/or phone number(s).

Yours sincerely

Craig Smith

Executive Leader – Service Integrated Communities, Warrigal