



ANHF

AUSTRALIAN NURSING HOME FOUNDATION

澳華療養院基金

Culturally Appropriate Aged Care Since 1980

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31 January 2020

Dear Residents and Relatives,

RE: Important health news: Coronavirus information and recommended health care actions

As you would be aware, there is a new novel coronavirus affecting people who have recently been in the area of Wuhan, Hubei province China. This virus is called novel coronavirus or 2019-nCoV.

As of today, there are nine confirmed cases for 2019-nCoV in Australia in which four confirmed cases in NSW. More than 100 persons have been tested. 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.gov.au/resources?f%5B0%5D=field_audience%3A451

The ANHF Residential Care team understands the concern from our consumers as well as the wellbeing of our staff.

Please be advised that the following measures have been implemented:

- DoH's "information for travellers arriving in Australia from China" has been emailed to residents' families by facility management. Relatives are also advised of the standard and additional precautions taken at the facility including temperature and general health / travel history check.
- Alert signs are put up at the entrance door, reception next to the sign in book, and also at all nurses' stations.
- All visitors and staff are requested to sanitise their hands upon arrival.
- We have stepped up cleaning routines on cleaning and sanitising including handrails, door handles and furniture surface.
- Masks and hand sanitizers are made available for all visitors, staff and volunteers to use.
- All of our care staff have been issued with extra personal protective equipment, ie, surgical face masks, goggles, disposable gloves etc. All care staff are required to sanitize their hands and use PPE when they are attending to personal care and wash their hands thoroughly and dispose of the equipment properly.
- All of our staff and volunteers are advised to follow the advice from the department of health if they have returned from China &/ Hong Kong. We also advised that all staff who have returned from China &/ Hong Kong and unwell to consult their doctors and contact Communicable Disease Control Disease Branch on 1300 066 055 ASAP for advice. All employees who have travelled to China &/ Hong Kong are advised not to return to work and self-isolate at home for 14 days to ensure that they are not affected by the infection.
- We are also monitoring visitors to our facilities. For visitors, volunteers, contractors and staff who are coming to our facilities, they will be subjected to temperature and general health / travel history check. Please pause for our staff to use a NON-CONTACT thermometer to check all visitor's body temperature "forehead" on arrival and have a short chat with you. We apologise for the inconvenience.
- We strongly encourage any family members or visitors who have reasons to believe that they may have exposed to contacting any suspicious or confirmed cases of novel coronavirus should seek medical advice and/or self-isolate at home, and not visiting the facility for at least 14 days.

- We have cancelled some of our functions in order to avoid large congregation of people to minimize exposure to potential contagion in the public space. We apologize for the inconvenience, as your health and safety are our first priority.

Please contact your doctor and inform the Facility Management if you have returned from China and experience symptoms of fever, cough, running nose, or generally unwell.

In order to avoid contracting the virus, please stay away from crowded areas and put on a face mask and wash hands with soap or use an alcohol-based sanitizer when going out.

Please see the attached "Updates on 2019-nCov" provided by the department and contact the Facility Management or myself if you need any assistance.

Yours sincerely



Jenny Chua

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