

Date: 17 April 2020

**Re: Latest Update on COVID-19**

Thank you for your patience and understanding over the Easter period, it was a very different Easter for all of us, as we had to contact family and friends by telephone or through other methods such as FaceTime and Skype instead of the usual face to face visits. The volume of calls that were made at some of our care homes made it very challenging to answer all calls immediately, and I sincerely apologise if you had to call on more than one occasion.

We regrettably remain very committed to the existing restrictions on visitors, but are pleased that there are still no confirmed cases of COVID-19 in any Warrigal home. If any staff member shows any symptoms, including an elevated temperature which is checked prior to every shift, they are not allowed to enter the care home. To date, we have had 56 employees tested for COVID-19, and all of the results have shown that they don't have the virus.

Our focus continues on ensuring we are doing everything possible to protect your loved ones, and I would like to provide you with another update.

Since the last update:

- We continue to have many people seeking employment with Warrigal, and this week a further 32 interviews were held, with 7 new staff commencing and a further 8 commencing next week. These new staff will support our existing staff rosters.
- There were a number of care staff that had secondary employment at other locations, and they were advised that Warrigal will increase their hours, as they will no longer be allowed to work in a Warrigal home if they are working elsewhere. This is to prevent any cross contamination.
- The work being done to have a "Special Care Unit" operational within a short timeframe has progressed, and we will be looking to have dedicated staff working only in this area, commencing with a trial in the Illawarra in the coming weeks.
- Staff at a number of locations received their flu vaccinations this week and this will continue up until 30 April. This is being monitored daily to ensure staff are compliant with the Government's 1 May deadline.

In view of recent events, it is possible that the Government may implement further restrictions with aged care, and we are anticipating that it will be a number of months before the existing restrictions on aged care homes are lifted. We will be looking at options on how some homes may have an area that can enable occasional safe visiting especially if the government's restrictions on the general community are lifted regarding what is considered to be essential travel.

Thank you again for your understanding, and I 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, which has now been extended to operate seven days a week between 9am to 9pm. Alternatively for more general COVID19 advice please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

Yours sincerely,

**Craig Smith**  
Executive Leader – Service Integrated Communities, Warrigal