



17 February 2020

Dear HCP Consumers,

RE: Updates on health news: COVID-19 information and recommended health care actions

I would like to provide you with more updates regarding the COVID-19 outbreak.

As of 11am 15 February 2020, there are four confirmed cases of novel coronavirus (COVID-19) in NSW and 41 cases under investigation. 10 of the earlier cases have recovered. The others are in a stable condition. All of the cases in Australia have come from Wuhan except one in NSW who had contact in China with a confirmed case in Wuhan. The Australian Health care authority has implemented a range of measures to promptly identify cases of novel coronavirus infection and prevent transmission in NSW. For further updates, please refer to <https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx>

Based on the latest information we obtained from NSW Health, we have adjusted our precautionary measures as the followings:

- All people, including (employees, volunteers, consumers, carers, family members, relatives, contractors) in the following circumstances are being asked to cease visiting the ANHF residential care nursing homes, Senior Wellness Centres, Wellness hubs, Community housing for at least 14 days if
 - they are unwell with any symptoms of fever, cough, running nose, or generally unwell; or
 - they have been identified by their doctors or the Health team at the airport as someone who requires testing of COVID-19; or
 - they have been identified by their doctors or the Health team at the airport as someone who had close contact or in the same household with someone who had been required to attend testing of COVID-19; or
 - they have travelled from Wuhan city and Hubei Province recently; or
 - they have left, or transited through, **mainland China** on or after 1 February 2020; or
 - they have travelled to, or transited through **Thailand, Hong Kong, Japan, Singapore or Indonesia** on or after 1 February 2020 (we acknowledge that the risk in travellers in these countries is lower than that for China, however, due the high volume of travel between these countries and Australia and China, and the current epidemiology of COVID-19 concurred that we have higher number of frail persons with underlying health conditions among our residents, we have decided to include these countries in here).
- The above also applies for Home Care consumers, if you have been in close contact with anyone who has met the above conditions or personally experienced any of the above symptoms. Your Home Care advisor can facilitate a limited range of services to assist you over the defined period of isolation. We are also working closely with your allied health providers or any other contracted services in your Home Care service to ensure adherence to the health guidelines.
- All staff, volunteers who are returning to Australia or have recent local travels, regardless of countries or places are required to go through health screen and travel history check by management prior to their return to work. We have asked some staff to carry out isolation at home based on their risk of exposure to COVID-19 due to their travel history as additional precautions.
- Alert signage are put up at the entrance door, reception next to the sign-in book, and also at all our

nurses' stations, Housing sites and also at our Senior Wellness Centres.

- All visitors, staff, volunteers are requested to sanitise their hands upon arrival.
- For consumers, carers, volunteers, visitors, and staff who are coming to our Senior Wellness centres, they will be subjected to temperature and general health / travel history check. These tests will be performed by our Site coordinators/ SWC coordinators/ Drivers to use a NON-CONTACT thermometer to check all visitor's body temperature "forehead" on arrival or prior to transport, and have a short chat with you on your recent travel history or contact with anyone with recent travel history.
- In the interest of safety and hygiene, there will be increased focused on cleaning routines such as cleaning and sanitising handrails, door handles and furniture surface in our all facilities, residential nursing home, senior wellness centres, community housing, communal areas, and offices.
- We will continue to ensure an adequate supply of PPEs such as masks, gloves, gown, eye protection are kept and maintained for staff to perform care and low-risk clinical procedures.
- All home care employees will be issued with extra personal protective equipment, i.e., surgical face masks, goggles, disposable gloves, aprons, and shoe covers. All HCE are required to put on a face mask and sanitise their hands with the provided sanitiser before they start their shift. HCE is also required to put on the full set of PPEs when they are attending to personal care and wash their hands thoroughly and dispose of the equipment properly.
- We will continue monitor the risk in all types of activities to avoid large congregation of people to minimize your being exposed to potential contagion in the public space. As a result of this, there will be changes in the schedule of programs at our Senior Wellness Centres to ensure the safety of your health and wellbeing. We will continue to provide a safe environment, culturally appropriate care, and meaningful programs.

If you need more information or advice, you can call the Coronavirus Health Information Line on 1800 020 080. The line operates 24 hours a day, seven days a week.

Please note that the above measures are implemented based on current evidence and may be subject to change as more information becomes available.

Lastly, we strongly encourage you or your family members to consider the risk of travelling overseas at the moment during the outbreak of COVID-19. If you must travel overseas, please make allowance for the time you may be required to complete self-isolation quarantine after returning to Australia.

At the same time, you may be asked to cease visiting or temporarily limit the provision of your service if we have a concern about the travel history of people living in the same household as you are. If you wish to remain in contact with our loved ones in our residential care facilities, or at our Senior Wellness centres, we can facilitate other means of maintaining contact, such as the use of video conferences, face time.

We sincerely thank you for your co-operation and understanding.

Yours sincerely



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