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4 September 2020

Re: Latest Update on COVID-19

Dear resident representatives and relatives

I am pleased to confirm that there are still currently no confirmed cases of COVID-19 at Warrigal.

The outbreak in Victoria has seen the number of positive cases decline due to the impact of the Stage 4 lockdown, however there are still 1225 active cases in 105 aged care homes, and 447 of the state's 591 deaths have been in aged care. These numbers highlight the need to minimise the risk of the virus entering into an aged care home, and with the number of positive cases in NSW increasing to 67 in the past week, the Chief Medical Officer in NSW advised that anyone who lives in Sydney areas are currently excluded from visiting an aged care home.

Unfortunately for many Warrigal families, this includes the South Western Sydney area, incorporating the Wingecarribee, Wollondilly and Campbelltown LGA's. We do have a number of families who reside in these areas that visit our care home in Bundanoon. This has meant that all visits that were scheduled for Bundanoon this weekend have been cancelled, and these families have been contacted directly. If you have arranged a visit to another one of Warrigal's homes over the weekend and reside in a Sydney LGA, or have visited one of the areas in the past 14 days, please contact the home before visiting to confirm if it can still proceed. It is also still a requirement from NSW Health that anyone entering an aged care home needs to provide proof of their flu vaccination, so please provide this to staff at the home.

It is unfortunate that the NSW Health Guidelines have been implemented on Father's Day weekend, however, all of our homes have placed additional staff to be able to assist and make calls. There have been more Samsung tablets provided, and small gifts will be given to all the fathers. We have also recorded a special Father's Day message featuring a number of our residents on what it means to be father which will be on our social media channels.

We also met with the Illawarra Shoalhaven Local Health District (ISLHD) and several GPs this week. The topic was on planning for an outbreak in a residential aged care home. The ISLHD provided important information on the localised Incident Action Plan, which also included workflows and contact lists. We discussed the clinical outreach team that would assist and how they would support with coordinating testing, resident transfers, and establishing a response team within the Public Health Unit to support residential aged care homes. The GPs that attended discussed the importance of following the outbreak management plan and communicating with them to ensure continuity of care. As a result, we will be contacting our GPs to share our outbreak management plans with them.

We continue to test any resident that displays any symptoms, and in the past week a further 10 tests were undertaken, taking the total tests for residents to 166. These tests are all communicated to the Public Health Unit, and the relevant GP. A representative from the Public Health Unit has been invited to attend the weekly meeting that is held with the Managers of all our services to provide feedback on the process that we are following and any areas for improvement.

Our analysis of the findings from the Newmarch House Inquiry has continued and we have developed an action plan for a number of areas that were identified in the report. There are currently 90 residents across Warrigal with only one contact on record, and while this may be the preference of the resident, we will be determining if other contacts can be provided. A protocol has also been developed to provide orientation and infection control training to any new staff that commence during an outbreak.

I will continue to keep you updated regularly and I appreciate that this weekend will be challenging for many families, and I would like to thank you for your support and understanding.

You can call our Customer Relations Information Line on 1800 927 744, operating seven days a week between 9am to 9pm, if you have any further enquiries. You can also email us at [warrigal@warrigal.com.au](mailto:warrigal@warrigal.com.au) with any feedback you might have or 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**