

Date: 09 April 2020

Re: Latest update on precautions to protect Warrigal residents

We continue to focus on ensuring that we are doing everything possible to protect your loved ones. I would like to provide you with a brief update since the last correspondence on 6 April 2020.

Once again, I would like to thank you for your understanding of the current restrictions, and as we head into Easter, we know this will be a challenging time as you will not be able to spend time with your family. Our priority remains the safety of everyone who lives at Warrigal, and while it will be difficult not to visit, I know that based on the feedback many of you have provided you appreciate and understand the actions that we have implemented. We remain committed to the existing restrictions and are pleased that there are still no confirmed cases of COVID-19 in any Warrigal home.

Since the last update, the following actions have been undertaken;

- We have conducted over 30 interviews for additional staff to be recruited to ensure that we have more staff at all homes. These staff will be commencing from next week and will be used to provide emotional support to your loved ones while being trained.
- The screening tool that we use for staff when they arrive for work has been amended to include questions on whether they have had children in the household attending any external places of learning.
- Where possible, care staff are being allocated to only one section of the home.
- We have identified an area in two of our existing homes, both in the Illawarra and Southern Highlands that can be used as a "Special Care Unit" in the event that we need to isolate any resident that is confirmed as testing positive to COVID-19.
- Additional Personal Protective Equipment has been purchased and its numbers are being monitored daily.

I understand that many of you will be feeling anxious that you cannot visit your loved one at Easter, but please be assured that we are doing everything possible to keep them safe.

As always, I do sincerely appreciate your understanding and will continue to keep you updated on a regular basis. If you have any further enquiries, please call our Customer Relations Information Line on 1800 927 744, Monday to Friday between 8.30am -5pm, or call the Coronavirus National Hotline Number for general enquiries on 1800 020 080.

Yours sincerely,

Craig Smith

Executive Leader – Service Integrated Communities, Warrigal