

24 December 2020

Re: Latest Update on COVID-19

Dear resident representatives and relatives

I am pleased to advise that the Ministry of Health have provided updated information on the arrangements for visiting residential aged care homes that will be in place until 30 December 2020.

These changes include the following;

- Residents can have up to two visitors per day from the Greater Sydney Area, which includes Coniston in the Wollongong LGA.
- Can I remind you again that all visits need to be by appointment only, similar to previous arrangements, you will need to contact the local management team as all visitors still need to be screened on arrival. If you have already contacted the home to schedule a visit on Christmas Day, there is no need to contact the home to confirm, but please ensure that there are no more than two visitors attending.
- The entry screening tool has been updated, so if you have been in the Northern Beaches of Sydney in the past 14 days, you will not be allowed to enter the home.
- It is still a requirement for visitors to wear a surgical mask at all times during the visit. We supply these upon your arrival.
- Residents should not be leaving the care home to attend family gatherings, unless the visit is essential such as a medical appointment. If you have made arrangements to take your loved one home for Christmas, please contact the home who will assess the risk to other residents and staff.
- Comfortable quarantine arrangements up to 7 days may need to apply upon return to the home if we believe other residents or staff at the home may be at risk from transmission contact with crowds or places that exceed the government's recommendations.

In summary, the current arrangements are in place until 30 December 2020, which means that for the next week there are no more than two visitors each day that can enter the care home to visit loved ones. Outings should only be for essential purposes and need to be assessed by the local management team. The total number of people visiting must comply with the requirement of one person per four square meters, which is particularly relevant with shared rooms, and why it's important that visits are coordinated through the staff at Coniston.

Thank you for your patience and support as we continue to respond to the challenges of this pandemic.

I hope that you have a safe and peaceful Christmas.

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.

This phone number and email can also be used to contact us during the Christmas holiday season if you are unable to contact the home for any reason.

Yours Sincerely,

A handwritten signature in black ink, appearing to be the initials 'CS' or 'Craig Smith'.

Craig Smith
Executive Leader - Service Integrated Communities