

Warrigal

Inspiring communities
for older people

From the desk of
**Executive
Operations**



10 December 2021

Dear resident representatives and relatives,

The past week has seen a significant increase in the number of positive cases in NSW, with 2,418 cases, an increase of 1,045 from the previous week, including 42 cases of the Omicron variant. A number has come from venues where large numbers of people are gathering indoors for parties or social functions. This will continue to be a significant risk in the coming weeks that will be monitored closely. There were 40 positive cases in the ACT in the past week, a reduction of 3 from the previous week.

In relation to residents/customers leaving for social outings or extended overnight stays, the risk assessment primarily involves the vaccination status of the people attending and whether the venue has been identified as a venue of concern. We do not want to stop any residents/customers from attending family celebrations at the end of a very challenging year. The assessment undertaken would be to determine the actions that would be implemented when the person returns to the home, including the frequency of Rapid Antigen Testing.

I am excited to announce that the new Visitor Management System (VMS) is now in every Warrigal Residential Care Home ready to give you a better entry experience, and ensure all of your loved ones continue to live in a safe and happy home for our staff and community as a whole. The timeline for their commencement is summarised below;

To save you time, and prepare for your first visit with the new entry process, you can start right now with just one click on our online booking system. You can use a phone, computer or tablet to visit the link and organise your visit. Have your proof of vaccination ready so that when you confirm your booking, it will request that you upload it. It will not let you book without it.

Click here to book a visit - warrigal.zipline.app

There are two ways to visit using the new system, you can either pre-book ahead of time (ideal so that you can see what days/times are available), or for flexibility, you can simply walk-in and sign in using the devices which will be located at the entrance of our facility.

If you would like to pre-book, visit <http://warrigal.zipline.app/> which you'll be able to access via your phone, computer or tablet so that you can easily schedule your visits in advance. If you prefer to do it when you next visit in person, then follow the steps below. Our staff will also be available to support you when you first use the system.

Step 1 – Stand in front of the VMS check-in device

Step 2 – Follow instructions on the screen to position an automatically to have your temperature recorded

Step 3 – Follow prompts to complete the check-in process including registering phone number and name of person visiting

Step 4 – Collect Visitor badge and scan QR Code

Step 5 – When leaving simply check out on the device

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Warrigal Home	Visitor Bookings to Commence
Shell Cove	Tuesday, 14 December
Mount Terry	Tuesday, 14 December
Coniston	Thursday, 16 December
Warilla	Thursday, 16 December
Mt Warrigal	Friday, 17 December
Bundanoon	Friday, 17 December
Queanbeyan	Saturday, 18 December
Calwell	Saturday, 18 December
Goulburn	Saturday, 18 December
Stirling	Saturday, 18 December

The booster program continued this week with 55 residents at Bundanoon attending a clinic within the home, with Mt Warrigal scheduled for next week. This means that by the end of next week, there are only three homes, Mount Terry, Albion Park Rail, and Warilla still to be scheduled for a clinic by the end of January.

As we look to implement the latest version of the Visitor Code, we have been establishing the criteria for when a home will change from green to amber status, which would effectively mean that bookings and PPE would be required due to the higher risk status. If there is any venue within 1km of the home that has had a positive case, this would change the status of the home from green to amber. It is anticipated that this system will commence from 20 December 2021, when there will be a further easing of restrictions in NSW, and unvaccinated people can visit wearing full PPE with visits outdoors. A flyer has been prepared to show the different status requirements.

This week the Executive Team travelled to our homes in Calwell, Stirling, Queanbeyan and Goulburn. We all spent a night in one of the homes in Canberra, where we were able to spend some quality time with some staff and residents, have meals with them and get some feedback on areas for improvement. This continued at Queanbeyan where we met with residents, held an Older Persons Advisory Group Meeting, seeking feedback from representatives that have an association with Warrigal, whether they reside in a Village or Care Home, receive services at home or are waiting to live at Warrigal. This is important feedback that we rely on to ensure that we meet the needs of the current and future customers. I was also fortunate enough to spend some time with Carolyn, a resident at Queanbeyan, who provided me with some valuable feedback on the updates that are being sent, and invited me to spend more time at "Happy Hour" with the residents which I will be doing next year, as well as attending social functions in other homes to get feedback in a more informal environment.

I communicated previously that Warrigal was the Aged Care Provider of the Year for NSW/ACT through Aged and Community Services Australia, the leading national peak body supporting not for profit, church and charitable providers. This week, I am pleased to advise that, we were named as the National Aged Care Provider of the Year, which is great recognition for our staff who have worked very hard over the past 12 months to keep everybody safe while working through a pandemic. I have attached a link to an article for anyone interested in reading about the achievement.

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<https://citynews.com.au/2021/warrigal-tops-the-nation-with-aged-care-award/>

Thank you for taking the time to send your suggestions and comments, and your understanding of the staged approach we have taken. Please continue to provide feedback by contacting your local management team, calling 1800 927 744 or by emailing us at warrigal@warrigal.com.au.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'CS' or similar initials.

Craig Smith
Executive Leader – Service Integrated Communities